1. Record Nr. UNINA9910511635003321

Autore	Brophy Peter <1950->
Titolo	Measuring library performance : principles and techniques / / Peter Brophy
Pubbl/distr/stampa	London : , : Facet, , 2006
ISBN	1-85604-988-4
Descrizione fisica	1 online resource (266 p.)
Disciplina	025.58
Soggetti	Public services (Libraries) - Evaluation Libraries - Evaluation 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	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

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.

2. Record Nr. UNINA9910786071703321

Autore	Penrose Roger
Titolo	The emperor's new mind [[electronic resource]] : concerning computers, minds, and the laws of physics / / Roger Penrose ; foreword by Martin Gardner
Pubbl/distr/stampa	Oxford [England] ; ; New York, : Oxford University Press, 1999
ISBN	1-283-92377-7 0-19-150640-0
Descrizione fisica	1 online resource (633 p.)
Disciplina	006.3
Soggetti	Artificial intelligence Thought and thinking Physics - Philosophy Science - Philosophy Computers
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	Cover; Contents; Prologue; 1 CAN A COMPUTER HAVE A MIND?; Introduction; The Turing test; Artificial intelligence; An AI approach to 'pleasure' and 'pain'; Strong AI and Searle's Chinese room; Hardware and software; 2 ALGORITHMS AND TURING MACHINES; Background to the algorithm concept; Turing's concept; Binary coding of numerical data; The Church-Turing Thesis; Numbers other than natural numbers; The universal Turing machine; The insolubility of Hilbert's problem; How to outdo an algorithm; Church's lambda calculus; 3 MATHEMATICS AND REALITY; The land of Tor'Bled-Nam; Real numbers How many real numbers are there?'Reality' of real numbers; Complex numbers; Construction of the Mandelbrot set; Platonic reality of mathematical concepts?; 4 TRUTH, PROOF, AND INSIGHT; Hilbert's programme for mathematics; Formal mathematical systems; Godel's theorem; Mathematical insight; Platonism or intuitionism?; Godel-type theorems from Turing's result; Recursively enumerable sets; Is the Mandelbrot set recursive?; Some examples of non-recursive mathematics; Is the Mandelbrot set like non-recursive mathematics?;

Complexity theory; Complexity and computability in physical things
5 THE CLASSICAL WORLDThe status of physical theory; Euclidean geometry; The dynamics of Galileo and Newton; The mechanistic world of Newtonian dynamics; Is life in the billiard-ball world computable?; Hamiltonian mechanics; Phase space; Maxwell's electromagnetic theory; Computability and the wave equation; The Lorentz equation of motion; runaway particles; The special relativity of Einstein and Poincare; Einstein's general relativity; Relativistic causality and determinism; Computability in classical physics: where do we stand?; Mass, matter, and reality; 6 QUANTUM MAGIC AND QUANTUM MYSTERY
Do philosophers need quantum theory?Problems with classical theory; The beginnings of quantum theory; The two-slit experiment; Probability amplitudes; The quantum state of a particle; The uncertainty principle; The evolution procedures U and R; Particles in two places at once?; Hilbert space; Measurements; Spin and the Riemann sphere of states; Objectivity and measurability of quantum states; Copying a quantum state; Photon spin; Objects with large spin; Many-particle systems; The 'paradox' of Einstein, Podolsky, and Rosen; Experiments with photons: a problem for relativity?
Schrodinger's equation Dirac's equation; Quantum field theory; Schrodinger's cat; Various attitudes in existing quantum theory; Where does all this leave us?; 7 COSMOLOGY AND THE ARROW OF TIME; The flow of time; The inexorable increase of entropy; What is entropy?; The second law in action; The origin of low entropy in the universe; Cosmology and the big bang; The primordial fireball; Does the big bang explain the second law?; Black holes; The structure of space-time singularities; How special was the big bang?; 8 IN SEARCH OF QUANTUM GRAVITY; Why quantum gravity?
What lies behind the Weyl curvature hypothesis?

Sommario/riassunto

For many decades, the proponents of `artificial intelligence' have maintained that computers will soon be able to do everything that a human can do. In his bestselling work of popular science, Sir Roger Penrose takes us on a fascinating roller-coaster ride through the basic principles of physics, cosmology, mathematics, and philosophy to show that human thinking can never be emulated by a machine.