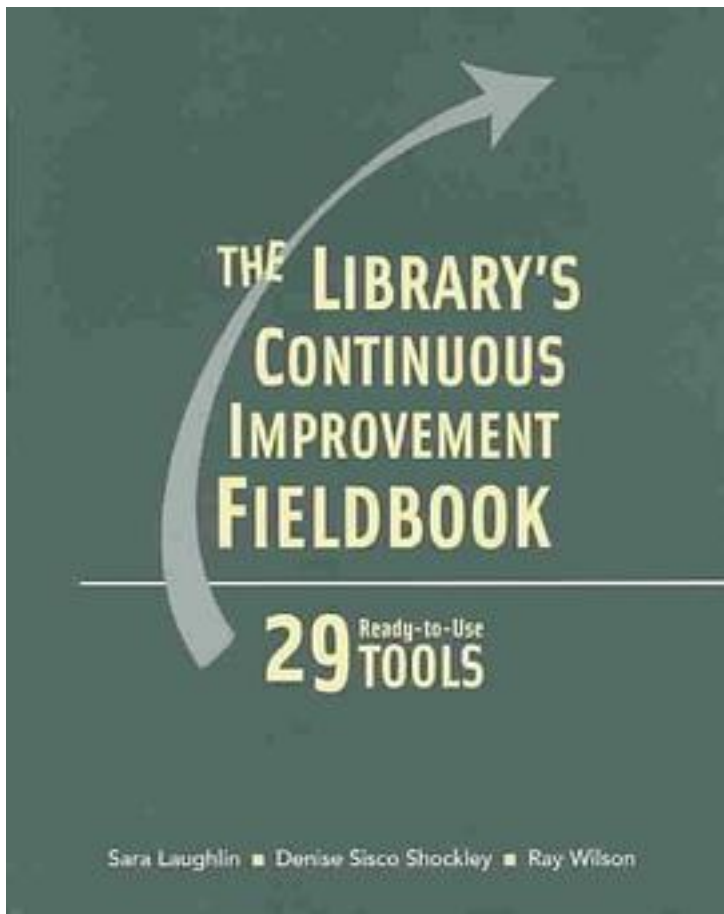


The Library's Continous Improvement Fieldbook



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Using these "continuous improvement" tools, mapped to the specific out-comes needed, your library team will consistently add value to its community, make a difference to customers, and improve services. The material for this book grew out of the co-authors' work over the past three years with the Indiana Continuous

Improvement Initiative, a new approach to library planning and management that incorporates systems thinking models, sponsored by the state's Library Federation.

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