



## Using Benchmarking, Needs Assessment, Quality Improvement, Outcome Measurement, and Library Standards: A How-to-do-it Manual with CD-ROM (How-to-Do-It ... (Medical Library Association Guides)

By 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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## **Editorial Review**

### **Review**

Author Rosalind Farnam Dudden provides a treasure trove of resources for those of us who are looking for effective methods of evaluation...it proves itself not only useful and logical, but, at points, truly visionary. -- Infotoday, October 2008

An excellent book...Well organized with plenty of references for background and additional reading...extremely useful. --Journal of the Medical Library Association, July 2008

...written in a clear, easy-to-understand manner...Using Benchmarking is an excellent, easy-to-understand introduction to a complicated subject. Definitely recommended. --The Australian Library Journal, November 2008

## **Users Review**

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#### **Michael Brown:**

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