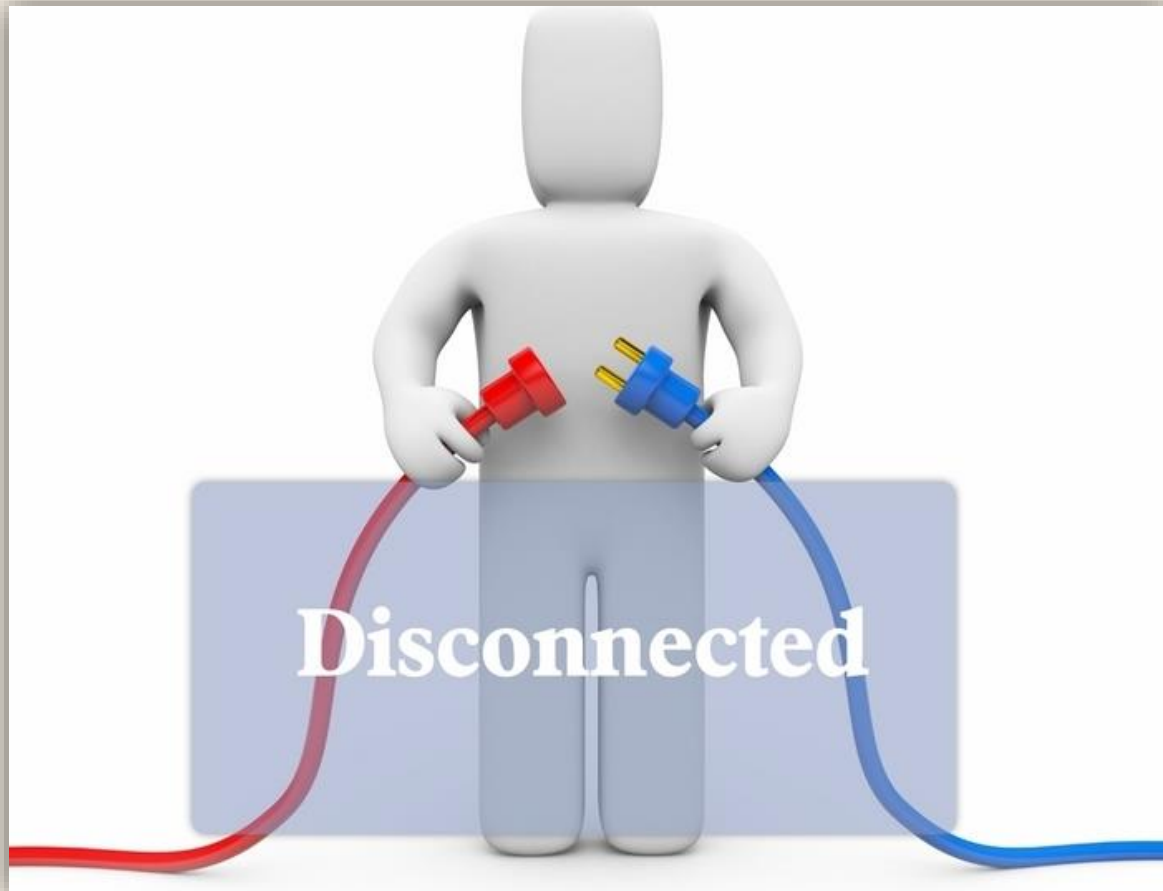


Building Bridges - Close the Gap - Open the Future



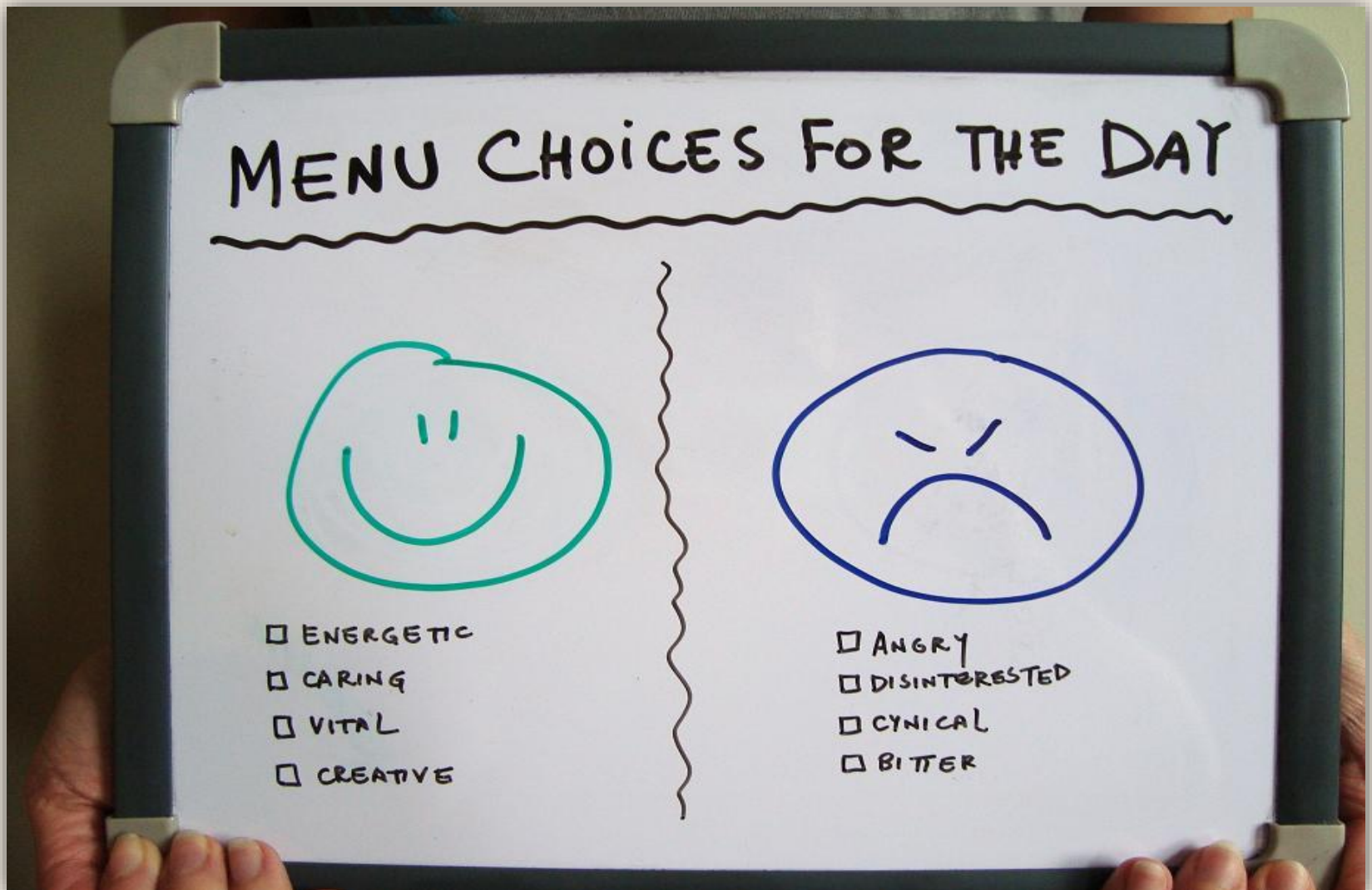
Identify the Disconnect

- Attitude
- Lack of leadership
- Quick change
- Communication
- Assumptions
- The proper use of technology to communicate



