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Nota di contenuto	The Quality Infrastructure: Measuring, Analyzing, and Improving Library Services; Contents; Introduction; Chapter 1: From User Needs to Organizational Performance: Twenty Years of Assessment at the University of Washington Libraries; Program Foundation, 1991-1994; Developing an Ongoing Assessment Program, 1995-1999; Building Effective, Sustainable and Practical Library Assessment, 1999-2005; Integrating Planning and Assessment, 2006-2011; Assessment Activities: Local Surveys; Other Assessment Activities; Collaborative Assessment; Conclusion Chapter 2: Tracking Our Performance: Assessment at the University of Virginia LibraryDevelopment of the User Survey Program; The Evolution of the Management Information Services Department; Selected MIS Projects; The Balanced Scorecard Project; Sustainable Assessment; Conclusion; Chapter 3: The Implementation and Evolution of Quality Management in the University of Arizona Libraries; Introducing Quality

Management and Process Improvement; Introduction of LibQUAL and Action Gap Surveys; Restructuring, Project Management, Assessment, and Strategic Planning

Current State of Quality in the LibrariesResults of the University of Arizona Libraries' Focus on Quality; The Future of Quality in the University of Arizona Libraries; Challenges; Conclusions; Chapter 4:

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Communication, and Wider Engagement, 2012-Future

Chapter 7: The Development of an Evaluation and Assessment Program

for the Ontario Council of University LibrariesHistory of Evaluation and Assessment at OCUL; The Evaluation and Assessment Librarian; The

Evaluation and Assessment Program; COUNTER Compliance and the Scholars Portal Usage Data Portal; A Second Iteration of MINES for

Libraries at OCUL; The Serials Collection Overlap Tool: Facilitating Evidence-Based Collection Development; Conclusion; Chapter 8:

Creating Analyst Positions in an Academic Library: The UC-San Diego Example

Evolution of the Analyst Position Model: The UCSD Libraries' Solution

Sommario/riassunto

Summarizing specific tools for measuring service quality alongside tips for using these tools most effectively, this book helps libraries of all kinds take a programmatic approach to measuring, analyzing, and improving library services.
