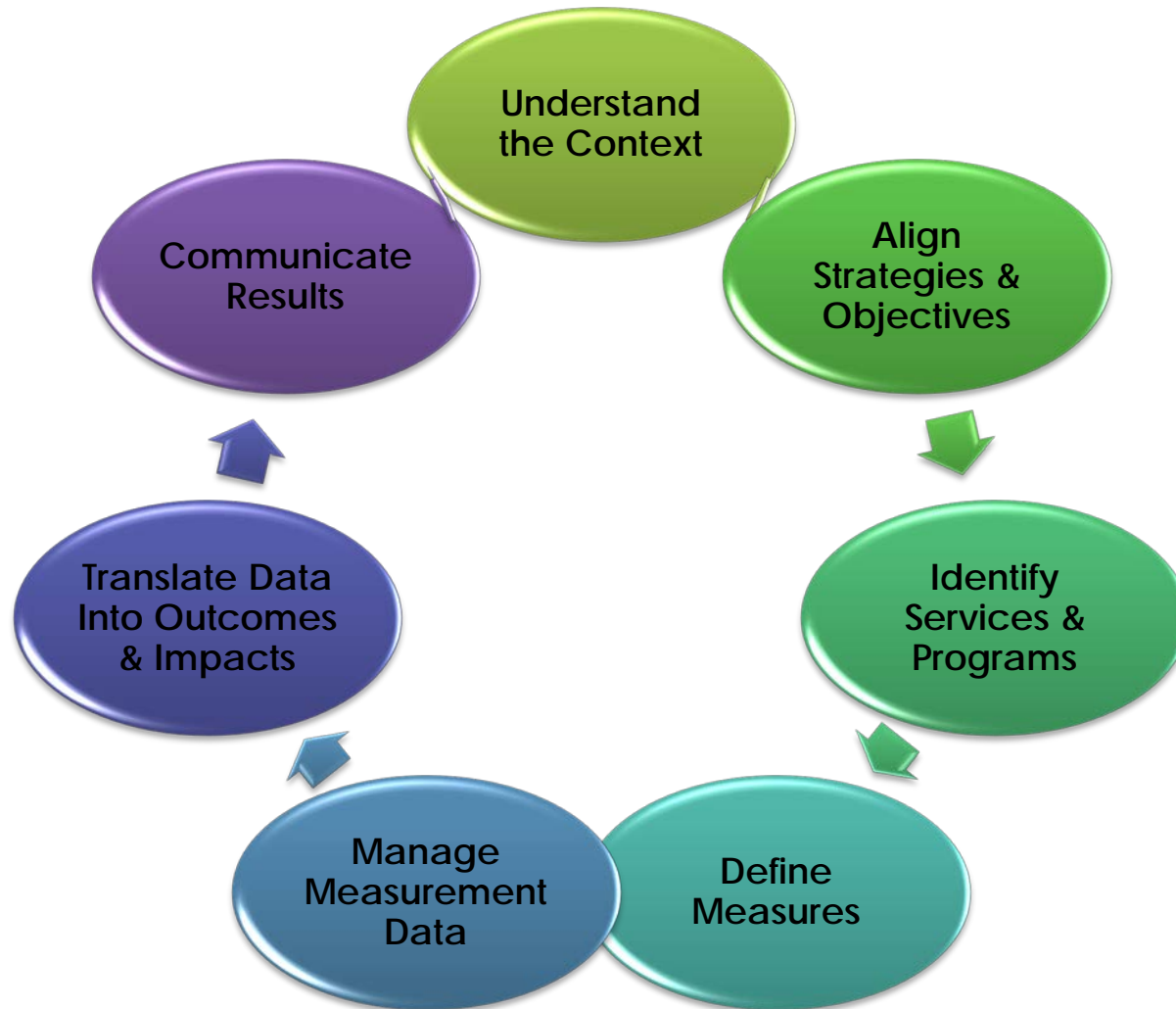


Framework for Drafting a Measurement System

ITERATIVE PROCESS:



Adapted from *Measuring What Matters: A Library/LRC Outcomes Assessment Manual*
by Bonnie Gratch Lindauer, Learning Resources Association, 2000

UNDERSTAND THE CONTEXT: IN YOUR ENVIRONMENT, HOW IS VALUE DEFINED, MEASURED AND COMMUNICATED?

Key stakeholders who need to understand our value are:

Name	Position/Title/Role	Indicators used to measure <i>their</i> progress	Their goals & objectives	What do we know about them? What type of stakeholder are they? (Financial, operational, support, influencer, etc.)	What do they know about us/our services?

LOGIC MODEL:



<ul style="list-style-type: none"> • Space • Supplies • Funding • Staff • Equipment 	<ul style="list-style-type: none"> • Training module • Services • Reports • # of lawyer consultations 	<ul style="list-style-type: none"> • Courtroom readiness • Competitive intelligence • Change in behaviour or attitude • Change in status 	<ul style="list-style-type: none"> • Legal wins • More profitable clients • Secure positioning in the marketplace • Increased profits • Approved regulations
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ALIGN OBJECTIVES:

- Which of your stakeholders' goals & objectives or outcomes does your organization contribute towards?
- Identify how your organization's goals & objectives contribute towards your stakeholders' desired goals & outcomes.
- Then identify your services that contribute to your goals & objectives.

Stakeholders' Goals & Objectives Relevant for Us	Our Goals & Objectives: How They Contribute to the Stakeholders'
Our Products or Services that support the Library's goals & objectives:	

DEFINE MEASURES:

What are the inputs, outputs, outcomes & impact for each service? & what data or measures do you need to track?

Service, Program or Product:				
Inputs Person power, money, content, etc.	Activity What you do	Outputs What the activity produces	Outcomes How the client uses the output What will success look like?	Impact What changes for the client What will success look like?
			In 2015	In 2016
What data or measures do you need to collect regarding Outcomes?			What data or measures do you need to collect regarding Impact?	

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MANAGE MEASUREMENT DATA:

How will you collect the outcomes and impact data? What software can you use?

TRANSLATE DATA INTO OUTCOMES & IMPACTS:

- Examine the data that's been collected. What does it tell you? What doesn't it tell you?
- Is the performance where you want it to be? Are the outcomes & impacts being realized?

COMMUNICATE RESULTS:

- Create meaningful messages of these outcomes & impacts for your stakeholders. How have you contributed towards their goals & desired outcomes?
- What images do they use? What images should you use?
- How often will you communicate these results?