

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

December 2007

ISSN 1022-9906

Contents

1	Meetings in Durban	3
2	Elections	3
3	Performance Measurement Conference	5
4	Call for Papers: Milan 2008	8

Chair / Présidente

Dr. Colleen Cook
Dean, University Libraries
Texas A&M University
Sterling C. Evans Library
5000 TAMU
College Station, TX 77843-5000
United States
Phone: 979.845.8111
Fax: 979.845.6238
E-mail: ccook@tamu.edu

Secretary-Treasury/ Secrétaire-Trésorière

Mr. Michael Heaney
Head of Service Assessment and Planning
Oxford University Library Services
Bodleian Library
Oxford OX1 3BG
United Kingdom
Tel : (+44) (0) 1865 277236
Fax : (+44) (0) 1865 277105
E-mail : michael.heaney@ouls.ox.ac.uk



Meeting in Durban

Minutes Standing Committee I 18 August 2007, Durban

AGENDA

1. Welcome & introductions

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

2. Adoption of the Agenda

The agenda was approved with an addition at TOP 7 D: Project NUMERIC.

3. Adoption of the Minutes

The minutes of the Seoul meetings were adopted.

4. Report from Professional Board and Coordinating Board meetings

Michael Heaney reported from Professional Board and Coordinating Board meetings, especially about the coming Professional Hearing in Durban for a revised organisational structure of IFLA.

5. Report of Treasurer

Roswitha Poll distributed a short report on income and expenditure 2006 and 2007. As the newsletters were produced without cost for the section, thanks to Colleen Cook, the remaining 350 € from the section's funding can be used for the project Global Statistics. As the section has now 86 members, the funding from IFLA should rise to 610 € next year.

6. Election of Officers

- a. Colleen Cook was elected as chair.
- b. Michael Heaney as secretary and treasurer as Christina Jönsson-Adrial leaves the section.
- c. Markku Laitinen was nominated as the new information coordinator.

7. Statistics and Evaluation Section Events in Durban

- a. **Quality Issues in Libraries Discussion Group:** The new entrance

to the library: effectiveness and use of the library website. The discussion group is sponsored by Academic and Research Libraries and co-sponsored by Statistics and Evaluation. The session in Durban was prepared by Christina Jönsson-Adrial (Statistics and Evaluation) and Klaus Ceynowa (Academic and Research Libraries). The discussion group can be revived as special interest group.

- b. **Open Program:** "Developing a new assessment model for the new millennium: Is the South African experience extensible?" The program was prepared by Colleen Cook. "Special libraries need special measures", extra slot. As Sue Henczel cannot attend the conference, Michael Heaney will read her paper.

c. **Poster session:**

Global statistics for the 21st century

Project NUMERIC: Roswitha Poll reported about a new project sponsored by the European Commission that aims at finding a reliable set of data to be collected for digitisation activities in libraries, archives and museums.

8. Activities of the Standing Committee

a. **Projects**

- i. Global statistics: The set of data was developed in cooperation of the section, ISO TC 46 SC 8 and UNESCO Institute for Statistics. The questionnaire is now tested in Latin America and the Caribbean. For WLIC 2008 in Quebec, an IFLA satellite conference in Montreal has been approved, focussing on the results of the project and on evaluation issues. Pierre Meunier has already done much preparatory work for the conference. It was decided to send a letter of thanks to Pierre. As ARL intends to have a conference on library assessment at the same time in Montreal, it was decided to amalgamate the two conferences. Colleen Cook and Pierre Meunier will join in the preparation.
- ii. Library schools: As no further progress had been achieved for the project, it was decided to contact the Education and Training section to see whether the

project should be taken up in a new form.

b. Publications

- i. Newsletter: Newsletters were published in December 2006 and July 2007. Thanks were expressed to Colleen Cook for the production of the newspapers.

