

Outline for Strategic Library Article:

(Primary Audience: Executives at public, university, and specialty libraries)

Describe the library/libraries (and the spokesperson) at the center of the interview:

Place the library in context (part of a university, public library system, privately managed)

Who are the library's customers/patrons—how/why do they use the library?

What is the staff structure?

Who are the decision makers?

What are its sources of revenue?

Are there charts/graphs that demonstrate any of the above

Summarize the problem being experienced by the library or libraries.

How long has the problem been an issue?

What/Who brought the issue to the foreground?

Why have past attempts to resolve the issue failed?

Describe the current solution

Who is responsible for implementing a solution?

Are funds available for implementation?

Are funds available for staff training?

Is there a timetable and milestones for implementation?

Who will be responsible for change management?

Evaluate the result of the solution

How are results being measured?

Who is responsible for implementation?

What results are expected over time?

Were staff duties changed to implement the change?

Were the costs in line with expectations?

Did the results justify the cost?

Has the experience changed the strategy on how problems will be addressed in the future?