IFLA

STATISTICS AND EVALUATION SECTION
NEWSLETTER

December 2006

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Contents

1 Meetings in Seoul

Minutes of Standing Committee I
19 August 2006, Seoul

1.   Michael Heaney welcomed the members and guests. Attendees introduced themselves.
 2.   *Agenda:* The agenda was approved as distributed.
3.   *Minutes:* The minutes of the Oslo meetings were approved.
4.   *Report from Professional Board and Coordinating Board meetings*: Michael Heaney reported from Professional Board and Coordinating Board meetings. There was a short discussion about the proposal for a revised organisational structure of IFLA. Members were invited to submit their views to IFLA. [Action: All]
5.   *Section events in Seoul:*
1.   Quality Issues in Libraries Discussion Group: Quality in digital reference services
The discussion group is sponsored by Academic and Research Libraries and co-sponsored by Statistics and Evaluation. The session in Seoul was prepared by Christina Jönsson-Adrial (Statistics and Evaluation) and Klaus Ceynowa (Academic and Research Libraries).
2.   Open Program:
 a) "Quality measures on a national scale", extra 2-hour slot together with Division I. The program was prepared by Roswitha Poll.
 b) "Evidence-based knowledge management", 4-hour slot together with Knowledge Management. The program was prepared by Michelle Farrell (Statistics and Evaluation) and Margaret Haynes (Knowledge Management).
3.   IFLA booth
    Colleen Cook and Sherrie Schmidt will attend the booth.

6.   *Report of Financial Officer*
    Roswitha Poll distributed a short report on income and expenditure 2005 and 2006. As the newsletters and the brochure were produced without cost for the section, thanks to Colleen Cook. 363 € from the section's funding could be used for the project for global statistics.

7.   *Activities of the Standing Committee*
A.   Projects
1. Global statistics
    A first draft of possible measures for global statistics had been developed in the meeting with the UNECO Institute for Statistics, Montreal, and completed in the meeting of ISO TC 46, SC 8 in Paris in May 2006. After a detailed discussion, some changes in the draft were proposed. Roswitha Poll will revise the draft and send the new version to the SC, the ISO group and the UNESCO Institute.
    The next steps in the project are:
     - To establish a list of sources for statistics in countries, especially by using contacts to the sections Africa, Asia and Oceania, and Latin America and the Caribbean.
     - To develop a questionnaire
     - To test the measures in one region
     - To prepare a satellite conference in Montreal 2008
2. Outcome measures
    The bibliography on impact and outcome has been considerably revised and enlarged. http://www.ulb.uni-muenster.de/outcome
3. Women's issues
    The working group looked at the issues, but did not find anything special this section could do to help.
4. Library schools
    Erlend Ra will start the work with an online survey in autumn 2006. As there is urgent need for some more funding going to the global statistics project in 2006, he will try to proceed without the 700 € funding of the project. Michael Heaney will contact the CB as to this question. [Action: ER, MH].
     B. Publications
        Newsletter: The last newsletter was published in July 2006, another will be published in late autumn.
        Brochure: The brochure was printed again. A Korean version is available for Seoul.
8. Review of strategic plan 2006-2007
    Referred to 2nd meeting
9. *Durban WLIC 2007*
    It is planned to have a program on statistics and quality indicators for special libraries: "Special libraries need special measures"

Pre-conference: 7th Northumbria International Conference on Performance Measurement in Libraries and Information Services. The conference will be held in Stellenbosch, South Africa, August 13 to 16.
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10. *Planning for Quebec WLIC 2008*

There will be a pre- or post-conference finalising the project of global statistics. Pierre Meunier has established contacts and will seek for possible venues and funding.

The section's Open Program might address the topic of National Libraries' statistics and indicators. Another option is "How to interpret and use statistics with sense", possibly joined with Education and Training.

11. *Member activities*
Deferred to 2nd meeting

12. *Any other business*
A section's dinner was planned for Sunday

Minutes of Standing Committee II 19 August 2006, Seoul

1. *Welcome and Introductions*
Attendance: Michael Heaney, Christina Jönsson Adrial, Colleen Cook, Elisabeth Lemau, Pierre Meunier, Erlend Ra, Sherrie Schmidt,
Observers Frédéric Blin (France), Thierry Cherizard (Haïti), Wanda Dole (USA), Luciana Sacchetti (Italy), Joaquin Selgas (Spain)
Apologies: Denis Cordazzo, Eric Davies, Michele Farrell, Brinley Franklin, Sue Henczel, Roswitha Poll

2. *Adoption of the agenda*
The agenda as published in the Section's Newsletter for July 2006 was adopted with the addition of 2 items: (i) Elections (ii) Members' activities (deferred from the previous meeting).

