



Evaluation of Library and Information Services (Know How Guides)

John Crawford



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Provides update to current thinking about, and reasons for, service evaluation of libraries in the UK.

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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