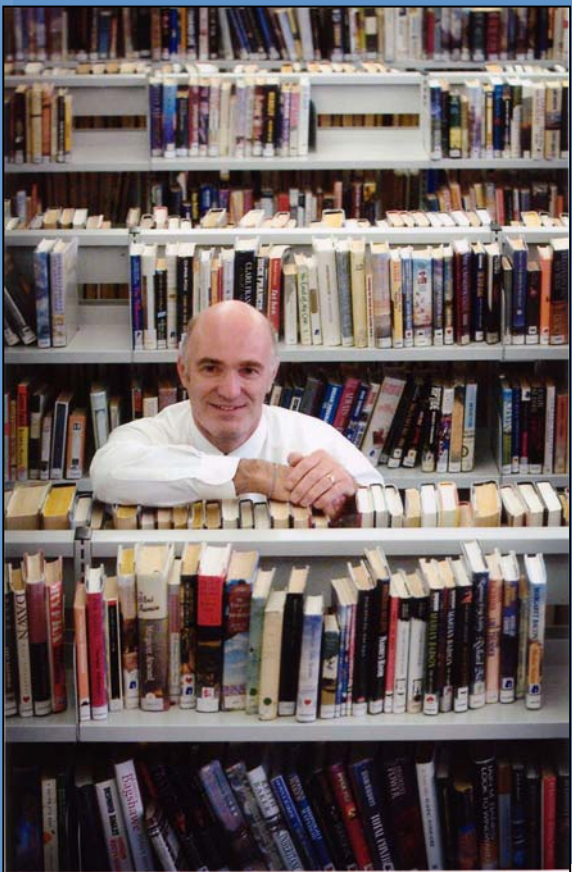




Proudly presents

John Stanley



**Libraries are
theatre**

**What is your
role as an
actor?**

John Stanley Associates
E-mail: info@johnstanley.cc
Web: www.johnstanley.cc

Australia:
142 Hummerston Road, Kalamunda
Western Australia, 6076
Tel: 08 9293 4533, Fax: 08 9293 456

USA:
2410 Northside Drive, Clearwater
Florida, 33761-2236
Tel: +1 888 864 0764, Fax: +1 (727) 781 858



Notes



The role of the library has changed

Their role is to meet the needs of the community



-

-

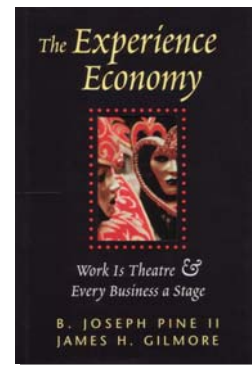
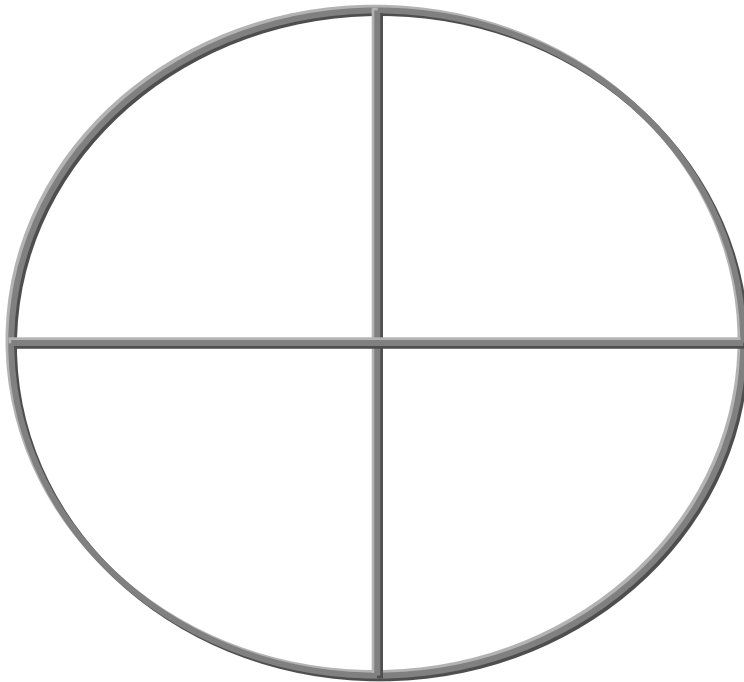
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The future of the library is about creating experiences



Where does the Librarian fit in?

