## **Organizational Leadership**

Library directors and leaders help everyone understand the vision of the library and the connection to community needs. Leadership empowers staff and encourages collaboration and learning.

Uses leadership skills to provide vision and guidance to library staff, board members and the community

* Articulates the mission, vision and values of the library organization
* Aligns the library with, and is supportive of, the strategic directions and needs of the community
* Defines and communicates the library’s goals and objectives aligned with the library’s mission
and vision
* Evaluates and revises if necessary the library’s mission, vision, value statements and strategic plan
* Understands the social, political and economic context in which the library exists
* Models accountability for quality and timeliness of work and reliability in achieving excellent results

Contributes effective strategies and decisions regarding library services and resources

* Conducts a SWOT analysis to determine the strengths, weaknesses, opportunities and threats
* Tracks metrics over time for measurable outcomes of services and programs
* Recommends adopting, modifying or eliminating services based on the best available evidence
* Prepares for and responds to crises and unanticipated events

Provides effective leadership of all stakeholders and teams

* Builds trusting relationships with stakeholders and prioritizes communication and dialogue
* Uses an inclusive, open and transparent approach to decision-making
* Demonstrates social and cultural intelligence
* Secures and allocates resources to assure stakeholders’ accomplishment of tasks and responsibilities
* Facilitates team meetings and collaborative processes effectively

Embraces change and fosters understanding and acceptance by all stakeholders

* Encourages new ideas, keeps current on trends and issues, and seeks and sponsors innovations
* Recognizes the benefits of change and understands the principles, processes and responsibilities for managing organizational change
* Approaches planning, implementing and evaluating change collaboratively
* Prepares staff, Library Board, users and other stakeholders for change through persuasive and effective communication to raise awareness, build commitment and ensure understanding
* Anticipates change-resistant behavior (fear, conflict, negativity, complacency) and applies strategies to address it