

Library Performance Evaluation Research—The Library Of Guangzhou University 2006-2007 Annual Performance

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Abstract: in this paper, on the basis of guangzhou university 2006-2007 annual performance reform in the resources construction, reader service of library in the method. According to the implementation of major economic, political, and social benefits after the performance reformed, we Proposed the implementation performance experience, practice, existing problems and improving measures, which can provide experience and reference for the reform of other library performance.

Key words: The library; Management; guangzhou university

Introduction

Generally speaking, the library performance evaluation has the following methods[1-3]: (1) Through the satisfaction degree of the readers of the library service to understand the effect of the library service. (2) Through the efficiency of library's internal investigation and evaluation of library operation system is advantageous to realize the development goals of the library. (3) Investigating the capital operation of the library, evaluate whether its operation benefit balance, whether has achieved expected effect of service. Library, therefore, the performance evaluation can improve the quality of service, promote the library to improve the library management, improve the level of business of library staff, improve the efficiency of the library. So with the performance reform of guangzhou university library from 2006 to 2007, this paper put forward the improvement measures and schemes of the reform of library performance.

1 Selection principle and basis of evaluation index and evaluation method

According to the financial department in guangzhou city bureau of education and spirit of the relevant documents, in accordance with the fiscal expenditure performance, evaluation of guangzhou university library's "economy, efficiency, effectiveness"(that is "3 E" principle), combining with the characteristics of library work, we choose ISO11620 international standard for evaluation. ISO11620 is the international standard organization (ISO) which was published in 1998, the ISO11620 library of information and literature - performance indicators standards, can present reference for each type of library. ISO 11620 has now completed library performance indicators are divided into three categories, 29 indicators. According to the guangzhou university library document purchasing, reader service of the actual business needs, and performance evaluation of the reference, the longitudinal comparison method is adopted to improve the statistical analysis.

2 Performance analysis of actual conditions and main business growth after the reform

Actual situation and the main business growth is analyzed from the aspects of resources construction and reader services:

(1) Resources construction

In 2006, guangzhou university library books funding of 962. 1659ten thousand yuan, 2007 actual books funding of 610ten thousand yuan, which is fell by 36.6% over the same period. To decrease due to funding, purchasing of kind of royalty also have more than a year of decline. (table 1).

Table 1 in 2006 and 2007 into the inventory statistics

Year Item	2006		2007		Annual growth rate
	species	number	species	number	
Total	41804	234442	27095	83360	-64.44%
Chinese books	37558	228556	23189	79351	-65.28%
Foreignlanguage books	264	264	300	300	13.64%
Chinese newspapers	3771	5411	3396	3499	-35.34%
Foreign newspapers and magazines	193	193	191	191	-1.04%
Electronic resources	18	18	19	19	5.56%

For the aim of the guangzhou university library's literature resources construction of scientific, democratization and standardization development, promote library literature resources structure and constantly improve the quality, ensure the smooth operation of the school teaching and scientific research work, the library literature resources construction of the steering committee was established in 2007. The main task of the steering committeeof Guangzhou university library's literature resources construction is that carry out the ministry of education's regulations of "library of common colleges and universities (revised)" spirit, conscientiously implement the superior department on the instructions of the construction of literature resources and requirements, play in counseling and guidance role in the construction of literature resources. Reported in a timely mannerthe situation of literature resource construction to different department, collect eachsuggestionby the teachers and students of library literature resources construction, Set up the courtyard between the teachers and students and library document resources to build a bridge of the communication.

(2) The reader services

Take various measures to vigorously publicity of library information resources. In order to make the system between teachers and students understanding of the library information resources, we edit print 5000

copies of publicity materials widely distributed. To establish and perfect the library website, online information release system, the online information resources retrieval system and information feedback system are all established. Actively participate in the guangzhou university students learning, life guidance, to write, to introduce students to the library resources and services.

Electronic reading room set up several computers, the personalized services of digital resources for free with the teachers. Designated persons to provide user individual digital resources retrieval, download and related consulting; (2) the corresponding projection, a network interface, audio and other equipment; (3) electronic resources access services. Teachers can easily retrieve, read all of guangzhou university library digital resources, including the collection books and periodicals directory, the characteristic database construction, and hundreds of thousands of kinds of electronic books covering all human society subject and millions of academic papers. (4) self-service access services. The culture of the reading room is also equipped with a comfortable recreational area, equipped with a network interface and power supply. Teachers can in this small sit and rest, also can bring their own laptops do you want to do things, embodies the spirit of library's humanistic care. In 2006, 2007 readers service statistics are shown in table 2.

