

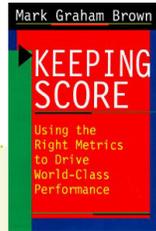
If All the Delaware Library Community Read the Same Book...

QUALITY



1

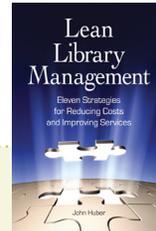
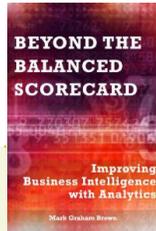
Be Our Guest: Perfecting the Art of Customer Service
– Disney Institute



2a

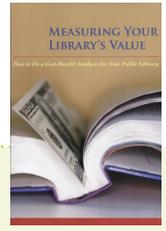
2b

Keeping Score & Beyond The Balanced Scorecard
– Mark Graham Brown



3

Lean Library Management
– John Huber



4

Measuring Your Library's Value
– Donald S. Elliott, Glen E. Holt, Sterling W. Hayden & Leslie Edmunds Holt

SERVICE

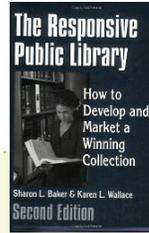


5

Environmental Scan, Perception Study & Perceptions of Libraries, 2010
– OCLC

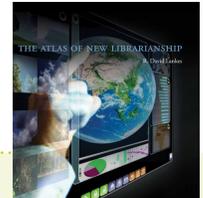


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7

The Responsive Public Library: How to Develop and Market a Winning Collection
– Sharon L. Baker & Karen L. Wallace



8

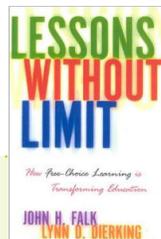
The Atlas of New Librarianship
– R. David Lankes

LEARNING



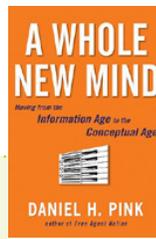
9

Geek the Library: A Community Awareness Campaign
– OCLC



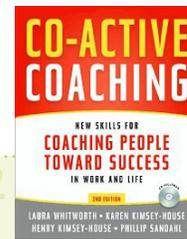
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Lessons Without Limit
– John H. Falk & Lynn D. Dierking



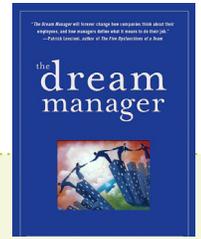
11

A Whole New Mind: Moving from the Information Age to the Conceptual Age
– Daniel H. Pink



12

Co-Active Coaching
– Laura Whitworth, Karen Kimsey-House, Henry Kimsey-House, Phillip Sandahl



13

The Dream Manager
– Matthew Kelly