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OF QUÉBEC'S PUBLIC LIBRARIES: A MAJOR REVISION -- UNDERSTANDING THE METHODOLOGICAL FOUNDATIONS OF PUBLIC LIBRARY NATIONAL RATING SYSTEMS -- PRESENTATION OF NORWEGIAN INDICATORS -- QUALITY STANDARDS AND TARGET OUTPUTS BASED ON BENCHMARKING STUDIES IMPROVED BY A PROPOSED PROSPECTIVE BALANCED-SCORECARD MODEL FOR THE MONTRÉAL PUBLIC LIBRARIES SYSTEM -- BIX - THE BIBLIOTHEKSINDEX: STATISTICAL BENCHMARKING IN GERMAN PUBLIC LIBRARIES -- University Libraries -- LIBRARY STATISTICS DATABASE OF THE NATIONAL UNIVERSITY OF LA PLATA (ARGENTINA): A COOPERATIVE EXPERIENCE -- ONLINE STATISTICS FOR AUSTRALIAN, NEW ZEALAND AND ASIAN ACADEMIC LIBRARIES -- LIBQUAL CANADA 2007: SERVICE QUALITY BENCHMARKING ON A NATIONAL SCALE -- LES PROGRAMMES ET PROJETS COMMUNS SUR LES STATISTIQUES DANS LES BIBLIOTHEQUES UNIVERSITAIRES DU CANADA -- TEN YEARS OF EXPERIENCE WITH BENCHMARKING IN DUTCH ACADEMIC LIBRARIES -- UK HIGHER EDUCATION LIBRARY STATISTICS -- INTEGRATED APPROACH TO THE EVALUATION OF DIGITAL LIBRARIES: AN EMERGING STRATEGY FOR MANAGING RESOURCES, CAPABILITIES AND RESULTS -- Conclusions -- WHERE SHALL WE GO FROM HERE? -- GLOBAL LIBRARY STATISTICS - WHAT NEXT FOR IFLA? -- Backmatter

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Sommario/riassunto

An international collaboration between IFLA, the UNESCO Institute of Statistics and the International Organization for Standardization (ISO) has developed standards for new library indicators for the twenty-first century. The existing international library statistics were developed nearly 40 years ago. This book presents the first results using the new statistics, and look forward to the next steps. It also contains other initiatives and developments in the fields of library statistics, benchmarking and indicators.

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