



Managing and Evaluating Library Staff

by Jennifer Doderer, Acting Director,
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Evaluating Library Staff

Joseph R. Matthews



Evaluating Library Staff:

Evaluating Library Staff Patricia Belcastro, 1998 This excellent resource will benefit not only library managers and supervisors whose goal is top quality service but also their employees and patrons as well **Evaluating Library Directors** George J. Soete, 1998 *Evaluating Teen Services and Programs* Sarah Flowers, 2012-05-31 Flowers offers guidance for librarians in examining all aspects of teen programming and services to determine where improvement is needed Readers will learn how to Develop goals and objectives for evaluation Collect the data for a realistic picture of a library's strengths and weaknesses Use many different types of data with the help of practical examples included in the text Evaluate YA collections summer reading programs special events and library staff This guide comes with an explanation of the YALSA competencies the YALSA teen services evaluation tool and models for what excellent teen services programs should look like Ready to use evaluation forms and checklists save time and resources by improving assessment methods in minutes

Evaluating Library Instruction Francine M. DeFranco, Richard Bleiler, 2003 **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 *Evaluating Academic Library Directors*, 1998 **Library Staff Development Profile Pages** Barbara Conroy, 1979 **Evaluation and Library Decision Making** Peter Hernon, Charles R. McClure, 1990 Evaluation which is a critical component of the planning process assesses the effectiveness and efficiency of library programs and services in the context of stated goals and objectives This book views evaluation as a type of research study in which evaluators collect either research or management data Chapters discuss steps of the evaluation process and provide practical examples of the application of these steps to specific library problems The overall objectives of the volume are to introduce readers to the relationship between planning and evaluation to discuss the components of an evaluation study in clear prose so that readers can easily understand the different steps to foster an attitude that recognizes the importance of evaluation for the development of library programs and services to offer examples of each component of the evaluation process to identify writings on evaluation in libraries and information centers and to encourage organizational change and underscore the importance of evaluation to library decision making

Evaluating the Impact of Your Library David Streatfield, Sharon Markless, 2012-12-23 Assessing impact is increasingly critical to the survival of services managers now require comprehensive information about effectiveness especially in relation to users Outlining a rigorously tested approach to library evaluation and offering practical tools and highly relevant examples this book enables LIS managers to get to grips with the slippery concept of service impact and to address their own impact questions in their planning The 2nd edition is fully updated to include international approaches to qualitative library evaluation new international research and current debates on the evolving nature of evaluation as well as reflections on the importance of involving stakeholders and of evaluation to guide advocacy Key topics include The demand for evidence

Getting to grips with impact The research base of this work Putting the impact into planning Getting things clear objectives Success criteria and impact indicators how you know you are making a difference Making things happen activities and process indicators Thinking about evidence Gathering and interpreting evidence Taking stock setting targets and development planning Doing national or international evaluation Where do we go from here Readership Practising library and information service managers and policy makers in the field LIS policy shapers and managers in public education schools further and higher education health and special libraries and information services working in any country or internationally and people engaged in professional education in the field such as lecturers or students

Evaluation of definitions and analysis of comparative data for the school library statistics program, *Assessing Academic Library Performance* Holt Zaugg, 2021-10-29 Assessment is essential to describe a library's value and to inform decision making Using the four key assessment components of design data collection data analysis and dissemination *Assessing Academic Library Performance* A Handbook provides strategies and case studies for performing four different types of assessments Service assessments for the library's outward and inward facing services that either help library users or other library employees to help users These assessments focus on providing and improving how things are done to better serve others Resources assessments for the physical and virtual resources that the library has in its holdings or to which it provides access Resources are the reason libraries exist as they help patrons in instructional and research pursuits Space assessments for physical and online library spaces These assessments help ensure that spaces meet user needs Personnel relationship assessments look at how library employees interact with each other as library professionals While not for evaluation or advancement purposes these types of assessments provide information on what library employees can do to improve their relationships with one another Each section has information on conducting each aspect of libraries followed by three examples to illustrate how assessment is used to support descriptions of library value and to help library employees make decisions that are critical to library improvement

