

**INTERNATIONAL FEDERATION  
OF LIBRARIES ASSOCIATIONS  
AND INSTITUTIONS**

**SECTION ON STATISTICS**

***NEWSLETTER***

**JULY 2001**

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# IFLA STATISTICS SECTION – REPORT OF ACTIVITY AT THE JERUSALEM CONFERENCE, 11-19 AUGUST 2000

## STATISTICS SECTION MEETINGS

Attendance: August 12. SC members: Francisco Javier Alvarez Garcia, Melita Ambrozic, Cécile Arnaud, Elizabeth Chapman, Wanda Dole, Bjorg Glesne, Jakob Harnesk, Marie-Dominique Heusse, Ellen Hoffman, Ludmila Kozlova, Barbara Perry, John Sumsion.

August 18. SC members Francisco Javier Alvarez Garcia, Melita Ambrozic, Cécile Arnaud, Wanda Dole, Bjorg Glesne, Jakob Harnesk, Marie-Dominique Heusse, Ellen Hoffman, Ludmila Kozlova, Barbara Perry, John Sumsion. Guest: Pauline Rothstein.

Wanda Dole, Section chair, presided over the August 12th and 18<sup>th</sup> Standing Committee meetings. Committee members reported on Section business and projects.

### Current Projects

1. Performance Measures Manual. Secretary/Treasurer Marie-Dominique Heusse (University of Toulouse 1, France) reported that the French translation of the manual prepared by the IFLA University Libraries Section (*Measuring Quality: International Guidelines for Performance Measures in Academic Libraries*, IFLA Publication 76: K.G. Saur, 1996) has been completed.
2. Statistics Section brochure. Francisco Javier Alvarez Garcia (Granada Public Library, Spain) distributed copies of the recently completed Spanish versions of the new brochures. Copies of brochure in English, French, Russian and Spanish were available at the IFLA booth during the conference; additional copies will be sent to IFLA Headquarters
3. Patricia Layzell Ward (member of Management and Marketing) is conducting a survey on the teaching of statistics and marketing and quality management in schools of library and information science. The survey is a joint project of the Sections of Statistics and Management and Marketing and will be completed in 2000. The Section on Management and Marketing will include the results regarding the teaching of marketing and quality management in its pre-Boston IFLA satellite meeting Quebec.

### Plans for future conferences

This year's Program Session (see below) drew over 50 attendants. The program evaluations expressed the desire for a follow-up on this year's presentation on SERVQUAL and practical programs on topics such as measurement of electronic resources and performance measures.

Plans for IFLA 2001 in Boston include a program and a browsing session on Web-based statistics. A tentative topic for the Boston program is "Statistics for the Knowledge Age: New

Measurements and Assessments". Tentative structure for the two and one-half hour program includes presentations of 15-20 minutes each by three speakers and a question-answer period. Speakers will be encouraged to use good, clear visual aids. Possible speakers include Julia Blixrud and Martha Kyriallidou of the Association of Research Libraries (ARL) Statistics and Measurement Program on ARL's New Measures Initiatives, the attempt to development new measurements in five critical areas.

IFLA 2002. The Section would like to hold a pre-conference satellite meeting at the University of Strathclyde in Glasgow. The meeting would include the results of Patricia Layzell Ward's survey on the teaching of statistics in schools of LIS and discussion of continuing education in statistics for practicing librarians.

### **Member activities**

John Sumsion (Loughborough University, UK) reported on LIBECON 2000 and ISO 11620. Full statistics are available at the Web site. Funding for LIBECON 2000 runs out at the end of 2000. Re ISO 11620 (Performance Indicators), most of the work is being done by Sweden and Norway. The target date for completion of the standard is late 2001. The working group overseeing the revision of this standard would like to have some liaison with the IFLA Section on Statistics.

Barbara Perry (World Bank/IMF, USA) reported that there is a new director in charge of NCLIS (the U.S. National Center for Library and Information Science) statistical survey. NCLIS has a new Web site.

Marie-Dominique Heusse reported that the Ministry of University Libraries is working on the collection and treatment of statistics. Academic library statistics are now available on-line. Cecile Arnaud (University of Paris, Nanterre) has been working on the French translation of ISO standard 2789. She was also responsible for translation of papers for the Jerusalem IFLA conference.

Melita Ambrozic (National and University Library, Slovenia) reported that the National Library is responsible for statistics from all types of libraries, but is not being funded at the level necessary for the large-scale collection of statistics. The public library statistics are the best product; the special library statistics are problematic.

