



LEAD CITY UNIVERSITY
FACULTY OF ARTS & EDUCATION

Department of LIBRARY AND INFORMATION STUDIES

COURSE DETAILS

Course Code: LIS 411
Course Title: EVALUATION OF LIBRARY AND INFORMATION SERVICES
No. of Units: 3
Status: Compulsory

LECTURER(S) DETAILS

Name: Dr. Ayodele Alonge
Qualification: BLIS, MLIS, PhD
Phone: 08023594427
Email: ayoalonge@gmail.com

Area of Specialization: Emerging Technologies in Libraries, Digital Library, Health Information System, and Health Communication, new media, e- Library, e-Publishing

COURSE DESCRIPTION

This course covers evaluation concepts and skills associated with library and information agencies. It is designed to enable students to gain a working knowledge of evaluation models and methodologies and to apply these in library and information service settings.

COURSE OBJECTIVES

The aim of this course is to assist students to understand the importance and how to collect data useful for documenting the quality and effectiveness of existing library and information programs and services, and to use that information for service improvement, demonstrating best practices, or providing evidence of accountability.

ASSESSMENT

Class Attendance	10 marks
Test(s) and Assignments (Term paper)	30 marks
Final Examination	60 marks

LECTURE PLAN

Week	Topic
Week 1	Overview of the course/ House Keeping: <ul style="list-style-type: none">• Overview of LIBRARY AND INFORMATION SERVICES
Week 2	Overview of the types of methods used in library and information services evaluation.
Week 3	Overview of the sources of information that can be used for the evaluation, including existing data sources and original data collection methods
Week 4	Types and Uses of Library and information services evaluation
Week 5	Evaluation of library collections: Quality, Size, Use pattern
Week 6	<ul style="list-style-type: none">• Test and• Allocation of Topics for Term paper
Week 7	Evaluation of Reference services: Accuracy, Satisfaction, Service quality
Week 8	Evaluation of Technical services: Efficiency, Time to complete task, process Activities
Week 9	Evaluation of Online system: Complaint analysis, Page design, Location of needed information, etc.
Week 10	Evaluation of Library Social media Platforms Complaint analysis, Page design, Location of needed information, etc.
Week 11	Barriers and obstacles to library and information service evaluation
Week 12	Term paper presentation
Week 13	Term paper presentation
Week 14	Revisions

READING LIST

1. Rubin, R. E. (2017). *Foundations of library and information science*. American Library Association.
2. Bryson, J. (2017). *Effective library and information centre management*. Routledge.
3. L. O. Aina, Stephen M. Mutula, Mutawakilu Adisa Tihamiyu (Third World Information Services Limited), 2008 - Information technology - 457 page
4. Calvert, P. (2001). Evaluation of library and information services.

TUTORIAL QUESTIONS

1. (a) Differentiate between information and information Services
(b) What are the information services that a typical university and research library should render to its users?
2. Comment on the assertion that the provision of information services to users by an information services organizations depends on its management philosophy.
3. Users satisfaction approach is the best strategy for evaluating information services delivery by the library and information centre. Explain.
4. Analyze demand and use approach as the fundamental basis of assessing information services provision to users by a typical public library.
5. Illustrate with practical example how cost effectiveness method can be used to evaluate information services delivery to users in any information services organization of your choice.
6. Write short notes on the following:
 - a. Indexing and Abstracting
 - b. Loaning of Information Materials
 - c. Current Awareness Services.
 - d. Translation Services.
7. Demonstrate with practical example, how profit making approach can be adopted to evaluate internet services provision to users in a business information centre.
8. Users satisfaction approach is the best strategy for evaluating information services delivery by the library and information centre, explain.
9. Comment on the assertion that the provision of information services to users by an information services organizations depends on its management philosophy.
10. What are the criteria for assessing goodness of information made available to users in any information services organization?