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## Volume24, Number 4, 2002

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### Performance Measurement Journal: Resource for Outcomes Evaluators

*Performance Measurement and Metrics; The International Journal for Library and Information Services* (ISSN: 1467-8047) adopts the widest possible interpretation of the terms and addresses the issues of metrics, quantitative approaches to measurement across the spectrum as well as the qualitative aspects of the provision of library and information services. The journal publishes articles from the leading researchers in the field, news and reviews of books and other relevant publications of interest to Information Professionals in both academia and practice.

The rapid rise in information production and its accessibility has had a significant effect on requirements for increased levels of service, accountability, new standards and regulations, all place increasing demands on the performance measurement function. From identifying key features of high performing libraries, to justifying investment and monitoring use, *Performance Measurement and Metrics* will keep librarians at the leading edge of this rapidly developing field. Coverage includes:

- Quantitative and qualitative analysis
- Benchmarking
- The measurement and role of information in enhancing organizational effectiveness
- Quality techniques and quality improvement
- Training and education
- Methodologies for performance measurement and metrics
- Standard assessment tools
- Using emerging technologies
- Setting standards or service quality

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