



The evaluation of Library Services Methods: Cost per Use and Users' satisfaction.

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In these competitive years of continuing change, Libraries engage their Services using modern technologies and applying innovative approaches to satisfy users' standards. This engagement increases significantly the effect on Library's budget, as new technology's application demands a lot of money and new organization schemes also. Consequently, the annual budget has to be increased to a large extent and a lot of difficulties arise about its efficient allocation. This paper describes a methodology of evaluating offered services by using specific important factors like Users Satisfaction of a Service, Usage and Cost of this service. New indicators are defined for evaluating a service and interrelation of Cost, also Usage and Users Satisfaction of an established service are examined. The goal of proposed methodology is to help Library decision makers to choose the most appropriate services they will provide according to user needs and allocated budget.

Keywords: Decision making, library decisions, cost- effectiveness, user satisfaction, library innovation.