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Nota di contenuto	CONTENTS; FIGURES; PREFACE; 1 Community An Opportunity for the Librarian; 2 Library Governance; 3 Studying the Community and Developing a Plan; 4 From Objectives to Customer Service through Marketing; 5 Policies; 6 Finance; 7 Personnel Administration; 8 Operations in Support of the Library's Products; 9 Library Systems and Cooperative Arrangements; 10 Outlets for Library Service in the New Millennium; APPENDIX A Library Bill of Rights; APPENDIX B Kendall Public Library Long- and Short-Range Plans 1999–2003; INDEX;
Sommario/riassunto	What is our library's mission statement?. How do we serve our older customers better?. How do I justify the purchase of a new Internet workstation in my library?. How many times should I call the plumber each year?. These questions and more are discussed in the new edition of an old classic. Since the publication of its first edition in 1965, Administration of the Small Public Library has been a gold standard resource for setting up and managing cutting-edge small public library facilities. Completely revised and updated, this fourth edition continues that tradition with many more figures, cas