

INTERNATIONAL FEDERATION OF LIBRARY ASSOCIATIONS AND INSTITUTIONS
FEDERATION INTERNATIONALE DES ASSOCIATIONS DE BIBLIOTHECAIRES ET DES BIBLIOTHEQUES
INTERNATIONALER VERBAND DER BIBLIOTHEKARISCHEN VEREINE UND INSTITUTIONEN
FEDERACIÓN INTERNACIONAL DE ASOCIACIONES DE BIBLIOTECARIOS Y BIBLIOTECAS
МЕЖДУНАРОДНАЯ ФЕДЕРАЦИЯ БИБЛИОТЕЧНЫХ АССОЦИАЦИЙ И УЧРЕЖДЕНИЙ



STATISTICS AND
EVALUATION SECTION
NEWSLETTER

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1 Section Meetings in Buenos Aires

STATISTICS & EVALUATION SECTION STANDING COMMITTEE 1

The First Standing Committee meeting will be held 14:30-17:20 on Saturday, 22 August 2004

AGENDA (draft)

1. Welcome & introductions
2. Adoption of the agenda
3. Adoption of the Minutes from the Standing Committee meetings in Boston
4. Report from Professional Board and Co-ordinating Board Meetings
5. Statistics and Evaluation Section events at the Buenos Aires Conference
 - A. Quality Issues in Libraries Discussion Group
 - B. Open Program:
 - C. IFLA Booth
6. Report of Financial Officer
7. Activities of the Standing Committee
 - A. Projects
 1. Outcome measures
 2. Webography of statistics Web sites
 - B. Publications
 1. Newsletter
 2. Case studies of the use of statistics
8. Review of Strategic Plan 2004-2005 actions
9. Action on IFLA resolution:
'We urge the members of all divisions and sections of IFLA to undertake activities to study information needs of women in the member countries in order to enhance information services to women and to augment women's use of information'

9. Member activities

10. Oslo WLIC 2005

11. Planning for Seoul WLIC 2006

12. Any other business

The Second Standing Committee meeting will be held 14:30-17:20 on Saturday 28 August.

STATISTICS & EVALUATION SECTION STANDING COMMITTEE 2

Friday, 8 August 2003, 8:00 – 10:00 a.m.

AGENDA (draft)

1. Welcome & introductions
2. Adoption of the agenda
3. Statistics and Evaluation Section events at the Berlin Conference
 - A. Quality Issues in Libraries Discussion Group, start-up meeting
 - B. Open Program
 - C. IFLA Booth
4. Report of other meetings
5. Activities of the Standing Committee
 - A. Projects
 - B. Publications
6. Oslo WLIC 2005
7. Seoul WLIC 2006
8. Any other business



2 Buenos Aires Programme

The Section is participating in a discussion group and in two programme sessions during the conference. These are:

08:30-10:30 Wednesday 25 August

Quality Issues in Libraries Discussion Group

What do we mean by quality?

A number of short presentations with the group to try and identify what we mean by quality issues in libraries. Speakers include Toby Bainton (UK), Miguel Duarte (Spain), Roswitha Poll (Germany), Beverly Lynch (USA)

16:00-18:00 Wednesday 25 August

Statistics and Evaluation with University Libraries – with Simultaneous Interpretation

Cost of Information Access

This session includes presentations on the management of electronic collections with cost-per-use data, and on library management with cost data, which covers all library services.

Management of the electronic collection with cost-per-use data

BRINLEY FRANKLIN (University of Connecticut, Storrs, USA)

Cost of open access

GUNNAR SAHLIN (National Library of Sweden, Stockholm, Sweden)

Library management with cost data

ROSWITHA POLL (University and Regional Library, Münster, Germany)

Non-subscription costs of print and electronic journals on a life-cycle basis

ANN OKERSON (Yale University, USA) and ROGER C. SCHONFELD (Ithaca, USA)

08:30-10:30 Thursday 26 August

Public Libraries with Statistics & Evaluation

Take it to the limit: using statistics to optimise the use of public libraries

The session reviews current statistics and key performance measures that public libraries use today, to evaluate the effectiveness of each for added-value. It will recommend to public libraries a set of key performance indicators that they can adopt for their libraries, both in the physical and digital library services; and study the use of these indicators to secure more support from the community and funding.

