

Proposed Theory of Change for Lean Management

Montana libraries have directors who manage library resources efficiently (lean management) SO THAT

Directors manage the effects of shrinking budgets SO THAT

Patrons keep using the library and its resources SO THAT

Patrons advocate for sustained support SO THAT

Libraries can strive to be staffed adequately SO THAT

Library customers get the best services that can be provided with available resources SO THAT

Citizens and stakeholders recognize the return on investment and community value provided by the library, SO THAT

Citizens and communities have sustainable libraries to address their interests, respond to their needs, and provide opportunities for life-long learning SO THAT

Libraries are leaders in creating thriving communities

Measures of success:

Patron Surveys

Service improvement/sustainability

Customer retention

Streamlined programs and processes – on-going evaluation

Different offerings – change in variety

Incidences of collaboration