

3.72 Evaluation of Systems

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A model-based approach to policy analysis in library networks.

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This article summarizes the policy implications from five years of research on library networks by the authors. One topic addressed is the optimal routing of interlibrary loan requests between libraries. A graph theory model is used to characterize this process. The model's parameters include information on how requests are to be routed among libraries, average processing time and cost for each library to handle requests, the probability of a library satisfying a category of requests, and delivery and waiting times for libraries.

After describing the nature of their models, the authors summarize how the models were implemented in four different libraries. Policy recommendations growing out of the modeling are presented, and the reasons why the recommendations were or were not accepted are discussed. The remainder of the paper is devoted to general conclusions about the process of implementing the results of such models in a library environment.

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