

A Comparative Evaluation of the Management Function of Public Libraries Affiliated to Municipality, Iran Public Libraries Foundation, Oughaf and Charity Organization in the City of Esfahan

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Received: 4th April, 2011; Accepted: 19th June, 2011

Abstract

Purpose: This research aims to evaluate the management performance of public libraries affiliated to municipality, public libraries foundation and Oughaf and charity organization in the city of Esfahan based on EFQM in order to improve the management quality in public libraries by identifying strengths and the weak points.

Method: This is a descriptive analytical study. The population included all the 140 library managers and public libraries librarians in the city of Esfahan. The response rate was 125.

Findings: The findings indicate that, regarding the 1000 points for the EFQM model, the municipality public libraries with 574.05 scores, public libraries of Oughaf and charity affaires general office with 557.61 scores and public libraries of the public libraries foundation with 546.86 scores are at an average level. Statistical tests showed that, regarding the EFQM criteria, there was no significant difference among the management function of the three groups of the public libraries under study.

Originality/Value: Since public libraries play an important role in achieving the cultural goals of a society, proper management of these libraries has special importance in today's modern societies. This research, drawing a clear image of management function quality of public libraries in the city of Esfahan, tries to provide a necessary documentary research base in order to enhance the public library management system.

Keywords: Public libraries, Esfahan, Management function, EFQM