3. *Section activities during the conference*
A. Quality issues in libraries discussion group: Quality in digital reference services
A good event attended by over 100 people; but it is difficult to hold a discussion in a room structured for presentations. Agreed to propose to IFLA the designation of a specific room for discussion groups at future conferences, with a layout promoting discussion rather than presentation. [Action MH]

B. (i) Open programme: Quality measures on the national scale
Over 200 attended. The quality of papers was very high, with each making a distinct contribution to the theme, including a useful study of a 'failed' benchmarking progamme'. Agreed to propose that the paper 'Towards establishing an integrated system of establishing an integrated system of Quality Assurance in South African Higher Education Libraries' by Karin De Jager (University of Cape Town, South Africa) be considered by IFLA Journal. [Action: MH]

B. (ii) Open programme: Evidence-based Knowledge Management
Over 200 attended. The programme had been expertly put together by Michele Farrell jointly with Margaret Haines (from the co-sponsoring Knowledge Management Section). One speaker had withdrawn through illness at the last minute. Margaret Haines had produced a summary of the 38 evaluation forms returned:
• 21/26 respondents had been employed in libraries more than 10 years
• 16/25 respondents had attended 4 or more previous IFLA conferences; 5/25 were first-timers
• Responses were made to the following statements (Agree/Neutral/Disagree):
o I now know more about evaluation and performance assessment (74/18/8%)
o I now know more about knowledge management (64/26/10%)
o I now feel more positive about evaluation and knowledge management (64/31/5%)
o I have learned something new which I shall use in my institution (82/10/8%)
o The quality of papers met my expectations (64/26/10)
• Many of the comments reflected a desire for more practical information and case studies.

The papers by Sacchetti and Yang were rated as the most helpful. It was felt that Kim's paper most directly addressed the topic and presented original information, although the presentation had been affected by nervousness. Agreed to propose that the paper ''Measuring the Impacts of Knowledge Management' by Jong-Ae Kim (Dongbu Information Technology Co., Ltd., RTE

Consulting Center, Seoul) be considered by IFLA Journal. [Action: MH]

C. IFLA booth

Members agreed that the current arrangements (whereby the section slots are advertised only sporadically, and there is little to attract attention at the stand itself) are felt to be a waste of time – very rarely does anybody come to the stand specifically to learn more about the section present at that time. Agreed to propose that at future conferences the IFLA stand in the exhibition should have display equipment so that the designated sections can present a rolling slide show featuring their activities and interests, to attract passers-by. [Action: MH]

D. Information co-ordinators' meeting

Noted that the proposed changes to web pages would make it easier to mount content – the speed with which changes were implemented was erratic at present. The email list was quiet, despite having over 200 members. It would be good to stimulate discussion

4. *Reports from other meetings*

Although no reports were offered. the following additional presentations were noted:

• ILL Benchmarking recommendations: Trained staff, improved workflows, automation. What next! / Margerita Moreno (National Library of Australia, Canberra, Australia) (Session 73, Document Delivery and Resource Sharing Section: Best Practice in Document Delivery and Resource Sharing)

• Statistics for Decision-making: Building Awareness and Facilitating Access / Vicki Crompton (Communications and Information Services/Communications et services d'information, Statistics Canada/Statistique Canada) (session 100, Library and Research Services for Parliaments with Government Information and Official Publications: Government Information, Dynamic Success for Business)

• Using the LEAD Technique to turn your competition into an emergent strategic tool (LEAD = Learn your competitive arena; Entrepreneurial spirit; Access, accountability and alignment; Demonstrate your success) / Larry White (East Carolina University, Greenville (NC), USA) (Session 133, Management and Marketing: Strategic planning tools for the tomorrow people -

library and information professionals of the 21st century)

Noted that Claudia Lux had drawn attention to statistics in her report on the President-Elect's session (held simultaneously with one of the Section's sessions) and agreed MH should write in support.[Action: MH]

5. Activities of the Standing Committee

A. (i) Projects: Library schools

Confirmed that this project will proceed in the remainder of 2006 and that the project may proceed without using the funding earmarked for it. [Action: Erlend Ra]

A. (ii) Projects: Global statistics

Noted that a piece had appeared in IFLA Express. MH, RP amd PM had contacted the regional divisions. PM had also spoken to the UNESCO representative in South Korea. Agreed to seek foruther funding for 2007 to continue the process: approximately €4500 to facilitate further meetings. To take forward the database construction during the remainder of 2007, it was agreed to seek the virement of the €700 already allocation to the Library Schools project for use during the remainder of 2006. [Action: MH, RM, PM]

Agreed SS should informally investigate other sources of funding to support input from/contributions by members from the developing world

Noted that another activity strand was to investigate the presence of library/literacy-related questions in major demographic surveys, and methods of influencing their content; and that Eric Davies had offered to investigate whether this might form a topic for an undergraduate's or taught postgraduate's thesis.

