

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

DelawareLibraries.org



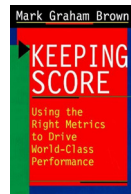
Updated April 2024

QUALITY

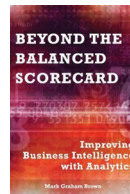
POPULAR



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



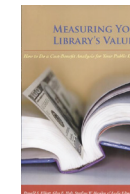
Keeping Score
Mark Graham Brown



**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

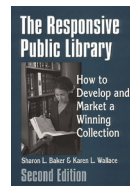
SERVICE



**Environmental
Scan, Perception
Study**
OCLC



**Perceptions of
Libraries, 2010**
OCLC



**The Responsive
Public Library**
Sharon L. Baker & Karen L. Wallace

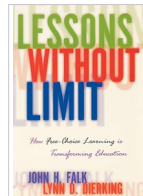


**The Atlas of New
Librarianship**
R. David Lankes

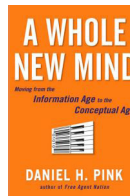
LEARNING



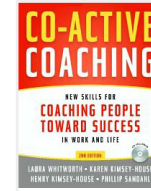
**Geek the Library:
A Community
Awareness
Campaign**
OCLC



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

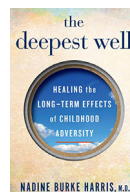


Co-Active Coaching
Laura Whitworth, Karen Kimsey-House, Henry Kimsey-House, Phillip Sandahl

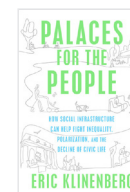
POPULAR



**The Dream
Manager**
Matthew Kelly



The Deepest Well
Nadine Burke Harris, M.D.



**Palaces for
the People**
ERIC KLINENBERG



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**Library 2035
Imagining the Next
Generation of Libraries**
SANDRA HIRSH