

Evaluating Your Practices and Making Tough Choices

a Checklist from George and Joan

Will it show?

- Will civilians be able to see the results?
- Does it match priorities we know community members value? What data do we base this on?
- Does it foster community connections? How?
- Is it green/environmentally friendly?
- Does it strengthen the local economy? How?

Can it grow?

- Is it scalable without a major increase in staff costs?
- Does it target a growing clientele?
- Is it designed to focus on routine occurrences rather than exceptions?
- Will it encourage repeat business?
- Does it employ staff as facilitators rather than gatekeepers?

Does it flow?

- Is it equitable (not necessarily identical) across our entire service area?
- Is it conveniently accessible to community members?
- Can most members of the community use it without specialized instruction or extensive assistance?
- Is it compatible with tools – especially non-library tools – the community already uses?
- Is the format based on community demand rather than library tradition?
- Does it value “yes” over “no”?

Or... is it time for it to go?