Lessons Learned from the Public Library:
How Two Public Librarians Brought “Stats, Service and Systems Thinking” to their K-20 Library Programs

And how you can too...
Initiatives

Give ‘Em What They Want

Data-driven collection management

Shelving study

Mobile libraries / ILL/ Roving

“YES” to Internal and External Customer Service

Systems Thinking

Multipurpose Spaces
Icebreaker!
"We buy books people want to read rather than books librarians think people should read. There's a big difference. The public successfully resists borrowing books they don't want to read, but librarians keep on buying the books anyway and then they keep on building bigger and bigger edifices to house the books that nobody wants to read."

Charles Robinson, Director of Baltimore County Public Library 1963-1996

The Baltimore Sun - Nov 11, 1990
Collection Development
Data-Driven Decision-Making: Collection Management and Budgeting
Data-Driven Decision-Making: Shelving Study
Say YES to Customer Service

What do you call a day when every answer is yes?

Yes! It's by Amy Krouse Rosenthal & Tom Lichtenheld!
Mobile/ Flexible Customer Service
Systems Thinking/Stakeholders

- Clubs
- Principal
- Maintenance
- Librarians
- Director
- CFO
- Provost
- Wheelchair access
- Housekeeping
- Library Classroom
- Renovate?
- Students
- Marketing
- Teachers
- IT
- Buildings Manager
- Outlets
- Wiring
Programming/Space Utilization
Using Public Library Resources
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And how you can too...
http://tinyurl.com/cualislessonsfrompublib