


Assessing the effectiveness of academic library services: A review on the formulation of a feasible conceptual framework

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Abstract

With the rapid development of internet technology and the gradually accelerating rate of information technology, library systems are progressively transforming into hybrid library systems that provide services from traditional and electronic means. For insightful planning toward a strong service to the community, there is a need to continuously evaluate the effectiveness of library services. Based on this requirement, the purpose of this study is to determine the criteria and their measuring indicators that can be used to evaluate the effectiveness of modern academic library services by reviewing related studies found in the literature, and then build a conceptual framework. A comprehensive literature review related to library service effectiveness was conducted to identify, determine and suggest scientific evaluation criteria for evaluating the effectiveness of academic library services. The study revealed that User Satisfaction, Collection Development, Management and Staff Contributions, Service Efficiency, and Accessibility, were the top key evaluation criteria used or cited in the related works. Three or more indicator categories for each criterion have been identified, and the measurable indicators consisted of Likert-type questions on a five-point rating scale that can be used to measure indicator categories. Finally, the conceptual framework for assessing academic library service effectiveness has been developed based on these criteria and their measurement indicators. The study has presented a framework of service effectiveness, including assessment criteria and measurement indicators that can be used to evaluate modern hybrid academic libraries.

Keywords

assessment criteria, measurement indicators, service effectiveness, conceptual framework, hybrid academic library

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Introduction

The concept of effectiveness has become an essential topic in many disciplines, and effectiveness has become a key criterion for services evaluation. Studies on service effectiveness are desperately

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