

Continuous Improvement for Libraries

Agenda

Learning Session 9: Reunion and Beyond

Mission

1. To help participating library teams learn about and employ continuous improvement tools and management philosophy, resulting in positive transformation in their libraries.
2. To prove and improve approach to assisting libraries improve operations.

Coffee

Welcome and quick review

Show and tell

Please share your system realizations, constancy of purpose, tools used, processes mastered and improved, strategic plans implemented, success stories experienced, customers delighted, communication improved, measures plotted, transformations achieved, etc.)

Assessment and measures: new tools you can use

Lunch

Your questions and issues:

Please e-mail your questions and stumbling blocks to Sara: laughlin@bluemarble.net before May 6!

Lean library: raise your awareness of this new generation approach to improving quality

Systems thinking: Deming's 14 points

Closing

Plus/Delta

Don't forget to bring items for show and tell: charts, data, tool stories, etc. We'd love it if you brought copies for everybody. We'll let you know how many to make.