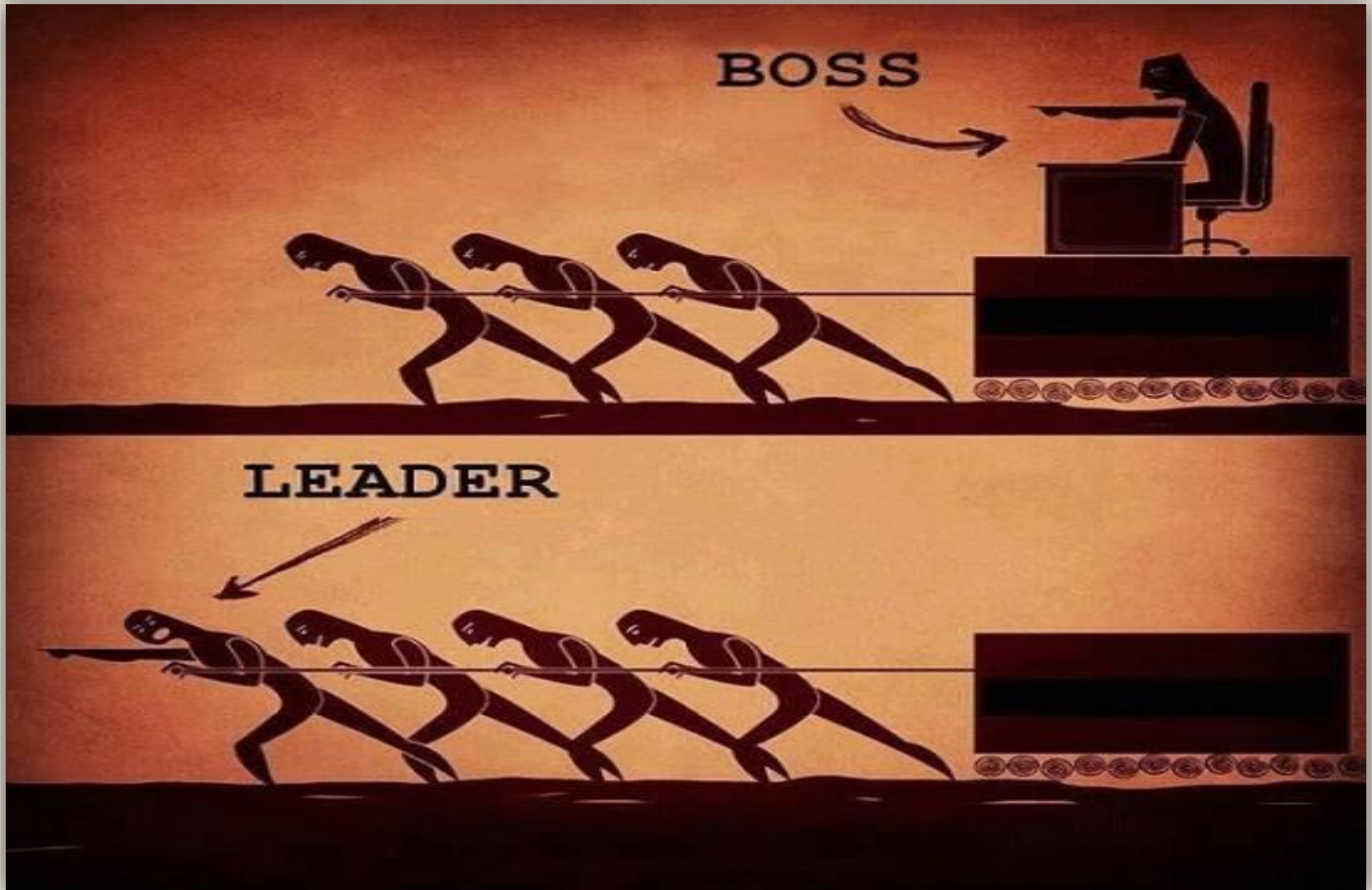
Where are we?

