

Exercise #3

“Decision Quality” Information

Directions: Put a check mark by each of the statements below that you think meet the criteria of being broad, objective, and verifiable.

- The plays of Shakespeare should be in every public library.
- Last year at the Sacramento Public Library, books by John Irving circulated more than books by William Shakespeare.
- Christopher Marlowe may have written the plays that are attributed to Shakespeare.
- Romeo and Juliet* is a better play than *King Lear*.
- Nobody reads Shakespeare any more.
- When funding is limited it's wasteful to buy the same title as a book, a DVD, and a CD.
- Mary is a negative person.
- People like Mary never change.
- Mary did not look up when I said “Hello” to her this morning.
- Ken told me that Mary is going to file a grievance if we change the workflow in Tech Services.
- We get a ton of complaints about cell phones in the library.
- We don't get as many reference questions as we used to, but they're a lot harder.
- Pages should always refer user questions to Reference.
- The average wait time for an item on hold is 13 days.
- We're filling holds faster than we used to.
- People who live in this town would rather buy their own books.
- Reference gets a bigger share of the budget than Web Services.
- It's not fair that Reference gets a bigger share of the budget than Web Services.
- I heard the University is considering another round of layoffs.
- Our older patrons won't like self-check.
- According to the OCLC *Public Perceptions* report, most students start their research with Google instead of a library web page.
- The library is a better information source than the Internet.
- I read that Sirsi was just bought out by some big equity firm.
- You shouldn't really trust a systems vendor.
- I think we should paint the staff room a nice, pale yellow.