OER title	Evaluation of Information Services
Introduction	This OER is aimed to explain the effectiveness, efficiency and quality of information services and various evaluation approaches to ensure the best and the most useful service and experience in using them.
Description (content of the OER)	The OER explains the main components of information services and the importance of evaluating their quality. The approaches and methods of evaluation are shortly introduced concentrating on user evaluation of library services and digital libraries. Study methods are: lectures, practical exercises, reading, watching and listening to provided course materials. Some activities are required before the start of summer school: watching the videos, exploring the site, commenting your experiences.
	Part I (Theme I): Main approaches to evaluation of information services and a variety of measures used in evaluation
	Part II (Theme II): Ensuring the quality of digital library services in different ways
	Part III (Theme III): User-centered evaluation and its information sources
	Part IV (Theme IV): Benchmarking as an evaluation method
	Workshop/s – short introduction and division in grups
	Workshop I (Theme I, assignements): Planning for Outcomes using Logic Model Worksheet
	Workshop II: presentation and discussion of the group exercise
Learning outcomes	*Helps to achieve the overall Summer School outcomes:* ● understand and interpret the importance of information services and information institutions, and the tasks the latter provide in a modern society, ● identify the main approaches with regard to information needs and information use, ● identify and evaluate those information resources necessary to perform a particular informational task, ● identify the main features of the digital library management,

	● utilize appropriate methods and techniques in the measurement and evaluation of library/information resources and services.
	
	Outcomes specific to the Evaluation of Information Services:
	   ● understand the reasons for evaluation and types of evaluation
	   ● select suitable evaluation methods, instruments, and indicators in relation to them
	   ● design and use appropriate methods and techniques in the measurement and evaluation
	   ● understand the importance of user-centered evaluation and different ways of soliciting user views