Attitude



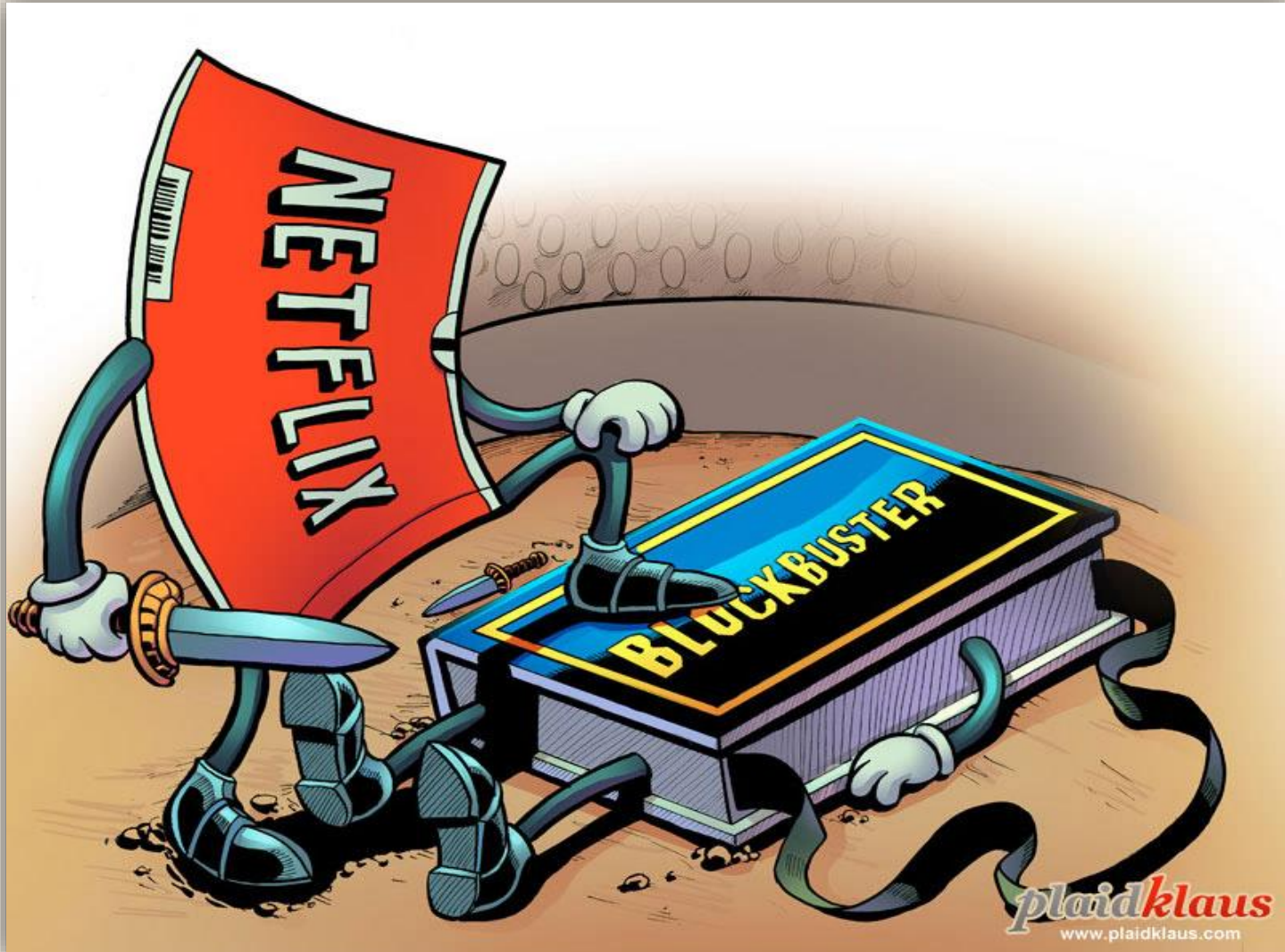
Where are we?

