IFLA SATELLITE CONFERENCE
Library statistics for the 21st century world:
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Monday, August 18 2008

1:00 p.m. – 2:45 p.m. • Detailed results – Interpretation : Part 1

UNESCO’S survey on Global Statistics in public and university libraries of Latin America

By:

Claude Akpabie and Simon Ellis

Claude Akpabie, Programme Specialist Statistical Capacity Building, and Simon Ellis, Head of Science Culture and Communications Statistics at the UNESCO Institute for Statistics (UIS)

This presentation will summarise the results of the 2007 UNESCO Institute for Statistics/IFLA/ISO library survey which was conducted across Latin America and the Caribbean.

UIS is a founder member of the Partnership for the Measurement of ICTs for Development the official international body responsible for the statistical aspects of the follow up to the World Summit on the Information Society. The priority for the culture team at the Institute is the revision of the 1986 UNESCO framework for cultural statistics, while in communications the team is working on international statistics for the use of ICTs in Education, and information literacy.

The 2007 library survey has collected statistics on libraries in each of the Latin American subregions; Central America, Caribbean, South America. The questionnaire covered both public libraries and higher education libraries but most responses concerned public libraries only. A mixed response was obtained to ‘new topics’ such as; internet connections, e-books, and database access.

The papers will discuss the lessons learnt from the survey, including where response rates or definitions might be improved as well as areas where there is simply a lack of data. The potential for an international survey of library statistics will be revisited, as well as consideration of the minimum statistical reporting requirement for a functioning national library system.
1:00 p.m. – 2:45 p.m. • Presentation by some Latin America respondents : Part 2

Experience in seeking statistical data on library of Argentine
By:
Romina De Lorenzo

This presentation presents an overview of the situation in Argentina on library statistics, the data-providing organizations, the difficulties in obtaining data and sharing data and the lack of systematization. It lists the number of library statistics from the city of Buenos Aires and describes the experience of searching data to complete the "Questionnaire on Library Statistics" developed by the Statistical Institute of Unesco. We discuss the problems and questions of the questionnaire. Finally, we suggest the desirability of amending the questionnaire to suit the realities of the countries of Latin America and the Caribbean and the necessity of the coordinating body to promote in each country a uniform and reliable data capture and its subsequent and regular dissemination.
Benchmarking in the form of performance indicators and Balanced Scorecard

By:

Dr. Roswitha Poll

Former chief librarian University and Regional Library Münster and Head of ISO Subcommittee 8, Quality – Statistics and performance evaluation

Quality measures like performance indicators and user satisfaction surveys are in widespread use in libraries and have been described in handbooks and ISO standards. Libraries using the same measures repeatedly can identify gaps and failures in their service delivery. But in many cases, it will be difficult to interpret the measurement results in an individual library without a background of results in other libraries. Therefore, groups of libraries have tried to find consensus on measuring instruments like performance indicators or user surveys that can be used for benchmarking on a national or regional scale. Such projects have been started in the last decade by public libraries as well as academic libraries.

In several of these projects, the performance indicators are organised according to the Balanced Scorecard, a concept originally developed for the commercial sector.

The Balanced Scorecard "translates" the planning concept of an institution (mission, strategic vision and goals) into a system of quality indicators that covers all important perspectives of performance: finances, users, internal processes, learning and growth.

The paper describes benchmarking projects and the influence of the Balanced Scorecard concept and - by examples - tries to prove the usefulness of benchmarking data for quality management.
4:00 p.m. – 5:00 p.m. • Libraries’ contribution to cultural development “outcome”, and literacy education

INFORMATION LITERACY INDICATORS: A Must for Countries

By:

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The aim of this presentation is to discuss the background of the Information Literacy Indicators Project of UNESCO, and the challenges and opportunities of their compilation at national and international scale. Information literacy is a priority for national governments if they are to succeed in the attainment of greater socio-economic development.

However, measurement of the IL progress is not easy to carry out due to the lack of sufficient and meaningful statistics.