[Action: JED]

Agreed MH should seek to to tie in the Global statistics project with other IFLA/UNESCO activity.

[Action: MH]

B. Publications

Noted that the Library schools projects should result in an IFLA Professional Paper.

6. Durban 2007

A. Main programme

CC proposed and it was agreed that, building upon the significant assessment work recently achieved in South African higher education libraries, a programme should be arranged to discuss the application of the process as a model for the

5

timely and effective assessment of all types of libraries in the developing world. Noted that a desired outcome of the programme would be the establishment of a shared foundation for the Committee's work in integrating statistics of ISO and UNESCO.

Agreed CC should act as convenor with guidance from MH.

[Action: CC, MH]

B. Additional programme

Agreed that the 'Special libraries need special measures' theme should be put forward as an additional programme with support sought from the Special Libraries Division and other sections dealing with relevant matters. Noted that the call for papers should identify the need for special measures arising from the specific nature of the clientele, and also the problems facing small libraries. MH had spoken to Karin De Jager about identifying potential South African speakers. Agreed MH and SS should act as convenors.

[Action: MH, SS]

C. Discussion group

Agreed to propose to the Quality issues in libraries discussion group that the Group should look at the issue of 'Quality versus quantity', i.e. the roles of library services and search engines.

[Action: CJA]

D. Satellite conference

Noted that the 7th Northumbria International Conference on Performance Measurement in Libraries and Information Services will be a satellite conference. The conference will be held in Stellenbosch, South Africa, 13-16 August.

7. Quebec 2008

Noted that a satellite conference organised jointly with UNESCO Institute of Statistics would take place, to present results from the Global Statistics project to date. Agreed to investigate the possibility of collaboration with Division VIII sections for the main programme to present regional reports from around the world, highlighting issues faced in different areas.

[Action: MH, RP, PM]

8. Elections

Noted that nominations and elections to the Committee were due in 2007 and that wider representation from different parts of the world would be desirable. Agreed to draw attention to the process in the

Newsletter and on the discussion list, and to write directly to members in target regions.

[Action: MH]

Noted that MH and RP would both have to step down from their respective roles in 2007 and members were invited to consider possibilities their replacements. MH and RP would be able to respond to informal enquiries about the duties.

[Action: All]

9. Members' activities

Members:

Pierre Meunier (Canada): Working on two projects, Assessment and Integrated Model of standardization, performance evaluation and consolidation for Montreal Public Libraries, and New standards for public libraries in Québec. The first was presented to the Annual Conference of IFLA hold in August 2004 at Buenos Aires and in August 2005 at IFLA Satellite Conference in Bergen (Norway). Next, more specific standards will be defined for reference service staffing, services to children and teens, outreach programs and other public services, etc. In the second project the operating standards of public libraries are currently being revised in order to introduce performance measures.

Observers:

Luciana Sacchetti (Italy) : At present, Italian ISO 9001:2000 quality certified libraries are very few: the library at the Department of Statistics, University of Bologna is one of them: we obtained the three-years certification by the official organization DNV in 2004. On a national scale, together with the colleagues of National Central Library in Florence, and the Library of Assemblea Regionale at the Regione Emilia Romagna, we are organizing a group for "mutual help" for Italian Library ISO certified.

Thierry Cherizard (Haiti): Working as a trainer and webmaster at Fondation Connaissance et Liberté (FOKAL - Haiti: http://www.fokal.org) which provides small grants to these libraries, and designed a statistical model to evaluate them, with a questionnaire and make a survey each year; after each survey libraries are ranked.

Since 2005 libraries have been provided with a framework in which they could collect themselves the daily statistics. This project started with one library in Port-au-Prince (Biblithèque Monique Calixte) to see how

well they can do. Training is now scheduled for more libraries in the Port-au-Prince area to provide them with the same system. Fewer than 30% of Haitian libraries are equipped with a computer, and only 6 of them have access to the Internet, so this is the only way now to build an effective and consistent evaluation system.