Leadership



Where are we?

Change Happens Fast



Where are we?

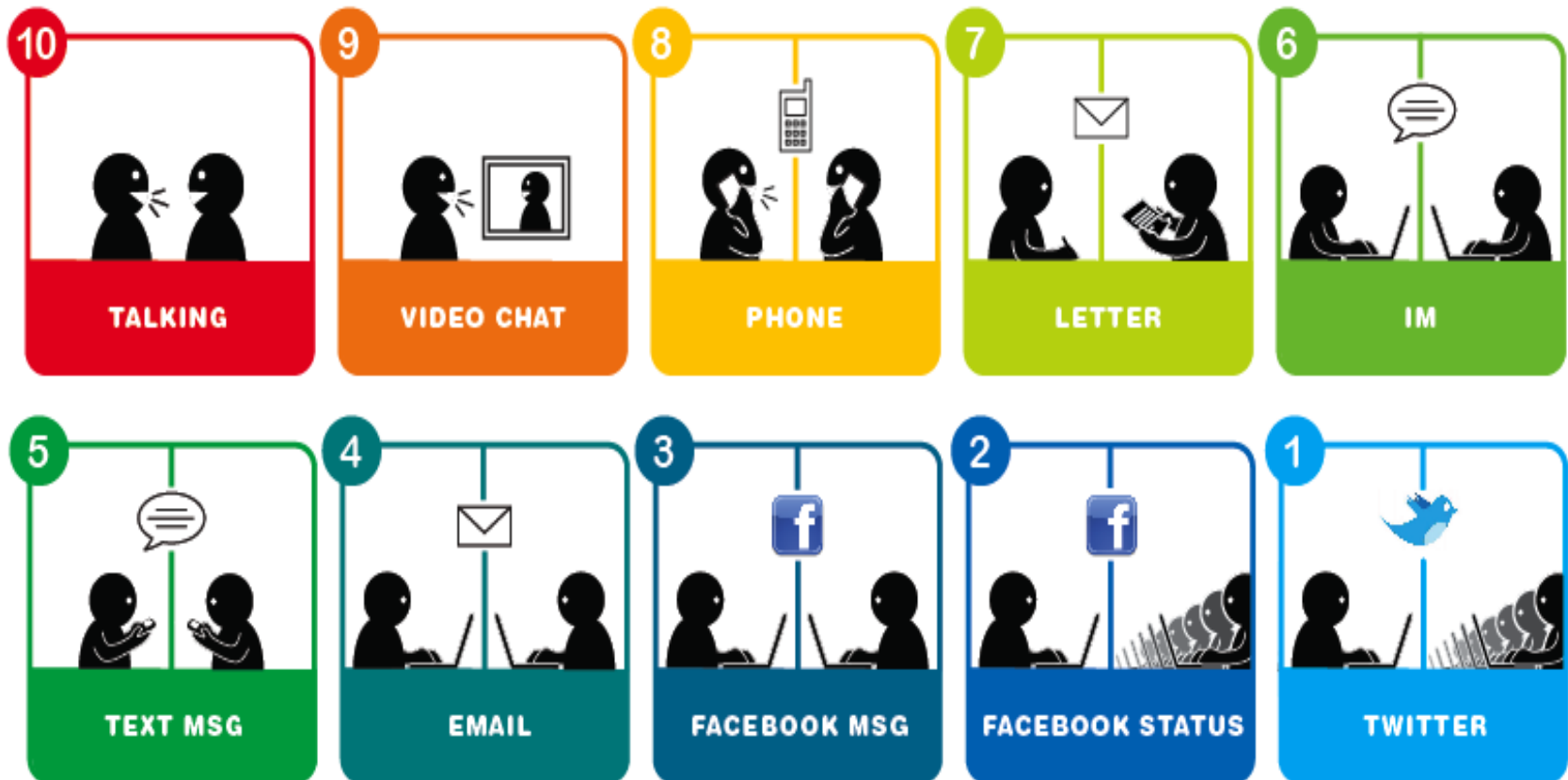
Lack of Effective Communication



Where are we?

