UQUAL: Addressing the Need for a Universal Quality Model for Technical Academic Libraries having a Digital/Physical Manifestation

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Optimization of collection management has become an urgent task given rapid increase in the price of electronic journals. There is currently no standard procedure for the evaluation of this problem. Our study wished to assess the cost effective impact of modifications in digital library. This article proposes a model for evaluating digital academic library’s services. ServQual, LibQual, WebQual and DigiQual models were compared. This article also provides an overview of evaluation studies for libraries. The distributed, project-oriented nature of digital libraries (DL) has made them difficult to evaluate in aggregate. By modifying the methods and tools used to evaluate traditional libraries’ content and services, measures can be developed whose results can be used across a variety of DL. The DigiQUAL protocol being developed by the Association of Research Libraries (ARL) has the potential to provide digital Academic Libraries with a standardized methodology and survey instrument with which to evaluate not only its distributed projects but also to gather data to assess the value and impact of the Items concerning “Space” and “Staff Behavior” will change to “User Interface” and “Ease of Access”. The final model is described by embedding below items in questionnaire. A summary of modifications is shown in the following picture:
The application of the recommended model in academic digital libraries, containing various subject matters especially technical, will increase its validity for similar studies.

Keywords: UQual, LibQual, ServQual, DigiQual, WebQual, library services quality, Technical Libraries.