



Peter Hernon Ellen Altman Robert E. Dugan



THIRD EDITION

Assessing Service Quality

Satisfying the expectations
of library customers

Assessing Service Quality Satisfying The Expectations Of Library Customers

Kay Ann Cassell ,Uma Hiremath



Assessing Service Quality Satisfying The Expectations Of Library Customers:

Assessing Service Quality Peter Hernon, Ellen Altman, Robert E. Dugan, 2015-05-12 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

Assessing Service Quality Peter Hernon, Ellen Altman, 2010-01-19 This classic book is brought fully up to date as Hernon and Altman integrate the use of technology into the customer experience They offer solid practical ideas for developing a customer service plan that meets the library's customer focused mission vision and goals challenging librarians to think about customer service in new ways

Action Plan for Outcomes Assessment in Your Library Peter Hernon, Robert E. Dugan, 2002 This book examines the process of assessing if and how well students and library users are learning from the resources the library provides The book provides data collection tools for measuring both learning and research outcomes that link outcomes to user satisfaction and includes detailed examples from actual outcomes assessment programs

How Libraries and Librarians Help Joan Coachman Durrance, Karen E. Fisher, Marian Bouch Hinton, 2005 The authors developed the How Libraries and Librarians Help HLLH Outcome Model field testing it in six libraries over two years In this practical reference they share their findings step by step HLLH methods and library success stories that bring the process to life with outcomes like Empowering Youth and Strengthening Community

Small Libraries Sally Gardner Reed, 2015-10-03 This fully revised and updated edition provides current information on automation and technology and on advocacy to help small public libraries strive to make available the same basic services as larger libraries This book is written for the directors of these honest to goodness small libraries providing both a philosophical as well as a common sense basis for decision making Appendices provide sample documents for a library's Statement of Purpose worksheets for job descriptions and personnel policies a volunteer application form ALA documents Library Bill of Rights and Code of Ethics a list of discount book dealers and a sample meeting room policy

Delivering Satisfaction and Service Quality Peter Hernon, John R. Whitman, 2001 Good customers expect excellent service Increasingly library customers are looking to online services instead of to the library for information For every library that wants to win satisfied customers and bring those that have strayed back into the library here are proven tools to assess needs and improve service

Getting Started with Evaluation Peter Hernon, Robert E. Dugan, Joseph R. Matthews, 2014 Everyone agrees that evaluation of library services is essential but without a background in research it can be a challenge to apply abstract concepts such as strategic planning evidence based decision making and accountability to real world situations Finally library managers have a workbook to help them master key concepts of service quality assessment offering directed exercises and worksheets to guide them Firmly rooted in practical application this book Presents an overview of evaluation and the types of metrics linking them to strategic planning and infrastructure Examines qualitative versus quantitative measures Shows how to decide which metrics are relevant to one's own institution covering benchmarking best practices peer group filters and those

metrics that offer a high return on investment Includes pointers for launching and maintaining successful library evaluation through flexibility and smart delegation among library staff Offers advice on marshaling data to effectively communicate the value and impact of a library and its services no matter the audience Complete with a detailed list of sources for metrics and concrete examples of evaluation in practice this workbook will be both valuable and immediately useful to managers at academic and public libraries as well as to library trustees and others interested in assessing service quality Evaluating Reference Services Jo Bell Whitlatch,2000-08 With this handy new guidebook reference luminary Jo Bell Whitlatch outlines practical methods for evaluating and delivering excellent reference service to the technology savvy library user of today

E-Discovery Tools and Applications in Modern Libraries de Smet, Egbert,Dhamdhere, Sangeeta,2016-07-13

Technology has revolutionized the ways in which libraries store share and access information As digital resources and tools continue to advance so too do the opportunities for libraries to become more efficient and house more information E Discovery Tools and Applications in Modern Libraries presents critical research on the digitization of data and how this shift has impacted knowledge discovery storage and retrieval This publication explores several emerging trends and concepts essential to electronic discovery such as library portals responsive websites and federated search technology The timely research presented within this publication is designed for use by librarians graduate level students technology developers and researchers in the field of library and information science **Fundamentals of Collection Development and**