The Changing Role of Personnel Officers Association of Research Libraries. Systems and Procedures Exchange Center, Association of Research Libraries. University Library Management Studies Office, 1978

Staffing Data in the Public Library Statistics Program, 1995 This is the fourth in a series of reports evaluating the Public Library Statistics PLS program an annual census of public libraries in the United States The census includes in addition to a full count of public libraries and their outlets a variety of statistics about the services provided by and the financial condition and the staffing levels of public libraries This report contains the results of an evaluation of the definitions and internal consistency of the staffing variables and a comparison of the statistics collected for these variables to selected statistics from independent sources This evaluation was conducted to raise specific issues for discussion among members of the Federal State Cooperative System for Public Library Data Chapter 1 evaluates the definitions used for the staff variables while Chapter 2 considers the internal consistency of staff measures Chapter 3 compares statistics from the public library census

to those from other reference sources for public library staffing information Four appendixes list the variables libraries without paid staff and library reports and directories and present comparisons of dataset and other figures Contains 70 references and 14 tables SLD

Making a Collection Count Holly Hibner, Mary Kelly, 2013-11-21 Library collection management is a vital part of any library's operations Making a Collection Count takes a holistic look at library collection management connecting collection management activities and departments and instructs on how to gather and analyse data from each point in a collection's lifecycle Relationships between collections and other library services are also explored The result is a quality collection that is clean current and useful The second edition includes expanded information on collection metrics digital collections and practical advice for managing collections efficiently when time and resources are tight It also includes more real life examples from practicing librarians in areas such as workflow analysis collection budgets and collection management techniques Chapters cover the life cycle of a collection understanding workflow and collecting metrics Physical inventory collection objectives and bookmarks as well as collection organization collection budgets and marketing collections are also discussed Focuses on collection quality Offers practical applications for collection librarians and managers Relevant for different library types public academic school and special

"UNLOCKING THE DIGITAL REPOSITORY: HARNESSING ICT FOR EFFECTIVE LIBRARY STANDARDIZATION" Meghanandha C., 2023-06-20 Library standardization plays a vital role in effectively managing and optimizing library resources and services It involves the establishment and adoption of common frameworks guidelines and practices within the library domain aiming to ensure consistency interoperability and collaboration among libraries By implementing uniform standards libraries can enhance the process of resource discovery facilitate seamless information exchange and provide users with effortless access to information Library standardization encompasses several key areas including metadata standards cataloging rules classification systems and technology interoperability Metadata standards provide a consistent structure and format for describing library resources enabling efficient resource discovery and sharing Cataloging rules offer guidelines for uniform bibliographic description and organization simplifying cataloging and retrieval of materials Classification systems provide standardized schemes for organizing resources by subject enhancing their discoverability Additionally ensuring interoperability among library systems and technologies is crucial for seamless integration and information exchange

Assessing Reference and User Services in a Digital Age Eric Novotny, 2013-05-13 Effectively assess whether any library is making good use of the reference user service resources available today Libraries need to develop standards by which they can assess their individual performances in a larger context and Assessing Reference and User Services in a Digital Age makes significant contributions to this ongoing discussion The book addresses its subject matter via approaches ranging from case studies of individual libraries to general discussions of best practices The contributors explore the impact of the Internet on the field of evaluation focusing on electronic reference and instruction They highlight current issues present research

