

1. Record Nr.	UNINA9910464585603321
Autore	Hernon Peter
Titolo	Getting started with evaluation // Peter Hernon, Robert E. Dugan, and Joseph R. Matthews ; cover design by Kimberly Thornton
Pubbl/distr/stampa	Chicago, [Illinois] : , : ALA Editions, , 2014 ©2014
ISBN	0-8389-9682-5
Descrizione fisica	1 online resource (257 p.)
Disciplina	027.0029
Soggetti	Libraries - Evaluation Public services (Libraries) - Evaluation Library administration - Decision making Library statistics Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Getting Started with Evaluation; Contents; Figures, Tables, and Text Boxes; Preface; Chapter 1: Evaluation; The Concept; Planning Context; Evaluation Questions; Sources of Evidence; Benchmarking and Best Practices; Concluding Thoughts; Notes; Chapter 2: Evidence-Based Planning and Decision Making; Evidence-Based Library and Information Practice; Concluding Thoughts; Notes; Chapter 3: Library Metrics; Overview; Library Perspective; Institutional-Level and Stakeholder Perspectives; Broader Organization Perspective; Concluding Thoughts; Notes Chapter 4: Internal Evaluation for Planning and Decision MakingThree Factors Supporting Internal Evaluation; The Internal Evaluation Process; Data to Collect for Internal Evaluation; What to Evaluate Internally; Internal Evaluation and External Comparisons; Concluding Thoughts; Notes; Chapter 5: External Evaluation to Inform Stakeholders and to Guide Continuous Improvement; Considering "What" and "How" to Evaluate; Quality; Administration and Management; Partnerships; Customer Satisfaction; Supporting Education; Reputation; Concluding Thoughts; Notes; Chapter 6: Measuring Satisfaction

Gaps Model of Service Quality; Methods of Data Collection; Customer Comments; Customer Satisfaction Index; Customer Satisfaction Metrics; Concluding Thoughts; Notes; Chapter 7: Measuring Service Quality; E-Service Quality; Other Means of Listening to Customers; Concluding Thoughts; Notes; Chapter 8: Measuring Return on Investment (ROI); Economic Benefits; Total Value; Concluding Thoughts; Notes; Chapter 9: Measuring the Value of the Library and Its Services; Framework for Establishing Value; Value of Public Libraries; Examples from the Literature; Outlining a Process for Getting Started
Concluding Thoughts; Notes; Chapter 10: Using and Communicating the Results; To Whom Do We Communicate?; What Do We Communicate?; How Do We Communicate?; Why Do We Communicate?; When Do We Communicate?; Concluding Thoughts; Notes; Chapter 11: Positive Organizational Change; Institutional Effectiveness; Planning; Creating Positive Organizational Change; Concluding Thoughts; Notes; Appendix: Answers to Chapter Exercises; Selected Readings; About the Authors; Index

Sommario/riassunto

Finally library managers have a workbook to help them master key concepts of service quality assessment, offering directed exercises and worksheets to guide them.

2. Record Nr.	UNISALENTO991003589049707536
Titolo	L'avventura della conoscenza : momenti del Bildungsroman dal Parzival a Thomas Mann / a cura di Roberta Ascarelli, Ursula Bavaj, Roberto Venuti
Pubbl/distr/stampa	Napoli : Guida, 1992
ISBN	8878351229
Descrizione fisica	317 p. ; 23 cm
Collana	Guida ricerca. Linguistica e critica letteraria
Altri autori (Persone)	Ascarelli, Roberta Bavaj, Ursula Venuti, Roberto
Disciplina	833.009
Soggetti	Letteratura narrativa tedesca - Studi
Lingua di pubblicazione	Italiano
Formato	Materiale a stampa
Livello bibliografico	Monografia

3. Record Nr.	UNINA9910695331703321
Autore	Christenson Matthew
Titolo	Evaluating components of international migration Migration between Puerto Rico and the United States [[electronic resource] /] / by Matthew Christenson
Pubbl/distr/stampa	[Washington, DC] : , : [Population Division, U.S. Census Bureau], , [2001]
Descrizione fisica	7 pages : digital, PDF file
Collana	Working paper ; ; no. 64
Soggetti	Puerto Ricans - United States Immigrants - United States Statistics. Puerto Rico Emigration and immigration United States Census, 2000
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Title from title screen (viewed July 14, 2003).