Here Are 12 Ways to Go from Good to Awesome.

1. **Leverage Strategic Leadership**
   Leadership happens at all levels of the organization. Go beyond meeting the strategic objectives of the organization and plan for your department's short, medium, and long-term future.

2. **Embrace Failure**
   Know your organization’s definition of failure and embrace it. Organizations need to define innovation and failure and not be afraid to do either. You can set the tone for the employees you supervise.

3. **Be a Strong Manager**
   Don’t be a good manager — be a great manager. Keep your promises to employees, have the hard conversations early, depersonalize conflict, never ask others to do anything you wouldn't do, build trust with your staff and over-communicate.

4. **Stop Providing Reactive Services**
   With vision and strategic planning, you can stop providing reactive services. Don’t react to your users, proactively define services for their needs. Establish strategic directions with realistic goals to develop service agility.

5. **Leverage Opportunistic Change**
   In ever-changing environments, change management is important. Identify areas for opportunistic change, such as new staffing models when staff positions open. Know when to change gradually and when to change radically.

6. **Statistical Analysis**
   Know your story! Keep statistics on key strategic indicators and uncover unmet user needs to build new services and improve processes. Use analysis to identify your library’s strengths and weaknesses. Understand drivers of demand on library resources and how they are changing. Align resources to meet those demands.

7. **Establish Continuous Improvement**
   Review systems, policies and workflows continuously and systematically. Look at your workflow and policy exceptions. Is there an area for improvement? Watch for user trends and self-reflect to evaluate how users are using the library.

8. **Listen to Users**
   It can be difficult to listen to our user’s expectations and needs but they have an important voice. Through feedback from surveys and focus groups, develop better services and programs.

9. **Promote Team Development**
   Encourage teamwork and empower teams with interesting and challenging projects. Through harnessing the power of teamwork, a team can achieve real breakthroughs instead of useful improvements.

10. **Cultivate a Culture of Learning**
    Encourage staff learning at all levels. Library staff are knowledge workers who need their knowledge constantly refreshed. Foster an environment where creating, acquiring and transferring knowledge is happening at the individual, group, and organizational level.

11. **Recognize Excellence & Celebrate Success**
    Celebrate wins! Celebrate failures! Recognize excellence and prevent demotivation. Allow staff to talk about what demotivates them and listen. The frontline service desk sets the tone for the library user, keep the staff motivated!

12. **Empower & Inspire Frontline Staff**
    Who knows your users better than your frontline staff? Encourage all staff (even student employees) to take the initiative to spot areas for improvement. Staff are our most important resource, ensure policies are flexible enough that the frontline can make decisions.