



## IFLA STATISTICS AND EVALUATION SECTION

### ANNUAL REPORT SEPTEMBER 2006 – AUGUST 2007

**SCOPE STATEMENT:** The section aims to promote the use of measurement and evaluation in the management, operation and promotion of libraries and library services. It advocates the use of both quantitative and qualitative statistical and other methods and tools to achieve this.

It promotes the development and use of standardized measures and good practice. It aims to co-operate with, to assist and to advise other IFLA sections in the use of measurement and evaluation in their fields.

It takes an interest in international benchmark comparisons and supports collaboration with international agencies such as UNESCO and ISO.

**MEMBERSHIP:** The Section has a membership of 81 (July 2007).

In 2006-07, the Standing Committee had 18 members (three corresponding). They were:

Ms Ludmila F. Kozlova (Corresponding Member) Russian State Library  
Ms Roswitha Poll (Secretary /Treasurer), University and Regional Library Münster  
Michael Heaney (Chair / Editor), Oxford University Library Services  
Ms Sherrie Schmidt, Arizona State University  
Pierre Meunier, Planning and Development Department, Bibliothèque de Montréal  
Ms Lic. Isabel Portales (Corresponding Member) Biblioteca Arca de Papel del Instituto Cubano del Libro, Cuba  
Erlend Ra, Norwegian Archive, Library and Museum Authority  
Ms Elisabeth Lemau, Université Rennes II, Service Commun de Documentation  
Ms C. Colleen Cook, Texas A & M University Libraries  
Brinley Franklin, University of Connecticut, University Library  
Ms Sue Henczel, CAVAL Collaborative Solutions  
Eric Davies (Corresponding Member) Loughborough University  
Ms Ellen Hoffmann (Corresponding Member) York University, Canada  
Ms Michele Farrell, Institute of Museum and Library Services  
Ms Christina Jonsson-Adrial (Information Coordinator) Kristianstad University Library, Sweden  
Denis Cordazzo, Ministère de la culture et de la communication, DLL  
Ms Natalia Verbina , National Library of Russia

At the Durban meeting the following members stood down:

Erlend Ra, Norwegian Archive, Library and Museum Authority  
Brinley Franklin, University of Connecticut, University Library

Ms Christina Jonsson-Adrial (Information Coordinator) Kristianstad University Library, Sweden

The following nominees became members:

Eric Davies (UK: formerly a Corresponding Member)

Tord Høivik (Norway: Associate Professor, Oslo University College)

Markku A. Laitinen (Finland: Planning Officer, The National Library of Finland)

Christine Lindmark (Sweden: Executive Officer: Statistics and Evaluation, National Library of Sweden)

### **OFFICERS FOR 2006-07**

Chair: Michael Heaney

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### **MEETINGS:**

The Standing Committee of the Statistics Section met on August 18th and 24th during the Durban conference. Standing Committee members and guests reported on their activities and discussed plans for future conferences. 12 members and 2 observers attended the first meeting; 9 members and 2 observers attended the second.

### **PROJECTS**

#### ***(i) Outcome measures***

No further work has been done on outcome measures but this will be revisited in the coming year.

#### ***(ii) Global Statistics for the 21<sup>st</sup> Century***

A meeting was held in Oxford in January 2007 to continue planning. Much of the work has been carried out by email. Good progress has been made and the set of data

developed in cooperation with ISO TC 46 SC 8 and UNESCO Institute for Statistics is now being tested by UNESCO in a questionnaire issued in Latin America and the Caribbean. For WLIC 2008 in Quebec, an IFLA satellite conference in Montreal has been approved, focusing on the results of the project and on evaluation issues. Pierre Meunier has already done much preparatory work for the conference.

***(iii) Library schools***

No further progress has been achieved for the project during the year, and it has been decided to contact the Education and Training section to investigate the possibility of taking up the project in a new form.

**PUBLICATIONS**

Two issues of the Section Newsletter were produced, one in December 2006 and one in July 2007.

