

Using DEMATEL to implement LibQUAL+TM in evaluating library service

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Abstract

Library administrators can realize how the users access services and propose strategies for improvement by LibQUAL+TM survey data. Through a Decision Making Trial and Evaluation Laboratory (DEMATEL), causation across items of LibQUAL+TM is inquired for locating core key items, which effectively and accurately offers library administrators information for assessing and improving services. The outcomes indicate that respective key items of Affect of Service, Library as Place and Information Control are willingness to help users and giving users individual attention, quiet space for individual activities, and easy-to-use access tools that allows me to find things on my own, a library website enabling me to locate information on my own and making information easily accessible for independent use, respectively.

Keyword : Decision Making Trial and Evaluation Laboratory (DEMATEL); LibQUAL+TM; Service Quality; Library Service