

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 Revision of ISO standards



The International Standards for statistics and performance measurement are in revision. ISO 2789 (2003) "International library statistics" will have more detailed statistics for staff and relevant changes in the definitions for use of electronic library services in order to comply with recent developments and with the project COUNTER.

As to performance measurement, the existing standards ISO 11620 (1998) "Library performance indicators" + Amendment 1 (2003) and the Technical Report 20983 (2003) "Performance indicators for electronic library services" will be joined in a new ISO 11620 edition. Some indicators of the original standard will be deleted, as they have lost in relevance, and new indicators will be added that have been tested in the meantime.

The working groups for both standards will meet in December 2004 in Berlin in the frame of ISO Technical Committee 46, Sub-committee 8 (Statistics and Performance Evaluation), and drafts of the standards will go out for voting afterwards. Countries interested in participating in the work should join SC 8 via their national standards organization.

2 Web links

Our Section's website now shows three sets of links:

- related to statistics
 - related to outcome measures
 - related to library evaluation
- Website visitors are invited to send additions to the Secretary or to the Information co-ordinator (Henrik Åslund).

3 Programmes for Oslo

Libraries - A voyage of discovery



We hope to contribute towards three programmes in Oslo, as well as a post-conference satellite programme.

First, we shall be organising a joint session with the University and

Research Libraries section on 'Quality influenced by the institutional environment'. This will be a four-hour session, which will give us plenty of time to explore the theme.

Second, we shall be continuing our participation in the 'Quality Issues in Libraries' Discussion Group, which will consider issues of 'Website Quality'.

Third, we have combined with both the University and Research Libraries and the Information Technology sections to bid for an extra session on 'Measures and standards in the electronic environment'.

Calls for papers will be issued shortly. Please get in touch with either the Chair or the Secretary if you are interested in giving a paper!

We are collaborating with the Information Management Research Institute at Northumbria University to hold an IFLA Satellite Conference, the 6th International Conference on Performance Measures, '**The Impact and Outcomes of Library Services: Performance measurement for a changing information environment**', which will be held in Durham, England, on 20-23 August 2005. Watch out for details at the Institute's website, http://online.northumbria.ac.uk/faculties/art/information_studies/lmri/index.htm

4 Buenos Aires meetings

Minutes, Standing Committee I, 22 August 2004



Attendees:
Members: Michael Heaney (Chair, Oxford University, U.K.), Roswitha Poll (Secretary /Treasurer, Münster, Germany), Henrik Åslund (Information

Coordinator, Lund University, Sweden), Colleen Cook (Texas A&M University, USA), Brinley Franklin (University of Connecticut, USA), Susan Henczel (CAVAL, Australia); Pierre Meunier (Public Library of Montreal, Canada), Erland Ra (Norwegian Archive, Library and Museum Authority, Norway), Pauline Rothstein (Long Island University, USA), Sherrie Schmidt (Arizona State University, USA), Yakov Shraiberg (Russian National Public Library of Science and Technology, Russia).
Observers: Vivian Agyei (Tshwane University of Technology, South Africa), Eliezer Bizimwa (ULPGL-Goma, Congo), Malamine Diouf (Université Gaston Berger, Senegal), Joyce Gozo (Vaal University of Technology, South Africa), Christina Jönsson-Adrial (Royal Library, Sweden), Beverly Lynch (UVLA, USA), Mark White (ORH NHS Finance Systems, U.K.), Tatiana White (University of Oxford, U.K.).
Regrets: Valerie Alonzo (Bureau of Libraries of the City of Paris, France)

1. Michael Heaney welcomed the members and guests. Attendees introduced themselves. The sale of tickets for the IFLA raffle was organized

2. *Agenda:* The agenda was approved as distributed.



IFLA President and Vice-president visit the first Section meeting. Left to right: Pierre Meunier, Alex Byrne, Roswitha Poll, Michael Heaney, Kay Raseroka; back to camera, Christina Adrial Jonsson

3. *Minutes:* The minutes of the Berlin meetings were approved.

4. *Report from Professional Board and Coordinating Board meetings:* Michael Heaney reported about the new regulations for projects and the regulations for resolutions to be submitted to Council. He pointed to the importance of election of new members in Oslo, as many members will be leaving then.

5. *Section events in Buenos Aires:*

1. Quality Issues in Libraries Discussion Group: The discussion group was initiated by University Libraries and co-sponsored by Statistics & Evaluation, Government Libraries, Management and Marketing, and Public Libraries. As Sue McKnight cannot attend the IFLA in Buenos Aires, Michael Heaney will chair the meeting.

2. Open Program:

“*Cost of Information Access*”, 2-hour slot together with University Libraries. As Michael Heaney has volunteered to speak instead of Gunnar Sahlin, Pauline Rothstein will chair the session.

“*Take it to the limit*”, 2-hour slot together with Public Libraries. As David Fuegi will not be able to attend, Pierre Meunier undertakes to give an overview of Fuegi’s results.