results and offer expert advice on how to assess online reference and instruction All chapters are well referenced to facilitate further study and many include tables appendixes checklists and other helpful features that make difficult information easy to access and understand The chapters that make up Assessing Reference and User Services in a Digital Age are as rich and varied as the backgrounds of their authors Experienced researchers provide the results of studies conducted to determine the nature and effectiveness of the online reference services offered by various libraries Practitioners and administrators from different institutional settings academic libraries public libraries consortiums etc provide their perspectives on the issues facing librarians who need to assess the electronic services they provide In this important new book Andrew Briedenbach shows how a chat service can be implemented and suggests which data should be collected for it Buff Hirko examines VET the Virtual Evaluation Toolkit Ruth Vondracek shares the experiences of a university library as it entered a statewide e reference consortium and offers advice and issues to consider before entering such a partnership librarians from San Jose State University present a model for evaluating electronic reference services that can be used in public or academic libraries Kathleen Kern discusses holistic evaluation chat transcripts are addressed in several chapters including Joseph Fennewald s comparisons of question categories Lesley Moyo s analysis of the use of instruction in the virtual environment and Caleb Tucker Raymond s proposed set of quality measures for chat reference Laurie Probst and Michael Pelikan report on the use of a Tell Us What You Think button to gather user feedback Kristi Nelson and Catherine L Ross examine a research study that asked library school students to submit a reference question online and report on their experiences Melissa Gross Charles McClure and R David Lankes suggest measures to determine the cost and benefits of a virtual reference service librarians from Utah State University describe the development of their online instructional module Assessing Reference and User Services in a Digital Age is designed as essential reading for library administrators public service librarians and researchers It provides general advice for practitioners as well as an examination of research results and methodological issues We urge you to consider making it part of your professional or teaching collection today

Supervision and Management Marie Keen Shaw, Hali R. Keeler, 2018-09-18 Many library support staff LSS who do not have management training will assume supervisory roles in library services during their careers This book is written to help LSS understand support and apply the basic principles of library supervision and management in their work on the topics of regulations and bylaws hiring staff performance expectations leadership and professional learning Readers will learn how to engage in effective decision making and participate in productive library meetings The importance of library policies and procedures are explained through many practical examples The scope of the book addresses many different aspects and examples of library management and how LSS can seek supportive roles to enhance library services and programs Chapters are written on these topics Basic regulations and bylaws Principles of management Hiring Staff performance expectations Leadership professional learning Library policies and procedures The book also addresses budget fundraising and

grants partnerships community demographics marketing goal management customer service conducting meetings and effective decision making This book is aligned with the revised ALA LSSC competency standards for management and supervision and may be used as a textbook by instructors of Library Science programs or as a reference manual for library support staff who are learning on the job about the ever changing environment of working with others

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

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

Library and Information Service Management: Innovative Approaches Pasquale De Marco, 2025-08-09 Library and Information Service Management Innovative Approaches provides a comprehensive overview of the field covering a wide range of topics from planning and managing library and information services to staffing directing and controlling these services It also discusses the impact of technology on libraries the legal and ethical environment of library and information services and the future of the field This book is written for library and information science students and professionals who want to learn more about the field It is also a valuable resource for anyone who is interested in the role of libraries and information services in society In this book you will learn about The different types of libraries and information services The planning and management of

library and information services The staffing and directing of library and information services The control of library and information services The impact of technology on libraries The legal and ethical environment of library and information services The future of library and information services This book is divided into 10 chapters Each chapter covers a different topic related to library and information services The chapters are 1 The Evolving Landscape of Library and Information Services 2 Planning and Managing Library and Information Services 3 Staffing Library and Information Services 4 Directing Library and Information Services 5 Controlling Library and Information Services 6 Technology and Library and Information Services 7 The Political Economic and Social Environment of Library and Information Services 8 The Legal Environment of Library and Information Services 9 The Ethical Environment of Library and Information Services 10 The Future of Library and Information Services Each chapter is divided into five sections Each section covers a different topic related to the chapter topic The sections are 1 Introduction 2 Discussion 3 Case Study 4 Conclusion 5 References This book is a valuable resource for anyone who wants to learn more about library and information services It is written in a clear and concise style and it is packed with information What s new in this edition This new edition of Library and Information Service Management has been thoroughly revised and updated to reflect the latest trends and developments in the field Some of the new features of this edition include A new chapter on the future of library and information services Expanded coverage of technology and its impact on libraries Updated information on the legal and ethical environment of library and information services New case studies and examples throughout the book This new edition of Library and Information Service Management is the most comprehensive and up to date book on the market It is a valuable resource for anyone who wants to learn more about the field or for anyone who wants to stay up to date on the latest trends and developments If you like this book write a review

