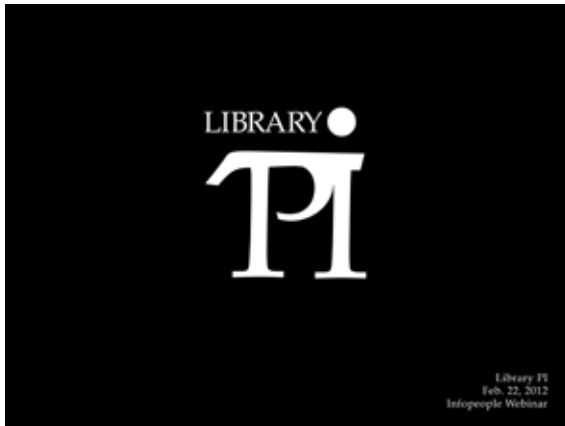


# Library P.I.: Process Improvement Library-Style



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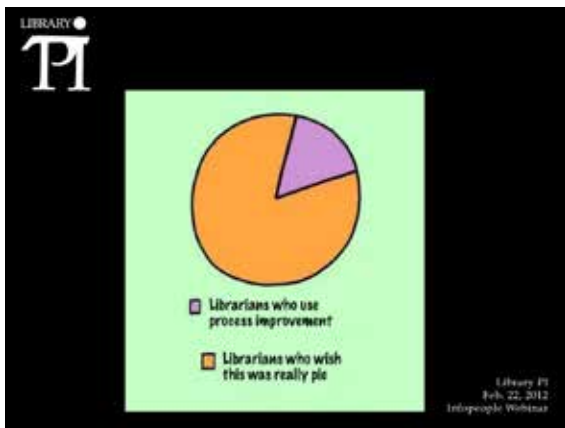
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# Library P.I.: Process Improvement Library-Style



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# Library P.I.: Process Improvement Library-Style



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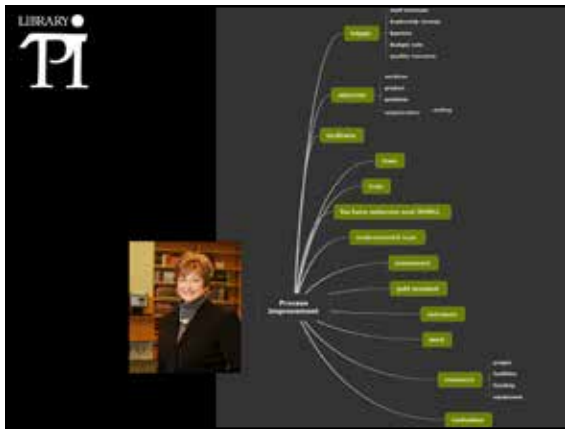
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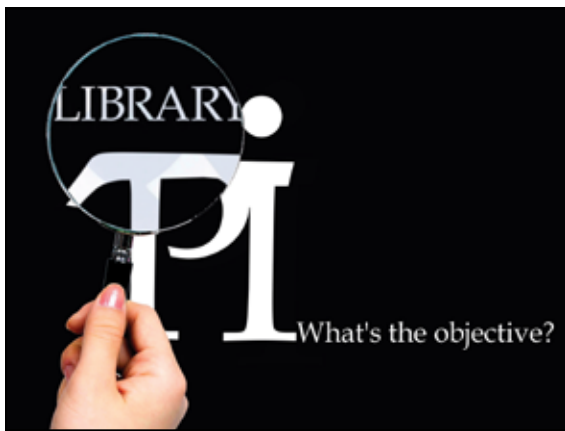
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# Library P.I.: Process Improvement Library-Style



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# Library P.I.: Process Improvement Library-Style



