

Contents

<i>List of illustrations</i>	viii
<i>List of appendices</i>	ix
<i>Abbreviations</i>	x
<i>Preface</i>	xi
1 Performance assessment: an introduction	1
What is performance assessment?	2
Terminology	4
Why is performance assessed?	7
How is performance assessed?	9
Influential publications	10
Performance assessment in the public sector	13
Further Reading	17
2 The consumer perspective	19
The importance of the user	22
Users' expectations	25
Customer-orientation approach	27
Charterism	30
Non-users	30
Further Reading	31
3 A managerial perspective by Mike Heery	33
The rise of managerialism	34
Participative managerialism	37

Strategic managerialism	39
The management of performance assessment	41
Conclusions	47
Further Reading	48
4 <i>The library perspective</i>	49
Further education sector	50
Higher education sector	61
Common themes	67
5 <i>Book and periodical collections</i>	71
So why evaluate collections?	73
Quality and relevance of collections	74
Availability	76
Failure studies	77
Accessibility	80
Document delivery	83
Collection usage	85
Further Reading	88
6 <i>User education</i>	90
Evaluation: a brief history	93
Why evaluate user education?	93
Disadvantages of evaluation	95
What to evaluate?	96
How to evaluate?	100
Assessment methods	101
Long-term benefits	105
Further Reading	105
7 <i>Readers' enquiry services</i>	107
Readers' enquiries	108
Why evaluate readers' enquiry services?	109
What to evaluate?	111
How to evaluate?	113
Further Reading	117

8	<i>Staff appraisal</i>	119
	<i>by Julie Parry</i>	
	Background	120
	The purpose of appraisal	121
	The benefits of appraisal	121
	Drawbacks	122
	Methods of assessing performance	123
	Who is appraisal for?	124
	Who should assess performance?	125
	Preparation and organization	127
	Appraisal interviews	129
	Training and staff development	133
	Evaluation	134
	Further Reading	134
9	<i>Survey methods</i>	136
	Quantitative versus qualitative methods	137
	Questionnaire surveys	140
	Questionnaire design	142
	Closed versus open questions	143
	Question wording	145
	Interviewing	147
	Piloting	150
	Sampling	151
	Validity and reliability	153
	Further Reading	154
10	<i>Performance assessment: the way forward</i>	156
	<i>by Geoffrey Ford</i>	
	The influence of external agencies	157
	User involvement and feedback	159
	Information technology and management information	160
	The quest for standards	162
	Staff participation	165
	Planning	165
	The SCONUL approach	167
	<i>Appendices</i>	174
	<i>References and Further Reading</i>	191
	<i>Index</i>	206