



— Brown Bag Series—
**Program Evaluation:
 The Balanced Scorecard Method**

The Balanced Scorecard (BSC) is a strategic tool to help managers “navigate future competitive success.” Since introduction in 1992 through an article in the Harvard Business Review, it has been adopted by numerous businesses and some libraries to integrate financial/non-financial measures, lagging/leading indicators, objective/subjective measures, and internal/external performance measures. This FLICC discussion will feature an overview of the BSC methodology by a management expert at the National Institutes of Health (NIH), followed by presentations from staff of both the NIH Library and the National Institute of Standards and Technology Library, where BSC applications are in progress. A speaker from the University of Virginia libraries has also been invited to describe use of BSC in a large academic library system. Members of the audience are welcome to join in with their experiences and/or questions.

**BRING
 YOUR
 LUNCH!**

Featured Speakers:

- Amy Culbertson, National Institutes of Health
- Barbara Silcox, National Institute of Standards and Technology
- Susan Whitmore, National Institutes of Health

[Feel free to bring your lunch to this session, or purchase it at the Library of Congress cafeteria located next door to the meeting room.]

Date Friday, February 14, 2003

Time 12:00 p.m. - 3:00 p.m. (Registration begins at 11:30 a.m.)

Place West Dining Room, 6th floor, Madison Building
 Library of Congress, 101 Independence Ave., S.E., Washington, D.C.

Metro Capitol South (Orange and Blue Lines)

Sponsor FLICC Education Working Group

Registration Free—Open to all FEDLINK members but advance registration is required. Call the FLICC Office to register at (202) 707-4800 or visit the FLICC Educational Programs Web site at <http://www.loc.gov/flicc/feveform.html>.

Request ADA Accommodations five business days in advance at (202) 707-6362 TTY or ACA@loc.gov.

Information	Call the FLICC office at (202) 707-4800; TTY (202) 707-4995.
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Cancellations Please notify FLICC at (202) 707-4800 if you are unable to attend to allow those on the waiting list to register.