6. *Project "Robust Library Statistics"*
After TOP 5, IFLA President Kay Raseroka and President Elect Alex Byrne attended the meeting. In their effort for "advocacy" for libraries, they need reliable basic library statistics for the next World Summit of Information in Tunis 2005. As yet, existing Unesco and LIBECON data have been used. The emphasis should be on clients, accessibility, connectivity, and – if possible – new library services. The geographical spread should be considered, under-provision could be highlighted. An ad-hoc working group consisting of Susan Henczel (chair), Brinley Franklin, Roswitha Poll, and Joyce Gozo will try to identify a list of possible statistics during the conference.

7. *Financial Report:* Of the 325 Euro allowed to the section, 87.50 Euro were spent for the 1st newsletter, the invoice for the 2nd will be about Euro. The section will have to pay a charge to IFLA for the post-conference meeting in Oslo (Northumbria Conference). Thus, funds will not allow for a 3rd newsletter. Henrik Åslund volunteers to find a cheaper way of production for the newsletter (120 copies).

8. *Projects / Publications:*
Outcome measures: The working group consists of Colleen Cook, Eric Davies, Ellen Hoffman, and Roswitha Poll (chair). A content table for the projected guidelines on outcome measures was distributed by Roswitha Poll and accepted by the committee.
Webography of statistics website: Henrik Åslund has revised and enlarged the list. Roswitha Poll has produced another such list, restricted to evaluation in libraries, that Henrik Åslund sent to IFLANET. Thus, the section's website will show 3 link lists/bibliographies: Statistics, evaluation, and outcome.
"Case studies demonstrating use of statistics", compiled by Michael Heaney (see *Newsletter* July 2004),

shall also be put on the section's website so that people may add cases.
Newsletter: As yet, two newsletters were published in 2004, a 3rd is planned.

9. *Review of Strategic Plan 2004/05 actions:* The review showed that the goals have been either achieved, or that activities are ongoing. Contact to library schools is maintained by Eric Davies, Sherrie Schmidt, and Pauline Rothstein. Contact to ISO is maintained by Henrik Åslund, Pierre Meunier, and Roswitha Poll.

10. *OSLO WLIC 2005:* There are proposals to cooperate again with University Libraries, and to have a session together with Information Technology. The post-conference together with the Northumbria International Conference on Performance Measures has been approved by IFLA and will be held in Durham, England, on 20-23 August 2005.

11. *Seoul WLIC 2006:* The section might cooperate with Knowledge Management.

12. *Any other business:* Yakov Shraiberg informs about two future conferences in Russia.

Minutes, Standing Committee II, 28 August 2004

Attendees:

Members: Michael Heaney (Chair, Oxford University, U.K.), Roswitha Poll (Secretary/Treasurer, Münster, Germany), Henrik Åslund (Information Coordinator, Lund University, Sweden), Brinley Franklin (University of Connecticut, USA), Susan Henczel (CAVAL, Australia); Elisabeth Lemau (Université Rennes II), Pierre Meunier (Public Library of Montreal, Canada), Erlend Ra (Norwegian Archive, Library and Museum Authority, Norway), Sherrie Schmidt (Arizona State University, USA).

Observers: Johan Edgren (Hisingens Library Gothenburg, Sweden), Eulàlia Espinàs (Fundación Bertelsmann, Spain), Christina Fernandez de Soto (Fondacion FNST.Letoie, Argentina), Christina Jönsson-Adrial (Royal Library, Sweden), Fernando López (National Library of Tescher, Argentina), Marta Lozano (Ministry of Economy, Argentina), James Self (University of Virginia, USA), Joaquin Selgas (Biblioteca Regional de Castilla La Mancha, Spain).
Regrets: Valerie Alonzo (Bureau of Libraries of the City of Paris, France)

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

2. *Agenda*: The agenda was approved with the addition of TOP 8: Membership

3. *Section events at the Buenos Aires Conference*

A. Quality Issues in Libraries

Discussion Group: There were ca. 130 persons attending. 52 evaluation surveys were returned with good notes.

B. Open Program: "Cost of information access": The session had an outstanding attendance (ca. 460 persons). The evaluation surveys returned (only 19) said "good" or "excellent". Some comments asked for the topic "cost of open access".

"Take it to the limit": There were ca. 100 attendants (no evaluation).

Attendants welcomed the Spanish translator.

C. IFLA Booth: Colleen Cook, Sherrie Schmidt and Michael Heaney attended the booth. It was decided to take brochures to every event of the section, as they find more interest there.

D. Proposed papers for IFLA journal: The following papers were chosen: Brinley Franklin: Management of the electronic collection with cost-per-use data

Christina Jönsson-Adrial: Swedish Quality Evaluation Project

Roswitha Poll: Quality

4. *Reports of other meetings*: Michael Heaney gave a short report about the activities of the Knowledge Management Section.

