



COURSE UNIT DESCRIPTION

Course unit title	Course unit code
Quality and evaluation of information services	

Name of lecturer	Department
Dr. Jurgita Rudžionienė	Faculty of Communication Department of Digital Cultures and Communication Saulėtekio Av. 9, room 603

Study cycle	Course unit level	Course unit type
Erasmus students		

Study method	Semester	Language of instruction
Lectures, seminars	Autumn	English

Requirements for students	

ECTS credits	The entire student workload	Contact hours	Self-learning hours
5	125 academic hrs	48 contact hrs (32 hrs – lectures, 16 hrs – seminars)	77 hrs

Aim of the module (course unit): competences foreseen by the study programme		
To introduce students to the theory and practice of quality and evaluation of information services sector; to provide basic knowledge and understanding of the main activities and methods of evaluation taking place in information institutions on the basis of the whole public sector; to provide basic understanding of the main principles and methods of organisation evaluation activities as integral part of effective management		
Learning outcomes of the module (course unit)	Teaching/learning methods	Assessment methods
- to demonstrate knowledge about quality and evaluation of information services and infrastructure in public sector	Problem based learning, demonstration	Exam (written form)
- to understand the main principles, components and methods of evaluation and their implementation possibilities	Problem based learning, demonstration	Exam (written form)
- to be able to make decisions based on statistical data	Practical assignments, discussion in groups	Exam (written form)
- to be able to conduct evaluation activities of information services as well as the institutions' itself	Practical assignments, discussion	Essay, Presentation
- will be prepare to gain knowledge in the field of information services' quality and their evaluation independently	Research methods	Exam (written form)

Themes	Contact work hours						Time and tasks for individual work		
	Lectures	Consultations	Seminars	Practical work	Laboratory work	Placements	Total contact work	Individual work	Tasks
1. Concept of quality and performance evaluation in public sector	2						2	4	Literature readings on the subject of quality and evaluation in public sector
2. Evaluation of information activities as integral part of successful management. Total quality management	4		2				6	6	Literature readings Preparation for the discussions on the subjects „Measurement and evaluation: concepts and origin“; „The need for quality and its assurance: particularities in public sector“; „Total Quality Management“
3. Role of statistics for advocacy. Statistics as prerequisite for performance evaluation	4		2				6	8	Literature readings Case analysis Preparation for the discussion on the subject „Statistics for advocacy in cultural sector“
4. Value of information services. Measurement and evaluation. Impact evaluation of information services. Economic and social impact of information services	8		6				14	13	Literature readings Case analysis Preparation for the discussion on the subject „Value and impact of information activities“; „Economical and social impact“
5. Methods and tools for evaluation of information services and institutions. Establishing culture of performance evaluation and organisation of evaluation in information services‘ sector	6		2				8	14	Essay, preparing (see <i>Assessment strategy</i> below) Essay, presentation in the class Comments on the colleagues‘ essay.
6. Standards and standardisation. Its role in organising of performance evaluation	4		2				6	8	Literature readings Preparation for the discussion on the subject „Implementation of standards and their role in assuring quality and evaluation of information services“

7. Organisation of performance measurement and evaluation process in the institution	4		2				6	14	Essay, preparing (see Assessment strategy below) Essay, presentation in the class Comments on the colleagues' essay.
8. Preparation for the exam. Exam								10	Preparation for the exam. Exam (written form) Discussion on results, Feedback
TOTAL	32		16				48	77	

Assessment strategy	Weight in %	Deadlines	Assessment criteria
Essay (written form, 15 pages) Subject: Quality and evaluation of information services (can be chosen according to different aspects as well as based on theory and practice in different countries)	60 %	December 1	Evaluation is performed according to the following aspects: - Structure and scope: essay structure is required to be logical; all structural parts are needed (introduction; main part of essay; conclusions; the scope should be adequate) 0,5 point - Analysis and conclusions: analysis is required to be exhaustive; conclusions should be valid, based on empirical material - 2 points; if analysis and conclusions are not exhaustive enough – 1 point; if analysis is superficial – 0 point - Research style and culture: resource and literature used and citation style should be appropriate; language style should fit requirements for research – 0,5 point
Exam (written form)	40 %	January	Exam consists of two questions. 2 points are given to each of them: 2 points: excellent, student is able to relate the subject with entire course material and is able to summarise and conclude adequately 1,5 points: response is correct in essence, but wider context is not given 1 point: there are factual mistakes 0,5 point: much imprecision is stated, but knowledge still fits the minimal requirements 0 point: any response is not presented or the response is totally incorrect

Author	Year of issue	Title	No of periodical or volume	Place of printing. Printing house or internet link
Compulsory literature				
Rudžionienė J.	2012	Establishing culture of performance evaluation: seeking the ways of better quality library management and university teaching methodology	Tiltai, 2012 Nr.1 (58), p. 149-158	Klaipėda: Klaipėdos universiteto leidykla http://www.ku.lt/leidykla/files/2012/09/tiltai_2012_158.pdf
Schumann L., Stock W. G.	2014	The information service evaluation (ISE) model	Webology, vol. 11, no 1, June 2014	https://www.researchgate.net/publication/264085012_The_Information_Service_Evaluation_ISE_model
ALA	2021	The eVALUED toolkit: a framework for the qualitative		http://www.ala.org/tools/research/librariesmatter/evalued-

		evaluation of electronic information services		toolkit-framework-qualitative-evaluation-electronic-information-services
ISO	2014	ISO 16439:2014 Information and documentation - Methods and procedures for assessing the impact of libraries		International Organization for Standardization (ISO)
Poll R., Boekhorst P.	2007	Measuring quality: performance measurement in libraries		München: K G Saur (IFLA publications; 127)
Institute of Museum and Library Services	2021	Evaluation resources		https://www.ims.gov/research-evaluation/evaluation-resources
Bertelsman Foundation	2016	BIX. Der Bibliotheksindex		http://www.bix-bibliotheksindex.de
	2021	Museum Planner		https://www.museumplanner.org/museum-evaluation/
Additional literature				
ISO	2014	ISO 11620: 2014. Information and documentation – Library performance indicators		International Organization for Standardization (ISO)
ISO	2019	ISO 21248:2019(en) Information and documentation — Quality assessment for national libraries		International Organization for Standardization (ISO) https://www.iso.org/obp/ui/#iso:std:iso:21248:ed-1:v1:en
Vaughan L.	2001	Statistical methods for the information professional: a practical, painless approach to understanding, using and interpreting statistics.		Information Today Inc., Medford, NJ (ASIST monograph series)
Markless S., Streatfield D.	2006	Evaluating the impact of your library		London: Facet
East of England Museum Hub	2008	Evaluation toolkit for museum practitioners		http://visitors.org.uk/wp-content/uploads/2014/08/ShareSE_Evaltoolkit.pdf