CONTENTS

Preface | vii

Acknowledgments | ix

Introduction | xi

CHAPTER 1 LEADERSHIP THEORIES: TRADITIONAL AND TRANSFORMATIONAL | 1

CHAPTER 2 SERVICE LEADERSHIP
AND ITS PARADIGM IN LIBRARIES | 13

CHAPTER 3 CONSCIENTIOUSNESS
AS THE FOUNDATION | 27

CHAPTER 4 BUILDING RAPPORT | 43

CHAPTER 5 BALANCING ENCOURAGEMENT
AND ACCOUNTABILITY | 57

CHAPTER 6 INNOVATION AND EVOLVING SERVICE | 73

CHAPTER 7 STRATEGIC PLANNING: THE PRACTICE OF INNOVATION AND STRATEGIC THINKING | 89

CHAPTER 8 SUSTAINING SERVICE AS A VALUE | 109

CHAPTER 9 FORMALIZING SERVICE LEADERSHIP
IN LIBRARIES: EMBEDDING PROCESSES
AND POLICIES | 125

CHAPTER 10 SERVICE LEADERSHIP
IN LIBRARIES | 139

Bibliography | 153