

Contents

List of figures and tables	ix
List of case studies	xi
Authors and contributors	xiii
Acknowledgements	xxi
1 Introduction to library assessment	1
2 Institutional measures of student satisfaction	13
3 Standardised library surveys	31
4 In-house library surveys	55
5 Library statistics	83
6 Qualitative feedback	99
7 Emerging techniques	123
8 More than measuring: using assessment holistically	145
9 Conclusions	163
Index	167