Questionnaire – Reboot

Score your library from one to ten.

1. Are you prepared for open discussion about what needs to be accomplished, including the evaluation of current procedures and policies?

2. Will you post the results for anyone to see with no guilt or blame?

3. Is everyone on board, from the board members, directors, and administrators to supervisors and managers to employees at all levels?

4. How will employee input be respected?

5. Is someone in charge of the process who is accountable and responsible?

6. Do you have current benchmarks in place from which to establish starting points for change? For example, do you know how long, on average, it takes to process a DVD at each step, from the time it is ordered until it arrives, is put into circulation, checked out, and returned?

7. Are you prepared to evaluate every project?