Francisco Javier Alvarez Garcia reported that in Spain the autonomous government has written a common survey instrument to be used by public libraries for gathering statistics. Javier worked on the Spanish translation of papers for the Jerusalem IFLA.

Ludmila Kozlova (Russian State Library) said young people are leaving the library profession because of the low salaries. Statistics Section members from other countries reported the same difficulty with recruiting and retaining staff.

Bjorg Glesne (Statistics Norway) reported that in Norway separate bodies collect public and academic library statistics. They are examining the questionnaire and meeting twice a year. They are waiting for the finalization of the ISO standards. All academic libraries share the same integrated library system; they have been working to improve the quality of data coming from the system. The Ministry of Culture asked the committee to develop some quality measures.

Ellen Hoffman (York University, Canada) reported a great deal of flux and a feeling that things are changing so quickly that librarians are just taking snapshot views. They are doing small group snapshot evaluations, such as the SERVQUAL project. In Canada there is a committee that will work on demonstrating the value of the services for which the libraries are receiving funding. York University was one of the participants in the ARL pilot study of the SERVQUAL instrument that was the topic of one of the papers at the Statistics Section's program (see description below). Ellen pointed out several challenges with the SERVQUAL instrument: initially it caused the hardware to crash and the on-line format of survey seemed to encourage, or at least facilitate, the writing of negative comments.

## WORKSHOP ON "USING STATISTICS TO MARKET YOUR LIBRARY"

Sponsored jointly by Statistics and the Section on Management and Marketing, August 13.

Christie Koontz (Florida State University) of the Section of Management moderated the workshop, which included four presentations and a discussion period.

Statistics Section member John Sumsion spoke on "The Potential for Library Statistics to Improve the Marketing of Your Library." He gave a full display of market-based statistics, broken down by segments and user groups, and types of use.

Thierry Giappiconi (Fresnes Public Library, France) spoke on "From Outputs to Outcomes to IMPACT". He provided examples of how outputs and outcomes can be utilized by public policy makers. He suggested that librarians select an objective tied to the library's mission, gather statistics about it, reach an outcome and measure the outputs.

Evelyn Daniel (USA) presented a paper prepared by Yan Liu (University of Wisconsin, Milwaukee, WI, and USA) on "Library Statistics in China and the U.S." The paper described the similarities and differences in collection and use of library statistics in the two countries.

Lim Siew Kim (National Library Board of Singapore) gave a presentation on the history of the Singapore Library and its mission, goals, and objectives. She illustrated the use of statistics in communicating with the public and funding agencies.

Christie Koontz discussed the utility of GIS (Geographic Information System) software for communicating what the library does and who its users are in a graphical database.

The audience of 50-70 represented a broad spectrum of experience and expectations.

## BROWSING SESSION, AUGUST 14

Nineteen participants attended the Section's sixth Browsing Session on August 14. Like the previous five, this year's session was a small exhibition of published national statistics from difference countries.

The 2000 session concentrated on academic statistics. The sessions satisfy the delegates' need for a hands-on session with time for questions and discussion.

Melita Ambrozic prepared a paper on "Library Statistics and Library Performance Measurement in Slovenia: the Case for Academic Libraries" which will be published in the Newsletter of the Statistics Section. In her paper, she related that the most recent publication of Slovenia academic library statistics was 1997. More recent statistics have not yet been published. Slovenia has the same data collection problems as other countries in transition.

Niels Pors (Royal School of Librarianship, Denmark) discussed the Danish library statistics.

Marie-Dominique Heusse reported that for the past two years in France all academic library statistics have been collected electronically and may be viewed at <http://www.abes.fr/esgbu.htm> They are also available in an interactive database at <http://www.sup.adc.education.fr/bib>

Bjorg Glesne reported that Statistics Norway is collecting the statistics for academic, special and research libraries in Norway. The statistics are collected manually or electronically. Electronic collection has speeded up the publication cycle. The statistics are published in both paper and electronic form (see Web site for Statistics Norway, <http://www.rbt.no>). The electronic form can be downloaded to a spreadsheet. Since all academic libraries share the same integrated library system, the national statistics can be extracted from the system.

Javier Alvarez Garcia reported that in Spain there is a network of University libraries. Fifty-four universities publish annual statistics in paper and on the Web. They follow ISO standards 2789 and 11620 (both of which have been translated into Spanish). A consortium of University libraries is responsible for collecting the data.

