

ASSESSING  
**SERVICE**  
*Quality*



EDITIONS



SATISFYING THE EXPECTATIONS  
OF LIBRARY CUSTOMERS

PETER HERNON | ELLEN ALTMAN | ROBERT E. QUINN

# Assessing Service Quality Satisfying The Expectations Of Library Customers Third Edition

**James Woy**



### **Assessing Service Quality Satisfying The Expectations Of Library Customers Third Edition:**

**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, Robert E. Dugan, 2015-05-12 Academic and public libraries are continuing to transform as the information landscape changes expanding their missions into new service roles that call for improved organizational performance and accountability Since Assessing Service Quality premiered in 1998 receiving the prestigious Highsmith Library Literature Award scores of library managers and administrators have trusted its guidance for applying a customer centered approach to service quality and performance evaluation 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 With a clear focus on real world application the authors Challenge conventional thinking about the utility of input output and performance metrics by suggesting new ways to think about the evaluation and assessment of library services Explain service quality and customer satisfaction and demonstrate how they are separate but intertwined Identify procedures for qualitatively and quantitatively measuring both service quality and satisfaction Encourage libraries to take action by presenting concrete steps they can take to become more customer centric Offer a range of customer related metrics that provide insights useful for library planning and decision making such as surveys and focus groups This book shows how to nurture an environment of continuous improvement through effective service quality assessment 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 and marketing 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 **Information**

**Services Today** Sandra Hirsh, 2018-03-02 This second edition of *Information Services Today: An Introduction* demonstrates the ever changing landscape of information services today and the need to re evaluate curriculum competency training and one's personal learning network in order to stay abreast of current trends and issues and more significantly remain competent to address the changing user needs of the information community. Specifically the book provides a thorough introduction history and overall state of the field gives a diverse and global perspective of what it means to be a library and information professional today addresses why information organizations and information and technological literacy are more important today than ever before discusses how technology has influenced the ways that information professionals provide information resources and services in today's digital environment highlights current issues and trends and provides expert insight into emerging challenges innovations and opportunities for the future and identifies career management strategies and leadership opportunities in the information profession. The new edition features chapter updates to address changes in information services introducing new topics such as strategic planning change management design thinking advocacy and data management and analysis and includes new contributing authors. The book begins with an overview of libraries and their transformation as information and technological hubs within their local and digital communities. It covers the various specializations within the field emphasizing the exciting yet complex roles and opportunities for information professionals in a variety of information environments. With that foundation in place it presents the fundamentals of information services delves into management skills needed by information professionals today and explores emerging issues related to the rapid development of new technologies. The book addresses how libraries and information centers serve different kinds of communities highlighting the unique needs of increasingly diverse users and how information organizations and information professional's work to fulfill those needs. This book provokes discussion critical thinking and interaction to facilitate the learning process. The content and supplemental materials discussion questions rich sets of online accessible materials multimedia webcast interviews featuring authors from this book discussing the trends and issues in their respective areas and chapter presentation slides for use by instructors give readers the opportunity to develop a deeper understanding of and engagement with the topics. Additionally this book recognizes the broad range of environments that people with Master of Library and Information Science MLIS degrees work in which include both libraries and other information environments. Thus this book does not only focus on libraries but instead encompasses ALL kinds of information organizations.

*Management Basics for Information Professionals, Third Edition* G. Edward Evans, Camila A. Alire, 2013-08-21 Reflecting the rapidly changing information services environment the third edition of this bestselling title offers updates and a broader scope to make it an even more comprehensive introduction to library management. Addressing the basic skills good library managers must exercise throughout their careers this edition includes a completely new chapter on management ethics. Evans and Alire also pay close attention to management in new normal straitened economic conditions and offer updates on

technological topics like social media Among the areas covered are The managerial environment including organizational skill sets the importance of a people friendly organization and legal issues Managerial skills such as planning accountability trust and delegation decision making principles of effective organizational communication fostering change and innovation quality control and marketing Key points on leadership team building and human resource management Budget resource and technology management Why ethics matter Tips for planning a library career with a look at the work life debate

**Collection Management Basics** Margaret Zarnosky Saponaro, John Novak, G. Edward Evans, 2025-08-07 This eighth edition offers students and working professionals the tools to manage the complex process of creating appropriate collections of resources for all types of libraries Managing collections in today's environment is a challenging process This eighth edition of the classic text on collection management covers all aspects of the management cycle from selection through deselection and preservation The text also includes discussions of intellectual freedom legal issues in collection development and collaborative collection development Timely topics such as diversity open access AI digital preservation local history creation spaces and libraries of things bring this comprehensive overview up to date Engagingly written and easy to understand chapters rely on feedback from experts working in the field and include many sidebars with practical examples and resources Designed primarily for students in LIS programs the text is also a valuable resource for all library workers responsible for collection management

**Reference and Information Services** Kay Ann Cassell, Uma Hiremath, 2019-01-04 Designed to complement every introductory library reference course this is the perfect text for students and librarians looking to expand their personal reference knowledge teaching failsafe methods for identifying important materials by matching specific types of questions to the best available sources regardless of format Guided by a national advisory board of educators and practitioners this thoroughly updated text expertly keeps up with new technologies and practices while remaining grounded in the basics of reference work Chapters on fundamental concepts major reference sources and special topics provide a solid foundation the text also offers fresh insight on core issues including ethics readers advisory information literacy and other key aspects of reference librarianship selecting and evaluating reference materials with strategies for keeping up to date assessing and improving reference services guidance on conducting reference interviews with a range of different library users including children and young adults a new discussion of reference as programming important special reference topics such as Google search 24/7 reference and virtual reference and delivering reference services across multiple platforms As librarians experience a changing climate for all information services professionals in this book Cassell and Hiremath provide the tools needed to manage the ebb and flow of changing reference services in today's libraries *Six Sigma for*

*Transactions and Service* Parveen S. Goel, 2005-01-07 Many of the Six Sigma methods successfully used in manufacturing are now being utilized in the transactional and service sectors This resource provides a roadmap for implementing customer centric Six Sigma **Encyclopedia of Business Information Sources** Linda D. Hall, 2008 Each updated edition of this

detailed resource identifies nearly 35 000 live print and electronic sources of information listed under more than 1 100 alphabetically arranged subjects industries and business concepts and practices Edited by business information expert James Woy     *Encyclopedia of Business Information Sources* James Woy,2001-09

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