

## The quality library: a guide to staff-driven improvement, better efficiency, and happier customers

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### Abstrak

Based on more than 50 years of author expertise in organizational improvement, The Quality Library offers a methodology to pinpoint trouble areas and improve processes. By developing a customer-focused system outlining library processes and networks, administrators and managers can quickly determine areas for improvement that directly apply to the library's goals and missions. Staff will also learn how to statistically document the new process's performance, giving the library a means to quantify its effects. Gives administrators a clear understanding of their suppliers and customers. Empowers front-line staff to make improvements and better decisions. Boosts employee and team morale as they work together to bring about change. Offers real-life success examples showing how process improvement works. Includes figures, appendices, worksheets, and a glossary.

By continuously evaluating processes based on the guidelines and worksheets provided here, public and academic library administrators and managers will improve the quality and efficiency of service for patrons and staff alike.