

LibraryCrunch

Service for the Next Generation Library: A Library 2.0 Perspective by Michael Casey

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Turning "No" into "Yes"

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...These dual issues of "the culture of no" and "the culture of perfect" are not easy to address. Alone, they can cause serious damage to the library. Together they spell real disaster—public relations nightmares, financial debacles, and, perhaps most damaging, the complete loss of trust between staff and administrators. This last rending is sometimes near impossible to repair.

Fractures that run this deep in an organization require structural change. Setting up vertical teams with staff from all levels of the organization is one of the first things that can be done. Strong vertical teams engender trust and solicit buy-in. They make front-line staffers actually part of the solution, and they allow everyone from the top-level administrator to that desk staffer see the big-picture issues the library faces...

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Posted by Michael on May 2, 2007 06:24 AM | [Permalink](#)

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