9. Review of strategic plan 2006-2007

In this meeting the section looked at the achievement of goals.

done, ongoing

- 1.2 done, but not carried on
- 1.3 done, ongoing
- 1.4 done, ongoing
- 1.5 done, ongoing
- 2.1 not done
- 2.2 should be taken up again
- 3.1 done, ongoing
- 4.1 done, ongoing
- 4.2 done, but input missing
- 4.3 not done
- 5.1 done, cooperate with National Libraries in 2008
- 5.2 done, ongoing
- 5.3 ??
- 5.4 done, no issues identified
- 6.1 done, ongoing
- 6.2 done, ongoing
- 6.3 done, ongoing

It was decided to change the wording in the mission scope from "use of performance indicators" to "the use of evaluation and assessment methods".

10. IFLA Statistics and Evaluation Section Standing Committee Meeting, 24 August 2007, Durban

Present: Colleen Cook (Chair), Michael Heaney (Secretary), J. Eric Davies, Brinley Franklin, Tord Høivik, Markku Laitinen (Information Co-ordinator), Pierre Meunier, Sherrie Schmidt, Natalia Verbina.

Observers: Maya Shaparneva, Cristóbal Urbano.

Apologies: Sue Henczel, Elisabeth Lemau, Christine Lindmark, Roswitha Poll.

11. Strategic Plan 2008-2009

Noted that the report on the plan for 2006-2007 would be prepared by the outgoing

Chair and Secretary.

Agreed to amend the Plan as follows:

Mission: replace 'the collection and use of statistics and performance indicators' by 'the application of statistics, evaluation and assessment in libraries.'

Goals:

1. Confirmed
- 2/3. Combine, and replace 'promote' by 'and'.
4. Delete: the sense is incorporated in 1 and the objectives have been achieved. Add priority (i) to the assignment to IFLA priorities in 1.
5. Confirmed.
6. Delete 'benchmark'.

(c) Objectives:

Add 'and elsewhere' after 'IFLA conferences'. Replace by 'Maintain and develop the Section's website on IFLANET and, where appropriate, elsewhere.'

1.3-1.6. Replace by 'Improve communication with members and others through the development of the *Newsletter*, use of the discussion list and other appropriate measures'.

Add new 1.4. 'Encourage participation in the work of the Section by members in all parts of the world.'

2.1. Replace by: 'Improve the application of evaluation and assessment tools through instruction and continuing education, and through appropriate projects and advocacy.'

2.2. Delete

3.1. Renumber as 2.2.

4. Delete all.

5.1. Add 'and application' after 'study'.

5.2. Confirmed.

5.3/5.4. Delete.

6.1. Move to new 2.3.

6.2. Replace 'Liaise' by 'Develop working relationship'.

6.3. Replace 'Initiate' by 'Continue'.

Agreed to allocate specific tasks under the Objectives by email discussion.

12. Performance Measurement Conference

Noted that the conference had been a great success, with very positive feedback. Agreed to write to Simon Ellis (UIS), copied to Claudia Lux, thanking him for his contribution to the conference. Noted that MH had undertaken to seek funding to support continuing African involvement in the next conference.

Agreed to sponsor the nomination of the proposed eighth Performance Measurement Conference in Fiesole, Florence in August 2009 as an IFLA satellite pre-conference.

13. Durban Events

There had been 150 participants at the session on the South African experience and approximately 90 at the Special Libraries session. Agreed to recommend Khomotso Pete's paper for publication in *IFLA Journal*. Agreed that the Chair should write thanking the speakers.

The Quality Issues in Libraries Discussion Group session attracted about 250 participants. Agreed to recommend to the Co-ordinating Board more space for poster sessions and lighter rooms for programmes.

The hospitality and friendliness of our South African hosts was much appreciated but members felt that the perceived high levels of criminal activity and personal risk had detracted from enjoyment of the conference. Agreed to recommend to the Co-ordinating Board that ways should be sought to maintain an increased level of African involvement in IFLA activities.

14. Quebec Conference 2008

Agreed to combine with National Libraries Section in a 4-hour joint session, including the forthcoming ISO Technical Report on that topic. Agreed that Natalia Verbina should be the Section's liaison link with National Libraries (represented by Genevieve Clavel-Merrin).