The monitoring of infoliteracy in libraries and the Internet can be one measurement approach. Another, more complex one, is to develop surveys to determine information use by citizens, as well as creating national tests to measure these skills.

A final one, with some limitations, is to use national indicators related to the creation, organization, availability, promotion, demand and use of information to determine a country’s information literacy development.
LAMP Programme : new international model of measures of literacy

By:

Simon Ellis

Head of Science Culture and Communications Statistics at the UNESCO Institute for Statistics (UIS)

Literacy is one of the five agreed global goals of UNESCO’s Education for All programme and statistics on youth literacy are an outcome indicator for the Millennium Development Goal of Universal Primary Education. Literacy is the only skill that can be measured in an internationally comparable manner, and one of the only indicators for the level of education amongst the adult population. UNESCO Institute for Statistics is the official international body responsible for the collection of literacy data, which are used in all the major international development reports.

This paper sets out the changing conception of literacy which had moved from a dichotomous literate/illiterate distinction to understanding literacy skills as a continuum relating to a performance in a wide variety of everyday tasks.

The paper will look at new international measures of literacy especially UIS LAMP programme, which has been specially adapted to measure literacy in low literacy environments.

The link between libraries and literacy will be stressed especially in relation to adult literacy and the sustainability of skills learnt in school.
Tuesday, August 19 2008

8:30 a.m. – 9:45 p.m. • A critical look at the framework, problems, and limits...

Limits of the “Global Statistics” model and some examples of how results are used

By:

Cynthia Lisée with the collaboration of Simon Ellis

Cynthia Lisée: École de bibliothéconomie et des sciences de l’information (EBSI) of the Université de Montréal

This presentation will begin with a short history of UNESCO’s survey of libraries up to the implementation of the Pilot Survey on Library Statistics in the Latin American context. The “Global Statistics” model will then be briefly situated within a literature review of the assessment of libraries, focusing on the reasons behind the assessment and the criteria used to draw up indicators.

In the course of presenting indicators that have been retained, a quick diversion will be made into literacy indicators at the library level. Some of the project’s results will be unveiled in relation to the link between digital information and libraries, as well as literacy rates.

The overlapping of indicators around loans data will also be examined. The final portion of the presentation will report on the impact of the project on the ISO 2789 standard and examine the limits of the “Global Statistics” model.

The presentation will close with a look at the evolution of a statistical culture within libraries.
Canada’s Public Libraries Count!

By: Don Mills

Summary of the conference:

BACKGROUND / SUMMARY:

The national group of major public libraries in Canada has conducted an annual survey of the 65 – 75 largest public library systems in the country and published the statistics. This group, now the Canadian Urban Library Council (CULC), produces its annual national statistics report every May. The report covers the usual statistical elements but also includes data on the value of indirect support, technology activity, materials expenditure practices, and rankings on major performance indicators. As well, the annual effort also surveys activities at the branch level for benchmarking purposes at a level below that of the system. The survey also includes identification of major resources and successes for the benefit of others.

The annual survey effort requires about 100 hours a year and is now shared at no cost to the wider community. An on-line survey tool is used to collect the data in real time and standard word processing software is used to distribute and manipulate the results. Extensive analysis of the results is thus possible by participants at no cost or effort. The CULC group has used the most recent survey exercise as an opportunity to introduce ISO standard definitions in an effort to make the results even more meaningful. As well the group continued to look at using the results for national public library performance indicators possibly for inclusion in local benchmarking and balanced scorecard calculations.

OVERVIEW OF THE PRESENTATION:

The proposed paper will cover the history and evolution of this annual voluntary effort covering all major public libraries in Canada. It will emphasize what is distinctive today about the annual effort including content and process. It will describe in detail the process involved which requires only 100 hours over 2 months to collect and distribute the extensive results.

The paper will discuss the value of this effort to the public library community in general and to specific regions and systems in particular. It will emphasize the recognized role that this effort has played in the ongoing development of public libraries in the country’s ten provinces, each organized differently with different historic needs and priorities.