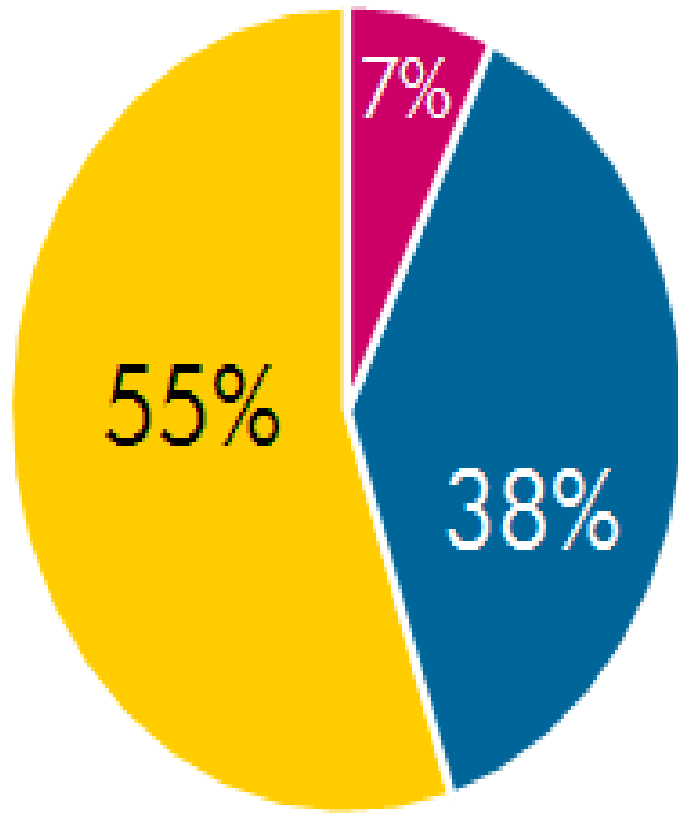
Communication Methods

10 LEVELS OF INTIMACY IN TODAY'S COMMUNICATION



Where are we?