The Royal Library in cooperation with Statistics Sweden produces the Swedish research library statistics. As a result of a reform several years ago, the total budget for collection of statistics was taken away from Statistics Sweden and the money dispensed to various libraries. The contract for compiling the statistics is awarded by bid; so far, Statistics Sweden has won the bid. This year the statistics were gathered on the Web and will be available on the Web (<http://www.kb.se/kbstart.htm>). Sweden follows ISO standard 2789 (which is being translated into Swedish).

Toby Bainton, Secretary of SCONUL (the Standing Conference of National and University Libraries, UK) described the gathering and processing of academic library statistics in the UK. SCONUL pays LISU (the Library and Information Statistics Unit, Loughborough University) to process the statistics. SCONUL is trying to reduce the work for its member libraries. SCONUL cooperates with the Association of University Computer Centers, so that the two bodies do not duplicate collection. SCONUL collects the information on the WEB and has a 93% response rate.

Bainton reported that SCONUL, like other library organizations, is facing the questions of how to count electronic and how to mount statistics on the WEB. SCONUL recently released a new publication, a subset of the full academic statistics intended for University administrators.

Barbara Perry described the ARL (Association of Research Libraries) annual statistics, which track the leading indicators for 122 of the largest academic and research libraries in North America. The statistics are collected and displayed on the Web. (<http://www.arl.org>)

Wanda Dole reported on the ACRL (Association of College and Research Libraries) statistics which since 1998 have tracked statistics for academic libraries of all size and type. ACRL uses a survey instrument adapted from the ARL statistics form. The full results are available purchase in print form and via the Web. The data is available free in summary form at a Web site available through ACRL's homepage (<http://ala.org/acrl/statshp>.)

## PROGRAM SESSION, AUGUST 15

The session, entitled "Statistics for the New Millennium: Standards and Applications", drew an audience of approximately 50 people.

Fred Heath, Colleen Cook, and Bruce Thompson (Texas A&M University, U.S.) spoke on "A New Culture of Assessment: Preliminary Report on the ARL SERVQUAL Survey." This was the first public presentation of the results of a pilot project testing the

feasibility of using the survey instrument SERVQUAL to measure user satisfaction in 12 ARL libraries.

SERVQUAL is an instrument originally developed for the for-profit sector and based on the gap theory of quality. The results of this pilot project will be included in the presentations at an international conference on the Culture of Assessment sponsored by ARL in Washington D.C. in October 2000 and at the 4th Northumbria Conference in August 2001

Noam Kaminer (Ex Libris Ltd., Israel) reported on a survey he and David Amitai (Ex Libris) conducted on "Library Management Systems and the statistical Requirements of Library and Information Managers." They surveyed 270 Ex Libris users from diverse libraries and cultural backgrounds regarding the statistics reports that an integrated library system should supply. The users ranked as most valuable the reports related to circulation, database use, and system performance.

John Sumsion (U.K.) substituted for Roswitha Poll who was scheduled to report on the work of the international group of experts charged with surveying the current implementation of ISO 2789: 1991 (the standard for library and publishing statistics), preparing recommendations for additions covering electronic resources, and revising the standard reported on recent meetings. The full text of the presentations except for Sumsion's, are available at the IFLA Web site (<http://www.ifla.org>).

**Evaluation of the program.** For the second time, the Section handed out evaluation forms at the open program. Sixteen of the ca. 50 delegates attending the program completed evaluation forms. Evaluations were generally positive. Suggested topics for future programs included SERVQUAL, new measures for library statistics (e.g., measurement of digital libraries/electronic resources), performance measures/indicators, basic survey techniques for nonstatisticians, interpretation of statistics, and practical applications of library statistics.

*(Prepared by Wanda V. Dole)*

# SECTION DES STATISTIQUES DE L'IFLA – RAPPORT D'ACTIVITE DE LA CONFERENCE DE JERUSALEM, 11-19 AOUT 2000

## REUNIONS DU COMITE PERMANENT

Wanda Dole a présidé les réunions du Comité permanent les 12 et 18 août. Les membres du Comité ont rendu compte des travaux et des projets en cours.