A sample of the current survey instrument will be presented and reviewed briefly noting the distinctive elements of the Canadian model. The numerous reports generated annually for participants in the survey will be described and evaluated as well.

The paper will cover recent approaches to redefining performance measures for this national group including the place for ISO definitions. It will identify the efforts being made to develop a national benchmarking tool in key areas of national concern and a process and template for local balanced scorecard data as well.

Finally the paper will identify current statistical needs in the Canadian public library community and propose solutions for the future, including the emphasis on a set of national key performance indicators for public libraries, sound benchmarking practices, and the evolution of a “balanced scorecard” approach to gathering and sharing data nationally in Canada.

Examples of the tool and the results for 2007 will be provided.
Optimizing, disseminating and working with statistics from Québec’s public libraries

By:
Benoît Allaire, Geneviève Dubois and Marie-Josée Benoit

Summary of the conference:

In 2008, a major revision to the annual survey of public libraries (Enquête annuelle sur les bibliothèques publiques—EBP) was carried out jointly by the Ministère de la Culture, des Communications et de la Condition féminine (MCCCF) and Bibliothèque et Archives nationales du Québec (BAnQ), with the support of the Observatoire de la culture et des communications du Québec (OCCQ).

Data from the annual survey were revised and standardized in compliance with the international standard ISO 2789 on library statistics, and to meet the needs and expectations of Québec’s library community. The standardized and updated survey better reflects the services offered by Québec’s public libraries, especially as it concerns electronic services, and it provides performance indicators at national and international levels. It also allows those involved to make the best possible use of the data by greatly increasing the outlets for this information and the means of disseminating it.

In addition, the process for collecting and disseminating statistics is now done using a statistical information system supported by a data warehouse, an Internet interface and a report generator. Now that this system has been set up, library managers, administrators of public library policies and programs and interested researchers have rapid access to statistical information that can be easily used for carrying out comparative analysis and management activities.

The three institutions that participate in the project take on responsibilities that were agreed upon in an official understanding.

Pursuant to the responsibilities in relation to public libraries conferred on it by the Act respecting the Ministère de la Culture et des Communications, the ministry is responsible for collecting and publishing, on an annual basis, information concerning the activities of Québec’s public libraries, in particular the annual survey of public libraries. The commitment of the MCCCF to this tripartite project is a part of the ongoing responsibilities and functions of the Ministry.

Pursuant to its mission as the support library to all of Québec’s public libraries, in addition to its contribution in the current and future standardization of the survey, BAnQ’s main commitment is to carry out the collection of data, using an Internet application, which allows for the collection, consultation, extraction, conservation and compilation of data.

There are two parts to the role of the OCCQ. The first is to advise the MCCCF and BAnQ on the methodology for carrying out the survey and interpreting the results, while the second is to produce periodic analyses of the situation in Québec’s public libraries and to disseminate tables of aggregate data on its Web site concerning the activities of these libraries.
Understanding the Methodological Foundations of Public Library National Rating Systems

By: Ray Lyons

Summary of the conference:

The Federal-State Cooperative System, recently renamed Public Library Statistics Cooperative (PLSC), is the most comprehensive public library statistical collaborative endeavor in the United States. PLSC was instituted in the mid-1980’s by the U.S. National Commission on Libraries and Information Science, Chief Officers of State Library Agencies, American Library Association, and U.S. Department of Education. PLSC has published national statistics describing more than 9,200 public libraries annually since 1991.

The ready availability of such large statistical datasets has led to increasingly creative uses of these data, the most ambitious of which is the Hennen American Public Library Ratings (HAPLR). Introduced in 1999, HAPLR devises summary scores for libraries based on eight PLSC statistical items, publishing annual rankings based on these scores. HAPLR has been generally recognized as a credible, if simplistic, measure of library performance.

However, as libraries become more knowledgeable about evaluation, the methodological bases of national ratings systems like HAPLR have come under closer scrutiny. And other national rankings with potentially improved designs may be on the horizon. This paper examines the methodological foundations of national library ratings and advocates responsible interpretation and use of ratings results.

