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the encyclopedia of library and information science provides an outstanding resource in 33 published volumes with 2 helpful indexes this thorough reference set written by 1300 eminent international experts offers librarians information computer scientists bibliographers documentalists systems analysts and students convenient access to the techniques and tools of both library and information science impeccably researched cross referenced alphabetized by subject and generously illustrated the encyclopedia of library and information science integrates the essential theoretical and practical information accumulating in this rapidly growing field

the field of librarianship has undergone traumatic shifts mostly downward due to the global financial meltdown that began in 2008 this title addresses the ripple effects of the economic recession from the point of view of librarianship the need for advocacy and the necessity to tout the value that libraries bring to their communities

this edition of the history of libraries in the western world represents a substantial revision of the earlier edition taking into account the information revolution that has swept the west since 1945 and the political revolution that swept across europe beginning in 1986 in addition recent scholarship has been incorporated throughout the text with special emphasis on the work centered around the new history of the book the bibliographies at the end of each of the twelve chapters have been thoroughly revised to reflect the very considerable new work on library and book history

tracing what the library has meant since its beginning examining how its significance has shifted and pondering its importance in the twenty first century significant contributors including the librarian of the congress and the former executive director of the hathitrust present a cultural history of the library dust jacket flap

planning a new or refurbished public library means considering not only facilities for collections services staff and users but examining also the local context

reviewing the library image and developing relationships with other community facilities and agencies this book examines the entire gamut of challenges confronting the planning and development of contemporary public libraries their mission their roles and key issues such as lifelong learning social inclusion community and cultural needs regeneration and funding the helpful presentation and readable style guides the librarian through the preliminary information gathering and decision making process that ensures a successful library building for all concerned using practical case studies plans and photographs the author tackles the critical issues of siting size plans and design concepts and provides a helpful guide to weighing up the alternatives of refurbished converted and new buildings separate chapters focus on the planning briefing and construction process security safety and sustainability key characteristics of successful buildings identity decor and signage and interior layout and facilities the text draws together a vast resource of real library examples from all over the world which provide best practice models and lessons to learn for funding authorities librarians and architects of public libraries this is a highly informative book that will help to ensure wise decision making and prevent costly mistakes

this volume teaches the fundamentals of programming including principles of structured code and top down design suitable as a tutorial or as the core text for c programming courses includes a handy tear out quick reference card containing typical program forms statements fundamental types storage classes structures and variable declarations

inhaltsangabe abstract this report will demonstrate the importance of loyalty management in the competitive environment of the airline industry and will show that a successful approach to loyalty management consists of three different interlinked aspects these three pillars are customer service frequent flyer programs and complaint management their interdependence will be analysed in depth with special attention given to the perceived importance of frequent flyer programs findings from a detailed literature review and a survey show that customers do indeed perceive these issues as vital with regards to their loyalty towards a particular airline it was found that customer service can be regarded as the foundation for loyalty management it can help an airline to gain competitive advantage by setting it apart from its competitors frequent flyer programs if implemented and run properly can provide the customer with added value as such they compliment customer service and can help to increase overall loyalty additionally complaint management was found to be gaining importance among airlines the number of complaints was shown to be rising gradually stressing the growing significance of efficient complaint management and its strong after effect on

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public health is regarded as the basis and cornerstone of health generally and in medicine defined as the science and art of preventing disease prolonging life and promoting health through the organized efforts and informed choices of society organizations public and private communities and individuals this discipline has been renewed by the incorporation of multiple actors professions knowledge areas and it has also been impacted and promoted by multiple technologies particularly the information technology as a changing field of knowledge public health requires evidence based information and regular updates current topics in public health presents updated information on multiple topics related to actual areas of interest in this growing and exciting medical science with the conception and philosophy that we are working to improve the health of the population rather than treating diseases of individual patients taking decisions about collective health care that are based on the best available current valid and relevant evidence and finally within the context of available resources with participation of authors from multiple countries many from developed and developing ones this book offers a wide geographical perspective finally all these characteristics make this book an excellent update on many subjects of world public health

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