Measuring accuracy performance

_____ success rate when followed with "Does this answer your question?"

_____ success rate when no follow up

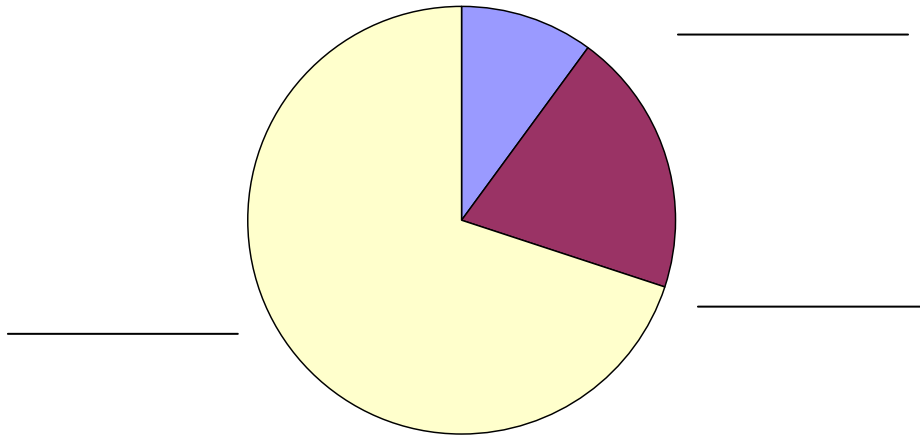
How do you build customer trust?

- _____
- _____
- _____
- _____
- _____

The Librarians role

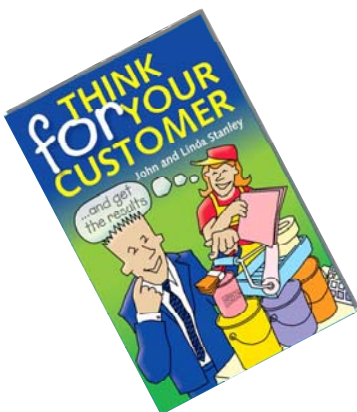
- _____
- _____
- _____

Host



Become the best host

- _____
- _____
- _____



Consultant



It's down to how you say it

- _____
- _____
- _____
- _____

Seller



Provide solutions and add value to the experience

Your challenge

Why do people resist change?

- _____
- _____
- _____
- _____
- _____
- _____

Seven step plan

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____



Name _____

Action plan

My three top priorities are:-

Priority One: The team members I should involve in this are:-

Priority Two: The team members I should involve in this are:-

Priority Three: The team members I should involve in this are:-

Workshop review form

Workshop Title: ALIA New Librarians' Symposium
Libraries are theatre.

What is your role as an actor?

Date: November 2004

Your answers to the questions below will help improve our service to current and future clients. (Please circle the appropriate answers).



	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
1. The workshop objectives were achieved?	1	2	3	4	5
2. My particular needs were addressed?	1	2	3	4	5
3. The workshop content was well presented?	1	2	3	4	5
4. The workshop presenter was knowledgeable in the subject?	1	2	3	4	5

Please comment on John's strengths and/or weaknesses as far as this workshop was concerned.

Please tick the word(s) that best describe your overall rating of the workshop?

Not appropriate to my needs

Fair

Good

Very Good

Excellent

What changes would you recommend to improve the workshop?

General comments

Name: _____

Organisation / Branch: _____

Yes, I would like to receive John Stanley's free quarterly "Library Retail" e-mail newsletter

I am happy for my comments to be used in your testimonials.

E-mail address (for Library Retail e-newsletter): _____

*Please detach from your workbook and hand to John Stanley or fax to 9293 4561
Thank You for Your Assistance.*