Two types of statistics collected by PLSC are analogous to “enabling” and “use” statistics [apparently] specified in the IFLA global statistics model: Input statistics, such as expenditures and volumes, and output statistics, such as loans and visits. By definition, these statistics are indicators of only certain aspects of library operational performance. They do not directly measure library quality, value, excellence, user and non-user perceptions, service outcomes and impacts, or relevance of services to community needs. Thus, composite measures (such as HAPLR and BIX) based upon these types of statistics provide only the most basic indications of library performance.

Nevertheless, standardized library data from national or international datasets can serve a useful evaluative purpose. As both U.S. and German experiences suggest, when transformed into national rankings, these data are exceptionally valuable for advocacy and promotion of model services and practices. Still, use of rankings obliges the international library community to recognize limitations inherent to composite measures, and to acknowledge the need for careful and responsible interpretations of ranking results.

This paper discusses key methodological challenges in developing and using composite measures derived from standardized library statistics:

- Higher relative statistical quantities are assumed always to be indicative of higher performance, or for measures of efficiency, lower
- Aggregation of standard library statistics requires the assumption that library resources and activities represented by the data are equivalent, ignoring differences in complexity, sophistication, relevance, quality, value, effectiveness, and so on.
- Mass comparisons of libraries can result in dissimilar libraries being grouped together and inappropriately rated as “peers.”
- Data imprecision due to collection methods, reporting biases, misinterpretation of statistical definitions, and other sources can compromise data accuracy and reliability, making individual library comparisons suspect.
- Selection of component statistics in a composite measure can be arbitrary, biased, and restricted in scope.
- Lack of consensus on underlying constructs that standard statistics are meant to reflect.
Library Statistics Database of the National University of La Plata (Argentina): A cooperative experience
By: Marcela Fushimi, Norma Mangiaterra, Mariana Pichinini and Gustavo Archuby

Summary of the conference:
In October 2001, there were formed the Interlibraries Task Forces (ITF) in the field of libraries of the UNLP with the idea of moving in various joint projects and form a network, whose face visible is Portal ROBLE (http://www.roble.unlp.edu.ar/).

Among the teams, the ITF Evaluation of Information Units, was established with the aim of developing "management indicators applicable to all libraries of the UNLP in order to measure and diagnose them, facilitating decision making and processes of continuous improvement".

Within this framework, we developed a standardized statistical survey of libraries basic data, which took into account the existing international norms and standards on the issue, as well as developments implemented in various countries for the realization of university libraries statistics. Among others, were consulted developments of SCONUL (UK), REBIUN (Spain), CAUL (Australia) and ASIBU (France).

The statistical form was applied to all participating libraries in the network ROBLE in 2001 and 2004, and its results were published in two separate statistical yearbooks. In both cases, the survey data was performed based on a spreadsheet that libraries completed and sent to the task force for central processing and analysis.

Although the methodology reached the expected results, there were presented the following problems:

- manual processing of the data was extremely cumbersome and prone to human errors in typing,
- tailoring and subsequent publication of the Statistical Yearbooks delayed a minimum of two years of work, since there was no staff dedicated exclusively to this task,
- processed data were not registered in a public place or were easily accessible, so any subsequent study was difficult to implement, and,
- because of the excessive delay in processing, there was no time to move on comparative or more developed studies among libraries (benchmarking, second-level indicators, impact indicators, etc.).

For these reasons, during 2007 funds were managed to develop a Web application that would allow us to automate the statistical survey and generate a data base with all the data of the UNLP libraries collected since 2001.

While the application is still in a state of development, the first phase (data loading and viewing performance indicators) is being used in beta-test mode. Part of this work was presented at the Workshop Indicators for Assessing Libraries (Taller de Indicadores de Evaluación de Bibliotecas, http://tieb.fahce.unlp.edu.ar/) held in La Plata at December 2007 with the aim of extending its application to others university libraries in Argentina.

