



Measuring *for* Results

*The Dimensions of
Public Library
Effectiveness*

Joseph R. Matthews

Measuring For Results The Dimensions Of Public Library Effectiveness

John A. Moorman



Measuring For Results The Dimensions Of Public Library Effectiveness:

Measuring for Results Joseph R. Matthews, 2004 A library consultant considers the ways libraries can demonstrate their value and communicate this value with funders and patrons Chapters focus on aspects of the library organization such as the library's mission and values its users social benefits economic impacts and communications Appendices discuss various types of value indicators *The Evaluation and Measurement of Library Services* Joseph R. Matthews, 2017-10-27 This guide provides library directors managers and administrators in all types of libraries with complete and up to date instructions on how to evaluate library services in order to improve them It's a fact today's libraries must evaluate their services in order to find ways to better serve patrons and prove their value to their communities In this greatly updated and expanded edition of Matthews seminal text you'll discover a breadth of tools that can be used to evaluate any library service including newer tools designed to measure customer and patron outcomes The book offers practical advice backed by solid research on virtually every aspect of evaluation including quantitative and qualitative tools data analysis and specific recommendations for measuring individual services such as technical services and reference and interlibrary loan New chapters give readers effective ways to evaluate critical aspects of their libraries such as automated systems physical space staff performance management frameworks eBooks social media and information literacy The author explains how broader and more robust adoption of evaluation techniques will help library managers combine traditional internal measurements such as circulation and reference transactions with more customer centric metrics that reflect how well patrons feel they are served and how satisfied they are with the library By applying this comprehensive strategy readers will gain the ability to form a truer picture of their library's value to its stakeholders and patrons [Public Libraries and Internet Service Roles](#) Charles R. McClure, Paul T. Jaeger, 2009 Charles McClure and Paul T Jaeger speak to the ways in which the Internet has had more impact on public libraries than any other technology since the creation of the book The issues presented are vital to library service planning evaluation research and education and most significantly how effectively libraries service the general public *Planning and Evaluating Library Networked Services and Resources* John Carlo Bertot, Denise M. Davis, 2004-12-30 This book describes techniques for evaluating services provided through library networks including collection development group purchases and reference services Providing guides for developing evaluation instruments testing them and applying them it is comprehensive in its treatment of evaluating network services Featuring contributions from some of the leaders in the area of e metrics Oliver Pesh Ebsco Judith Hiott Houston Public Jeff Shim ARL e metrics and Chuck McClure this book is an integrated updated knowledge base of events in this area since 1998 It also provides a great deal of experiential knowledge concerning what libraries should do plan for and use in e metrics **The American Public Library Handbook** Guy A. Marco, 2011-11-29 A detailed reference work that documents every aspect of the American public library experience through topical entries statistics biographies and profiles The American Public Library Handbook is the first reference work

to focus on all aspects of the American public library experience providing a topical perspective through comprehensive essays and biographical information on important public librarians Based upon the author s own notes and extensive experience as well as library periodicals library reference books monographs textbooks Internet sources and correspondence with individual libraries this book comprises nearly 1 000 entries addressing all aspects of public library service Each topical essay considers terminology of the area covered its historical context and current concerns and issues Biographies highlight the philosophical perspective of the individuals covered while entries on specific libraries present timely data and interesting facts about each facility This unique handbook also offers up to date statistics historical highlights and information about programs and events of individual libraries

The Public Library Effectiveness Study Nancy A. Van House, Thomas Childers, 1993 The purpose of the Public Library Effectiveness Study was to define effectiveness for the public library institution The research was designed not to measure effectiveness or evaluate particular libraries or groups of libraries but rather to identify the feature or features of a public library that most directly attest to its effectiveness The major questions the study addressed were what measures have been used to define effectiveness what are the indicators and dimensions of public library effectiveness whether constituent groups differ in their preferences among indicators and dimensions and in their definitions of public library effectiveness and whether differences in the individual libraries domains affect their constituents preferences concerning effectiveness or organizational performance on the indicators The study focused on public libraries and is intended to serve as a prototype for a methodology for identifying effectiveness indicators and dimensions for other types of libraries The five chapters are 1 The Enigma of Effectiveness 2 Methodology 3 Findings Regarding Indicators and Dimensions of Effectiveness 4 Findings Regarding Roles and 5 Conclusions The questionnaires used in the study as well as the statistical findings are found in the appendices Also included is a 38 item bibliography JLB

Library Journal Melvil Dewey, Richard Rogers Bowker, L. Pylodet, Charles Ammi Cutter, Bertine Emma Weston, Karl Brown, Helen E. Wessells, 2004 Includes beginning Sept 15 1954 and on the 15th of each month Sept May a special section School library journal ISSN 0000 0035 called Junior libraries 1954 May 1961 Also issued separately **Trustee Facts File**, 2004 Library & Information Science Abstracts, 2006 **Bowker Annual Library and Book Trade Almanac**

Information Today Inc, 2008-05 **Running a Small Library** John A. Moorman, 2006 How can a small library with a few or even one staff members and very limited resources be managed successfully Learn the issues facing all types of small libraries **The Accidental Library Marketer** Kathy Dempsey, 2009 The Accidental Library Marketer fills a need for library professionals and paraprofessionals who find themselves in an awkward position They need to promote their libraries and services in the age of the internet but they ve never been taught how to do it effectively This results oriented A to Z guide by Kathy Dempsey long time editor of the Marketing Library Services newsletter reveals the missing link between the everyday promotion librarians actually do and the real marketing that s guaranteed to assure funding excite users and build

stronger community relationships Combining real life examples expert advice and checklists in a reader friendly style The Accidental Library Marketer is the complete how to resource for successful library marketing and promotion Cover Book Review Index ,2006 Every 3rd issue is a quarterly cumulation **An Investigation of the Use of Performance Measures in Public Libraries** Patricia Ann Lund,1992 *Summer Reading Renaissance* Rita Soltan,2008-09-30 Energize your library summer reading program with this new approach that involves all ages and rekindles the desire for children and families to read together for recreation pleasure and their own curiosity No more counting hours or books no rewards and awards just reading and learning fun Drawing on the methodology of museums and learning centers Soltan offers practical guidelines for designing an interactive centers based program and presents four complete themed units that include complete directions for sample projects materials lists and suggested books She also shows you how to build interest secure funding work with vendors and use technology as well as how to train staff create a coordinated intergenerational volunteer and school based community service effort and how to evaluate your program This is a creative hands on approach that will get readers involved and keep them involved summer after summer and all summer long *The Reference Assessment Manual* American Library Association. Evaluation of Reference and Adult Services Committee,1995 **Managing Information** ,2004 Collaborative Electronic Resource Management Joan E. Conger,2004-11-30 The author demonstrates how collection development acquisitions licensing budgeting and cataloging techniques technological infrastructure and user services for electronic resources fit into the new collaborative management that relies on constant learning and adaptation in order to respond to change and to improve the library s service value through relationships between library professionals and with library customers The approach engaging the librarian in a cycle of constant learning and assessment ultimately makes work lighter relationships with colleagues and customers more productive and library services more relevant to community needs BOOK JACKET **Australian Academic and Research Libraries** ,1995 **Resources in Education** ,1995

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