Table 2 in 2006, 2007 readers service statistics

Year Item	2006		2007		Annual growth rate
	Total year	Averageday	Total year	Averageday	
Reception hen readers	801900	2800	957179	3159	19.36%
Receive online readers	571021	1969	797125	2630	39.60%
Circulation CeCi	1314952	4534	1195038	3944	-9.12%
Checked out CeCi	681942	2352	597519	1972	-12.38%

Unified outfit and listing, use civilization terminology, service with a smile. Request all librarians and readers in any conflict, the smile on the readers. Opinion of service attitude, students a lot less, readers have the praise.

(3) Benefit analysis

(1) Direct quantitative analysis of economic benefit: The special funds to purchase literature in 2007 except only a single source procurement project, the others all through the form of public bidding for purchasing in China. This way of purchasing can attract more book publishers and book dealers to participate in competitive bidding, the library through the review and assess the bidder's bidding qualification and bid documents, can be widely learned society has the strength of merchants, thus can choose in numerous booksellers to excellent credit standing high level agents, effectively guarantee the quality of books purchasing,

which can get more discount at the same time, fixed amount of money can bought more books of good quality and high value.

(2) Indirect quantitative analysis of economic benefit: The American scientists through the information service and productivity, the relationship between information service and the relationship between the producer and the reading value and benefits of the information service research, made statistics: the cost-benefit ratio, the benefit of each reading a magazine article at \$385, each read a internal technical literature of benefit of \$706, and the benefit of reading a book is \$1160. Guangzhou university library in 2007, received 957179 person-time, hen readers receive online readers 797125 ten thousand person-time, circulation 1195038 CeCibook, according to the benefit of reading a book for only 1160 yuan, the indirect economic benefits is RMB 13.862 billion yuan.

(3) Direct social efficiency and the qualitative analysis: The implementation of the project expenditure for guangzhou university library directly buy is suitable for all kinds of books in the guangzhou university library of literature provides economic security, and make the literature resource construction work fully systematic, comprehensive and creativity of ascension; An increase in the number of literature resources, digital resources construction and service, make the hen the sharp rise in number of readers; Student apartment library to build and grow, the perfection of VPN technology, the development of online reference service, etc., greatly extend the service function of library. The identified target basic implementation, some overfulfilled, no significant errors in the implementation process. Qualitative evaluation, optimal. Subjective evaluation: very good.

3 Decisions and recommendations

- 1) It need to establish the corresponding books resources procurement leading group, to determine the scientific and standardized documents selecting principles, purchasing the key and the number of copies, make procurement laws, there are cases, and in the actual purchasing work in strict accordance with the selecting principles of purchasing, avoid arbitrariness of procurement.
- 2) For local publications, yearbook, chorography, local literature characteristic such as books, teachers, students and put forward some of the teaching, scientific research and learning needs of books by the winning supplier buying hard situation, we set aside part of the funds for buying these books. The move certainly continue to get teacher's students, guangzhou university library will be in the future work to continue the practice.
- 3) Readers according to the trend of the rapidly growing demand for electronic documents, in order to purchase domestic Chinese books, periodicals, scientific papers, a large number of purchasing chinese-foreign electronic periodicals full-text database. Electronic resources project with 1.38 ten thousandyuan.In 2007. It's proved that the chinese-foreign electronic full-text database utilization rate is extremely high, was welcomed by the readers and the high praise.
- 4) In the performance costs to implement actively promote scientific and technological content, to obtain the maximization of social benefits. We combine digital library construction and implementation of the Shared project, make guangzhou university library type printing, electrical documents coexistence of compound library, greatly enhanced guangzhou university library's literature service ability. Through the network, the reader can at any time in the school, place, retrieve and read the full text of the digital library information, school teachers by VPN technology can also be used anytime, anywhere access to the resources of the library. At the same time, guangzhou university library in the museum set up more than 200 reading dedicated computer, so that readers can easily read all the documents that digital library for free.
- 5) The literature purchase funds should be stable, each year can be sustained and healthy development of the library.In 2007, the literature purchase funds is 610 ten thousandyuan, it is put down 36.6% contrasted to 2006. The funding cuts, purchase plan influenced the literature resources, and gradually acquire equipment, its direct result is disrupted library literature resources construction plan, a more profound impact is hurting the reader to understand and grasp the development of science and technology at home and abroad in time dynamic, influence of new information and new knowledge to collect and

provide use of, this is a big loss to the development of guangzhou university. Therefore the department in charge of the library of guangzhou university earnestly hope that the fund can attaches great importance to the investment of the construction of the library, according to the number of professional disciplines and guangzhou university students growing situation, consider the factor of books and resource prices, maintain the stable growth of the literature purchase funds every year, avoid years of ups and downs.

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