

1. Record Nr.	UNINA9910511635003321
Autore	Brophy Peter <1950->
Titolo	Measuring library performance : principles and techniques / / Peter Brophy
Pubbl/distr/stampa	London : , : Facet, , 2006
ISBN	1-85604-988-4
Descrizione fisica	1 online resource (266 p.)
Disciplina	025.58
Soggetti	Public services (Libraries) - Evaluation Libraries - Evaluation Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Title page; Contents; List of figures; List of tables; Preface; Acronyms and abbreviations; 1 Background; Introduction; The library in society; Delivering library services; Electronic services; What is being measured?; Types of evaluation; The cost of measurement; Undertaking performance measurement; Trustworthiness; Ethical considerations; Conclusion; Resources; References; 2 Theoretical considerations; Introduction; Causal relationships; Theoretical perspectives 1: the positivist standpoint; Theoretical perspectives 2: the relativist standpoint; Research methods; Action research Evidence-based practiceNarrative-based practice; Conclusion; Resources; References; 3 User satisfaction; Introduction; Satisfaction; User surveys; Attributes of customer satisfaction; Customer expectations; LibQUAL+TM; Public library user satisfaction; Specific methodologies; Conclusion; Resources; References; 4 Impact on users; Introduction; What is 'impact'?; Collecting data on impact; Assessing impact; The impact of electronic services; Surrogate measures of impact; Impact on learning; Enhancing student performance; Information literacy; Conclusion; Resources; References 5 Social and economic impactIntroduction; Social impact; Economic impact; Conclusion; Resources; References; 6 Inputs; Introduction; The library profile; Library statistics; Content: acquisition, use and review; Electronic resource usage; Data consistency; Selection of free online

resources; Collection strength; Conclusion; Resources; References; 7 Processes; Introduction; Throughputs; The ISO 9000 standard; Business process reengineering; Electronic delivery; Conclusion; Resources; References; 8 Outputs; Introduction; Usage of library materials; Usage of websites; Presentation via the web UsabilityConclusion; Resources; References; 9 Staff; Introduction; Staff surveys; Appraisal; Investors in People; Reflective practitioners; Conclusion; Resources; References; 10 Infrastructure; Introduction; The library building; ICT systems infrastructure; Other considerations; Conclusion; Resources; References; 11 Services for all; Introduction; Personalization; Group differentiation; Accessibility for users with disabilities; Guidelines and standards; Conclusion; Resources; References; 12 Benchmarking; Introduction; Benchmarking defined; Types of benchmarking; The benchmarking wheel Benchmarking and quality managementBenchmarking and libraries; Benchmarking in practice; Benchmarking and service improvement: the evidence; Limitations of benchmarking; Conclusion; Resources; Resources; References; 13 The balanced scorecard; Introduction; Defining the balanced scorecard; Library implementations of the balanced scorecard; Conclusion; Resources; References; 14 Standards; Introduction; Public library service standards; Academic library standards; Other sectors; International, cross-sectoral standards; Conclusion; Resources; References; Appendix 1 Data collection methods Introduction

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**Sommario/riassunto**

Provide an account of thinking and research on the evaluation of library services. Illustrated throughout with examples across the different library sectors, this book is structured to focus on the intended service user, then to look at service management and the building blocks of services, and finally to draw together these strands.

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2. Record Nr.	UNINA9910955008703321
Autore	Dalal-Clayton D. B (D. Barry)
Titolo	Rural planning in developing countries : supporting natural resource management and sustainable livelihoods // Barry Dalal-Clayton, David Dent, and Olivier Dubois
Pubbl/distr/stampa	London ; ; Sterling, Va. : , : Earthscan, , 2003
ISBN	1-136-54698-7 1-136-54699-5 1-282-78918-X 9786612789182 1-84977-427-7 1-4175-2247-X
Edizione	[1st ed.]
Descrizione fisica	1 online resource (249 p.)
Altri autori (Persone)	DentDavid DuboisOlivier <1957->
Disciplina	307.1/412/091724
Soggetti	Rural development - Environmental aspects - Developing countries Natural resources - Developing countries - Management Sustainable development - Developing countries
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Published in association with the International Institute for Environment and Development.
Nota di bibliografia	Includes bibliographical references (p. [201]-218) and index.
Nota di contenuto	Rural Planning in Developing Countries Supporting Natural Resource Management and Sustainable Livelihoods; Copyright; Contents; List of figures, boxes and tables; About the authors; Preface; Acknowledgements; Authors' note; List of acronyms and abbreviations; Introduction; 1 Lessons from experience; Rural planning: perspectives, concepts and the objectives and roles of government; Experience of regional planning; A move to decentralized rural and regional planning; Focus on poverty and rural livelihoods; Sustainable livelihoods; Stakeholders; Land tenure; Security of tenure Coordinating tenure incentives and disincentives Rural-urban linkages; Income diversification; Migration; Implications for planning; The dilemma of planning for the urban-rural interface; 2 Conventional, technical planning approaches; Resource surveys for planning; Land

evaluation; Land capability classification; The USBR system; FAO framework for land evaluation; Parametric indices; Process models; Financial and economic evaluation; Strategic land evaluation; Land use planning; Sectoral plans; Land allocation procedures; Multiple criteria analysis; Resource management domains  
Land use planning experience in developing countriesFAO guidelines for land use planning; Faith in negotiation; Impact assessment; Decentralized district planning; Some planning responses to the challenge of sustainable development; Techniques; National and regional planning exercises; Sustainable development strategies; National strategies; Sub-national strategies; Local-level strategies; Some common features of existing strategic planning processes; Guidance on strategies for sustainable development; A continual learning approach; Sustainable development indicators  
Pros and cons of conventional approachesCommon limitations of natural resource surveys; Terms of reference; Comprehension; Usefulness; Inappropriate planning methods and inappropriate data: a failure of institutions; 3 Approaches to participation in planning; The need for participation; Perceptions of participation; Horizontal and vertical participation; Participatory learning and action; Participatory planning; Examples of local-level resource planning; Scaling-up and linking bottom-up and top-down planning; Regional rural development; Rapid district appraisal (RDA)  
Participatory approaches in large-scale projectsThe catchment approach; NGOs as catalysts; The gestion de terroir approach in francophone West Africa; Participatory planning in Latin America; Approaches in the forestry sector; Landcare in Australia; Limitations of participation; The quality of information; Costs of participation; Great expectations; Dealing with power; Conclusions; 4 A basis for collaborating; The natural resources battlefield; Constraints and opportunities for collaboration; Concepts and methods in collaborative management of natural resources; Stakeholders  
Donors as stakeholders

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## Sommario/riassunto

This book provides an international perspective on rural planning, focused on developing countries. It examines conventional development planning and innovative local planning approaches, drawing together lessons from recent experience of rural planning and land use. The authors examine past and current practice and ways that land use planning and management of natural resources can underpin sustainable local livelihoods. They draw on case studies from Africa, Asia and Latin America to present findings relevant throughout the developing world.

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