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Rosalind Farnam Dudden

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Evaluation tools are an essential part of improving service and proving the library's value. This easy-to-understand how-to outlines the use of five of the most important and popular methods of evaluation: Needs assessments; Performance Improvements; Benchmarking; Library standards, and Outcome measures. Each chapter includes step-by-step guidance for defining goals, staffing the project, developing a timeline, collecting data, analyzing findings, and sharing results. The five different methods are illustrated with real-world examples, showing what libraries evaluated and how findings helped change their organization. Invaluable managerial tools, including checklists, forms, worksheets, and more - all reproducible from the CD-ROM - help you implement the methods easily and effectively. Managers in all types of libraries will find this an informative and practical resource for improving their organization.

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