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Evidence-Based versus Perception-Based Data in Library Performance Measurement

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Abstract: This paper emphasizes the significance of using evidence-based data in measuring library performance. It highlights differences between data collected from evidences which are factual data based on action and behavior in reality as opposed to perception data which are what people believe them to be. Library performance can better be measured based on evidences rather than perception of users or stakeholders. Evidence-based data provide library managers with specific aspects for performance improvement and quality control.
Keywords: Evidence-based data, Perception-based data, Measuring Library Performance