



WARREN COUNTY  
PUBLIC LIBRARY

# Putting Positive ENERGY into Patron Interactions

*Ashley Fowlkes, Warren County Public Library*

POSITIVE

+ENERGY+

MATTERS

*it's contagious!*

Please

*take*

{ RESPONSIBILITY }

*for the*

**ENERGY**

*you bring into*

[ THIS  
SPACE ]



# Let's Make it Happen!

## **Making positive experiences for our patrons:**

It's our business to make library visits positive ones for everyone.

Libraries exist to serve their communities in positive ways.

Making a difference in people's lives can be incredibly gratifying.

Brainstorm: who exudes “positive energy?”



# Positive Customer Experiences

## **Self Assessment:**

How can you make the day positive for your patrons?

How can others make the day positive for you?

How can you make the day positive for your co-workers?

the minimum  
for relational thriving

5

-

1

positive

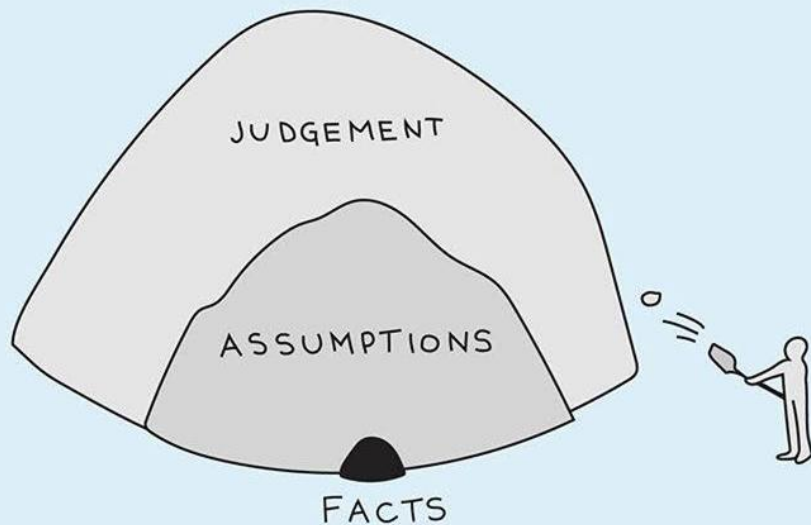
Negative

A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty.

Winston Churchill



HOW TO MAKE A MOUNTAIN  
OUT OF A MOLEHILL



WHEN YOU FIND YOURSELF THINKING:



WHAT IF THIS  
DOESN'T WORK?

TRY ASKING YOURSELF:

WHAT IF  
IT DOES?



# The Impact of Stress

**Stress has the potential to negatively impact our performance, but we can change the way we look at it!**

# TED Talk: How to make stress your friend | Kelly McGonigal

By reshaping how we think about stress, we can retool our body's response.

