1. Clarify Staff Responsibilities
   - Decide on the duties of staff serving individuals in the resource room
   - Decide on the duties of the greeter

2. Review Resource Room Design
   - Decide on a rationale for various elements of resource room design
   - Create a map of the resource room

3. Develop Career Resource Collection
   - Create an inventory of print, audio-visual, and computer-based resources
   - Decide on the criteria used to select career resources for the Center
   - Decide on the procedures for selecting, acquiring, and indexing resources
   - Select resources for individuals with limited reading ability, visual disabilities, and English as a second language
   - Select adaptations for information delivery for individuals with physical disabilities

4. Develop a Plan for Operating the Career Resource Room, Including Staff Training and Supervision
   - Decide on a policy for determining which staff are assigned to serve individuals in the Resource Room
   - Decide on a schedule for staff working in the Career Resource Room
   - Decide on procedures for training staff in using screening instruments and helping clients use career resources
   - Decide how staff assigned to work in the Career Resource Room will be supervised
   - Create appropriate signage for the Career Resource Room

5. Develop Resource Guides
   - Select topics and prepare resource guides

6. Use Screening Instruments
   - Identify a screening instrument (or instruments) to use in service delivery
   - Decide on the criteria for selecting which individuals use the screening instrument
   - Identify how often the instrument (or instruments) is used
   - Evaluate the impact of using screening instruments in service delivery

7. Develop and Use Individual Learning Plans (ILPs)
   - Adapt or create an Individual Learning Plan
   - Decide on the criteria for selecting which individuals the Individual Learning Plan
   - Identify how often the Individual Learning Plan is used
   - Evaluate the impact of using the Individual Learning Plan in service delivery

8. Evaluate Services and Work Towards Continuous Improvement
   - Decide on a strategy for evaluating service delivery
   - Create evaluation instruments
   - Are the right resources being used by the right person with the right level of support at the lowest possible cost?