Statistics: making the right choices. What to keep and what not to keep

DAVID FUEGI (MDR Partners, Colchester, UK) and PIERRE MUNIER (Montreal Public Library, Montreal, Canada)

De como las estadísticas y los indicadores ayudan a mejorar las bibliotecas: el caso de la Red de Bibliotecas Municipales de la Provincia de Barcelona

TONI FELIU and JORDI PERMANYER (Servei de Biblioteca, Diputació de Barcelona, Barcelona, Spain)

Together we shape better libraries

CHRISTINA JONSSON ADRIAL (Royal Library of Sweden, Stockholm, Sweden)

The Never People: reaching out to non-users in our communities

ANALÍA CAÑIBANO and PATRICIA BARGERÓ (Public Library 'Domingo F. Sarmiento', Buenos Aires, Argentina)

3 Performance Measurement Conferences

The *Proceedings of the 5th Northumbria International Conference on Performance Measures in Durham, England, 28-31 July 2003* will be published by Emerald Group Publishing this summer. The event was an IFLA satellite meeting sponsored by the Statistics & Evaluation Section.

The 6th International Conference on Performance Measures, 'The Impact and Outcomes of Library Services: Performance measurement for a changing information environment', to be held in Durham, England, on 20-23 August 2005, will be an IFLA Satellite Conference.

4 Plans for Oslo

Libraries - A voyage of discovery



We are already planning possible programmes for the Oslo meeting in 2005. Please come to the Section meeting to give us your views.

5 Plans for Seoul



The theme will be 'Libraries: Dynamic Engines for the Knowledge and Information Society. Initial plans for the Section's contribution to this conference are welcome.

6 People



Henrik Aslund, the Information Coordinator, has changed jobs and is now the head of the digital library services at Lund University Libraries

7 Case studies demonstrating use of statistics

At the Section meeting in Berlin I agreed to compile a bibliography of case studies which demonstrate how libraries have utilised statistics and evaluation to improve the management of libraries. It is intended that this will be mounted on IFLANET but a preliminary draft is published here.

The great majority of these works deal with individual libraries, and they have been grouped first, into type of library, second, into reverse chronological order. Only works published in the last twenty years have been included.

Michael Heaney

1. Public libraries

H. Weiss, 'Tracking usage patterns' *Library Association Record*, 102.8 (Aug 2000), 448-449 [Southwark Council in London]

L. Van Tilburg, 'Mark van de Plasse "Met cijfers kun je signalen van klanten beter plaatsen"', *BibliotheekBlad*, 4.13 (30 Jun 2000), 22-23. [Vlissingen Public Library]

D.D. Mancini, 'Mining your automated system for systemwide decision making', *Library Administration and Management*, 10.1 (Winter 1996), 11-15 [DeKalb County Public Library, Georgia, USA]

R. Alston, 'From Rationale to Results: Implementing Performance Indicators in a Public Library', in *Proceedings of the 1st Northumbria International Conference on Performance Measurement in Libraries and Information Services, 1995*. (Newcastle upon Tyne: Information North, 1995), 207-214. ISBN 0 906433 22 3
[Essex County Library]

P.M. Clark, 'A viable MIS: DeKalb County Public Library', *The Bottom Line*, 7.1 (Summer 1993), 30-31.

II. University/college libraries

L.McGill, 'Measure for measure: using statistics to monitor service take up of the University of Leicester Library's Distance Learning Unit', *Library and Information Research News*, 26.82 (Spring 2002), 16-25.

