

Contents

Acknowledgments v

Foreword **Bob McKee** vii

Preface **Andrew McDonald** ix

Part 1 Introduction 1

- 1.1 Learning resource services: redefining the academic library 3
- 1.2 Defining the role of a learning resource service 4

Part 2 Performance 5

- 2.1 Strategic management 7
- 2.2 A quality framework 8
- 2.3 Promotion of the service 16
- References 16

Part 3 Resourcing 19

- 3.1 The learning environment 21
- 3.2 Staff 27
- 3.3 Finance 32
- 3.4 Access 35
- 3.5 Stock 36
- 3.6 Services 39
- References 41

Part 4 Conclusion 43

- Conclusion 45

Appendices 47

Appendix 1 Glossary 49

Appendix 2 Statistical information 51

Appendix 3 Management data checklist 53

Appendix 4 The role of The Library Association 58

Appendix 5 The role of the Professional Adviser (Academic) 59

Appendix 6 The Library Association's Code of Professional Conduct 60

Appendix 7 Useful publications 63

Appendix 8 Useful websites 66

Bibliography 68

Index 69