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Autore	Durrance Joan C
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Altri autori (Persone)	FisherKaren E. <1966-> HintonMarian Bouch
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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	The urgent need to tell the library story more effectively -- Outcomes : an approach that shows the value of libraries -- The "How Libraries and Librarians Help" outcome model : applying contextual approaches to outcome evaluation -- Step one, getting started : preparing to conduct an outcomes study -- Step two, collecting data for outcomes : approaches and tools -- Step three, analyzing outcomes data -- Step four, maximizing the results of your outcomes study -- Predicting outcomes : outcome measures as a planning tool / Rhea Joyce Rubin -- Ripples of impact : Washtenaw Literacy Program outcomes / Maria Serapiglia and Sarah Wooden -- Empowering youth : outcomes of public libraries' youth technology -- Strengthening community : outcomes of community information services -- Putting the pieces together : an outcome study of the Ypsilanti District Library's Senior Deposit Collection Program / Dana Walker and Jeanie Fisher.

## Sommario/riassunto

The authors developed the "How Libraries and Librarians Help (HLLH) Outcome Model," field testing it in six libraries over two years. In this practical reference, they share their findings, step-by-step HLLH methods, and library success stories that bring the process to life with outcomes like, "Empowering Youth" and "Strengthening Community".

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