

How libraries and librarians help: a guide to identifying user-centered outcomes / Durrance, Joan C. ; Fisher, Karen E. ; Hinton, Marian Bouch

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Abstrak

Being able to "tell your library's story," illustrating how library services provide value and help the community and users, is the key to your library's future. The practice of measuring outcomes is becoming crucial to the library's ongoing mission: libraries are being called upon to address the value of library programs by assessing their effects on library patrons and the community as a whole.