



I L L I N O I S

UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

PRODUCTION NOTE

**University of Illinois at
Urbana-Champaign Library
Large-scale Digitization Project, 2007.**

020.5
LIBT
44:3
1996 Win
Copy 2

STX

CLASSA

830-147

LIBRARY

TRENDS

WINTER 1996

44(3)459-678

**Perspectives on Quality
in Libraries**

**Thomas W. Shaughnessy
Issue Editor**

THE LIBRARY OF THE

FEB 04 1996

UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN

**University of Illinois
Graduate School of Library
and Information Science**

LIBRARY TRENDS

Library Trends, a quarterly thematic journal, focuses on current trends in all areas of library practice. Each issue addresses a single theme in-depth, exploring topics of interest primarily to practicing librarians and information scientists and secondarily to educators and students.

Editor:

E. W. LANCASTER

Managing Editor:

JAMES S. DOWLING

Publications Committee: LEIGH ESTABROOK, BETSY HEARNE, DONALD KRUMMEL, ROGER SUTTON, KEVIN WARD, ROBERT WEDGEWORTH

Library Trends is published four times annually—in summer, fall, winter, and spring—by the Graduate School of Library and Information Science at the University of Illinois, Urbana-Champaign, 501 E. Daniel Street, Champaign, IL 61820-6211.

Subscriptions: Institutional rate is \$75 per volume (plus \$7 for overseas subscribers). Subscriptions for an individual are \$50 (plus \$7 for overseas subscribers). Registered students may subscribe for \$25 (plus \$7 for overseas subscribers). Individual issues are \$18.50; back issues other than those from the present year are \$10. Claims for missing numbers should be made within six months following the date of publication. All foreign subscriptions and orders must be accompanied by payment.

Address orders to: University of Illinois Press, Journals Department, 1325 S. Oak Street, Champaign, IL 61820. For out-of-print issues, contact University Microfilms International, 300 North Zeeb Road, Ann Arbor, MI 48106. **Postmaster:** Send change of address to University of Illinois Press, 1325 S. Oak Street, Champaign, IL 61820.

Copyright © 1996 by the Board of Trustees of The University of Illinois.

All rights reserved. Printed in the U.S.A. ISSN 0024-2594

Second class postage paid at Champaign, Illinois

Authorization to photocopy items beyond the number and frequency permitted by Sections 107 and 108 of the U.S. Copyright Law is granted by the Board of Trustees of the University of Illinois. Provided that copies are for internal or personal use, or for the personal or internal use of specific clients and provided that the copier pay a fee of 10 cents per page directly to the Copyright Clearance Center (CCC), 222 Rosewood Dr., Danvers, MA 01923. The CCC code for *Library Trends* is 0024-2594/88 \$0 + .10. To request permission for copies for advertising or promotional purposes, or for creating new works, please contact the Graduate School of Library and Information Science, Publications Office, 501 E. Daniel Street, Champaign, IL 61820.

This journal is abstracted or indexed in *Current Contents*, *Current Index to Journals in Education*, *Information Science Abstracts*, *Library Literature*, *PAIS*, and *Social Sciences Citation Index*.

Procedures for Proposing and Guest Editing an Issue of *Library Trends*

We encourage our readers to submit ideas for future *Library Trends* themes; issue topics are developed through recommendations from members of the Publications Committee and from reader suggestions. We also encourage readers to volunteer to be issue editors or to suggest others who may be willing to be issue editors.

The style and tone of the journal is formal rather than journalistic or popular. *Library Trends* reviews the literature, summarizes current practice and thinking, and evaluates new directions in library practice. Papers must represent original work. Extensive updates of previously published papers are acceptable, but revisions or adaptations of published work are not sought.

An issue editor proposes the theme and scope of a new issue, draws up a list of prospective authors and article topics, and provides short annotations of the article's scope or else gives a statement of philosophy guiding the issue's development. Please send your ideas or inquiries to E. W. Lancaster, Editor, Publications Office, 501 E. Daniel Street, Champaign, IL 61820-6211.

L I B R A R Y

TRENDS

WINTER 1996

44(3)459-678

**Perspectives on Quality
in Libraries**

**Thomas W. Shaughnessy
Issue Editor**

**University of Illinois
Graduate School of Library
and Information Science**

This Page Intentionally Left Blank

Perspectives on Quality in Libraries

CONTENTS

Introduction <i>Thomas W. Shaughnessy</i>	459
Measuring and Improving the Quality of Public Services: A Hybrid Approach <i>Thomas Seay</i> <i>Sheila Seaman</i> <i>David Cohen</i>	464
Quality in Bibliographic Control <i>Sarah E. Thomas</i>	491
Quality in Community College Libraries <i>Philip Tompkins</i>	506
The Quality Movement in Australian University Libraries <i>Vicki Williamson</i> <i>F. C. A. Exon</i>	526
On Becoming Essential: An Agenda for Quality in Twenty-First Century Public Libraries <i>Glen E. Holt</i>	545
Determining Quality in Academic Libraries <i>Sarah M. Pritchard</i>	572

Where is the Xerox Corporation of the LIS Sector? <i>Alan Gilchrist</i> <i>John Brockman</i>	595
Quality Improvement: A Strategy for Planned Organizational Change <i>Patricia Kovel-Jarboe</i>	605
Quality in School Library Media Programs: Focus on Learning <i>Barbara K. Stripling</i>	631
The New Knowledge Environment: Quality Initiatives in Health Sciences Libraries <i>Ellen Nagle</i>	657
About the Contributors	675