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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	CONTENTS; FOREWORD; PREFACE; 1: INTRODUCTION; 2: TYPES OF SOLUTIONS AVAILABLE; 3: PLANNING; 4: SOCIAL MECHANICS; 5: IMPLEMENTATION; 6: MARKETING; 7: BEST PRACTICES; 8: METRICS; 9: DEVELOPING TRENDS; RECOMMENDED READING; REFERENCES; INDEX; ABOUT THE AUTHOR
Sommario/riassunto	This concise guide will help you choose and implement the techniques and best practices used by today's forward-thinking libraries to create the best possible patron experiences.