Management, Fourth Edition Peggy Johnson,2018-07-23 Technical Services Quarterly declared that the third edition must now be considered the essential textbook for collection development and management the first place to go for reliable and informative advice For the fourth edition expert instructor and librarian Johnson has revised and freshened this resource to ensure its timeliness and continued excellence Each chapter offers complete coverage of one aspect of collection development and management including numerous suggestions for further reading and narrative case studies exploring the issues Thorough consideration is given to traditional management topics such as organization of the collection weeding staffing and policymaking cooperative collection development and management licenses negotiation contracts maintaining productive relationships with vendors and publishers and other important purchasing and budgeting topics important issues such as the ways that changes in information delivery and access technologies continue to reshape the discipline the evolving needs and expectations of library users and new roles for subject specialists all illustrated using updated examples and data andmarketing liaison activities and outreach As a comprehensive introduction for LIS students a primer for experienced librarians with new collection development and management responsibilities and a handy reference resource for practitioners as they go about their day to day work the value and usefulness of this book remain unequaled *Emerging Horizons: Business and Society in the Post-Pandemic Era* Rajiv Divekar,Komal Chopra,Smita Mehendale,Pravin Kumar Bhoyar,2024-11-11 The COVID 19 pandemic dominated our lives since its outbreak in the year 2020 The whole economy was

disrupted and businesses and society had to adapt to the new normal Since the last two years the release of different vaccines and the vaccination drive have helped to contain the pandemic to quite an extent It is believed that irrespective of the different doses of vaccination and its impact on the citizens the virus is here to stay and will translate into an endemic An endemic situation is where the COVID 19 virus will be confined to certain people and regions The COVID 19 pandemic drastically impacted businesses which had to move from a physical mode to an online mode and hybrid mode While several steps were taken to contain the pandemic its lasting effect made organizations and society rethink the future Organizations have moved from offline to hybrid mode and now work from home The propositions in sales have changed from price to consumer well being and convenience Consumers have become health conscious Healthcare has become a necessity and healthcare companies are taking different steps to penetrate the market with immunity boosters Education is now offered extensively through digital media and has become another alternative The conference theme Pandemic to Endemic Propositions for the Future aims to identify the initiatives businesses and society will adopt for their sustained growth and development The book provides research insights on how organizations should deal with endemic situations in different business areas This book includes research in finance marketing human resources healthcare economics education and general management such as leadership and decision making

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Access, Delivery, Performance Peter Brophy,2009 Celebrates and acknowledges the contribution Professor Peter Brophy has made over a career spanning 37 years to the field of library and information studies Reflecting on his work this title offers strategies for the future direction of library and information services in the virtual era

Marketing Your Library's Electronic Resources Marie R. Kennedy,Cheryl LaGuardia,2017-10-05 When front line

librarians improve awareness of under utilized resources thereby increasing demand for more of the same it can also encourage increased funding for the library This book s flexible step by step layout makes it an ideal resource for a wide range of learning styles institutional environments and levels of marketing experience **Library and Information Science** Michael F. Bemis,2014-03-03 This unique annotated bibliography is a complete up to date guide to sources of information on library science covering recent books monographs periodicals and websites and selected works of historical importance In addition to compiling an invaluable list of sources Bemis digs deeper examining the strengths and weaknesses of key works A boon to researchers and practitioners alike this bibliography Includes coverage of subjects as diverse and vital as the history of librarianship its development as a profession the ethics of information science cataloging reference work and library architecture Encompasses encyclopedias dictionaries directories photographic surveys statistical publications and numerous electronic sources all categorized by subject Offers appendixes detailing leading professional organizations and publishers of library and information science literature This comprehensive bibliography of English language resources on librarianship the only one of its kind will prove invaluable to scholars students and anyone working in the field **Advances in Library Administration and Organization** Edward D. Garten,Delmus E. Williams,James M. Nyce,Janine Golden,2008-05-19 A collection of essays designed to challenge working administrators and researchers to look more closely at their operations and consider again how they develop people and the organizations in which they work

Using Qualitative Methods , Online Community Information Joan Coachman Durrance,Karen E. Pettigrew,2002-02-28 Presents the highlights of a 1998 2000 IMLS National Leadership Grant Help seeking in an electronic world the role of the public library in helping citizens obtain community information over the Internet p ii **Librarianship and Information Work Worldwide 2000** Maurice Line,Graham Mackenzie,Paul Sturges,2017-06-12 No detailed description available for Librarianship and Information Work Worldwide 2000 **Handbook of Research on Effective Project Management through the Integration of Knowledge and Innovation** Jamil, George Leal,Lopes, Sérgio Maravilhas,Malheiro da Silva, Armando,Ribeiro, Fernanda,2015-01-31 The field of project management experiences conceptual technological and decision issues when projects are created implemented and executed without the needed strategic connection It is important to improve the connection between knowledge management and project management practices The Handbook of Research on Effective Project Management through the Integration of Knowledge and Innovation bridges the gap between knowledge management and project management practices by providing both classical and modern views on their relationship Discussing principles practices methods and real case studies this book describes the importance of aligning projects with a knowledge based strategic plan to the benefit of practitioners professionals scholars and researchers in the fields of management and information science

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