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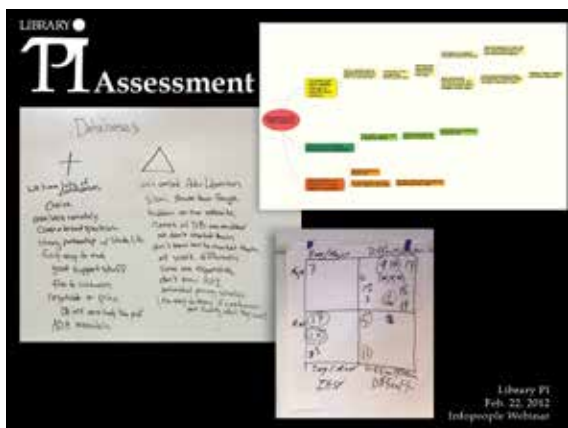
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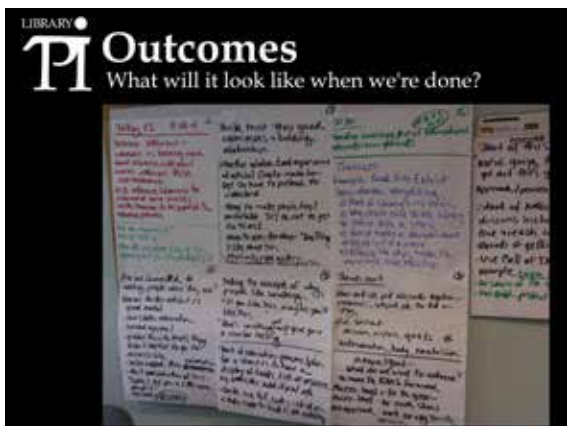
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# Library P.I.: Process Improvement Library-Style




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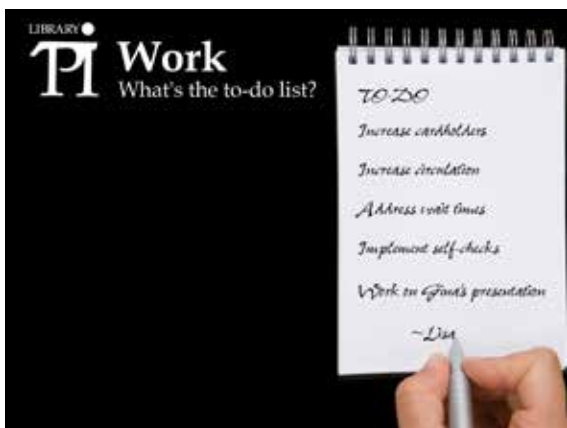
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Issue	Goal	Project	Actions	Timeline	Deliverable	Success Criteria
1.1.1	Provide service inquiry with regard to access to library materials regardless of the distance between home base and library	Provide the user interface that allows materials directly to their computers	Create a library @ Work plan project with Marianne and Paul, John	02/13/12	Work, Study, Paul, John	Completion
1.1.2	Provide service inquiry with regard to access to library materials regardless of the distance between home base and library	Increase usage of digital resources on the digital branch	Implement new eBook and eaudio platform in conjunction with Tracy's library	02/13/12	Tracy, John, Jeff	Completion
1.1.4	Improve staff efficiency and workflow based on changes to network systems	Find ways to better utilize staff time and assign staff to make assignments to their geographical location	Reevaluate hours distribution and staff. Assign a volunteer to help with the reevaluation of staff time at events. Review what we would like to be done based on network changes	02/13/12	Paul	Completion. Do not reduce staff
1.1.5	Make decisions about specific services based on data	Eliminate Community/Parents, Pre-K, and other services that are the least used possible	Shrink the library into a smaller size that will not affect services to each location in the best way possible	02/13/12	Paul, Tracy, Marianne	Completion
1.1.6	Make decisions about specific services based on data	Eliminate Community/Parents, Pre-K, and other services that are the least used possible	Reevaluate hours, resources and track use of library @ Work branch	02/13/12	Paul, Marianne, Paul	Completion. Do not affect staff and be possible to get the information we need from the library
1.1.3	Provide service inquiry with regard to access to library materials regardless of the distance between home base and library	Provide the user interface that allows materials directly to their computers	Develop plan that integrates the replacement of equipment with other service options	02/13/12	John, Marianne	Completion

