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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
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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. |