Evaluating the impact of your library

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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. This is an essential tool for prac...