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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: Committed to Quality: Syracuse University Library's Program Management Center; Creating the Program Management Center; Gate and Security Alarm Project; Library Measures Data Repository; Conclusion; Chapter 5: Thriving through Organizational Agility: The NIST Information Services Office's Baldrige Journey; Background; The Baldrige Criteria and Framework  
Building a Culture Focused on Knowledge Sharing, Improvement, and ResultsRole Model Practices; ISO's Lab Liaison Program; Vision Implementation Project; ISO's Workforce Development and Performance Management Systems; Conclusion; Chapter 6: Pursuing Organizational Performance Excellence: The Emory University Libraries' Journey; Introducing Organizational Performance Excellence, 2006-2009; Introducing the Baldrige Criteria for Performance Excellence, 2009-2010; The Self-Assessment, 2010-present; Conclusion: Integration, 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

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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.

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