

# Performance Evaluation for University electronic Libraries in Taiwan

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## Abstract

At the end of 2003, there are more than 150 universities and colleges in Taiwan, and the competition among them is frenetic. In universities and colleges, libraries must provide all teachers and students with two functional services: data searching and academic research. With the fast changing IT and analysis for the use of readers in various universities, E-library has become the core affair of current university libraries. Therefore, this article expects to construct a performance evaluation system for the E-library of universities in Taiwan. Also, we take actual university cases as the target for analysis for in-depth research so as to provide an evaluation reference for e-libraries in Taiwan universities. This article has reviewed the library performance evaluations of UK, Germany, USA and Taiwan literatures and constructed primary performance evaluation indicators. We then use the Delphi Method to summarize the opinions of experts in completing the construction of performance evaluation model for E-library. With all the factors of E-library, user satisfaction and input of libraries as the basis, we use Analytic Hierarchy Process (AHP) to illustrate the problems and combine the two to establish the hierarchy structure for the performance evaluation of this research. We will also calculate the weights of all indicators within hierarchies and finally calculate the weight of the overall hierarchies. Finally, in the research process, with relevant e-affair data collected from libraries in six universities, combining indicator weight and Technique for Order Preference by Similarity to Ideal Solution (TOPSIS), we consider the distance of the universities from positive and negative Ideal Solutions as the evidence for ranking and demonstrate the overall performance of E-libraries in all universities, providing future improvement directions for university libraries. The research can also provide important future decision-making references for libraries and

universities to enable better performances.

Keyword : University library, Electronic library, Delphi Method, AHP, TOPSIS, Performance evaluation.