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# Library P.I.: Process Improvement Library-Style



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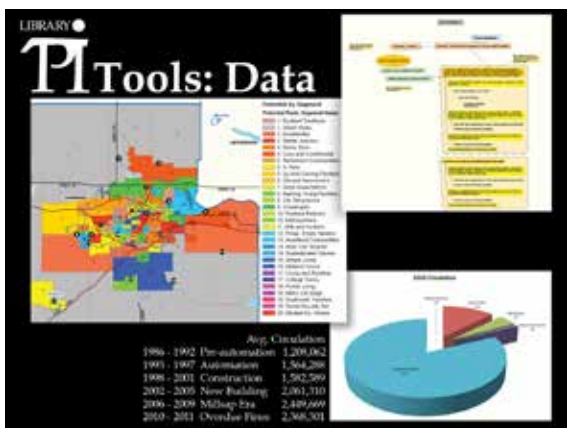
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- LIBRARY PI The Right Tools for the Job**
- ◆ Root cause analysis
  - ◆ Simons' seven strategy questions
  - ◆ Action priority matrix
  - ◆ Plus/delta

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# Library P.I.: Process Improvement Library-Style

**LIBRARY P.I. Decision-Making Tools**

**Force Field Analysis**

**Figure 1. Active Priority Matrix**

High	"Quick Wins"	"Major Projects"
Low	"Fill Ins"	"Thankless Tasks"
	Low	High

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**LIBRARY P.I. Homemade Tools**

Control Chart

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**LIBRARY P.I. Friends of the Library Case Study**

Friends Contributions  
2010 - \$57,500  
2011 - \$82,500  
2012 - \$100,000

Friends of the Library  
3 unique branches  
\* Annual Sale  
\* Book fairs  
\* On-Line Sales  
1 unified vision!

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- LIBRARY  
**PI** In Progress or Completed
- Reserves
  - Foundation
  - Friends
  - Gallery
  - Community Services
  - Special Collections
- Library P.I.  
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LIBRARY  
**PI** Facilitation



Good leaders come up with answers,  
but great leaders ask the right questions.  
- Jim Collins

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LIBRARY  
**PI** How you do it



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LIBRARY  
**PI** Evaluation

**REVIEW**  
**REVISE**  
**REFOCUS**



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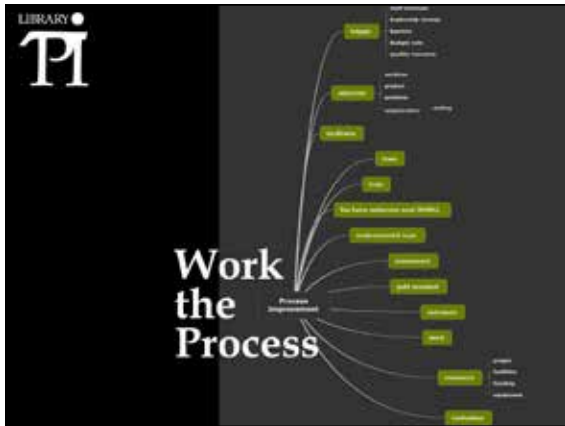
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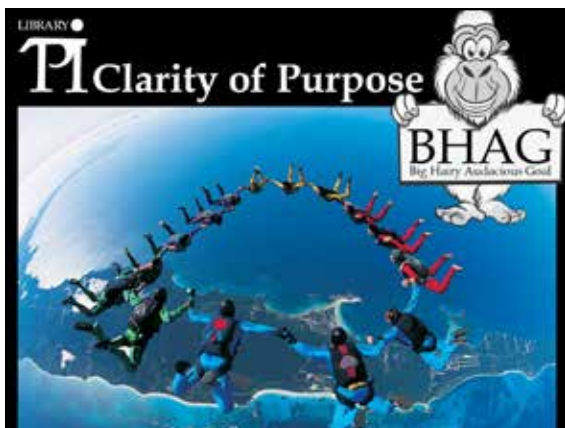
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