

HOLISTIC MEASUREMENT AND CUMULATIVE EVALUATION OF LIBRARY SERVICES

Angela REPANOVICI¹

Abstract: *The conceptual paper presents a framework to aid libraries in gaining a more thorough and holistic understanding of their users and services. Through a presentation of the history of library evaluation, a measurement matrix is developed to demonstrate the relationship between the topics and perspectives of measurement. These measurements are then combined through evaluation criteria, and then different participants in the library system view those criteria for decision-making. By implementing this framework from holistic measurement and cumulative evaluation, library evaluators can gain a more holistic knowledge of the library system and library administrators can be better informed for their decision-making processes.*

Key words: *libraries, evaluation, measurement, library framework, library sciences, system theory, user studies.*

* Transilvania University of Brasov.