

Overview

The latest entry in the PLA Results series, *Staffing for Results: A Guide to Working Smarter* will help you answer key questions 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 staff output. Staffing for Results walks you through the process of measuring work, identifying best practices, assigning costs to each activity, analyzing resource allocation, and communicating results.

In this one-day workshop, the coauthors of the book, Diane Mayo and Jeanne Goodrich, will provide library managers and human resources managers information on how best to use the book's figures and work forms in your library to ensure that your library is optimizing its resources. You'll be able to answer questions like Who is doing the work? How long does it take? Is this the best use of people available? Do we need more staff? and others.

About the Presenters

Jeanne Goodrich is a consultant and trainer who specializes in public library planning, job analysis, and data collection and analysis. Formerly Deputy Director of the Multnomah County (Oreg.) Library, Goodrich has more than thirty years of management experience in public libraries of varying sizes and in a state library agency.

Diane Mayo is vice-president of Information Partners, Inc., an information technology and library automation and management consulting firm specializing in assisting libraries with planning and implementing a wide range of technologies, and has more than twenty years of experience as a librarian. She is co-author of "Wired for the Future" (ALA, 1999) and "Managing for Results" (ALA, 2000).

Workshop Location Swissotel Boston,
One Avenue de Lafayette, Boston, MA 02111
617-451-2600

Target Audience This workshop is appropriate for library managers and trustees.

Housing PLA has reserved a block of sleeping rooms at the Swissotel Boston at a rate of \$179 single/double room, plus tax.
To make your hotel reservation call 800-733-SWISS.
For more information about the Swissotel Boston check out www.swissotel.com

For More Information call the PLA office at 800-545-2433, ext. 5PLA, between 8:30 a.m. and 4:30 p.m. (CST), Monday-Friday, visit the PLA web site at www.pla.org or email pla@ala.org

To Register Registration is limited! All registrations must be received by April 18, 2003. The registration form also is available on the PLA website, www.pla.org

To Order a copy of "Staffing for Results: A Guide to Working Smarter," call 1-866-SHOPALA or go to www.alastore.ala.org

CONFERENCE AGENDA

Tuesday, May 13, 2003

Workshop Location

Swissotel Boston,
One Avenue de Lafayette,
Boston, MA 02111

**STAFFING
FOR RESULTS**
A Guide to Working Smarter

Here's a tentative schedule of the day's activities with topics to be covered

8:00 a.m. Registration/Check-in begins
8:00 a.m. Continental Breakfast available
9:00 a.m. Welcome/Introductions

Morning Topics

- The Cycle of Improvement:
Changing Work is A Continuous Process
- The Current Situation: What Are Our Staffing Issues?
Why Is It So Hard to Make These Changes?
- Workload Analysis: What Can I Do With It?
- Framing the Questions:
What Are You Trying to Find Out?

Lunch Break

Afternoon Topics

- Do the Numbers: Establishing a Baseline,
Comparing Results
- Discover the Process: Identifying Who is
Doing What and How
- Start Right from the Start: Planning and Communication

5:00 p.m. Workshop Ends

General Registration

Registration fee includes all workshop materials, continental breakfast, and breaks.

\$175 PLA Personal Member

\$205 ALA Member

\$235 Nonmember

\$155 2-4 Registrants from Same Library or System*

\$135 5 or more Registrants from Same Library or System*

Limited onsite registration will be available at the following rates

\$205 for PLA Members

\$235 for ALA members

\$265 for Nonmembers



PLA Membership

\$50 (already an ALA member)

\$100 (first-year members, \$50 for ALA, \$50 for PLA)

Visit www.pla.org for more information about PLA membership.

Cancellations and Refunds

Written cancellations and requests for refunds will be accepted until April 18, 2003 (date of postmark) and are subject to a \$25 handling fee. Refunds will be processed after May 15, 2003. No refund requests will be accepted after April 18, 2003.

____ Please contact me regarding a special physical or communication need. PLA cannot ensure the availability of appropriate accommodations without prior notification of need.

Discounted Registration*

To qualify for the discounted rate for two or more registrations from the same library, you must use one form for each person and mail all forms stapled together in the same envelope, or faxed at the same time. Offer available to PLA members and nonmembers valid through April 18, 2003 (date of postmark) only.

Please Note

This conference is offered on a cost-recovery basis. PLA reserves the right to cancel all or any part of this event if there is insufficient registration or for other reasons. Neither ALA nor PLA is responsible for cancellation charges assessed by the airlines or travel agencies, or other losses incurred due to any cancellation. All information in this brochure is subject to change.