



Statistics & Evaluation Section

Minutes

Standing Committee I.

13 August 2005, Oslo, Norway

Attendees:

Members:

Michael Heaney (Chair, Oxford University, U.K.) michael.heaney@ouls.ox.ac.uk

Roswitha Poll (Secretary/Treasurer, Münster, Germany) pollr@uni-muenster.de

Henrik Aslund (Information Coordinator, Lund University, Sweden)

henrik.aslund@lub.su.se

Colleen Cook (Texas A&M University, United States) ccook@tamu.edu

Denis Cordazzo (Ministère de la Culture, France)

denis.cordazzo@culture.gouv.fr

Michele Farrell (IMLS, United States) mfarrell@imls.gov

Brinley Franklin (University of Connecticut, United States)

brinley.franklin@uconn.edu

Christina Jönsson-Adrial (BIBSAM, Royal Library, Sweden)

christina.jonsson.adrial@bibsam.kb.se

Elizabeth Lemau (Université Rennes II, France) elisabeth.lemau@uhb.fr

Pierre Meunier (Public Library of Montreal, Canada)

pmeunier@ville.montreal.qc.ca

Erland Ra (Norwegian Archive, Library and Museum Authority, Norway)

erland.ra@abm-utvikling.no

Sherrie Schmidt (Arizona State University, United States)

sherrie.schmidt@asu.edu

Observers

Trudi Bellardo Hahn (NCLIS, United States) thahn@nclis.gov

Cathie Jilovsky (CAVAL, Australia) cathiej@caval.edu.au

Apologies: Susan Henczel (CAVAL, Australia)

Michael Heaney welcomed the members and guests. The section has three new members (Cordazzo, Farrell, Jönsson-Adrial). Attendees introduced themselves.

Agenda

The agenda was approved as distributed.

Minutes

The minutes of the Buenos Aires meetings were approved.

Report from Professional Board and Coordinating Board meetings: Michael Heaney reported about the president elect's session, the fund-raising efforts of IFLA and the change in the financial arrangements for the sections.

Election of officers 2005 – 2007

Michael Heaney was re-elected as chair. Roswitha Poll was re-elected as secretary and treasurer. Christina Jönsson-Adrial was nominated information coordinator.

Section events in Oslo:

1. **Quality Issues in Libraries Discussion Group: Website quality**
The discussion group is sponsored by University Libraries and co-sponsored by Statistics & Evaluation. After three years of the discussion group, there must be an application for another two years if attendants are interested. Sue McKnight, the chair of the discussion group, will discuss this topic at the meeting.
2. **Open Program:**
 - 2a) "Quality in the institutional environment", 4-hour slot together with University Libraries. There were over fifty answers to the call for papers.
 - 2b) "Measures and standards in the electronic age", extra 2-hour slot together with Information Technology and University Libraries.
3. **IFLA booth**
Michael Heaney and Erland Ra will attend the booth.
4. **Post-conference:** 6th Northumbria International Conference on Performance Measurement in Libraries and Information Services
The conference will be held in Durham/UK, August 22 to 25.

Report of Financial Officer

Roswitha Poll distributed a short report on income and expenditure 2004 and 2005. At the moment, 547 € are left, as the last 2 newsletters and the brochure were produced without cost for the section, thanks to Henrik Aslund and Colleen Cook. 100 € will have to be paid to IFLA for the post-conference. The group discussed to spend the money on Chinese and Korean translations of the brochure and possibly of papers.

Activities of the Standing Committee

A. Projects

Outcome measures: The working group consists of Colleen Cook, Eric Davies, Ellen Hoffman, and Roswitha Poll (chair). The bibliography on impact and outcome has been considerably revised and enlarged.
<http://www.ulb.uni-muenster.de/outcome>

Webography of statistics website: Henrik Aslund, the outgoing information coordinator, will revise the website before leaving..

B. Publications

Newsletter: As yet, two newsletters were published in 2005, a 3rd will

be published in late autumn.

Brochure: The brochure was printed again. A Russian version is now available.

Appraisal of Section

The section's main issue is **advocacy for collecting, using and understanding statistics and measures and for combining hard data with anecdotal evidence**. It does "background work" by serving all other sections, whether types of libraries or special activities and resources of libraries, with a framework of data and methods. The high attendance of the section's sessions and the manifold cooperation activities show the general interest.