2 Elections

Committee members

IFLA is now calling for nominations for candidates to serve on the Standing Committees for the period from August 2007 to August 2011. Please take a few minutes to read this letter, and then nominate promising candidates.

To nominate a candidate for election to the Standing Committee of a Section:

- you must be the authorised representative of an Association Member or an Institutional Member. This is the individual who is listed in IFLA's records as the highest official and whose name appears on the attached nomination form.
- your organisation has to be registered as a member of the Section (i.e. for us, the Statistics and Evaluation Section) for which you want to put forward a nomination
- your organisation must have paid its membership fees in full for 2006 and not be in arrears.

Nominators may nominate ONE candidate for the Standing Committee. A nominee does not have to be a member of IFLA (or be employed by or be affiliated to a Member of IFLA) to be nominated. The important thing is what that person can contribute. Candidates should:

- have appropriate knowledge and experience to contribute to the Section
- be keen to be involved in IFLA
- have a working knowledge of at least one of the IFLA languages. Because most business meetings are conducted in English, a command of English is helpful, but it is not an absolute requirement. The working languages of IFLA are Arabic, Chinese, English, French, German, Russian, and Spanish.
- be able to participate in the work of the Standing Committees at no expense to IFLA. This means that they have to attend meetings. Standing Committees meet before and after each annual IFLA World Library and Information7 Congress: on the Saturday before the Congress starts and on the Friday after it closes.

Standing Committee members will be expected to attend 5 Congresses, beginning in 2007 (Durban) to and including 2011 (location to be determined). Congresses take place in August each year. In between these meetings, business is conducted by email and post.

Nominators may nominate themselves, a member of their staff or a person in another organisation or even another country who is known to have the required qualifications and interest in serving.

The following may not be nominated for the period 2007-2011:

- persons who are currently serving on a Standing Committee for the period 2005-2009
- persons who are currently serving their second term on a Standing Committee for the period 2003-2007.

Individuals completing their second term on a committee who are interested in serving a term on a different Standing Committee should make their desire known to a member eligible to make a nomination.

No one may at the same time be a member of more than one Standing Committee. The only exception is that a person may be a member of the Standing Committee of a regional section (Africa, Asia and Oceania, and Latin America and the Caribbean) in addition to one other Standing Committee.

The deadline for nominations is 7 February 2007.

3 Performance Measurement Conference

7th Northumbria International Conference on Performance Measurement in Libraries and Information Services

"Measuring Library Performance and Organizational Effectiveness: From Research to Practice" an IFLA satellite preconference sponsored by the IFLA Statistics and Evaluation Section 13 - 16 August 2007, Stellenbosch, South Africa

SPIER HOTEL AND CONFERENCE CENTRE (near Stellenbosch, Cape Town and the international airport)

Keynote speakers include: Professor Saleem Badat, Vice Chancellor of Rhodes University in South Africa and previously the Chief Executive Officer of the South African Council on Higher Education. Also Simon Ellis, UNESCO Institute for Statistics.

For Further Details: Visit http://www.lib.sun.ac.za/Northumbria7/ or contact Karin de Jager at kdejager@ ched.uct.ac.za or Margaret Graham at margaret.graham@northumbria.ac.uk

**New for this conference. Conference organisers would particularly welcome proposals for Developmental Workshops - for training library personnel in performance measurement and evaluation.

Pre-Conference Workshop: There will be a LibQUAL+ Exchange of Experience Workshop on the morning of 13 August prior to the start of the main conference.

Language: The language of the Conference is English

Guidelines for Submissions: For guidelines for proposal submissions and details about the evaluation procedure, please see the Conference website: http://www.lib.sun.ac.za/Northumbria7/

4 Call for papers: Durban

'Special libraries need special measures'

Special libraries – libraries in the workplace, libraries belonging to professional societies, not-for-profit organisations – face distinctive challenges in their use of statistics and evaluation.
They have very distinct readers: often a relatively small group with very specific requirements, where the library perhaps knows all the readers and must often proactively disseminate information.
In the private sector there is often a requirement to demonstrate value for money: the library must show how it earns its place in the enterprise.
The libraries are often small with just a few staff.

We are looking for contributions which give examples of good and innovative practice to address these distinctive features.
Please send proposals (full paper or abstract of at least 250 words) to michael.heaney@ouls.ox.ac.uk by **28 February 2007.**

The horse has four legs but still falls sometimes – Sesotho proverb