

CHAPTER VI

CONCLUSION

This chapter contain conclusion after doing this research and suggestion for another future research in the same categories.

5.1 Conclusion

The conclusions of this research are as below:

1. Designing self-assessment tool for library performance is done with integrating national standard from National Library Accreditation Standard and international standard from ISO 11620:2008 using Malcolm Baldrige framework. Total initial elements for this assessment tool are 7 criteria, 11 sub-criteria and 145 indicators that come from 80 national standard indicators and 45 ISO indicators.
2. After selection process and discussion with 7 experts, there are 28 indicator deleted. Also there are 28 indicators that moved to another sub-criterion. The final framework for new library performance appraisal tool consists of 7 criteria, 11 sub-criteria and 97 indicators. For matrix performance appraisal is made with combining final framework of new library performance appraisal tool with assessment category that already approved by librarian of Andalas University. There are 9 indicators with (N/A) value because those indicators aren't applying yet in Andalas University library.

5.2 Suggestion

The suggestion for future research on assessment tool for library performance is to develop another assessment tool for any library with other framework or latest indicator available.