Table of Contents

Preface 7
General Introduction 11
The Measurement Process 23
Cost-effectiveness 34
List of Performance Indicators 41
Structure of the Indicators 42

Performance Indicators

1. Market Penetration 45
2. Opening Hours Compared to Demand 49
3. Expert Checklists 53
4. Collection Use 56
5. Subject Collection Use 62
6. Documents Not Used 67
7. Known-Item-Search 70
8. Subject Search 73
9. Acquisition Speed 77
10. Book Processing Speed 81
11. Availability 84
12. Document Delivery Time 90
13. Interlibrary Loan Speed 94
14. Correct Answer Fill Rate 99
15. Remote Uses per Capita 104
16. User Satisfaction 106
17. User Satisfaction with Services Offered for Remote Use 112

Glossaries

English Glossary 117
French Glossary 120
German Glossary 123
Russian Glossary 126
Spanish Glossary 129

Selected Bibliography

Selected Bibliography 135