



# Dynamic Youth Services through Outcome-Based Planning and Evaluation

*Eliza Dresang, Melissa Gross, Leslie Edmonds Holt*

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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 staffUsing 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.

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