A SELECT BIBLIOGRAPHY ON BENCHMARKING IN LIBRARIES


4. BECKMAN (C), SCHWARZWALDER (R) and MYERS (C). Benchmarking the information technology analysts: net gain or net pain? *Online*. 22, 6; 1998; 34-45.


7. COULT (G) and JACKSON (L). Measuring up to the competition. *Library Association Record*. 98, 9; 1996; 471.


15. GARROD (P) and KINNELL (M). Performance measurement, benchmarking and the UK library and information services sector. *Libri*. 46, 3; 1996; 141-148.


20. LAWES (A). The benefits of quality management to the library and information services profession. *Special Libraries*. 84, 3; 1993; 142-146.

21. LEISHMAN (J). Improving interlibrary loan quality through benchmarking: a case study from the Health Science Information


32. ROBERTSON (M) and TRAHN (I). Benchmarking academic libraries: an Australian case study. *Australian Academic and Research Libraries*. 28, 2; 1997; 126-141.


37. STUART (C) and DRAKE (M A). TQM in research libraries. *Special Libraries*. 84, 3; 1993; 131-136.


(Compiled by G Mahesh)