**CONFERENCE PROGRAMS**

At the Durban conference the Section participated in the Quality Issues in Libraries Discussion Group, on the theme: “The new entrance to the library: effectiveness and use of the library web-site”; about 250 people attended.

The Open Program consisted of two sessions: (a) “Developing a new assessment model for the new millennium: is the South African experience extensible?”, (150 attenders); and (b) “Special libraries need special measures”, an extra two-hour programme (approximately 90 attenders)

The papers in the session “Developing a new assessment model for the new millennium” were:

- The fast track in library evaluation: the South African experience in higher education libraries / JOYCE GOZO (Quality Assurance Subcommittee, South Africa)
- Report from a deviating collaborator: the University of Pretoria's interaction with the emerging integrated system of quality assurance in South African Higher Education Libraries / MONICA HAMMES (University of Pretoria, Academic Information Service, Pretoria, South Africa)
- Quality assurance at the University of Cape Town Libraries: Do we make a difference? / JOAN RAPP (University of Cape Town, Rondebosch, South Africa)
- Institutional Quality Audit: Experience of the University of the Witwatersrand Library / FELIX UBOGU and CLARE WALKER (University of the Witwatersrand, Johannesburg, South Africa)

The papers in the session “Special libraries need special measures” were:

- Quality measures for special libraries / ROSWITHA POLL
- Benchmarking, an imperative for Special Libraries in the Caribbean: the Jamaican case / PAULINE NICHOLAS

- Statistics keeping as a knowledge management tool within in a law firm: case of Edward Nathan Sonnenbergs Information Resource Services-Cape Town / KHOMOTSO PETE
- Special Measures for Special Libraries: Analysing Systems, Needs and Workflows / SUE HENCZEL

## **STRATEGIC PLAN 2006-2007**

The Standing Committee has reviewed the outcome of its Strategic Plan for 2006-07 with the following results:

### **1. Promote and demonstrate the value of the use of measurement and evaluation...**

- 1.1 Hold meetings and sessions at IFLA conferences ...: Continuing activity.
- 1.2 Publicise case studies utilising statistics to improve the management of libraries ...: Completed; web site created.
- 1.3 Maintain the list of web sites for national statistics ...: Continuing activity.
- 1.4 Maintain the list of web sites related to library evaluation...: Continuing activity.
- 1.5 Maintain the list of literature and web sites for impact and outcome ...: Continuing activity.

### **2. Advocate the use of quantitative and qualitative evaluation methods and tools**

- 2.1 Encourage schools of library and information science to include instruction ...: Not achieved, will be revised.
- 2.2 Create a working group to identify outcome and impact indicators ...: Some work done, to be revived.

### **3. Promote the development and use of standardised measures**

- 3.1 Work with other organisations to promote the development and use of recognised standards ...: Continuing activity

### **4. Promote the development and use of best practice.**

- 4.1 Hold meetings and sessions at IFLA congresses ...: Continuing activity
- 4.2 Create and promote an IFLA discussion list for the Section : Completed.
- 4.3 Publicise Section and other appropriate web pages : Not achieved.

### **5. Co-operate with, assist and advise other IFLA sections ...**

- 5.1 Continue to co-operate with other IFLA groups ...: Continuing activity
- 5.2/5.3 Work with other ... groups...to develop workshops...: Continuing activity
- 5.4 Identify relevant statistics to support IFLA's advocacy of women's issues: Completed.

### **6. Support international benchmark comparisons and collaboration with international agencies**

- 6.1 Work with ISO, Unesco and other international organisations to promote the development and use of recognised standards ...: Continuing activity.

6.2 Liaise with ISO and other standards organisations over the revision of standards...:  
Continuing activity.

6.3 Initiate discussion with the UNESCO Institute of Statistics ...: Achieved: moved to  
next stage.

Progress has been made and activity continues for 11 of the 18 objectives; 4 have been  
completed, in one case leading to further developmental objectives in 2008-09; and 3  
have not been achieved as envisaged. Overall, the Section has been successful in carrying  
out its mission on behalf of IFLA.

**AUTHOR**

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**DATE**

20 September 2007