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Nota di contenuto	Frontmatter -- CONTENTS -- PREFACE -- 1. The role of performance indicators in quality management -- 2. Indicators of impact or outcome -- 3. Overview of the indicators -- 4. Description of the indicators -- 5. List of indicators -- Backmatter
Sommario/riassunto	The first edition of this handbook appeared in 1996 and dealt with academic libraries. It gained wide acceptance and was translated into five other languages. After ten years the new edition widens the perspective to public libraries and adds indicators for electronic services and cost-effectiveness. The handbook has been considerably enlarged, from 17 to 40 indicators. It gives practical help by showing examples of possible results for each indicator. The handbook is intended as practical instrument for the evaluation of library services. Although it aims specifically at academic and public library