Collection evaluation through citation analysis techniques: a case study of the Ministry of Education, Singapore

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Abstract
Knowing how the library's collection is being used and how patrons are feeling about its collection are important for the evaluation of the library collection. The former can be measured by conducting library collection use studies and the latter through a user survey method. Another method is to check library holdings against standard bibliographies. The citation analysis technique was chosen to evaluate the collection of the Ministry of Education library, Singapore. Results were counter checked with ILL data analysis results. Books were the most cited (96 per cent) resources followed by journal articles (1.5 per cent) and 69 per cent of the citations were published between 1980-1994. The library had only 20 per cent of the citations and the rest were supplied through ILL. Results show a need for a change in acquisition policy with more focus on books, reduction in non-used journals, and development of an efficient ILL.

Keywords
Collection management, Reference libraries, User studies, Bibliographic standards, Library services, Library users

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