ABSTRACT:
As the percentage of acquisition dollars devoted to electronic resources continues to rise so does the need to measure the effectiveness of electronic library services. Libraries are under pressure to leverage the investment in their electronic collections and make informed decisions about the management of those collections. With the availability of new and expanded means of accessing electronic information, measures of usage and client expectations are essential for gauging the library’s performance and guiding its strategies. Evaluating the effectiveness of electronic resource provision is still at the development stage. This paper considers some of the recent work in this field, and looks at one library’s experiences in developing performance measures for its electronic services.

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IFLA Section "Libraries Serving Persons with Print Disabilities" IFLA Section "Statistics and Evaluation". Key Performance Indicator Handbook for Libraries Serving Print Disabled People. Compiled by Jon Hardisty, Royal National Institute of Blind People, National Library Service, England Sebastian Mundt, Hochschule der Medien Stuttgart, Germany. With thanks to colleagues from the IFLA Statistics and Evaluation Section and IFLA LPD Section Committee and member organisations who gave the invaluable thoughts and feedback which have enabled the development of these indicators.

1. Introduction: Why Key Performance Indicators for Field Service. Helsinki Metropolia University of Applied Sciences Engineer Electrical Engineering Thesis June 5th, 2013. Abstract. Author Title. Number of Pages Date. Degree. Janne Ventola Key Performance Indicators for Field Service. 19 pages + 2 appendices June 5th, 2013. Bachelor of Engineering. Degree Programme. Electrical Engineering. Specialisation option. Electronics. Instructor(s). Juha Alamäki, Project Manager Eero Kupila, Senior Lecturer. The purpose of this study was to design metrics to measure the effectiveness of field service in the ABB Finland’s Librarians should ensure their proposed collection will contribute not only to their own organization’s needs but to the collective resources available to all. In response to the many disparate digital collections libraries produced in the 1990's as experimental test-beds, the Institute for Museum and Library Services (IMLS) supported development of The Framework of Guidance for Building Good Collections 2. It was designed to encourage organizations to strategically plan their digitization projects and digital library collections in hopes that organizations would create collections ...