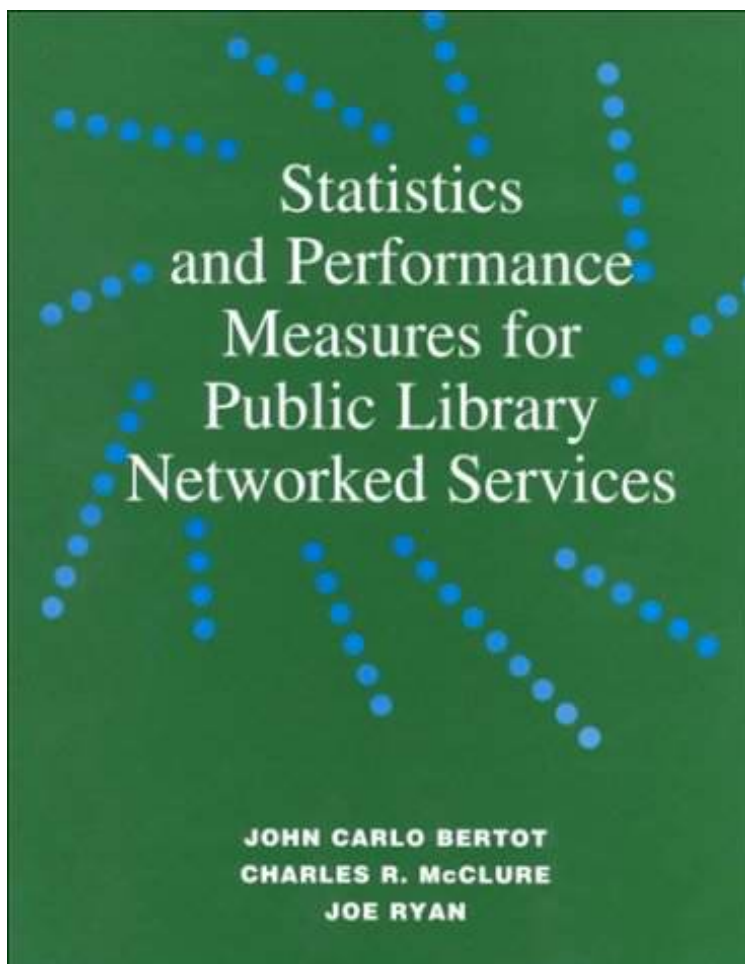


A Guide for Using Statistics and Performance Measures: Public Library Networked Services

By John Carlo Bertot, Charles R. McClure, Joe Ryan



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