摘要

由於電子資源蓬勃興起，大學圖書館紛紛引進以滿足師生教學研究之需求，然同時預算規模卻未見增加，加以電子資源市場，尤其是電子期刊部份，每年皆以平均 7%~10%漲幅成長，使得圖書館對電子期刊使用及其效益，需要有更清楚的了解與掌握，透過衡量網路化服務與資源品質的方法，除可作為圖書館人員決策參考，並能提供有利的理由以尋求經費支援。

本研究目的希能探討電子期刊 E-Metrics 評鑑相關理論與研究，以 ARL E-Metrics 計畫為基礎，對大學圖書館電子期刊提出績效評鑑模式芻議與實證分析。採用研究方法為文獻分析法、深度訪談法與電子計量(E-Metrics)分析法，以國立臺灣大學館藏西文電子期刊為對象進行研究。

經訪談與實證資料分析結果，本研究確認了館藏導向電子期刊的績效評鑑的目的、歸納出電子期刊資源與服務評鑑的程序及方法，並建構大學圖書館電子期刊 E-Metrics 評鑑模式與要件，包含電子期刊資源、使用、成本與績效四大類型，合計 14 項指標，同時並獲得具體電子期刊績效評鑑結果，確認國內大學圖書館進行電子期刊 E-Metrics 評鑑模式之可行性。

最後，本研究根據結論，建議可以質化方式進行電子期刊評鑑研究，以獲得對電子期刊資源的全面性瞭解，並對電子期刊 E-Metrics 評鑑模式與指標、資料蒐集方式等提出建議。而對於未來研究方向，建議可從朝以下四方面努力：(1)進行網路資源與服務導向電子期刊評鑑模式之研究；(2)開發電子期刊使用統計管理軟體；(3)進行電子期刊成本經濟學研究；(4)進行電子期刊使用紀錄分析之評鑑研究。

關鍵字：電子期刊、電子資源、電子計量、評鑑、大學圖書館

Abstract

Due to the fast growth of electronic resources, it has become a trend for university libraries to acquire such resources to meet the research needs for their users. The expenditures libraries have to spend for electronic resources, especially that for electronic journals have been raised at average rate of 7% to 10% each year. However, the yearly budget for libraries never has been increased as much. It thus has become important for libraries to identify the real usage of and institutional research outcomes from the acquired electronic journals. The assessment of networked information service and resources quality of it is useful for acquisition decision-making. If there is a positive assessment result, then it will also provide justification for seeking budget support.

The purpose of this study is to conduct an empirical study so as to enable formulating an assessment model for electronic journals a library has subscribed. The author firstly explores the theories and researches for the application of E-Metrics as assessment model for electronic journals. Taking the ARL E-Metrics project as a referential model, the author combines literature review, in-depth interview, and E-metrics in the research methodology to do researches about the western-language electronic journals subscribed by the National Taiwan University Library.

This study has resulted in very useful assessment statistics for electronic journals. From analyzing the data collected from interviews and the related empirical study, the author is able to verify the purpose of assessment for electronic journals under collection development policy, to formulate procedures and methodology for the assessment of electronic journal resource and, the services based on it, to find out necessary components for E-Metrics assessment model for university libraries which comprises of fourteen indicators of four major criteria of (1) e-journal resources (2) its usage (3) its cost and (4) performance from it. The author concludes that the E-Metrics model is good for university libraries to assess their acquired electronic journals.

Based on the findings of this study, the author recommends qualitative research to be the more adequate approach for the assessment of electronic

journals and proposed the following four areas for future research: (1) investigation of Internet resources and assessment model for electronic journals under the library's service policy (2) development of statistics and management tools for the subscribed electronic journals (3) cost study of electronic journals from economics point of view (4) analytical study of access logs of electronic journals.

Keywords：Electronic Journal (E-Journal)、Electronic Resources、E-Metrics、Assessment、University Libraries