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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Title page; Contents; List of figures; List of tables; Preface; Acronyms and abbreviations; 1 Background; Introduction; The library in society; Delivering library services; Electronic services; What is being measured?; Types of evaluation; The cost of measurement; Undertaking performance measurement; Trustworthiness; Ethical considerations; Conclusion; Resources; References; 2 Theoretical considerations; Introduction; Causal relationships; Theoretical perspectives 1: the positivist standpoint; Theoretical perspectives 2: the relativist standpoint; Research methods; Action research Evidence-based practiceNarrative-based practice; Conclusion; Resources; References; 3 User satisfaction; Introduction; Satisfaction; User surveys; Attributes of customer satisfaction; Customer expectations; LibQUAL+TM; Public library user satisfaction; Specific methodologies; Conclusion; Resources; References; 4 Impact on users; Introduction; What is 'impact'?; Collecting data on impact; Assessing impact; The impact of electronic services; Surrogate measures of impact; Impact on learning; Enhancing student performance; Information literacy; Conclusion; Resources; References 5 Social and economic impactIntroduction; Social impact; Economic impact; Conclusion; Resources; References; 6 Inputs; Introduction; The library profile; Library statistics; Content: acquisition, use and review; Electronic resource usage; Data consistency; Selection of free online

resources; Collection strength; Conclusion; Resources; References; 7 Processes; Introduction; Throughputs; The ISO 9000 standard; Business process reengineering; Electronic delivery; Conclusion; Resources; References; 8 Outputs; Introduction; Usage of library materials; Usage of websites; Presentation via the web UsabilityConclusion; Resources; References; 9 Staff; Introduction; Staff surveys; Appraisal; Investors in People; Reflective practitioners; Conclusion; Resources; References; 10 Infrastructure; Introduction; The library building; ICT systems infrastructure; Other considerations; Conclusion; Resources; References; 11 Services for all; Introduction; Personalization; Group differentiation; Accessibility for users with disabilities; Guidelines and standards; Conclusion; Resources; References; 12 Benchmarking; Introduction; Benchmarking defined; Types of benchmarking; The benchmarking wheel Benchmarking and quality managementBenchmarking and libraries; Benchmarking in practice; Benchmarking and service improvement: the evidence; Limitations of benchmarking; Conclusion; Resources; Resources; References; 13 The balanced scorecard; Introduction; Defining the balanced scorecard; Library implementations of the balanced scorecard; Conclusion; Resources; References; 14 Standards; Introduction; Public library service standards; Academic library standards; Other sectors; International, cross-sectoral standards; Conclusion; Resources; References; Appendix 1 Data collection methods Introduction

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## Sommario/riassunto

Provide an account of thinking and research on the evaluation of library services. Illustrated throughout with examples across the different library sectors, this book is structured to focus on the intended service user, then to look at service management and the building blocks of services, and finally to draw together these strands.

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