This paper describes the experience of the team UNLP in collecting standardized statistical data, analysis and processing, the WEB application designed, the problems encountered and future lines of work for the implementation of the Project "Library Statistics Database of Argentine University Libraries".
Asia Academic Libraries Online Statistics: a Pilot Project

By:
Cathie Jilovsky

Summary of the conference:
This paper describes a pilot project for the benchmarking of library statistics for Asian Academic libraries. This is being facilitated through the development, setup and management of an online statistics service for a range of major key Asian academic libraries. CAVAL Collaborative Solutions, an Australian library consortium, is managing the project with sponsorship being provided by the iGroup, Asia.

CAVAL provides a range of services to it’s members and customers. These include the collection and publication of library statistics and the provision of consultancy services and professional development and training in Statistics and Library Assessment. In particular CAVAL has managed the collection of the Australian Academic and Research Library Statistics for CAUL (Council of Australian Academic Libraries) statistics since 1992. In 2004 CAVAL explored options for the development of an online statistics website for the CAUL Statistics and a pilot site was developed, through CAVAL’s partnership with the ARL (Association of Research Libraries) and based on the well-known ARL online statistics site. Following enthusiastic evaluation by CAUL libraries the pilot site was further developed and the service went live in 2005. Since that time a number of enhancements have been added to the CAUL Statistics Online site.

The objectives of the Asian Statistics pilot project are to provide the same functionality as the CAUL Statistics online website for Asian academic libraries; to improve the collection processes for the individual libraries and to develop a sustainable service for statistical benchmarking.

Phase 1 of the pilot, during which 2 years worth of data is being collected, loaded and made available for benchmarking from the online website, will be completed in early 2008. Sixteen libraries from four countries in the region – Malaysia, Singapore, Thailand and Hong Kong – are participating. Phase 2 will allow for the collection of an additional years data from the participating libraries. The online website and the service will then be evaluated by the participating libraries, the iGroup and CAVAL.

The paper will describe the design and implementation of the pilot project, outline some of the challenges and issues which have arisen and discuss the planned evaluation process.
LIBQUAL Canada 2007: Service Quality Bench-marking on a National Scale
(initiated by Canadian Association of Research Libraries, CARL)

By:
Sam Kalb

Summary of the conference:
In 2006/2007, the Canadian academic library community came together in the largest ever LibQUAL+™
consortium to conduct ARL’s library service quality survey. From an initial proposal among some
members of the Canadian Association of Research Libraries (CARL), LibQUAL Canada grew to a truly
national project with 54 university, college and federal government libraries. The most apparent
accomplishment of this project was successful collection of a large, diverse data set for comparative
analysis of services and facilities; a meaningful data set both for individual libraries seeking appropriate
Canadian comparators and for analyses by region, institutional categories, etc. However, an equally
valuable result of the project was to engage more Canadian academic libraries in the process of service
assessment. For the majority of consortium participants, this was their first experience with LibQUAL+™
or any comparative assessment instrument.

This session will address:
how and why the national consortial project came about, including the challenges for recruiting and
managing participants); the challenges planning and implementing LibQUAL+™ with such a large, diverse
consortium, with its bi-lingual mandate and multiple library types; what made the project successful and
its limitations; what we learned & possible future directions (based on a closing survey of consortium
participants).
Statistics programs and projects in Canadian academic libraries

By:
Sylvie Belzile

Summary of the conference:
Canadian research and academic libraries have been gathering, sharing and publishing statistics for many decades. Traditional statistics such as: expenditures and collection size, and use, facilities and services are well understood and easily recorded by library administrators and staff. However, the growing number of electronic resources is challenging in terms of statistics. How do we capture number of items and expenditures? How do we agree on the best ways to measure use of electronic books and serials? Agreeing on a shared set of statistical data is as important in the electronic environment than it was in the print world.

