



Rapid Service Metrics Improvement Using Collaborative Experience Modelling Techniques

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If libraries are going to provide optimal service they must be able to measure the value of the services they provide, so that they may make the business case for what they do. This will enable them to obtain funding, gain administrative support, and increase usage and user satisfaction. The responses from an easy-to-use survey can be analyzed statistically to determine patterns of need and use, or experience models. These models can be implemented using special techniques that bridge the gap between testing and real-world patron experience. They can be verified empirically, and then used to rapidly create new programs with improved usage, funding, goal-attainment, and customer satisfaction metrics.

Keywords: qualitative measurement, quantitative measurement, service quality, surveys, statistics, and new programs.