

NEWS RELEASE

FOR IMMEDIATE RELEASE

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Stark County District Library hosting business culture expert Doug Lipp

Former Disney University leader explains how Disney develops engaged, loyal, and customer-centric employees

October 9, 2015 (Canton, Ohio) – Stark County District Library lives up to its billing as The Smart Store, where everything is free,[®] by hosting speaker Doug Lipp on Wednesday, November 11, 2015 at 10am at the Canton Palace Theatre. The event is free and open to the public, but reservations are required.

Lipp is a former leader in Disney's world-renown employee development program, Disney University. When it comes to world-class employees, few organizations rival Disney. Famous for their friendliness, knowledge, passion, and superior customer service, Disney's employees have been fueling the iconic brand's wild success for more than 50 years.

Currently a distinguished consultant, keynote speaker, and eight-time business author, Lipp will share lessons from his most recent book, *Disney U* and participate in a Q&A session. A book signing will follow the event and copies of *Disney University* will be available for sale.

Through riveting examples and relevant stories about innovation, service, value and leadership, Doug will pull back the curtain and reveals the behaviors, tools and attitudes that are representative of cultural excellence at Disney and other great institutions. He will also discuss common organizational traps that undermine companies and impede their ability to build a thriving and sustainable culture.

According to Tena Wilson, Executive Director of Stark County District Library, "We are excited to bring Doug Lipp to our community. Building an organizational culture of significance is not just smart, it's critical for organizations that want to thrive in today's competitive climate." She continues, "In fact, the Library's entire staff will be attending the event. His presentation applies to anyone in customer service, business or non-profit, large or small. Our staff will benefit tremendously from Doug's expertise and I know other organizations will too."

Individuals and groups of all sizes are invited. A free ticket reservation is required due to limited seating. For more information about the event and to register, visit www.starklibrary.org/douglipp or call the

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Palace Theatre at 330-454-8172. Large groups can contact the Palace Theatre or the Stark County District Library at 330-452-0665 for group reservations.

For questions about the presentation, please contact Stephanie Sodik, Public Relations and Development Manager, 330-458-2699, ssodik@starklibrary.org.

ABOUT THE LIBRARY

One of the 8 largest library systems in Ohio – and the county’s oldest library -- Stark County District Library serves the community through 10 locations, six mobile libraries, and a 24/7 digital branch.

A 2009 winner of the prestigious National Medal for library service, the Library serves over 100,000 active cardholders, annually circulating 3.5 million items from its 1.2 million item collection and providing access to an additional 66 million items from lending networks throughout Ohio. Each year the library presents nearly 8,000 programs for 170,000 attendees and provides 280,000 computer sessions on the publicly available computers found in each branch.

Today, as it reimagines itself as The Smart Store, where everything is free®, the Library is emerging as a national thought-leader with innovations such as its “no overdue fines” policy, the recently launched BikeSmart bike sharing network, and the Start Smart School Partnership.

For more information, call 330.452.0665 or visit <http://www.starklibrary.org>.

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Stark County District Library: Inspire Ideas. Enriching lives. Creating Community.