New topics might be measures for special libraries and taking up again the topic of performance measures for national libraries.

The section keeps up continuous contacts to ISO and LISU. A new contact was made to UNESCO by a member contacting the UNESCO Institute of Statistics, Montreal. A coordinating group was installed for contact issues, consisting of Michael Heaney, Michele Farrell, Elisabeth Lemau, Pierre Meunier, and Sherrie Schmidt. In order to increase contacts to existing and potential members, it was decided to contact the national institutions that edit the national library statistics. It was also discussed to have a mail discussion list and a very short membership review, showing the section's topics since 2000 and asking for input as to possible new topics.

As to help from IFLA HQ, it was suggested that it would be useful to be informed about new section members. It would also be helpful to get an "imprimatur" from IFLA for talking with UNESCO.

WSIS advocacy

Though IFLA did not second the section's project for "robust measures" in 2004, the section will keep this question in mind and try for other ways that might lead to such measures.

Action on IFLA resolution about women's issues

It was decided trying to find relevant measures as to for IFLA's advocacy of women's issues, e.g. women in staff and staff groups and in users and user groups. The working group consists of Michele Farrell and Sherrie Schmidt.

Review of Strategic Plan

Referred to 2nd meeting

Seoul WLIC 2006

It is planned to have an open session with Knowledge Management on "Evidence-based knowledge management". A possible extra slot with University Libraries could concentrate on "Performance measures on a national scale".

Durban WLIC 2007

The idea was to speak with Special Libraries about a common session.

Member activities

Referred to 2nd meeting

Any other business

A section's dinner was planned for Sunday, Erlend Ra choosing the restaurant.

Standing Committee II.

19 August 2005, Oslo, Norway

Attendees:

Members:

Michael Heaney (Chair, Oxford University, U.K.) michael.heaney@ouls.ox.ac.uk
Roswitha Poll (Secretary/Treasurer, Münster, Germany) pollr@uni-muenster.de
Christina Jönsson-Adrial (information coordinator, BIBSAM, Royal Library, Sweden) christina.jonsson.adrial@bibsam.kb.se
Colleen Cook (Texas A&M University, United States) ccook@tamu.edu
Denis Cordazzo (Ministère de la Culture, France) denis.cordazzo@culture.gouv.fr
Michele Farrell (IMLS, United States) mfarrell@imls.gov
Brinley Franklin (University of Connecticut, United States) brinley.franklin@uconn.edu
Elizabeth Lemau (Université Rennes II, France) elisabeth.lemau@uhb.fr
Pierre Meunier (Public Library of Montreal, Canada) pmeunier@ville.montreal.qc.ca
Erlend Ra (Norwegian Archive, Library and Museum Authority, Norway) erland.ra@abm-utvikling.no
Sherrie Schmidt (Arizona State University, United States) sherrie.schmidt@asu.edu

Observers:

Thierry Cherizard (FOCAL – Open Society Institute, Haiti) tcherizard@yahoo.com
J. Eric Davies (LISU, UK) j.e.davies@lboro.ac.uk
Markku Laitinen (Helsinki University, Finland) markku.laitinen@helsinki.fi
Denise Pithan (University of Sao Paulo, Brazil) denise.pithan@poli.usp.br
Ulla Wimmer (Deutscher Bibliotheksverband, Berlin, Germany) wimmer@bibliotheksverband.de

Michael Heaney welcomed the members and guests. Attendees introduced themselves.

Agenda: The agenda was approved with an addition at TOP 5A: Information literacy and at TOP 9B: Quebec 2007.

Section events at the Oslo Conference

- i. **Quality Issues in Libraries Discussion Group:** There were ca. 150 persons attending. Evaluation surveys showed good notes. It was decided that the section University Libraries will ask for another 2 years for the discussion group. Christina Jönsson-Adrial from Statistics and Evaluation and Klaus Ceynowa from University Libraries will jointly chair the discussion group. One topic that found great interest could be quality of reference services.

ii. Open Program:

“Quality in the institutional environment”: The session was conducted together with University libraries and had an attendance of ca. 210 persons.

