APPENDIX 9: FORMAL EVALUATION IN SOUTH AFRICAN LAW LIBRARIES

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Sent: Thursday, November 30, 2000: 1.52PM
Subject: OSALL: Evaluation of information services

EVALUATION IN SA LAW LIBRARIES

Please indicate chosen response

1. Has your organisation implemented regular, formal evaluation of operations

   All departments  Some departments  None

2. Are library operations subject to regular, formal evaluation by your principals?

   Yes  No

3. Does the library / information centre implement regular, formal evaluation of its operations? (self-evaluation)

   Yes  No

4. If “YES” to either 2 or 3 above, what type of data is reviewed for evaluation purposes? (eg number of reference queries satisfied; number of reference queries not satisfied with in-house material; average time taken to upload material to Intranet; etc)

5. Are you interested in implementing regular, formal evaluation of library operations?

   Yes  No

6. If “YES” to 5 above what type of date would you choose to review for evaluation purposes? (see suggestions in 4 above).

Comments: