

# IF ALL THE DELAWARE LIBRARY COMMUNITY Read the Same Book...

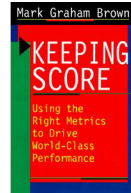
QUALITY

## MOST POPULAR



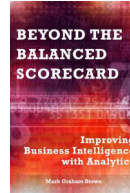
*Be Our Guest:  
Perfecting the Art  
of Customer Service*

Disney Institute



*Keeping Score*

Mark Graham Brown



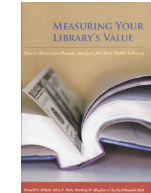
*Beyond The  
Balanced Scorecard*

Mark Graham Brown



*Lean Library  
Management*

John Huber



*Measuring Your  
Library's Value*

Donald S. Elliott, Glen E.  
Holt, Sterling W. Hayden  
& Leslie Edmunds Holt

SERVICE



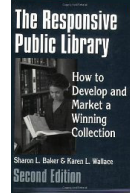
*Environmental  
Scan, Perception  
Study*

OCLC



*Perceptions of  
Libraries, 2010*

OCLC



*The Responsive  
Public Library:  
How to Develop  
and Market a  
Winning  
Collection*

Sharon L. Baker  
& Karen L. Wallace



*The Atlas of New  
Librarianship*

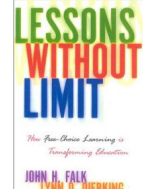
R. David Lankes

LEARNING



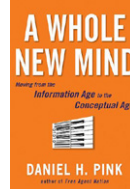
*Geek the Library:  
A Community  
Awareness  
Campaign*

OCLC



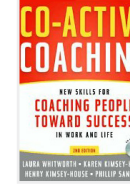
*Lessons Without Limit*

John H. Falk &  
Lynn D. Dierking



*A Whole New Mind:  
Moving from the  
Information Age to  
the Conceptual Age*

Daniel H. Pink



*Co-Active Coaching*

Laura Whitworth,  
Karen Kimsey-House,  
Henry Kimsey-House,  
Phillip Sandahl

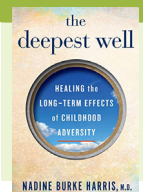
## MOST POPULAR



*The Dream  
Manager*

Matthew Kelly

## NEW!



*The Deepest Well*

Nadine Burke Harris,  
M.D.