Link: <https://youtu.be/RcGyVTAoXEU>

Length: 14 minutes



# The impact of EFFICIENCY & ACCURACY

**Being accurate and efficient makes for a positive library experience:**

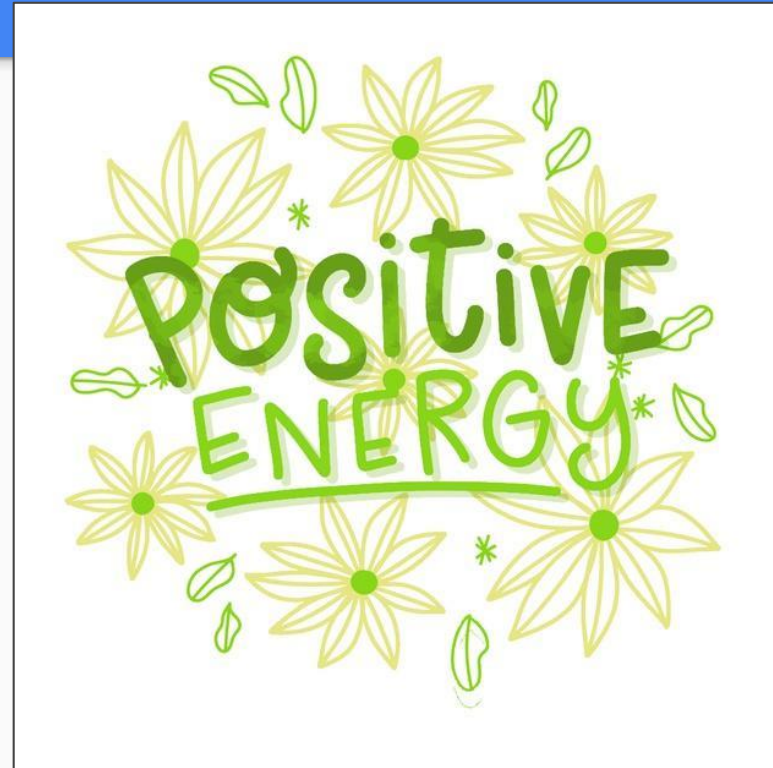
- Focus on the tasks at hand
- Counter frustrations with calmness
- Explain what you're doing slowly and clearly
- Check & double checking that you've completed transactions properly

# The impact of OPTIMISM

Being optimistic makes for a positive library experience:

How to increase optimism:

- Encourage each other



**WHEN WE SUPPORT  
EACH OTHER  
INCREDIBLE THINGS  
CAN HAPPEN**



# Make it Happen: OPTIMISM

Being optimistic makes for a positive library experience:

How to increase optimism:

- Encourage each other
- **Practice positive self talk**





TALK TO  
YOURSELF  
LIKE YOU  
WOULD TO  
SOMEONE  
YOU LOVE.

BRENÉ BROWN

# Make it Happen: OPTIMISM

**Being optimistic makes for a positive library experience:**

How to increase optimism:

- Encourage each other
- Practice positive self talk
- **Find joy in helping others**

the happiest  
people i know  
are those who  
lose themselves  
in the service  
of others.  
gordon b. hinckley

# Make it Happen: OPTIMISM

**Being optimistic makes for a positive library experience:**

How to increase optimism:

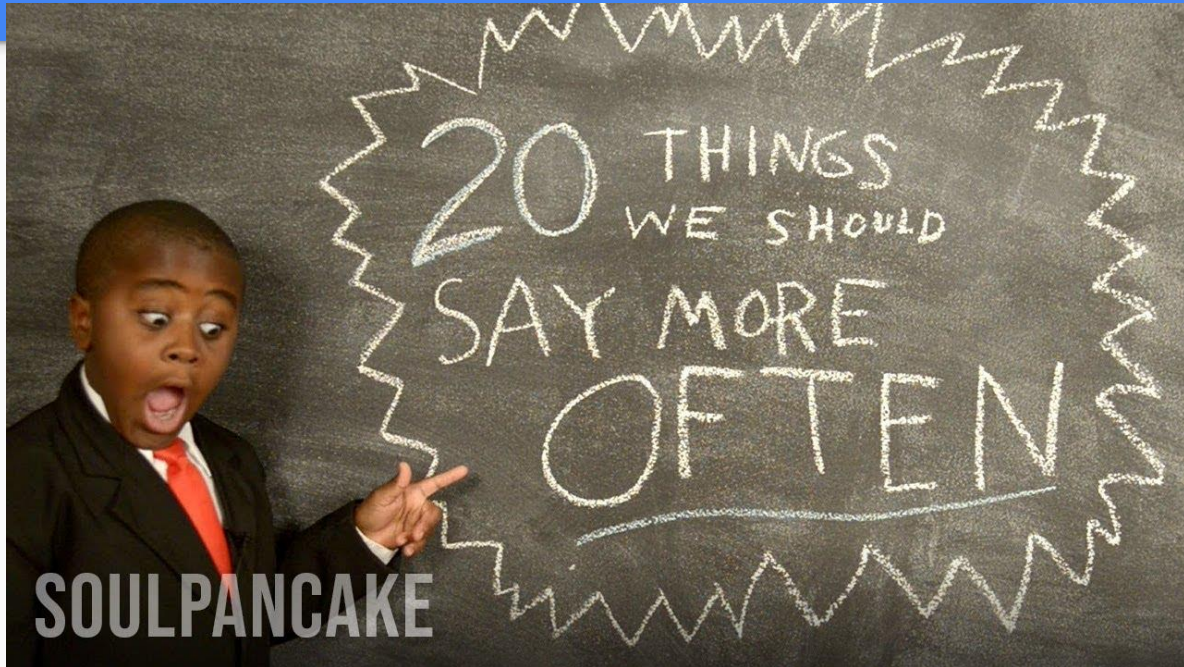
- Encourage each other
- Practice positive self talk
- Find joy in helping others
- **Let go of the negativity**