This presentation will give information on current projects at the Canadian and Quebec level.
1:30 p.m. – 3:00 p.m. • Session A, 2nd part: public libraries

Presentation of Norwegian indicators

By:
Trine Kolderup-Flaten
Chief Librarian Bergen Offentlige Bibliotek

For decades the National Norwegian Library Statistics have been rather detailed and reliable. In recent years the national Norwegian Archive, Library and Museum Authority has added indicators showing the libraries’ resources and modern services in a better way. As far as possible, the same indicators for public libraries and academic or special libraries should be used in order to see the full picture of all resources spent on libraries, and also for enabling benchmarking.

In Norway, as in the other Scandinavian countries, there is a growing interest in analysis and evaluation in order to understand trends in library use and to improve library management. In recent years there have been several research- and other projects adding valuable supplementary information to the general statistics.
Quality standards and target outputs based on benchmarking studies improved by a Proposed Prospective Balanced-Scorecard Model for the Montréal Public Libraries System

By:
Pierre Meunier

Summary of the conference:
According to the ideas generated by the Montréal Summit in 2002, it was inevitable that the Public Libraries System would have to be consolidated following the merger of 28 municipalities on the Island of Montréal. Public libraries are considered a "proximity service" and come under the responsibility of each borough. The situation was analyzed (the diagnosis) and a 10-year term consolidation plan (2005-2014) was developed. The consolidation plan includes strategic axes and specific objectives. Thresholds defined by minimal standards of service and estimated by clear indicators of performance in each of the fields of normalization are in place to ensure that the specific objectives are met. The consolidation plan also provides spaced target outputs during the 10-year term. The financial investment to support this consolidation plan is estimated more than CDN$230 million.

A Prospective Balanced-Scorecard Model is proposed as a progressive evaluation method of the consolidation plan settlement process, which is based on the introduction of new minimal standards of service and performance measures. In general, performance measures are based on ISO standard 11620, but some original standards and performance measures will be adapted to the specific needs of a public library system in an urban region including the large disparities as were determined in Montréal. Selected statistical indicators, standards and performance measures projected for balanced scorecard model are presented.

The goal of this multi-level Balanced Scorecard is to effectively describe the performance of the Public Libraries System and, more specifically, Centralized units – strategic and tactic levels (Planning and Development, Programs and Services to Boroughs, Cataloguing, Classification and Processing Departments) and Decentralized Public Services – Operational Level (branch libraries under the responsibility of boroughs) in order to apply new strategies and orientations of services as determined by new Framework. In developing the consolidation plan, it was noted that its success would depend on the prioritization of determining the main quality standards and target outputs, which will be estimated and projected by simulations, based on correlation analysis, and benchmark studies with Canadian Urban Public Libraries Systems serving more than 500, 000 inhabitants. Finally, the Prospective Balanced-Scorecard Model facilitates the evaluation of interdependent outputs and dimensions of library activities.
BIX, the Bibliotheksindex: Statistical benchmarking on an (inter-)national scale

By:

Sebastian Mundt

Stuttgart Media University, Hamburg Germany

85 academic libraries from four countries and more than 170 public libraries have participated in the 2008 iteration of the Bibliotheksindex (BIX), a voluntary multi-level strategic benchmarking/ranking hosted and organized by the German Library Foundation.

The start of systematic benchmarking in German libraries dates back into the early 1990s; initial projects were substantially driven by the Bertelsmann Foundation. Findings from these early initiatives resulted in the design of a nationwide statistical benchmarking instrument for public libraries which was established in 1999. Based on evidence from benchmarking and ranking initiatives on an international scale, an instrument for academic libraries was developed in 2004. Following the conceptual principles of the “Balanced Scorecard” approach, the Index currently processes data from – depending on library type - 15 to 17 widely tested and communicable indicators in four strategic perspectives.

After providing an insight into the conceptual framework of the BIX, the presentation will pinpoint improvements in the set of indicators, discuss the perception and acceptance of the instrument among libraries and highlight perspectives for further development.
1:30 p.m. – 3:00 p.m. • Session B, 2\textsuperscript{nd} part: university libraries

Ten years of experience with benchmarking in Dutch academic libraries

By: D’ Henk J. Voorbij

Summary of the conference:

In 2008, the thirteen university libraries in the Netherlands have almost ten years of experience with benchmarking. Raw data on expenditures, provision of information resources and facilities, processing activities and use of information resources, are gathered on an Excel spreadsheet.

