Decision Making Framework to Evaluate the Performance of Libraries: An Indian Perspective

Rohit Gupta
Professor
Indian Institute of Management (IIM)
Ranchi, India

Bhawana Rathore
Assistant Professor, Institute of Management
GLA University, Mathura, Uttar Pradesh, India

Abstract

The purpose of this study is to develop a multi-criteria decision-making framework to evaluate the performance of the Indian libraries by considering all the performance criteria simultaneously. The proposed multi-criteria decision-making framework consists of three methods: Fuzzy Delphi method (FDM), Fuzzy Analytic Hierarchy Process (FAHP), and Technique for Order of Preference by Similarity to Ideal Solution (TOPSIS) multi-criteria decision-making methods. These methods are applied for the analysis. *Total holdings of resources* (books and audio Visuals) is identified as the most important criteria among the eleven criteria followed by the *seating capacity*. The proposed multi-criteria decision-making framework in this study offers a useful tool for helping library management to solve performance related issues.

Keywords
Performance; FDM; FAHP; TOPSIS and Library