feel what you need  
to feel and then let  
it go. do not let it  
consume you.

- D h i m a n

# Kid President: VIDEO



Link:

<https://www.youtube.com/watch?v=m5yCOSHeYn4&feature=youtu.be>

# Keep it Going!

Follow positive people on social media!

- Jon Gordon
  - <http://www.jongordon.com/>
- Brad Montague (Kid President creator)
  - <http://montagueworkshop.com/hello>
- Liz and Mollie
  - <https://www.lizandmollie.com/>

## The Positive Pledge

I pledge to be a positive person and positive influence on my family, friends, co-workers and community.

I promise to be positively contagious and share more smiles, laughter, encouragement and joy with those around me.

I vow to stay positive in the face of negativity.

When I am surrounded by pessimism I will choose optimism.

When I feel fear I will choose faith.

When I want to hate I will choose love.

When I want to be bitter I will choose to get better.

When I experience a challenge I will look for opportunity to learn and grow.

When faced with adversity I will find strength.

When I experience a set-back I will be resilient.

When I meet failure I will fail forward towards future success.

With vision, hope, and faith, I will never give up and will always move forward towards my destiny.

I believe my best days are ahead of me, not behind me.

I believe I'm here for a reason and my purpose is greater than my challenges.

I believe that being positive not only makes me better, it makes everyone around me better.

So today and every day I will be positive and strive to make a positive impact on the world.

[www.ThePositivePledge.com](http://www.ThePositivePledge.com)

by Jon Gordon

Believe  
YOU CAN  
and  
YOU'RE HALFWAY  
There.



## TED Talk: The happy secret to better work | Shawn Achor



“90 percent of your long-term happiness is predicted not by the external world but by the way your brain processes the world.”

Link: <https://youtu.be/fLJsdqxnZb0>

(length: 12 minutes)

# Got Questions?

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# BONUS Video!

Link:

<https://www.youtube.com/watch?v=l-gQLqv9f4o&feature=youtu.be>





**Thank you to the  
Institute of Museum and Library Services (IMLS)  
for sponsorship of this webinar.**

# Follow KDLA on Social Media!

@KDLALibDev



KDLALibDev



# SAVE THE DATE

Register on the [KDLA CE Events Calendar](#)

## **KET Community and Learning Resources**

Wednesday, March 4, 10-11 am ET (9-10 am CT)

## **Break the Boredom-Not the Bank: Teen Programming**

Tuesday, March 10, 10-11 am ET (9-10 am CT)

## **Vitamin L: How Public Libraries Can Supplement High School Education with How-to Adult Fair**

Thursday, March 19, 10-11 am ET (9-10 am CT)

## **KDLA Kits 101**

Thursday, March 19, 2-3 pm ET (1-2 pm CT)

**More webinars are available on our Archived Webinars page:**

<https://kdla.ky.gov/librarians/staffdevelopment/kdlaarchivedwebinars/Pages/default.aspx>

# Thank you for attending!

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Kentucky Department for  
Libraries and Archives

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