Based on these raw data, 26 indicators are being calculated. Further analysis focuses on the fourteen most relevant indicators. By normalizing the values and presenting the results in a bar graph, each library can identify its own weak and strong points at a glance.

By comparing the current values with those obtained in earlier years, each library can easily determine in which respects it has been improving. By comparing aggregate raw data or median values of the indicators throughout the years, general trends can be determined.
Presentation of benchmarking system developed by SCONUL in UK
By:
Claire Creaser

Director and Senior Statistician LISU (Library and Information Statistics Unit) Loughborough University

Academic libraries in the UK have a long history of collecting management statistics about their operations. This paper will describe the role of the Society of College, National and University Libraries, and its predecessor bodies, in developing this data collection into the comprehensive database which exists today. Universities, polytechnics and colleges formerly each had their own library organisations, but as the sector itself has become more coherent, so SCONUL has evolved and grown to represent libraries in all types of higher education institution in the UK. All universities, and all but a handful of higher education colleges, are members, and over 80% submit their statistics annually. SCONUL member institutions educate 99% of the UK's publicly funded HE students.

The paper will cover the development of the SCONUL statistical return and the processes by which the relevance of the data collected, and the management statistics provided in SCONUL's publications, are monitored and updated. SCONUL currently produces three annual publications, the Annual Library Statistics, UK Higher Education Library Management Statistics, and SCONUL Library Statistics: Trends. Each of these will be described, and examples given of the outputs available and the overall purpose of these. SCONUL also makes available, to its members, a comprehensive statistical database which was initially developed in 2002 and is currently maintained by LISU. The rationale and methodology behind the development of this database will be outlined, and current proposals for further enhancement described. Members can interrogate the database directly from the SCONUL web site, and a selection of examples of the main analyses available will be presented.

SCONUL data are used for a wide variety of purposes, by individual libraries, SCONUL as an organisation, and by researchers. A selection of the uses to which the data are put will be outlined, including the development of performance indicators, library evaluation programmes, a variety of benchmarking analyses for individual library services, and advocacy, both for individual libraries within their institution and at the national level.

Claire takes an active role in promoting good statistical practice via a number of external committees and working groups, including as a member of the British Standards Institute committee for Library and Publishing Statistics and of the Royal Statistical Society Statistics User Forum. She is a graduate in Mathematics from the University of Kent and a Chartered Statistician.
Integrated approach to the evaluation of digital libraries: an emerging strategy for managing resources, capabilities and results

By:
Leonor Gaspar Pinto, Paula Ochôa, and Maria Helena Vinagre

Summary of the conference:
The growing importance of the network environment and the consequent change in users’ information behaviour challenged the library academia and professionals’ skills to find new and more adequate strategies and methods to assess the performance of traditional, hybrid or digital information services. This paper aims to detail the strategy and methodology used by a research team to evaluate the performance of Portuguese Digital Library consortium.

Using a holistic user/stakeholder-centred approach, the researchers designed a Digital Library Integrated Evaluation Model. The five key-component of this model are presented: (a) Diagnosis; (b) Strategical groups and performance information needs; (c) Perspectives on performance evaluation; (d) Evaluation criteria and methods; (e) Evaluation points of view.

The evaluation methods, techniques and tools developed under two of the Model components - (c) Perspectives on performance evaluation and (d) Evaluation criteria and methods - are particularly discussed:

the Digital Library Balanced Scorecard;

the Matrix of Perspectives and Strategical Measurement Areas and the related performance measures and indicators;

the Digital Library Service Quality Model and the multiple-item scale used in the assessment process.

The case study is also used to explore potential interactions between evaluation cultures/environments and learning professional skills, with emphasis on benchmarking and other interesting perspectives for research.