Personal Communication

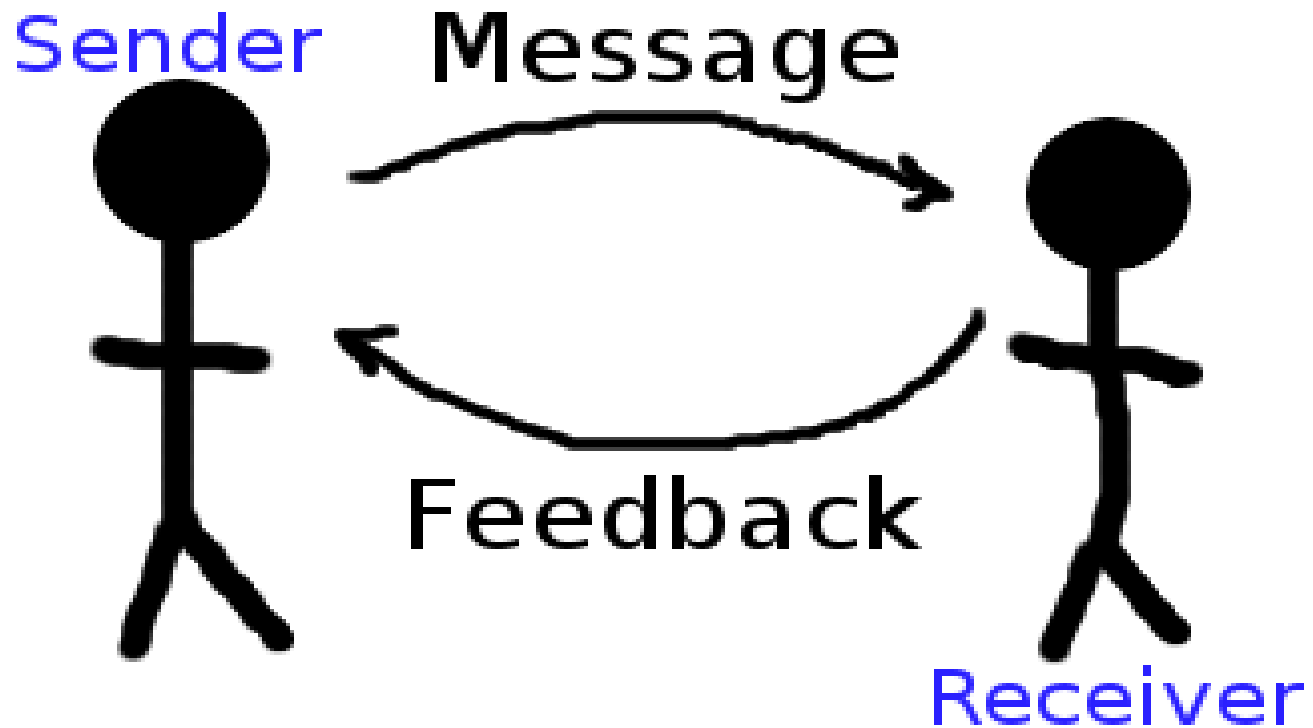


Elements of Personal Communication

- 7% spoken words
- 38% voice, tone
- 55% body language

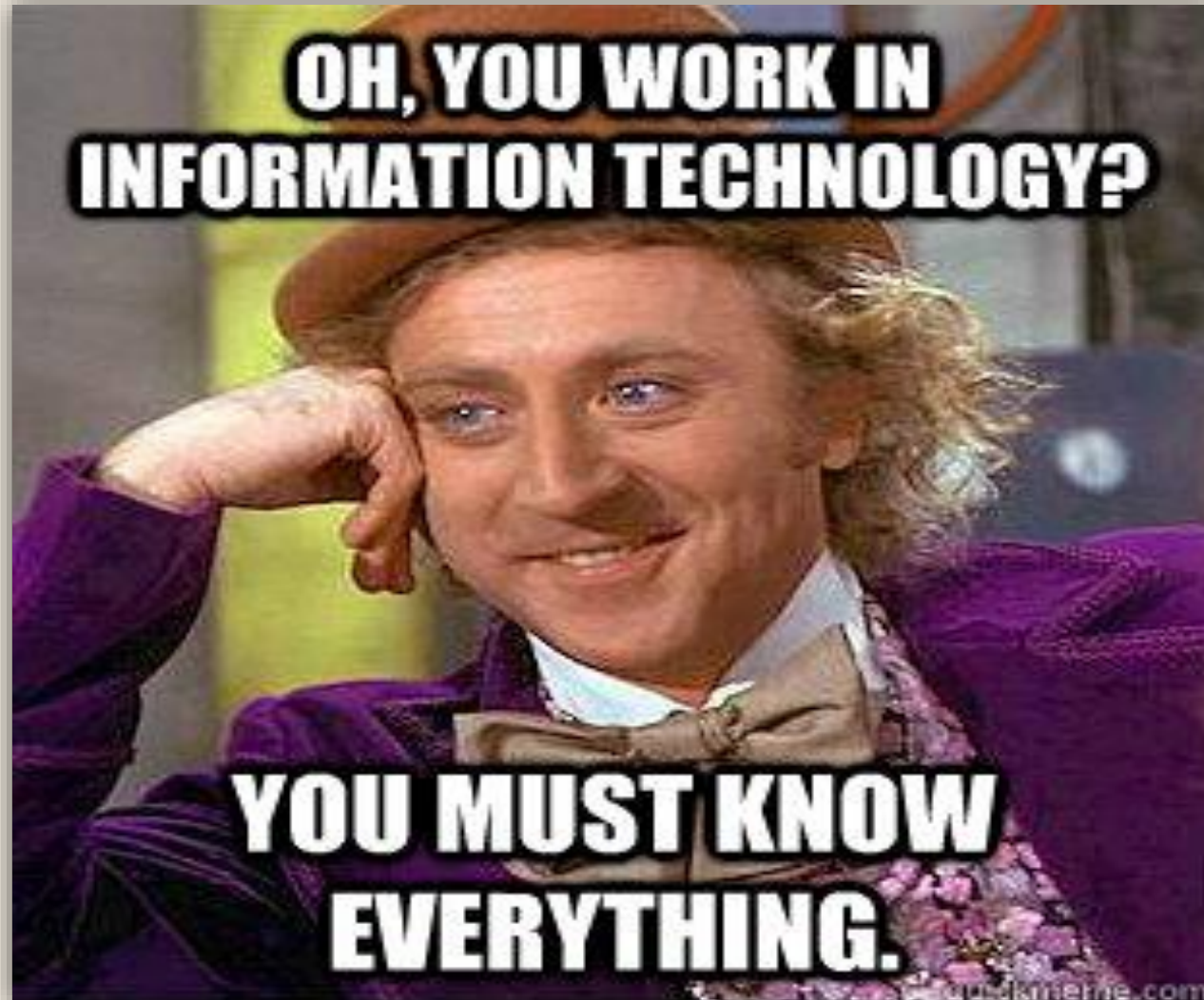
Where are we?

