Assessing the effectiveness of library service

University of Illinois, Graduate School of Library and Information Science - Using key performance indicators to measure library performance

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The example above illustrates public libraries and their social missions, while academic libraries would invariably be supporting and delivering to educational and research missions and a legal information service or law library might support lawyers in the courtroom. After all, when we use the term 'values' In other contexts we mean not money values but philosophical or ethical or moral values - and none of these has money values attached to it as a matter of course.

Using key performance indicators to measure library performance

We are concerned either with the value of a library or library service to the community as a whole whether the community is a town, an educational Institution, or a firm or to an individual user. These are each different measures, but there has been a misguided tendency to label all metrics used to measure any of them as KPIs. This ability to identify goals and objectives is an essential prerequisite of all evaluation, because only then can we think about criteria which indicate when an objective has been met, and only then can we think of whether or not it is possible to 'measure' these criteria in a quantitative sense.

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I suspect, for example, that a study of the benefits of public libraries in terms of services to the unemployed would find a more sympathetic ear in Sweden than it would in Mrs.

Evaluation strategies for library/information systems

One can say, for example, that the ideal IR system Is one which will deliver all the 'relevant' documents from a collection to the user and no 'irrelevant' documents.

Using key performance indicators to measure library performance

In other words, if a librarian asks, 'Is it possible to evaluate X? A discussion of goals as organizational intentions and as outcomes leads to a 2-part goal model: goal typology and systems model. At the same time, we must not overlook usage and satisfaction data, which complement KPIs in measuring the overall performance of libraries. This ease with which quantitative data can generally be collected might be said to have deterred librarians from trying to discover the effectiveness of their systems in terms relating to users, which may be more meaningful.

Using key performance indicators to measure library performance

Thanks in advance for your time. The most common type ot monitoring is usually done in relation to the simplest functions of libraries.

Evaluation strategies for library/information systems

Action research, in other words, can be seen as evaluated innovation and both quantitative and qualitative methods of collecting data, information and opinions may be used in the various data-collection and monitoring phases. Two figures and 38 references are provided. All service functions in all organizations are being reviewed in terms of their necessity for the aims of the organization and libraries and information systems are no exception.

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