



Canadian Health Libraries Association
Association des bibliothèques de la santé du Canada

CHLA/ABSC Benchmarking Tool Kit

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Benchmarking is a key tool for continuous quality improvement. Using the guidelines for data collection and performance measurement in this Tool Kit, health and other special libraries will be able to compare their own performance with pilot project data; benchmark against their own performance over time; or benchmark against one or more partners. The Tool Kit was prepared by Joanne Marshall and Penney Kirby at the Faculty of Information

Studies at the University of Toronto in close collaboration with members of the CHLA/ABSC Benchmarking Task Force. Included in the tool kit are:

- Step-by-step instructions for building a library profile, collecting data and calculating performance indicators
- A model Library Services Questionnaire for users
- Pilot test results for nine sites, including teaching hospital libraries, community hospital libraries, academic health libraries and specialty health libraries-
- A glossary and bibliography

A limited number of toolkits are still available at a reduced price. This is the last printing of this publication. Orders will be filled on a first come first served basis.

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