### Projets en cours

1. Manuel sur la Mesure de performances. Marie-Dominique Heusse, secrétaire-trésorier (Bibliothèque de l'Université de Toulouse 1) signale que la traduction française du manuel réalisé par la section de bibliothèques universitaires (*Mesurer la qualité: Directives internationales pour la mesure de performances dans les bibliothèques universitaires*, publication 76 d'IFLA: K.G. Saur, 1996) est achevée.
2. Brochure de la section statistiques. Francisco Javier Alvarez Garcia (bibliothèque publique de Grenade, Espagne) distribue des exemplaires de la traduction espagnole récemment réalisée. Des exemplaires de la brochure en anglais, français, russe et espagnol seront disponibles au bureau de l'IFLA pendant la conférence; des exemplaires supplémentaires seront envoyés au QG de l'IFLA
3. Patricia Layzell Ward (membre de la section management et marketing) réalise une enquête sur l'enseignement des statistiques, du marketing et de la gestion de la qualité dans les écoles de bibliothéconomie et de science de l'information. L'enquête est un projet commun des sections statistiques et management et marketing, et sera achevée en 2000. La section management et marketing inclura les résultats concernant l'enseignement du marketing et de la gestion de la qualité lors de sa réunion satellite à Québec avant la conférence de Boston.

### Projets pour les prochaines conférences

La séance plénière de cette année (voir ci-dessous) a attiré plus de 50 personnes. L'évaluation réalisée à l'issue de cette session a montré une demande importante pour une suite de la présentation de cette année sur SERVQUAL, ainsi que des questions pratiques telles que la mesure de l'utilisation des ressources électroniques et la mesure des performances.

Les plans pour IFLA 2001 à Boston incluent une session plénière et une *browsing session* sur les statistiques pour les bibliothèques numériques. Le sujet envisagé pour le programme de Boston est "Des statistiques pour l'âge de la connaissance: nouvelles mesures et nouvelles évaluations ". La structure prévue pour le programme de deux heures et demi inclut des présentations de 15-20 minutes chacune par trois intervenants et un temps de questions-réponses. Les orateurs seront encouragés à utiliser de bonnes et claires aides visuelles. Les intervenants possibles sont Julia Blixrud et Martha Kyrillidou, qui participent au programme Statistiques et mesures de l'association des bibliothèques de recherches (ARL), sur le projet *New Measures Initiatives*, la tentative de l'ARL pour développer de nouvelles mesures dans cinq domaines critiques.

IFLA 2002. La section voudrait tenir une réunion satellite de pré-conférence à l'université de Strathclyde à Glasgow. La réunion inclurait les résultats de l'enquête de Patricia Layzell Ward

sur l'enseignement des statistiques dans les écoles de LIS et une discussion sur la formation permanente en matière de statistiques pour les bibliothécaires en poste.

### **Les activités des membres de la section**

John Sumsion (université de Loughborough, Royaume-Uni) a rendu compte des projets LIBECON 2000 et la norme ISO 11620. Toutes les statistiques sont disponibles sur le site Web. Le financement de LIBECON 2000 sera terminé à la fin de l'année 2000. Pour la révision de la norme ISO 11620 (indicateurs de performance), la majeure partie du travail est faite par la Suède et la Norvège. La date cible pour l'achèvement de la norme est la fin de 2001. Le groupe de travail qui supervise la révision de cette norme voudrait avoir une certaine liaison avec la section des statistiques de l'Ifla.

Barbara Perry (Banque mondiale/IMF, Etats-Unis) signale qu'il y a un nouveau directeur responsable des enquêtes statistiques pour le NCLIS (le Centre national US pour les bibliothèques et les Sciences de l'information). Le NCLIS a un nouveau site Web.

Marie-Dominique Heusse signale qu'en France le ministère chargé des bibliothèques universitaires travaille actuellement à la collecte - directement sur internet- et au traitement automatisé des statistiques. Les statistiques des bibliothèques sont maintenant accessibles en ligne. Cécile Arnaud (université de Paris X Nanterre) a travaillé à la traduction française de la norme ISO 2789. Elle est également responsable de la traduction des papiers pour la conférence IFLA de Jérusalem.

Melita Ambrozic (Bibliothèque nationale et universitaire de Slovénie) signale que la bibliothèque nationale est responsable des statistiques de tous les types de bibliothèques, mais ne reçoit pas un financement au niveau nécessaire pour la collecte des statistiques sur une aussi grande échelle. Les statistiques des bibliothèques publiques marchent le mieux, celles des bibliothèques spécialisées sont plus problématiques.

Francisco Javier Alvarez Garcia signale qu'en Espagne le gouvernement autonome a établi un instrument d'enquête commun qui doit être employé par toutes les bibliothèques publiques pour recueillir des statistiques. Javier a travaillé à la traduction espagnole des papiers pour la conférence Ifla de Jérusalem.

