



Dear Colleagues:

In 2003, the NY3Rs supported a statewide project to implement the LibQUAL+™ survey process for over 70 libraries. In 2004, we will continue this statewide effort with a series of ***Continuous Assessment, Continuous Improvement*** workshops. These workshops are designed to meet a need to demonstrate the impact and added value of library services within your particular community or institution, the need to use practical tools for evaluating plans, services and processes more effectively, and the need to identify key success factors in improved customer service.

What is continuous assessment or continuous improvement? In these workshops you will learn to identify key processes and services and then identify key success factors, methods, and outcomes for assessing their improvement and impact. You will learn to understand how rapid cycle improvements can establish a culture of continuous improvement in your library. You will learn, through practice, how simple tools for assessment and decision-making can improve services. You will learn how to incorporate the tools into ongoing work processes to improve services.

Who should attend these workshops?

- Any library preparing for Middle States Accreditation.
- Libraries wanting to follow-up LibQUAL+™ with a variety of other assessment tools.
- Libraries that did not participate in LibQUAL+ but would like to do some assessment.
- Libraries needing to encourage staff to incorporate assessment and improvement tools into daily work.
- Libraries needing to demonstrate their impact and value to funding agencies.

These workshops have been successfully implemented in Indiana with stunning results and have helped libraries answer the questions “How are we doing?” and “How can we improve?” One director wrote: “The CI methodology has changed the entire climate of our library system for the better. It has been enormously helpful in boosting morale, and unifying purpose, spirit and attitude among staff in all departments and both facilities.”

We would like to invite you and a team of two or three others from your library or library system to join other New York libraries for the 2004 series of workshops at one of these convenient locations:

<i>NY City series</i>	<i>Albany series</i>	<i>Rochester series</i>
METRO Training Center, 57 E. 11 th St, New York City	Capital District Library Council 28 Essex St, Albany	St John Fisher College Wilson Formal Lounge 3690 East Ave, Rochester
January 7 February 12-13 April 5-6 20&21 June 9-10 August 6	January 6 February 10-11 April 7-8 June 7-8 August 5	January 5 February 3-4 April 13-14 June 15-16 August 4

Our consultants, partners Sara Laughlin, Ray Wilson, and Denise Shockley of Sara Laughlin and Associates, will facilitate eight day-long sessions, from January to August. Six of these sessions are paired as back-to-back workshops. Each session will introduce continuous improvement tools and offer time to work on a project of your choice. Between sessions you and your team will try out the tools in your library. During the series, Sara and partners will make themselves available between meetings for phone support, e-mail messages, and whatever is necessary to support your implementation. A Continuous Assessment e-mail group will make it easy to keep in touch with, and learn from, the presenters and other participants.

Your team should be prepared to come to all eight sessions. The project is supported by LSTA funding but there will be a modest daily registration fee of \$25 per person (total of \$200 per person for the series of 8 workshops, the same rate at all sites) to cover the cost of food and other incidentals.

If you have questions, please call your NY3Rs Director or Jean Currie at 607/273-9106 or email to jcurrie@lakenet.org. You can find more information about the project or Sara Laughlin and Associates at:

<http://www.ny3rs.org>

<http://www.saralaughlin.com>

To register, return or fax the enclosed registration form by November 26, 2003. Each series is limited to 45 people. Registrations with payments received by November 26 will have preference. Once registered, you will receive a confirmation and an instruction sheet to get you started with the first session.

We're excited about beginning this important work with you.

Sponsored by the NY3Rs and supported in part with Federal Library Services and Technology Act funds awarded to the New York State Library by the Federal Institute of Library and Museum Services

Continuous Assessment and Continuous Improvement Workshops

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Registration form and payment due by November 26, 2003

Name of Library: _____

Name of Institution: _____

Address: _____

Telephone: _____

Email: _____

Participants names, titles, and email addresses:

Circle the series will you attend: NY City Albany Rochester

Registration fee is \$200 per person for the series. You can pay by credit card or check.

To pay by credit card, complete the information below and fax to 607/272-0742 or mail as below.

Circle one: MasterCard, American Express, Visa, Discover

Name of cardholder: _____

Signature: _____

Credit card #: _____

Expiration date: _____

To pay by check: Checks should be made payable to SCRLC and mailed with the registration form to:

South Central Regional Library Council

215 N. Cayuga St

Ithaca, NY 14850

Tel: 607/273-9016

Fax 607/272-0740