



# Evaluation of Library and Information Services (Know How Guides)

*John Crawford*

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Examines quantitative and qualitative methods including questionnaires, focus groups, suggestions boxes and interview techniques. Problems arising from survey outcomes are summarised and long-term evaluation and the relevance of benchmarking are discussed. Contains case studies covering survey work in public, academic and special libraries; charters and service level agreements; and examples of relevant research projects. New chapter on performance measurement in the electronic library.

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