Human Resources

Evolution in Public Libraries

Computers in Libraries
April 17, 2018
Pilar Martinez
21st CENTURY LEADERSHIP
Command and Control

BECAUSE I’M THE

BOSS

THAT’S WHY
People – Centered
Engagement Drivers

I love my job!
21st CENTURY LIBRARIES
Transactions vs Transformation
Self Check-outs 85-90%
Automated Check-in
Service Philosophy
Help Customers Feel Smart
Community-Led

SEE YOURSELF IN THE COMMUNITY
Collaboration and Partnerships
A Technology Hub

#1 Source for FREE access to COMPUTING RESOURCES in the city
Making & Creating
21st CENTURY LIBRARY VALUES AND COMPETENCIES
# Competencies

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<th><strong>CORE</strong></th>
<th><strong>MANAGER</strong></th>
<th><strong>EXECUTIVE</strong></th>
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<tr>
<td>Adaptable</td>
<td>Business Acumen</td>
<td>Creates Vision &amp; Purpose</td>
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<td>Approachable</td>
<td>Lead &amp; Develop Others</td>
<td>Strategic Orientation</td>
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<td>Collaborative</td>
<td>Lead Change</td>
<td>Risk Management</td>
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<td>Customer Orientation</td>
<td>Drive for Results</td>
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<td>Relationship Management</td>
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<td>System Thinking</td>
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<td>Effective Communication</td>
<td>Initiative</td>
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<td>Continuous Learning</td>
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<td>Resilient</td>
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SO WHAT?
“Most workers, many of whom are millennials, approach a role and a company with a highly defined set of expectations. They want their work to have meaning and purpose. They want to use their talents and strengths to do what they do best every day. They want to learn and develop. They want their job to fit their life.”

-- State of the American Workforce, 2017 Gallup Inc.
What is a Learning Organization?

EPL is an organization that is committed to one another’s success, to working and learning together to help one another be the best we can be.
Transparency/Open Feedback
“That was some of the most meaningful and useful learning I've ever done - truly a life-changing experience (and I don't say that lightly).”
Recognition
Measuring/Evidence-Based
“In the coming decade, half of all jobs will be disrupted by technology and automation. Some will change dramatically. Others will disappear completely, replaced by jobs that are yet to be invented.

We are living through an era of radical change, with the latest advancements in artificial intelligence and automation transforming the way we work, even in unexpected fields such as law and customer service.”

- Humans Wanted: How Canadian youth can thrive in the age of disruption, March 16, 2018, RBC
Questions?

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