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L.; CARDOZA, CARLOS F. Publicado por CLIE EDITORIAL, España (2015). ISBN 10: 8482675206 ISBN 13: 9788482675206. HISTORIA GENERAL DE LAS MISIONES Cardoza Orlandi, se me ocurrió la idea de invitarle a colaborar conmigo en una historia de las misiones que, aunque hiciera uso de aquel viejo material, tomara ... Comprar historia general de las misiones De gonzález ... Formato. Libro Físico ; Autor. gonzález gonzález justo l & cardoza carlos f ; Editorial. clie ; ISBN. 9788482676517 ; ISBN13. 9788482676517 ... Historia General de las Misiones - Justo Luis González ... Title, Historia General de las Misiones ; Authors, Justo Luis González García, Carlos F. Cardoza Orlandi ; Publisher, Editorial CLIE, 2008 ; ISBN, 8482676512, ... A Queer Thing Happened to America: And ... A Queer Thing Happened to America chronicles the amazing transformation of America over the last forty years, and addresses the question head-on: Is there ... A Queer Thing Happened To America: And what a long ... A Queer Thing Happened to America chronicles the dramatic cultural changes that have taken place in our country in relation to homosexuality and pointedly ... A Queer Thing Happened to America: And What a Long ... A Queer Thing Happened to America chronicles the amazing transformation of America over the last forty years, and addresses the question Is there really a gay ... By Michael L. Brown - A Queer Thing Happened to America Michael Brown is a Jewish believer in Jesus (he came to faith in 1971 as a heroin-shooting, LSD-using, hippie rock drummer) and he holds a Ph.D. in Near ... A Queer Thing Happened To America (Hardcover) A Queer Thing Happened to America chronicles the amazing transformation of America over the last forty years, literally, from Stonewall Inn to the White House, ... A Queer Thing Happened to America: And What a Long, ... A Queer Thing Happened to America chronicles the amazing transformation of America over the last forty years, and addresses the question head-on: Is there ... A Queer Thing Happened to America - Denver Journal Michael L. Brown, A Queer Thing Happened to America: And what a long, strange trip it's been, 1st ed. Concord, NC, 2011. 691 pages. \$ 24.10. Hardcover. michael brown - queer thing happened america what A Queer Thing Happened to America : And What a Long, Strange Trip It's Been. Brown, Michael L. ISBN 13: 9780615406091. Seller: Better World Books: West A Queer Thing Happened to America by Michael L. Brown A Queer Thing Happened to America chronicles the amazing transformation of America over the last forty years, and addresses the question head-on: Is there ... A Queer Thing Happened to America: And What a Long ... Renée Richards (née Richard Raskind), who had sex change surgery and who came to have lots of regrets (pp. 574-78). Brown shows real examples of how the ... Accounting Concepts and Applications 11th Edition ... - Issuu Apr 13, 2019 — c. Cash receipts from providing services. d. Cash proceeds from a long-term loan. e. Issuance of stock for cash. f. Cash payments for interest. Solutions Manual for Accounting Principles 11th Edition by ... Solutions Manual for Accounting Principles 11th Edition by Weygandt · 1. Explain what an account is and how it helps in the recording process. · 2. Define debits ... Accounting Concepts... by Albrecht W Steve Stice James D ... Accounting Concepts and Applications by Albrecht, W. Steve, Stice, James D., Stice, Earl K., Swain, [Cengage Learning,2010] [Hardcover] 11TH EDITION. Fundamental Financial Accounting Concepts - 11th Edition Find step-by-step solutions and

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