

Okuma Listesi

Kullanılmış edebiyat:

1. American Evaluation Association. (2018). *Guiding Principles for Evaluators*. Retrieved from <file:///C:/Users/schloegl/AppData/Local/Temp/AEA%20Guiding%20Principles.pdf>
2. Hernon, P. and Altman E. (2010). *Assessing service quality: satisfying the expectations of library customers*. 2nd ed. Chicago: ALA. Chapters 1 and 2. (EINFOSE PLatform)
3. Kaarst-Brown, M. L.; S. Nicholson, G. M. von Dran, and J. M. Stanton. Organizational cultures of libraries as a strategic resource. (2004) // *Library Trends* 53,2: 33-53.
4. Stock W.G., Stock M. (2013). Handbook of Information Science, Chapter H.4: Evaluation of Retrieval Systems (pp. 481-497), Berlin: deGruyter Saur.

Daha fazla okuma:

1. Harless, D. W. and Allen, F. R. (1999). Using the contingent valuation method to measure patron benefits of reference desk service in aina ndemic library. // *College and Research Libraries* 60: 56-69. Retrieved from:
na: <http://crl.acrl.org/content/60/1/56.full.pdf+html?sid=2a5b9be1-68b3-48e3-a413-969c26d18dc6>.
2. Hernon, P. and Altman, E. (1998) *Assessing service quality: satisfying the expectations of library customers*. Chicago, London : ALA.
3. Hernon, P. and Whitman, J. R. (2001). *Delivering satisfaction and service quality: a customer-based approach for libraries*. Chicago ; London : ALA.
4. Kiran, K. and Diljit, S. (2011). Antecedents of customer loyalty : Does service quality suffice? // *Malaysian Journal of Library and Information Science* 16, 2: 95-113.
5. Lakos, A. (2001). Culture of assessment as a catalyst for organizational culture change in libraries. // 4th Northumbria International Conference on Performance Measurement in Libraries and Information Services: Meaningful Measures for Emerging Realities. (pp. 311-319). Pittsburgh, PA: Association of Research Libraries Distribution Center.
6. Layout & Artwork. (2016). *Evaluation crossword puzzle* (EINFOSE PLatform)
7. Poll, R.; Boekhorst, P. (2007). *Measuring quality: performance measurement in libraries*. 2nd revised ed. München : Saur.
8. Schumann L. and W. G. Stock. (2014). The Information Service Evaluation (ISE) Model. *Webology*, 11, 1. Retrieved from <http://www.webology.org/2014/v11n1/a115.pdf>
9. Schlögl Christian, Gorraiz Juan, Bart Christoph, Bargmann Monika (2003). Evaluating two Austrian university departments: Lessons learned. // *Scientometrics*, 56, 3: 287–299.

Faydalı linkler (URL):

1. *Evaluation*. Wikipedia article. Retrieved from <https://en.wikipedia.org/wiki/Evaluation>
2. Grimaldi, N. (2008). *Evaluation of library information services*, part 1: a video, duration 10 min. Access through <https://www.youtube.com/watch?v=qcMCY06npMk>
3. Grimaldi, N. (2008).). *Evaluation of library information services*, part 2: a video, duration 10 min. Access through <https://www.youtube.com/watch?v=1tOISx0D19I>
4. *Library assessment*. Wikipedia article. Retrieved from https://en.wikipedia.org/wiki/Library_assessment
5. *Precision and Recall*. Wikipedia article. Retrieved from https://en.wikipedia.org/wiki/Precision_and_recall
6. Shaping Outcomes: *Making a difference for libraries and museums: online course*. (2015). Access through <http://www.shapingoutcomes.org/>