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Autore	Hernon Peter
Titolo	Assessing service quality : satisfying the expectations of library customers // Peter Hernon, Ellen Altman, Robert E. Dugan
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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Assessing Service Quality: Satisfying the Expectations of Library Customers; Contents; List of Figures; Preface; Chapter 1. Understanding Ends and Means; Chapter 2. A Look in the Library Mirror; Chapter 3. "Your Mission, Should You Choose to Accept It . . ."; Chapter 4. Measuring and Evaluating the Components of High-Quality Service; Chapter 5. What Can Go Wrong with Numbers?; Chapter 6. Different Ways of Listening to Customers; Chapter 7. Managing the Three Cs (Comments, Complaints, and Compliments); Chapter 8. Listening through Surveys; Chapter 9. Listening through Focus Group Interviews Chapter 10. Customer-Related Metrics and RequirementsChapter 11. Satisfaction and Service Quality: Separate but Intertwined; Chapter 12. Interpreting Findings to Improve Customer Service; Chapter 13. Embracing Change-Continuous Improvement; About the Authors; Index
Sommario/riassunto	This extensively revised and updated edition explores even further the ways technology influences both the experiences of library customers and the ways libraries themselves can assess those experiences.

2. Record Nr.	UNINA9910874899603321
Autore	Hardenburg, Earle Volcart
Titolo	Bean culture / by E. V. Hardenburg
Pubbl/distr/stampa	New York, : Macmillian Company, 1927
Descrizione fisica	xiv, 238 p. : ill. ; 20 cm
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