

# LibraryCrunch

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

## The Transparent Library: Six Signposts on the Way

by MICHAEL CASEY on NOVEMBER 16, 2008

By Michael Casey & Michael Stephens — [Library Journal](#), 11/15/2008

*We recently presented a workshop in London at Internet Librarian International, based on our writings here, and realized that throughout the columns we've identified a set of mile markers for the journey toward transparency.*

*Give everyone an avenue to talk. Offer online and real-world mechanisms for all of the library's stakeholders, staff and users, to talk, react, and suggest solutions. A good start is a suggestion box and a way to share the answers with everyone. Add an online forum or blog and "town hall meetings," and the stage is set.*

*Your goal is to engage your community and get them talking even if it is within the confines of your firewall or within your institution.*

*Encourage trust, respect, and a willingness to be open. Remember, no one should be punished for speaking up or speaking out. And use that feedback from staff and library users for planning...*

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