Agreed to co-sponsor proposed sessions with Management & Marketing on 'Managing libraries in a changing environment: legal, technical and organisational aspects'.

Noted that a Working Group on Digital

Libraries was proposed and agreed to draw attention to the measurement and evaluation issues involved.

15. Montréal Post-conference 2008

Noted that preparations were under way and that agreement had been reached with ARL to combine the satellite conference with the proposed ARL conference. Noted that ARL had secured the services of David Norton as a keynote speaker. Agreed that MH would write an update for the December *Newsletter*.

16. Milan 2009

Noted the possibility of a joint session with Information Literacy and Academic & Research Libraries on 'Evaluation and Assessment of Information Literacy'. Agreed that RP should be asked about updating the website on outcomes to incorporate Information Literacy.

Noted that the Global Statistics Project may have progressed enough by then to support a session on national statistics.

Noted that the theme of the conference would be 'Cultural Heritage' and suggested that evaluation of libraries as cultural centres could be a theme. Noted also the potential relevance of the Numeric project.

17. Any Other Business

Agreed that an action plan under 1.3 would be to check accessibility of an online newsletter for all recipients, by a notice in the December issue; and that the promised IFLANET Content Management System would provide more possibilities for an enhanced newsletter. Agreed also that all members of the Committee should be asked specifically for contributions.

Agreed to rewrite the brochure and to seek translations in all IFLA languages.

Noted that all available copies of Roswitha Poll's book had been sold at the conference and congratulated her on its publication and immediate success.

RP/MH

31 August 2007

Future meetings

74th IFLA in Quebec

The Québec City National Committee is pleased to invite you to the World Library and Information Congress 2008: 74th IFLA General Conference and Council, to be held in Québec City, Québec, Canada, from August 10 to 14, 2008.

Theme

LIBRARIES WITHOUT BORDERS: NAVIGATING TOWARDS GLOBAL UNDERSTANDING

Libraries play an extraordinary role in educating and empowering citizens. They help individuals and communities to become more knowledgeable, aware and imaginative. At the heart of the drive toward global sharing, libraries transcend economic and social disparities. They promote the values of democracy, equality and basic freedom and reject discrimination. Libraries are a passport for crossing all borders, the key to opening all gateways to knowledge. A true hub, libraries seamlessly incorporate information technology. Their heritage mission is to promote the value of their documentary resources, from textual to image, sounds and multimedia resources. In so doing, they touch on disciplines such as archives and museum studies. Libraries are the crossroads for intellectual and cultural diversity, the locus of exchange and dissemination. Libraries are also the best defenders of access to information. More than ever, access to knowledge determines the quality of political, economic and social governance. Workers, students, researchers, parents and teachers alike can, through libraries, grow and develop their own vision of a just society, express themselves, and act.

QUÉBEC CITY, A WORLD HERITAGE TREASURE The winding, cobbled streets of Old Québec bring history to life at every fascinating turn. This fortress city – the cradle of French civilization in North America – has been called, and rightfully so, a gateway between the Old and New Worlds. Hundreds of cities around the world are as old as Québec, but few share Québec's designation as a UNESCO World Heritage City. This honor was bestowed upon it in recognition of its unique beauty, its painstakingly preserved fortifications and old town, its place among North America's old cities, and its position as the birthplace and heart of French America.



FINAL ANNOUNCEMENT
WORLD LIBRARY AND INFORMATION CONGRESS:
74th IFLA GENERAL CONFERENCE AND COUNCIL • 10 - 14 AUGUST 2008

