



We are all catalysts for change!

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What I hope we'll do today

- Talk about how are things more restricted
 - Create a safe space to discuss skill needs
 - Share ideas for small-scale implementation
 - Make dynamic connections....
- 





Who are you?

- Your name
 - Where you work
 - What you hope to get out of today and tomorrow
- 

Who are the change agents?





How has our landscape changed?



I walked into my local public library in London the other day and got a rude shock. All of my favorite librarians were gone. They'd been replaced by machines. Where the circulation desk once stood -- manned by a friendly soul with whom I'd chat about politics or the weather or the latest [London Review of Books](#) -- I now swiped my library card and pushed a button that said "borrow" or "return."

...This particular branch sits in an elegant 1930s building located in the garden of the house where the poet John Keats wrote his "[Ode to a Nightingale](#)."

Delia Lloyd: "The Death of the Library: Read It and Weep." Politics Daily, June 5, 2010.

Is this what our customers want?





What are the characteristics of a change agent?

- Fearless?
- Crazy?
- Iconoclastic?
- Empathetic?
- Curious?
- Knowledgeable?

Laying the groundwork for change

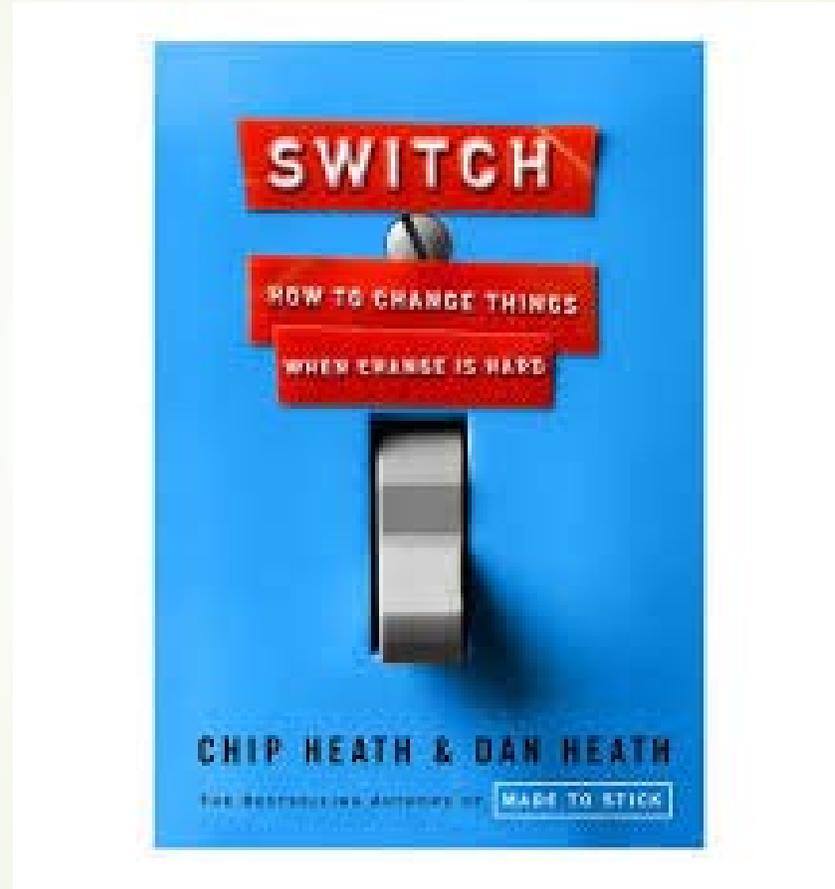




Don't make the mistakes I have made

- Lack of empathy
 - Seeing people as passive-aggressive rather than scared
 - Believing
- 

Put feelings first





Four Roles in Social Change

- Helper
- Advocate
- Rebel
- Organizer



"Before you build a better mousetrap, it helps to know if there are any mice out there."

~ Yogi Berra

Change game #2





Laying the ground work for change





Routes for change

- Describe the issue or problem to be solved
 - Provide compelling data on why it needs to be solved
 - Get buy in
 - Demonstrate the solution
 - Celebrate
- 



There is something else critical to the process...
Tell a compelling story.





Learning to be flexible



FILE MESSAGE

Ignore X Delete Reply Reply All Forward Meeting More

2015 Mediation To Manager
Team Email Done
Reply & Delete Create New

Move Rules Actions Move Tags Follow Up Translate Find Related Select Zoom

Delete Respond Quick Steps Move Tags Editing Zoom



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Rivkah Sass

SPL is a LEARNING ORGANIZATION

To All

Hi Everyone,

In the interests of developing a more creative and flexible staff, all locations and departments need to send their right-handed scissors to Carol Miranda in procurement, effective immediately.

She has a back- order in for left-handed scissors and will be sending them out later this week.

All left-handed staff are of course exempt from this since it is a truth universally acknowledged that they already know how to use both types of scissors.

Thanks for your flexibility and willingness to learn new things!

Rivkah

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Spot the difference (#3)





Let's talk about transition





Managing Transition

- Don't rationalize not communicating
- Say what you know, say what you don't know and commit to a time to give staff more information
- The grapevine already has the news
- You told them once but it won't sink in
- Supervisors are in transition themselves- don't rely on trickledown communication

Change our vocabulary, change our minds

- shift +	
DEFICIT BASED	ASSET BASED
A NXIETY	A NTICIPATION
B EAT-UP	B UILD-UP
C LASH	C OLLABORATE
D ISAPPOINTMENT	D ETERMINATION
E NRAGE	E NGAGE
F RUSTRATING	F EASIBLE
G OTCHA!	G ENEROUS
H ELPLESS	H OPEFUL
I NCREDULOUS	I NCREDIBLE
J EER	J OIN
K NOW-IT-ALL	K NOWLEDGEABLE
L UKEWARM	L AUDATORY
M ALaise	M AGNETISM
N AY-SAYER	N URTURER
O NEROUS	O PPORTUNE
P ASSIVE	P ASSIONATE
Q UIT	Q UEST
R EJECTION	R EJUVENATION
S ARCASM	S UPPORT
T EASE	T EACH
U NDECIDED	U NDAUNTED
V ACILLATE	V ALIDATE
W ARY	W ILLFUL
X ACERBATE	X CITE
Y AWN	Y EARN
Z AP	Z EAL

AlphaBeT

Source: *Change the way you see everything through asset-based thinking*, Kathryn D. Cramer, 2006.



Future state

- ▶ Let's put some things into practice
- 



If there is going to be change, real change, it will have to work its way from the bottom up, from the people themselves. That is how change happens.

~ Howard Zinn

The Best Change Can Be One Person at a Time





What is your take away?

