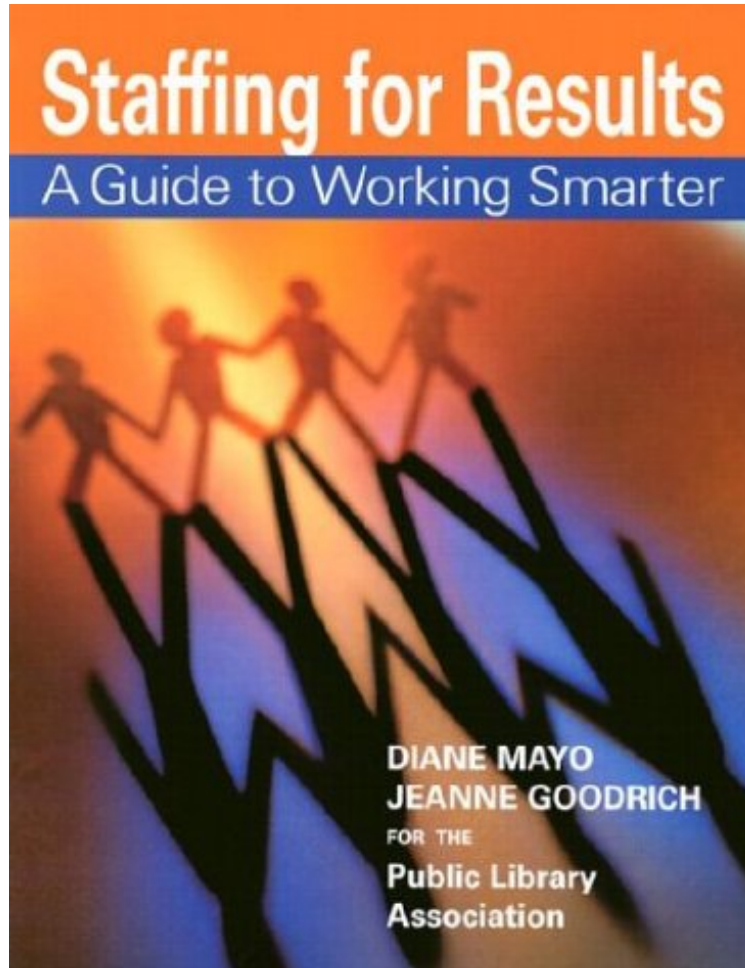


Staffing for Results: A Guide to Working Smarter

Diane Mayo, Jeanne Goodrich
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Diane Mayo, Jeanne Goodrich : Staffing for Results: A Guide to Working Smarter before purchasing it in order to gage whether or not it would be worth my time, and all praised Staffing for Results: A Guide to Working Smarter:

0 of 0 people found the following review helpful. Getting real results with a minimum of fussBy Midwest Book ReviewWritten with public library tasks as a model by Diane Mayo (Vice President, Information Partners, Inc.) and Jeanne Goodrich (consultant and trainer specializing in public library planning, job analysis, and data collection analysis) for the Public Library Association, Staffing For Results: A Guide To Working Smarter is a no-nonsense plan a project and see it through to the end. An ideal instructional reference, sample flowcharts, case studies and more illuminate this useful guide to getting real results with a minimum of fuss and wasted effort.

How long does it take to catalogue a book? This latest entry in the PLA "Results" series should help you to answer that

question and others you have related to the output and performance of your staff. By analyzing, in a systematic way, how long work activities take and then assigning steps to each unit of work, you will have a quantifiable measure of the output of your staff. "Staffing for Results" equips you to not only gauge performance and output but also build on what you learn to maximize and even increase productivity. Using common public library tasks as the context, the authors walk you through the process of measuring work, identifying best practices, assigning costs to each activity, analyzing resource allocation, and communicating results. With more than 20 figures and workforms that you can customize for your setting, six easy-to-follow chapters provide step-by-step guidance on how to ensure that your library is optimizing its resources.

From *Library Journal* Change is a constant companion in today's libraries. It seems as if new services are added daily, but there are patrons who value and need the services we "have always offered." So, the question is how do library managers allocate human resources to make sure everything gets done and the patron is served? Helping to answer this is another great entry in the Public Library Association's "Results" series (*The New Planning for Results*, *Managing for Results*, and *Wired for the Future*). Mayo, vice president of Information Partners, Inc., and coauthor of the latter two titles, and consultant Goodrich, former deputy director of the Multnomah County Library, Portland, OR, have combined their talents to write a guide on how to assess a library's staffing needs. Each of the six chapters gives step-by-step instructions on how to gather data that allows the manager to identify the staffing needs of the library system, analyze those needs, and implement the needed changes. Each process is also enhanced by an easy-to-follow set of work forms and case studies that walk readers through the process. Mayo and Goodrich also take into account the human factor. Many staff members will react adversely to having their work practices scrutinized and studied; the key to keeping staff from envisioning their own worst-case scenario is effective communication. Involve the employees whose work will be evaluated, and keep everyone else in the system informed of what is happening. This helpful title is recommended not only for public libraries but also for any library that needs to assess staff needs. Tim Daniels, Asheville-Buncombe Lib. Syst., NC Copyright 2002 Cahners Business Information, Inc. From Booklist The PLA Results series has a new title that offers ways to measure performance and output to improve work processes and efficiency. With common public library tasks as the basis for discussion, the guide shows managers and staff how to define terms to measure work, assess performance, review and realign staff, redesign processes, and create meaningful communication. The step-by-step chapters, case studies, examples, charts, and forms provide direction to managers and staff, both neophytes and seasoned librarians. This practical handbook fulfills its role as "a guide to working smarter." Patricia Hogan Copyright American Library Association. All rights reserved "An absolute must read book for anyone who is involved with managing library budgets efficiently." --.