



# **An Evaluation of the Benefits and Value of Libraries (Chandos Information Professional Series)**

*Viveca Nyström, Linnéa Sjögren*

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An Evaluation of the Benefits and Value of Libraries provides guidance on how to evaluate libraries and contains many useful examples of methods that can be used throughout this process. There is substantial focus on the importance of goals and objectives, along with advice on strategies that can be used in the case of libraries that may not be well resourced for conducting surveys. The text will be useful as a handbook, and does not assume prior knowledge of finance or economics. A guide on how to conduct a cost-benefit analysis on library services and a discussion on how to use scenario analysis and the persona method is provided, as are examples of customer surveys, for users and non-users alike.

- Provides guidance on library evaluation, monitoring and methods
- Provides practical examples and customer surveys
- Applies economic methods to library management

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