R. Cheng, S. Bischof, A.J. Nathanson, 'Data collection for user oriented library services: Wesleyan University Library's experience', *OCLC Systems and Services*, 18.4 (2002), 195-204.

J. Shaw-Kokot, C. de la Varre, 'Using a journal availability study to improve access', *Bulletin of the Medical Library Association*, 89.1 (Jan 2001), 21-28.
[North Carolina University at Chapel Hill's Health Sciences Library]

M. Bannister, 'From Research to Practice', in *Proceedings of the 3rd Northumbria International Conference on Performance Measurement in Libraries and Information Services, 1999*. (Newcastle upon Tyne: Information North, 2000), 69-74. ISBN 0 906433 35 5
[Charles Sturt University Library]

J.H. Dixon, 'Library management statistics from an integrated library system (ILS)', *Acquisitions Librarian* 24 (2000), 41-46.
[Florida's College Center for Library Automation]

J. Kibbee, J. Ward, 'The Impact of System Migration on Users: Assessing and Addressing Reactions to a New Public Access Catalogue' in *Proceedings of the 3rd Northumbria International Conference on Performance Measurement in Libraries and Information Services, 1999*. (Newcastle upon Tyne: Information North, 2000), 87-90. ISBN 0 906433 35 5
[University of Illinois Library]

A. Kraemer, M. Markwith, 'Integrating vendor supplied management reports for serials evaluation: the Medical College of Wisconsin experience', *Acquisitions Librarian* 24 (2000), 65-73.

T.L. Oparanozie, 'Instant access to fund accounting information: advice for selectors and acquisitions librarians', *Acquisitions Librarian*, 24 (2000), 75-88.
[Newton Gresham Library, Sam Houston State University, Texas]

J. Schmidt, J. Croud, 'The University of Queensland Library: a Case Study in Building a Culture of Continuous Improvement', in *Proceedings of the 3rd Northumbria International Conference on Performance Measurement in Libraries and Information Services, 1999*. (Newcastle upon Tyne: Information North, 2000), 119-124. ISBN 0 906433 35 5

J. Stephen Town, 'Benchmarking: Strife, Theft or Communion?', in *Proceedings of the 3rd Northumbria International Conference on Performance Measurement in Libraries and Information Services, 1999*. (Newcastle upon Tyne: Information North, 2000), 53-60. ISBN 0 906433 35 5
[Cranfield University]

J. Webb and L. Galloway, 'The Voice of the Process: Process Management and Performance Measurement of

Collection Development Activities in a New University Library', in *Proceedings of the 3rd Northumbria International Conference on Performance Measurement in Libraries and Information Services*, 1999. (Newcastle upon Tyne: Information North, 2000), 125-130. ISBN 0 906433 35 5 [De Montfort University Library]

A. Martin, 'Setting Standards for Enquiry Desk Operations: A Case Study', in *Proceedings of the 2nd Northumbria International Conference on Performance Measurement in Libraries and Information Services*, 1997. (Newcastle upon Tyne: Information North, 1998), 165-172. ISBN 0 906433 30 4 [Nene College of Higher Education, UK]

S. Savage, J. Janes, 'Developing meaningful statistics', *Serials Librarian*, 34.3-4 (1998), 367-377. [Wayne State University Libraries, Michigan]

J.A. Gill, 'Serials financial management reports: application of spreadsheet software for internal control of serials financial planning', *Serials Review*, 23.3 (Fall 1997), 48-63 [City College Library, City University of New York]

P. Hyland, L. Wright, 'Using statistics for database management in an academic library' *Australian Academic and Research Libraries*, 27.3 (Sep 1996), 169-81 [Wollongong University Library]

M.J. Moore, 'An ocean of data bits: statistics on the MELVYL system', *DLA Bulletin*, 14.1 (Spring 1994), 18-27. [Universities of California]

B. Brown, 'Triage assessment and management measures for access services' *Collection Management*. 17.1-2 (1992), 217-235.