“Measures and standards in the electronic age”: This was a cooperative session of Information Technology, University Libraries and Statistics and Evaluation. There were ca. 225 attendants.

IFLA Booth: Erland Ra and Michael Heaney attended the booth. The decision of last year to take brochures also to every event of the section proved efficient.

- iii. **Proposed paper for IFLA journal**: The cooperating sections had divided the task. Statistics had to choose one paper out of “Quality in the institutional environment” and named: Tunon/Brydges: Improving the quality of university libraries through citation mining

Reports of other meetings:

Members reported about interesting topics and methods, especially about experiences with group work within sessions.

Activities of the Standing Committee:

A. Projects:

- Working group **“women’s issues”** (see first meeting)
- **Study on library schools**: several years ago, the section conducted a study on library schools teaching statistics and evaluation topics. This ought to be repeated in order to see whether there is a wider perception of these topics and how the section could further teaching on them. Erland Ra takes responsibility. The section will apply to IFLA for 500 €.
- **Establishing a cooperation with the UNESCO Institute of Statistics in Montreal**: The goal is to have better and robust international statistics. The section will apply for 1.200 € funding, mostly for contact journeys.
- A possible task for the library might come out of IFLA’s activities as to **information literacy**. Michael Heaney reported briefly about a talk with Christobal Pasadas.

B. Publications:

The results of the working group on women’s issues might be a separate website publication.

Development of Strategic Plan for 2006-2007

The Strategic Plan 2004-2005 was discussed as to changes and new topics. It was decided to adjust the plan to IFLA’s three pillars.

Appraisal of section

Most topics had been discussed during the first meeting.

To promote membership and keep a closer contact with existing members, the section will

- address the organizations that produce national statistics,
- circulate the list of section members to the SC,
- send a “welcome package” to new members.
- take section leaflets to other conferences. Christina Jonsson-Adrial will take care of the leaflets and send them to section members on request. Colleen Cook will try to produce leaflets again.

Seoul WLIC 2006

The section decided to have if possible the following activities:

- A. Quality issues discussion group**
- B. Evidence-based knowledge management:** 4-hour-slot together with Knowledge Management. Responsible: Sue Henczel (Statistics and Evaluation) and Margaret Haynes (Knowledge Management)
- C. Quality measures on a national scale:** extra 2-hour slot together with University Libraries, perhaps National Libraries or Division I.

Durban WLIC 2007

The following possible activities were discussed:

- A. Quality issues discussion group**
- B. Special libraries need special measures:** Contacts to be taken to Special Libraries and the South African Library Association.
- C. Workshop on “How to collect and use statistics”**
- D. Satellite conference Northumbria 7** (pre-conference near or in Capetown)

Quebec WLIC 2008

It was discussed to take up the issue of “robust measures” again in contact with UNESCO.

Member activities (referred to 2nd meeting from TOP 15 of the 1st meeting)

Australia/New Zealand: Statistics are at the moment collected by groups of libraries, but it will be tried to combine them. The CAUL statistics are now online.

Canada: Performance measures are being developed for public libraries in Quebec.

France:

Public libraries: A new questionnaire has been sent out to 2000 libraries.

University libraries: In the evaluation unit for universities there are only 2 library indicators. There is an evaluation of staff with 33 indicators, and a survey for continuous training of staff.

Germany: The national library statistics are the responsibility of the HBZ (Hochschulbibliothekszentrum, Köln). HBZ is also administering the national benchmarking project BIX, that is now in the responsibility of the German Library Association (DBV).

Norway: Statistics for public and university libraries are now on a web-based system.

Sweden: The Quality Handbook has been tested and libraries are encouraged to use it. It is no joint project at the moment.

United Kingdom: LISU reported on a study on economics of electronic journals and another about accessibility issues

United States:

- ALA: LIBQUAL is now used by 6-700 libraries. DIGIQUAL is a new project for assessment of digital libraries (conducted by ACRL).
- IMLS: Projects on outcome
- ARL: There is a task force on new ways of measuring. The national centre

for educational statistics (survey every 2 years) has for the first time E-metrics for libraries.

It was decided to have the reports with more details in the section's next newsletter.

Any other business

No other business.