Chapter 1 - Good Returns
“His experience reinforces that giving not only is professionally risky; it can also be professionally rewarding.” (p. 25). Do you believe that people are not givers because they are afraid of the risk? If so, how can we cultivate giving at our library?

Chapter 2 - The Peacock and the Panda
In what ways can you apply ‘The Five Minute Rule’ to better serve your patrons? Co-workers? The community? Other library professionals?

Chapter 3 - The Ripple Effect
“Geniuses tend to be takers: to promote their own interests, they “drain intelligence, energy, and capability” from others.” (p. 63). What is your opinion of givers and takers with respect to individual and group success?

Chapter 4 - Finding the Diamond in the Rough
“Givers don’t wait for signs of potential.” (p. 101). Has someone seen potential in you when other’s didn’t? How did that change your behavior and attitude? What would happen if we treated all staff, colleagues and patrons as if they were capable of great things?

Chapter 5 - The Power of Powerless Communication
How can we learn to use powerless communication more powerfully?

Chapter 6 - The Art of Motivation Maintenance
Regarding ways to organize giving: are you a chunker or a sprinkler? Which style provides greater benefits?

Chapter 7 - Chump Change
What can we do as librarians to avoid becoming a “doormat” for patrons while still providing outstanding service?

Chapter 8 - The Scrooge Shift
“Ideas can have profound effects when they are false – when they are nothing more than ideology.” (p. 243). What ideologies exist within your library and how can they be overcome?

Chapter 9 - Out of the Shadows
How can we learn to be more effective in helping one another, with heightened awareness of the practices of giving, taking, and matching?

To participate in the discussion contact: rampersadk@pbclibrary.org