Personal Communication



Where are we?

Assumptions



Where are we going?



Where are we going?

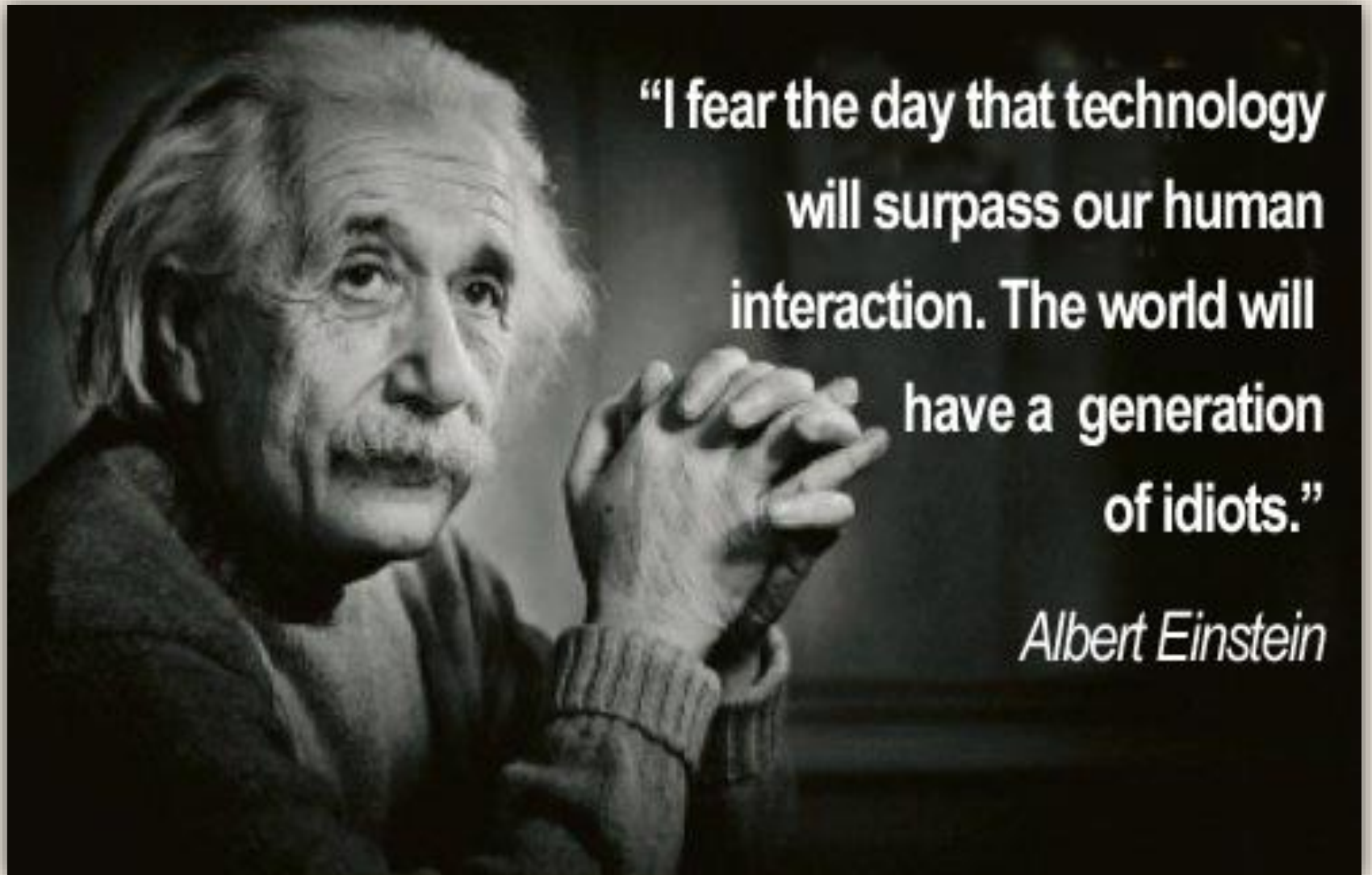
Technology is **NOT** the Answer



TECHNICAL SUPPORT

Have you tried turning it off and on again?

Where are we going?

