**Benchmarking and Best Practices**

From Dugan et al.

“Benchmarking enables a library to focus on 2 questions:

1. In the context of a standard, goal, and objective, how good do we want to be with the services we offer?
2. Is our performance meeting, exceeding, or failing to meet standards?

Best practices, on the other hand, addresses three questions:

1. How do others do it?
2. Are others doing it better than we are?
3. How can we adapt our library to what others do?