



CREATING A CULTURE OF YES, AND – IN YOUR LIBRARY

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Activity 1 – Partner Activity

➤ No

➤ Yes but

➤ Yes

➤ Yes, And

Creating a Culture of Yes, And... Together

Library Spaces Yes-o-meter

	No	Yes, but ...				Yes		Yes, and...		
Entrance & Spaces										
Collections & Displays										

Library Services Yes-o-meter

	No	Yes, but ...				Yes		Yes, and...		
Customer Service										
Policies & Procedures										
Programs & Services										
_____										

Relationships Yes-o-meter

	No	Yes, but ...				Yes		Yes, and...		
Library Users										
Coworkers										
Administrators										

First Impressions?

Library First Impressions

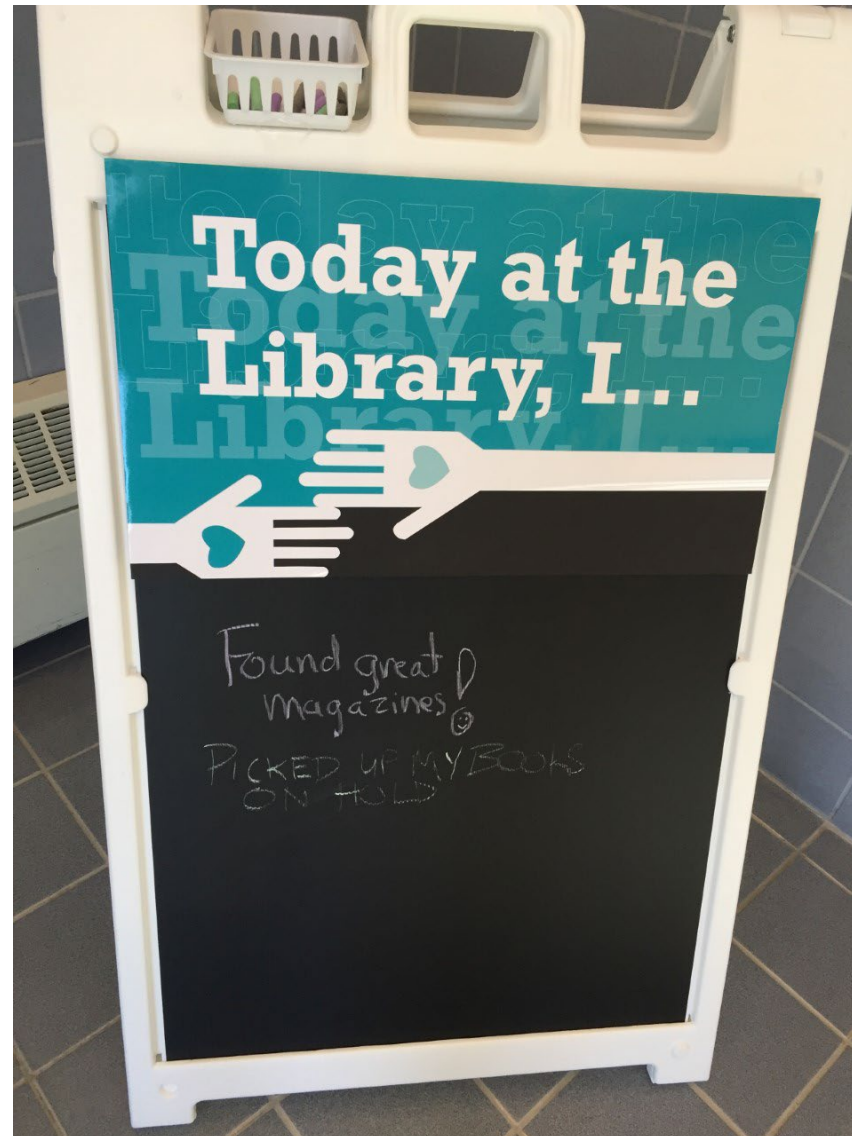








Last Impressions





Collections & Displays







Services



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Activity 2: Yes-o-meter

1. Rate **your library** on the **yes-o-meter**.
2. Rate **yourself** with **relationships**.
3. Discuss with the person next to you –
In what ways are you “Yes, and...”?
How can you move the yes-o-meter closer to “yes and”?
4. What’s your first step when you return to your library?

Merci! Thank You!



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