

The Performance Indicators of University E-Library in Taiwan

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Abstract

This paper establishes an appropriate model of university electronic library performance indicators to evaluate the electronic libraries in Taiwan. The following resources have been referred to in the process of establishing an initial model of performance indicators: 1. The performance indicators for electronic libraries found in England' s EQUINOX system 2. The Balanced Scorecard concept, designed and implemented in Germany to evaluate the performance of three largest university & research libraries. 3. The approach outlined in the "Standard for College Libraries (2000)". Moreover, the Delphi method, the persistent mailing of questionnaires and interviewing of specialists, was applied to obtain the various opinions of library specialists, head librarians at university libraries, and other staff members working in university electronic libraries in Taiwan. Through this process, we establish a practical model of electronic library performance indicators appropriate to the needs of Taiwan, which will be acceptable to the majority of Taiwan' s university libraries.

Keyword : University library, Electronic library, Performance evaluation, Performance indicator, Delphi Method.