CONGRÈS MONDIAL DES BIBLIOTHÈQUES ET DE L'INFORMATION :
74^e CONGRÈS ET ASSEMBLÉE GÉNÉRALE DE L'IFLA • 10 - 14 AOÛT 2008

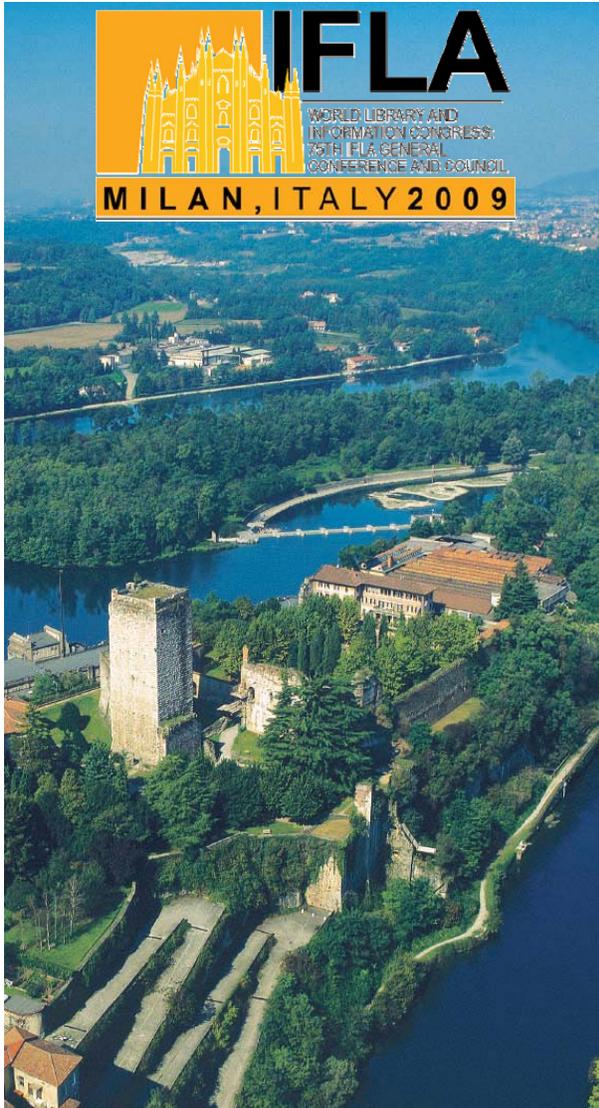
Québec
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Québec, Québec City, CANADA



It is not too early to start thinking about the themes for the Section's programme at the next meetings of the World Library and Information Congress:

Québec 2008: 74th IFLA General Conference and Council: "Libraries without borders: Navigating towards global understanding", 10-15 August 2008, Québec, Canada



**75th IFLA in Milan, Italy
August 2009**

Dear Colleagues,

It is with great pleasure, as President of the Italian National Committee and on behalf of all Italian organizations represented, that I am inviting you to Milan in August 2009 to join us at the 75th IFLA Congress.

Milan, as well as the whole of Lombardy and Italy, will do their best to welcome you warmly and show you their most beautiful libraries - ancient and modern - as well as valuable pieces of art, music, fashion, design, landscape, food . . . all things which contribute in making our country famous throughout the world.

For centuries, artists and poets of many countries travelled to Italy to improve their personal and intellectual experience (the Italian tour), which is told through the finest of stories. In this newly born millennium, where distances and cultural differences often seem to fade away, I hope everyone will join us and make the congress truly memorable.

We look forward to welcoming you to Milan for IFLA 2009.

Mauro Guerrini

University of Florence

President of the Italian Libraries Association

President of National Committee

IFLA 2009 Milan
76th IFLA Brisbane, Australia,
August 2010

Information regarding the 76th IFLA General Conference and Council will be available on the IFLANET Web Site as soon as it is available.



Located in the Southbank Parklands, this walk spans the whole Southbank side of the river and features beautiful design and landscaping motifs.



Situated in Toowong, the Mount Coot-Tha Botanical Gardens are contained by a tropical dome allowing a variety of non-endemic plant growth.



Brisbane river by night is spectacular. There are floating restaurants, city cats and is also the venue for fireworks celebrations.



IFLA SATELLITE POST CONFERENCE

Library Statistics for the 21st Century World

August 18-19 2008

Concordia University
Henry F. Hall Building
Downtown Montreal (Quebec)

New model of global library statistics based on international standards

A joint initiative of IFLA, UIS (UNESCO Institute of Statistics) and ISO



Sponsored by IFLA Section on Statistics and Evaluation and organized by Montreal Public Libraries System and Concordia University Libraries System

CALL FOR PAPERS

The conference aims to:

Present the results of a pilot UNESCO survey for a new standard of global library statistics for academic and public libraries

Review recent developments in statistics, performance measurement and benchmarking

Provide examples of co-operatives and international initiatives

The target audience is library and information professionals concerned with library management and evaluation of information services.

