

## **MHLS ACTION MEMO**

**#08-07**

TO:	Library Directors
FROM:	Joshua Cohen
DATE:	April 21, 2008
RE:	Quality Measures

**Background:** As part of our plan of service, we want to improve the quality of service libraries can provide to the public. To do this, we first asked the focus groups to define quality service. From this definition we have attempted to develop measures that could help us assess the level of service we are providing, and, more importantly, identify ways, either through library actions or system service, to improve the quality of service a library is providing to its public.

**Issue:** To create this assessment tool we have tried to create a rubric of service quality that a library can rate its services on. We looked for measures that:

- Accurately measure the concept of quality
- Can be improved through library or system intervention
- Are size neutral so that a small library could still rate high on the level of quality
- Are the choices in the rubric consistent

**Action:** Attached are the rubrics we have designed. We have created one for staff, one for board members and one for the director. Do not distribute to staff or board, but please review them and make changes, corrections or additions and return to me by May 2, 2008. We will then finalize the measures and distribute them to be filled out.

**Deadline: May 2, 2008**

