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**NEW EDITION OF ISO 11620: 2008: INFORMATION
AND DOCUMENTATION – LIBRARY PERFORMANCE INDICATORS.
REASONS AND ORIGINS OF THE REVISION – AN ANALYSIS**

KEYWORDS: Libraries. Performance indicators. ISO 11620 : 2008 *Information and Documentation – Library Performance Indicators*.

ABSTRACT: The author discusses the development of ISO 11620: *Information and Documentation – Library Performance Indicators* standard and its merits. Particular attention is drawn to 2008 edition of the standard in search for origins of new indicators and their arrangement. National and international library performance manuals and standards influencing the edition are described and differences between subsequent editions of ISO 11620 standard are analyzed.

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**CURRENT STATE OF ELECTRONIC RESOURCES
AND THEIR PRESERVATION IN POLISH LIBRARIES
AND PUBLISHING HOUSES – AN ANALYSIS**

KEYWORDS: Electronic publications. Long-term preservation of electronic publications. Polish libraries. National Library of Poland. Jagiellonian Library. Poznań Supercomputing and Networking Center. Ministry of Culture and National Heritage. Polish publishing houses for electronic publications. Electronic Publications Division.

ABSTRACT: The author discusses the results of 2009 research on electronic resources of Polish libraries. The research was focused on defining the state of electronic resources

collected in traditional and digital libraries and evaluating the awareness and attitudes of Polish electronic resources library managers towards the issue of long-term preservation of resources in question. Finally, the author analyzes conclusions reached as a result of conversations with Poznań Supercomputing and Networking Center employees on long-term preservation of electronic library resources.

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INFORMATION ARCHITECT – A CREATOR OF INFORMATION SPACE

KEYWORDS: Information architecture. Information space. Design. Information architecture modules. Information trace.

ABSTRACT: Information space is a type of information environment consisting of certain content, data and messages organized in order to satisfy information needs. Human beings encounter information space both in virtual and real world. The management and retrieval of resources in information space is one of main tasks of information architects who work on making access to information sought as fast and comfortable as possible. Information architecture follows information resources. Information environments are designed with the following needs considered: buying, information seeking, communicating, finding the way, etc. In information architecture the information space is defined as a space consisting of three interacting elements: content, context and the user. The process of information space construction includes: planning, analyzing, designing, testing and improvement.

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AN ATTEMPT TO IMPLEMENT BENCHMARKING IN LIBRARY PERFORMANCE

KEYWORDS: Benchmarking. Service quality. Library management. Performance indicators.

ABSTRACT: Benchmarking is one of most often employed methods of organization improvement, focused on matching the best or even surpassing the efficiency achieved by the competitors. It may become one of basic improvement solutions used in libraries which intend to achieve the highest efficiency to satisfy needs of their users. Benchmarking introduces a process of continuous improvement based on the activities of specific group leaders and encourages adaptation of new solutions in a given environment. The author discusses levels of benchmarking introduction into libraries and presents the following issues: benchmarking concept, types, stages of implementation, selection of partners, rules for acquiring information and indicators used for evaluation.