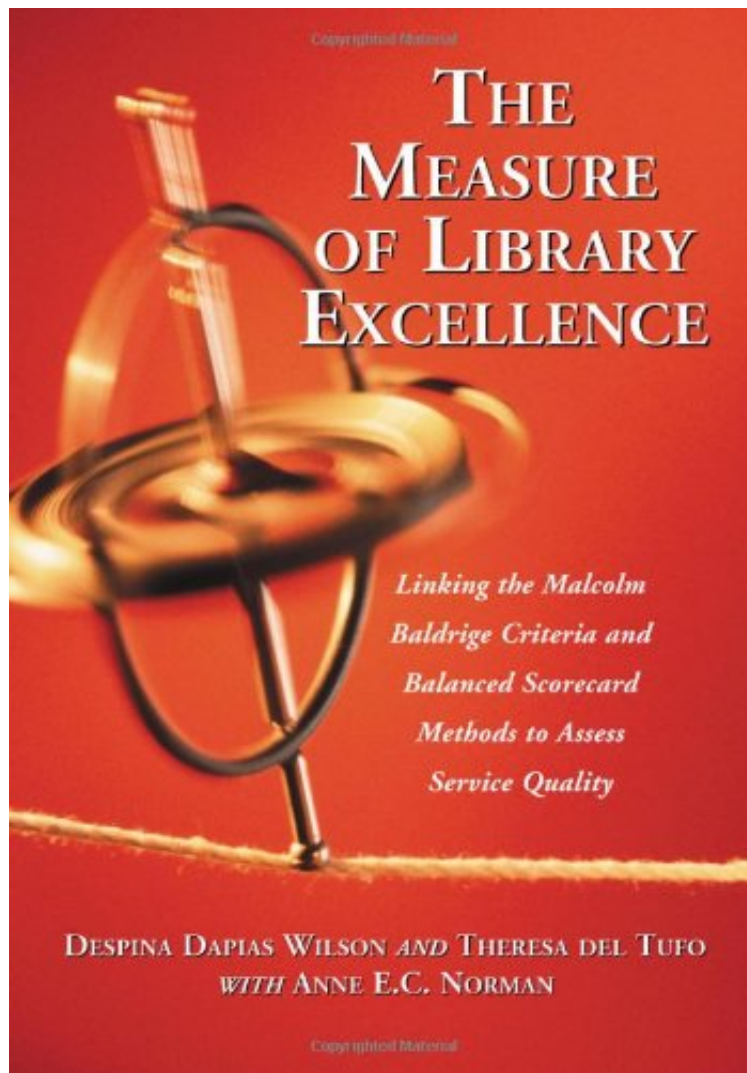


[Mobile ebook] The Measure of Library Excellence: Linking the Malcolm Baldrige Criteria and Balanced Scorecard Methods to Assess Service Quality

The Measure of Library Excellence: Linking the Malcolm Baldrige Criteria and Balanced Scorecard Methods to Assess Service Quality

Despina Dapias Wilson, Theresa del Tufo, Anne E. C. Norman
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Despina Dapias Wilson, Theresa del Tufo, Anne E. C. Norman : The Measure of Library Excellence: Linking the Malcolm Baldrige Criteria and Balanced Scorecard Methods to Assess Service Quality before purchasing it in order to gage whether or not it would be worth my time, and all praised The Measure of Library Excellence: Linking the Malcolm Baldrige Criteria and Balanced Scorecard Methods to Assess Service Quality:

Today's libraries are facing continually increasing challenges regarding information organization, consumer presentation and, on a financial level, taxpayer accountability. Analyzing and upgrading library services while staying within a limited budget is a problem which concerns many librarians. Written by professionals with practical experience, this volume presents a new approach to performance assessment and improvement through the combined use of Malcolm Baldrige Criteria and the Balanced Scorecard. It walks the reader through the sequential methodology of each theory, explaining the advantages of combining the two and providing guidance regarding their practical implementation from the management level down. The authors aptly discuss the advantages, disadvantages and possible pitfalls of their chosen approach. Additional topics include analysis of an organization's infrastructure, performance management and fact-based decision making.