5. *Activities of the Standing Committee*:

Outcome measures: The working group will keep in close contact with the Quality Working Group of University Libraries that consists of Eva Hesselgren (chair), Magnhild Boyum Aase, Sue McKnight, and Melita Ambrozic.

"Robust Statistics": The list of possible statistical data drawn up by the ad-hoc working group was discussed (see section 4). It was decided to apply to IFLA for a "scoping study", to be performed by Loughborough Statistics Unit. In case of a positive outcome of that study, IFLA should try fundraising for a project of 6 months (2 persons) in order to finish in time before the next World Summit.

Brochure: A colour print would get more attention. Colleen Cook will try to manage that with consideration as to costs.

6. *Oslo WLIC 2005*: The SC decides to apply for the following:

1. Library quality in the institutional environment: 4-hour open session together with University Libraries
2. Measures and standards for electronic services: Extra slot. 2 hours together with Information Technology and University Libraries
3. Website quality: Topic for the Quality Issues in Libraries Discussion Group (University Libraries are responsible)

7. *Seoul WLIC 2006*: The proposal is to have a 2-hour session together with Knowledge Management: Evidence in knowledge management.

8. *Membership*: The outgoing members are all available to be re-elected for another 4 years. Calls for election will go out in October.

5 Robust statistics

The list of measures agreed at the 2nd Section meeting in Buenos Aires is as follows:

1. *Library provision*
 - 1.1 Number of libraries (categorised as academic, public, school and other)
 - 1.2 Number of staff (Full-time equivalent)
 - 1.3 Number of user places
 - 1.4 Number of computers for users
 - 1.5 Number of libraries with networked catalogues
2. *Collections*
 - 2.1 Number of physical items held
 - 2.2 Number of physical items acquired each year (by all methods)
 - 2.3 Number of print journal subscriptions
 - 2.4 Number of E-journal subscriptions
 - 2.5 Expenditure on acquisitions (of all kinds)
3. *Usage*
 - 3.1 Number of loan transactions
 - 3.2 Number of user visits
 - 3.3 Number of registered library users

6 UNESCO, IFAP and WSIS

In October Michael Heaney, as Chair of the Section, was invited to attend a meeting of UNESCO's Information For All Programme (IFAP) in Paris. The occasion was an open thematic debate with other interested groups in UNESCO and other relevant agencies to discuss and identify relevant methods for measuring progress towards achieving IFAP's goals as well as progress in bridging the digital divide, specifically in the context of preparations for Phase II of the World Summit on the Information Society in Tunis in December 2005.

The core underlying question of the meeting was, how does a country

know how well it is doing in achieving the IFAP goals; what reliable international comparative data can be used to signal to politicians and other leaders where they stand on a global scale? This is based on the assumption that IFAP goals will only be achieved and digital divides will only be overcome as a result of policy developments and funding priorities at the national level. We see this as a key role for IFAP National Committees to raise the policy awareness of digital matters within their own countries.

The theme tied in very well with our Section's proposals for Robust Statistics

UNESCO IFAP sees the biggest challenge for this debate as understanding exactly what it is that we want to measure, framed in terms of telecommunications. Most discussions of ICT measurement quickly turn to the very physical and concrete components of ICT infrastructure – telephones, computers, internet connections, bandwidth. However, unless these measures are placed within the context of a society itself, they are rather hollow and can be misleading in trying to understand the benefits ICTs are delivering.

In our presentation we stressed how libraries and library services provide some of that contextual background. In making the presentation we were requested to address the following specific questions:

- What is the project/initiative?
- What specific IFAP/WSIS/MDG goals is this project addressing?
- How does the project make a difference?
- How is the difference being measured (or how could it be measured)?
- What measurable characteristics are being used to assess the success of the project?

It's fair to say that the IFLA presentation was the only one to come to the meeting with a specific proposal, and a request for funding to carry our programme through. We await the result with anticipation!

The meeting was also useful for contacts with other bodies, including the International Council on Archives and UNESCO's own Institute of Statistics. We are now actively pursuing contacts with the Institute, because this is one of the declared objectives of the Section.

7 Plans for Seoul



The theme will be 'Libraries: Dynamic Engines for the Knowledge and Information Society. We have plans to hold a joint session with the new Knowledge Management

section on 'Evidence in Knowledge Management'. It is not too early to express an interest in presenting a paper!

8 Acknowledgements

This issue has been produced with the kind assistance of Henrik Åslund and Lund University Libraries.

'... в течении случайных шансов бывает хоть и не система, но как будто какой-то порядок, что, конечно, очень странно' – Федор Достоевский, Игрок, глава IV

*('...in the flow of fortuitous chances there is, if not a system, at all events a sort of order. This, of course, is a very strange thing.' – Fedor Dostoevskiy, *The Gambler*, Chapter IV)*



A lasting image of Buenos Aires: street tango dancers, San Telmo district