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Project co-ordinators:

Janice Broad, Staffordshire University  j.m.broad@staffs.ac.uk
Katherine Everest, Leeds Metropolitan University  k.everest@lmu.ac.uk
Chris Martindale, University of Derby  c.martindale@derby.ac.uk
Sue White, University of Huddersfield  s.a.white@hud.ac.uk

Project members:

Greg Allen, Staffordshire University
Jan Appleyard, University of Huddersfield
Chris Beevers, University of Huddersfield
Carolyn Barton, University of Derby
Jill Boland, University of Derby
Kirsty Bower, Leeds Metropolitan University
Dave Breeze, Leeds Metropolitan University
Julie Brett, Leeds Metropolitan University
Catherine Brooking, University of Derby
Jennifer Brown, University of Huddersfield
Chris Carroll, University of Huddersfield
Lou Charnley, Leeds Metropolitan University
Paula Clover, University of Huddersfield
Shona Cubbon, University of Huddersfield
Deborah Dance, Leeds Metropolitan University
Gill Edwards, Staffordshire University
Susan Ellis, Leeds Metropolitan University
James Fisher, Leeds Metropolitan University
Bernadette Gill, Staffordshire University
Alwyn Gallacher, Leeds Metropolitan Univ.

Natalie Gudgeon, Leeds Metropolitan Univ.
Sarah Hall, Staffordshire University
Zena Harper, Leeds Metropolitan University
Pat Johnson, University of Derby
Jane Keeling, University of Derby
Helen Kenna, Staffordshire University
Rose McDonagh, Staffordshire University
Brenda Milnes, Leeds Metropolitan Univ.
Kathleen Morgan, Staffordshire University
Hazel Mycock, Staffordshire University
Lorraine Noel, University of Huddersfield
Linda O’Shea, University of Huddersfield
Antony Osborne, University of Huddersfield
David Potter, University of Derby
Francis Upson, Leeds Metropolitan University
Janet Weaver, Staffordshire University
Helen Wells, Staffordshire University
Ann West, University of Huddersfield
Jill Wisniewski, University of Huddersfield
Steve Woolley, University of Derby
Editor’s note

The papers included here represent the outcomes of four separate process benchmarking exercises, undertaken with the aim of improving services to users in four universities. They report the actual activity undertaken, and its degree of success in influencing improvement in the services offered to users in the partner libraries. This distillation of professional expertise and experience gives a valuable insight into not only ways to improve the services covered but also the advantages, and pitfalls, of benchmarking in practice. For this reason LISU is pleased to be associated with the work and its wider dissemination. We believe that the wider LIS community, not just those working in academic libraries, can benefit from the experiences described here.

The data from the four universities have been anonymised throughout this report. This was done independently for each project, so that the same acronym will not necessarily refer to the same institution throughout.

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Claire Creaser
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