The conference board will accept contributions illustrating how groups of libraries may reach consensus on using the same set of statistics or performance indicators for benchmarking on a regular basis. Papers should identify problems and successes, as well as demonstrate results of projects presented.

Proposals should be in English and accompanied by an abstract of no more than 500 words. A biographical sketch of the author should be included. The full text should be in English or have an English translation attached. Papers should be no more than 3000 words in length. Submissions should be sent by **Friday, February 29** to

Pierre Meunier, Montreal Public Libraries System at the following email address:
pmeunier@ville.montreal.qc.ca

Acceptance decisions will be made in late March 2008. Papers will be due by **July 15, 2008**.

Please note that all expenses, including conference registration, travel, and

accommodations are the responsibility of the authors presenting papers.

For more information, visit the Montreal Public Libraries System website at:
ville.montreal.qc.ca/ifla

PROGRAM

Claudia Lux, president of IFLA, will speak at the opening session. The conference will present results of the UNESCO survey on statistics in academic and public libraries. The survey is based on a model of statistical indicators (Global Statistics) which uses recognized international standards known as ISO 2789. The first phase of the project concerning university and public libraries in Latin America and the Caribbean will be presented by a research group consisting of specialists from UNESCO and IFLA, as well as students and faculty from the School of Library and Information Science at the University of Montreal and the Graduate School in Librarianship at McGill University.



Parallel sessions will introduce recent developments in statistics, performance measurement and benchmarking in public and academic libraries in various countries. A plenary session will summarize modifications and make recommendations for the next phases of the UNESCO statistical survey to be undertaken in other countries.

OTHER ACTIVITIES

Optional pre-registration, August 17, visitors tour of Montreal

Special Evening, August 18, dinner and concert by Montrealer musicians at Mont-Royal Mountain Cottage and Belvedere.

REGISTRATION

Registration rates: 300CAN \$, including lunches, special dinner and concert evening. Online registration form will be available later on Montreal Public Libraries website.

Accommodation rates: 90-130 CAN \$ per night. Hotels located near Concordia University will be reserved for the conference. An online hotel reservations form will be available later on the Montreal Public Libraries website.

COMING SOON TO OUR WEBSITE:

Global Statistics: Description of new model and definition of basic statistical indicators

Project objectives, phases, partnerships/ collaborators and outcomes

Call for papers and themes based on preliminary program

Registration and hotel reservations

Conference site details and local points of interest

Role of collaborators

Special evening program

For more information please contact:

Pierre Meunier
Standing Committee,
IFLA Section on Statistics and Evaluation
Chair, Local Organizing Committee
Associate Director, Montreal Public Libraries System
pmeunier@ville.montreal.qc.ca

***A ship in harbour is safe,
but that's not what ships
are built for.***

Einstein

IFLA Satellite Post Conference
August 18-19 2008
Concordia University, Henry F. Hall Building, downtown Montréal (Québec)

Library statistics for the 21st century world

New model of global library statistics based on international standards
A joint initiative of IFLA, UIS (UNESCO Institute of statistics) and ISO

*Sponsored by IFLA Section on Statistics and Evaluation and organised by Montréal Public Libraries System
and Concordia University Libraries System*

More than 20 speakers will be invited to present:

- Results of a pilot UNESCO survey for a new standard of global library statistics for academic and public libraries
- Recent developments in statistics, performance measurement and benchmarking
- Some examples of co-operative and international initiatives
- Special dinner and a cultural evening on Mont-Royal Belvedere

Informations on the program, call for papers, conference registration and accomodations :

ville.montreal.qc.ca/ifla

Montréal 

Texas A&M University Libraries
5000 TAMU
College Station, Texas 77843-5000