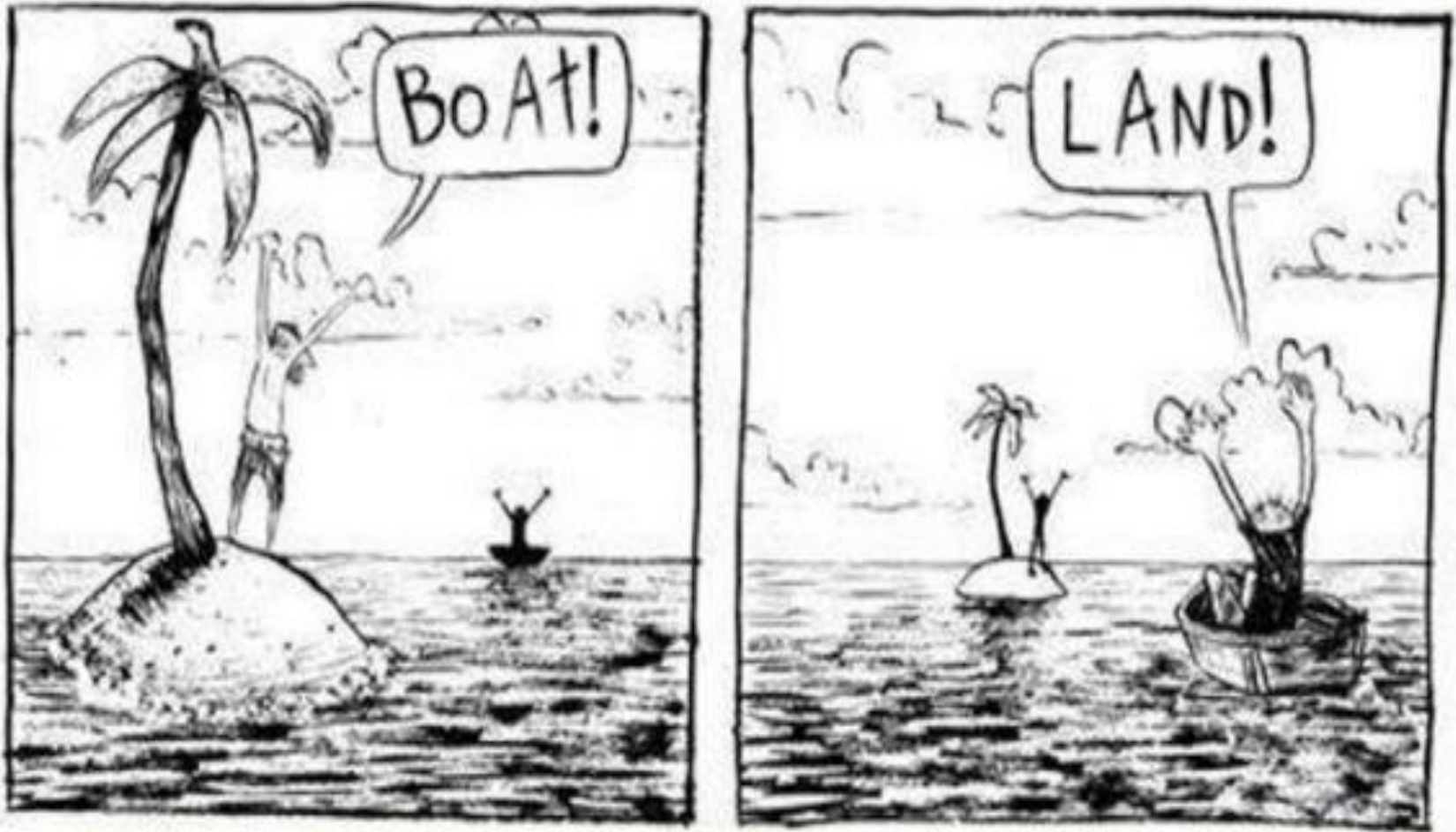


**“I fear the day that technology
will surpass our human
interaction. The world will
have a generation
of idiots.”**

Albert Einstein

Where are we going?

Perspective



Where are we going?

It's Different Now



NIMJD
Not in My Job Description

Where are we going?

Let's Talk About It



How do we get there?



How do we get there?

Human Technology



How do we get there?

We **NEED** Leaders



How do we get there?

Team Building

- You are allowed to be wrong
- You are allowed to be right
- You should stand up and lead
If you can't find a leader – It may be YOU!



How do we get *there*?

Team Builders....

- Recognize the skillset and talents of themselves and their colleagues. Bring in folks from other departments
- Display confidence and take responsibility for their decisions (right or wrong)
- Build an external network of people
- Are ready to take the idea or leadership somewhere else

How do we get there?

Patron First Service



Robert Johnson

Manager of Information and
Technology Services

bob@emmaclark.org

Emma S. Clark Memorial Library