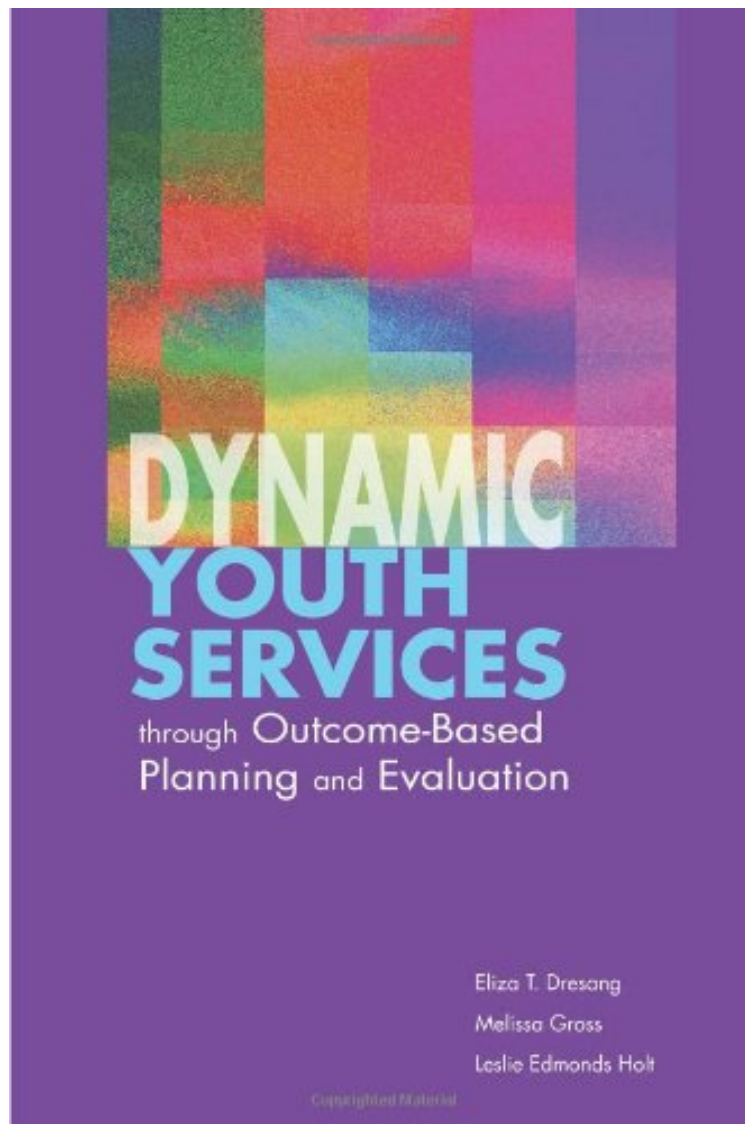


Dynamic Youth Services through Outcome-Based Planning and Evaluation

Eliza Dresang, Melissa Gross, Leslie Edmonds Holt
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Eliza Dresang, Melissa Gross, Leslie Edmonds Holt : Dynamic Youth Services through Outcome-Based Planning and Evaluation before purchasing it in order to gage whether or not it would be worth my time, and all praised Dynamic Youth Services through Outcome-Based Planning and Evaluation:

Can library programs and services make a difference in your young patrons lives? Measuring outcomes is the way to find out! Incorporating outcome-based planning and evaluation is critical when developing new programs and services. In this step-by-step patron-centered guide, three experts who have conducted extensive research and piloted this outcome-based program for youth in the St. Louis Public Library, share their findings and proven strategies. Smart planning in conjunction with measuring outcomes will:

- * Generate results that support funding be it governmental or grant-based
- * Maximize user benefits
- * Get buy-in and participation from young library users
- * Improve communications between staff and customers, and among staff

Using this method, and selecting the level of effort, allows libraries to refine existing services and make program improvements incrementally, based on what their audience wants and needs. Using this comprehensive, flexible and easily-tailored guide, youth librarians and administrators in public libraries will be able to integrate outcome measures into regular library processes, gaining immense benefits with minimal effort.

From Booklist The authors lead their colleagues in youth services through an assessment strategy that had success for the Youth Services Department of the St. Louis Public Library. Using a new paradigm of planning--Project CATE: Children's Access to and Use of Technology Evaluation--they advise librarians to begin with desired outcomes based upon community analysis and market research and demonstrate the necessity for focus groups. A bibliography and charts are included, and sample data-collection instruments are provided in an appendix. The book gives a clear and concise method for conducting an assessment to refine services and is recommended for public libraries and academic libraries with library and information science programs. Lisa Johnston Copyright American Library Association. All rights reserved About the Author Eliza T. Dresang is professor in the School of Information Studies at Florida State University. She served as Director of Library and Technology Services in the Madison, Wisconsin School District for 16 years. Melissa Gross is associate professor at Florida State University's School of Information Studies where she researches the design and evaluation of information programs and services. Leslie Edmonds Holt, past president of ALSC, has 25 years of experience working in public libraries, including a stint as Director of Youth Services and Community Relations at the St. Louis Public Library.