[Montana University, Mansfield Library]

A.S.C. Hooper, 'The use of technology for better management decision making in a university library', *IATUL Proceedings (New Series)*, 1 (1992), 66-71 [University of Cape Town Libraries]

P. Philip, J.M. Willers, 'Using management information in a polytechnic library', *Journal of Librarianship*, 21.1 (Jan 1989), 19-35 [City of London Polytechnic Library]

C.P. Hawks, 'The GEAC Acquisitions System as a source of management information' *Library Acquisitions: Practice and Theory*, 10.4 (1986), 245-253. [University of Houston at University Park Libraries]

III. Other libraries

S. Madkour, 'Performance Evaluation and its Impact on Information Services in Science and Technology Information Centre (SCITIC)', in *Proceedings of the 3rd Northumbria International Conference on Performance Measurement in Libraries and Information Services*, 1999. (Newcastle upon Tyne: Information North, 2000), XX-XX. ISBN 0 906433 35 5 [SCITIC, Cairo]

N. Sutherland, S. Wanat, 'Marshaling statistics: enhancing interlibrary loan service with OCLC management software', *Journal of Interlibrary Loan, Document Delivery and Information Supply*, 11.1 (2000), 87-98. [Unspecified library]

D. Camille, S. Chadha, R.A. Lyders, 'The Houston Academy of Medicine Texas Medical Center Library management information system', *Bulletin of the Medical Library Association*, 81.4 (Oct 1993), 371-376.

R.A. Adams, 'A system to improve the availability of information for library managers', in P. Burton (ed), *MS DOS software for library and information applications*, (Aldershot: Gower, 1990), 123-135.

[Unspecified library]

M. S. Klein, 'Adapting IAIMS to a hospital library level', *Bulletin of the Medical Library Association*, 77.4 (Oct 1989), 357-365.

[Children's Hospital of Michigan Medical Library]

IV. General

S. Beck, 'The Extent and Variety of Data-Informed Decisions at Academic Libraries: An Analysis of Nine Libraries of the Association of Research Libraries in the USA and Canada' in *Proceedings of the 5th Northumbria International Conference on Performance Measurement in Libraries and Information Services, 2003*. (Newcastle upon Tyne: Information North, 2004).

[forthcoming]

[Various libraries]

E.E. Rokitskaya, 'Deyatel'nost' organizatsii kak ob"ekt informatsionnogo upravleniya', *Nauchno-Tekhnicheskaya Informatsiya: Seriya 1, 2* (2002), 19-28.

[Various libraries]

M. Kingsley, 'Evaluating approval plans and other methods of book selection through system management reports', *Acquisitions Librarian*, 24 (2000), 57-64.

[Various libraries]

C.D. Fiore, 'The numbers game: how to fatten your budget by using statistics', *School Library Journal*, 44.3 (Mar 1998), 104-106.

[Various American school libraries]

M.L. Smith, 'Using statistics to increase public library budgets', *The Bottom Line*, 9.3 (1996), 4-13.

[Various libraries]

The use of management data in public and academic libraries: Four case studies. British National Bibliography Research Fund Report 73 (1995), 145 pp. ISBN 1 873671 08 3.

[East Sussex, London Borough of Bromley, Sussex University and Northumbria University]

K.C. Lance, K. Sherlock, 'Use of statistics in management decisions', in *Proceedings of the Allerton Park Institute, Robert Allerton Park, Monticello, Illinois, 27-29 October 1991*. (Urbana-Champaign: Illinois University at Urbana Champaign, Graduate School of Library and Information Science, 1992), 40-51.

[Various libraries]

**'Todo debe de ser
cosa de viento y
mentira, y todo
pastraña, o patraña,
o como lo
llamaremos' –
Miguel de Cervantes
Saavedra, *Don
Quijote*, III.xxv**

*('All must be made up of
wind and lies,
and all pigments or
figments, or whatever we
may call them')*