

**“The Experience Library” PROJECT LIFE CYCLE****POST OPENING****KEY OBJECTIVES**


- **Keep the New Experience Paradigm Alive**
- **Close-out Project Contracts**
- **Continue to Fine Tune Library Plan of Service**
- **Review Goals & Objectives**
- **Continue Marketing Messages**
- **Reorient the Public to the New Library**
- **Evaluate Customer Impact**
- **Think About the Future**



**Total  
Buy-in**

- **Team Dynamics: New experience paradigm**
  - ◀ **Planning team activities**
    - Create new bench-marks for service
    - Overcome stereotypes
    - Deal with surprises
    - Appreciate the staff
    - Prepare for staff let-down after opening
  - ◀ **Staff activities**
    - Old & new staff integrate into new organizational culture
    - Re-learn jobs in new environment
    - Re-learn new work patterns until second nature
- **Close-out Building Contracts & Other Deliverables**
  - ◀ **Punch list**
  - ◀ **Construction post mortem**
  - ◀ **Archive documents**
- **Fine-Tune Library Plan of Service**
- **Evaluation, Analysis & Adjustment Process**
  - ◀ **On-going assessment**
    - Surveys
    - Staff
  - ◀ **Select evaluation team (internal plus external)**
- **Ramp up for New Vendors & Service Providers**
- **Marketing Messages**
  - ◀ **Internal**
    - Marketing materials/packages
  - ◀ **External**
    - Articles
    - Presentations; tours for other professionals
    - Awards
    - Continue on-going relationships with sponsors/partners
- **Reorient the Public to the new library**
  - ◀ **Tours; self directed & by staff**
  - ◀ **Teach how to use the new library**
- **Think About the Future**
  - ◀ **No going back to “business as usual”**
  - ◀ **Continue to apply creative skills to new situations**
  - ◀ **Continue to examine, evaluate & create**

- **Team Members**
  - ◀ **Library Planning Team**
  - ◀ **Evaluation Team**
  - ◀ **On-going consultants**
  - ◀ **Sponsors/partners**



*Where do we  
go from here?*