Ludmila Kozlova (Bibliothèque nationale russe) indique que les jeunes se détournent de la profession de bibliothécaire en raison des bas salaires. Des membres de la section de statistiques d'autres pays ont enregistré la même difficulté pour recruter et retenir le personnel.

Bjorg Glesne (Statistiques Norvège) signale qu'en Norvège ce sont des organismes différents qui recueillent les statistiques des bibliothèques publiques et des bibliothèques universitaires. Ils examinent le questionnaire et se rencontrent deux fois par an. Ils attendent l'achèvement des normes ISO. Toutes les bibliothèques universitaires partagent le même système de bibliothèque intégré; elles ont travaillé pour améliorer la qualité des données venant du système. Le ministère de la culture a demandé au comité de développer quelques mesures de la qualité.

Ellen Hoffman (université d'York, Canada) évoque la grande quantité de données, et a le sentiment que les choses changent tellement rapidement que les bibliothécaires ne peuvent que prendre des vues instantanées. Ils font des évaluations sur des petits groupes, telles que le projet SERVQUAL. Au Canada il y a un comité qui va travailler à démontrer la valeur des

services pour lesquels les bibliothèques reçoivent des financements. L'université d'York était l'un des participants à l'étude préliminaire d'ARL pour SERVQUAL, qui a fait l'objet d'une des communications au programme de la section de statistiques (voir ci-dessous). Ellen signale plusieurs problèmes liés à l'outil SERVQUAL: au commencement il a provoqué une panne du système informatique, et le format de l'enquête en ligne semblait fait pour encourager, ou au moins faciliter, l'expression de commentaires négatifs...

## ATELIER SUR « L'UTILISATION DES STATISTIQUES POUR LE MARKETING DE VOTRE BIBLIOTHEQUES »

Organisé par la section Statistiques et la section Management et marketing, 13 août

Christie Koontz (Université de l'Etat de Floride) de la section Management et marketing a modéré l'atelier, qui comprenait quatre communications et un temps de discussion.

John Sumsion, membre de la section statistiques a parlé " du potentiel pour que les statistiques de bibliothèque améliorent le marketing de votre bibliothèque." Il a effectué une présentation complète des statistiques basées sur le marché, décomposées en segments, groupes d'utilisateur, et types d'utilisation.

Le thème de Thierry Giappiconi (bibliothèque publique de Fresnes, France) était : « des produits et services aux résultats et à l'impact ". Il a fourni des exemples de la façon dont les produits et services et les résultats peuvent être utilisés par les responsables des politiques publiques. Il a proposé que les bibliothécaires choisissent un objectif attaché à la mission de la bibliothèque, recueillent des statistiques à son sujet, atteignent des résultats et mesurent les indicateurs.

Evelyn Daniel (Etats-Unis) a présenté un papier préparé par Yan Liu (Université du Wisconsin, Milwaukee, Etats-Unis) sur "Les statistiques de bibliothèque en Chine et aux États-Unis." L'article décrit les similitudes et les différences dans la collecte et l'utilisation des statistiques de bibliothèque dans les deux pays.

Lim Siew Kim (Office national des bibliothèques de Singapour) a donné une présentation sur l'histoire de la bibliothèque de Singapour et sa mission, ses buts et objectifs. Elle a illustré l'utilisation des statistiques pour la communication avec le public et avec les financeurs

Christie Koontz a abordé l'utilité d'un logiciel de GIS (système d'information géographique) pour communiquer sur ce que fait la bibliothèque et qui sont ses utilisateurs, ceci en utilisant une base de données graphique.

De 50 à 70 personnes ont assisté à la session, représentant un large éventail d'expériences et d'attentes.

## LA « BROWSING SESSION », 14 AOUT

Dix-neuf participants ont assisté à la 6<sup>ème</sup> *browsing session* du 14 août. Comme les cinq précédentes, la session de cette année était une petite exposition des statistiques nationales éditées par différents pays. La session 2000 était consacrée aux bibliothèques universitaires. Les sessions satisfont au besoin des délégués de manipuler les documents, avec du temps pour des questions et une discussion.

Melita Ambrozic a préparé une intervention sur « Les statistiques de bibliothèques et la mesure des performances des bibliothèques en Slovénie: le cas des bibliothèques universitaires », qui sera publiée dans le bulletin de la section de statistiques. Dans son papier,

elle a relevé que la publication la plus récente des statistiques de bibliothèques universitaires en Slovénie était de 1997. Des statistiques plus récentes n'ont pas été encore éditées. La Slovénie a les mêmes problèmes de collecte de données que d'autres pays dans la transition.

Niels Pors (Ecole royale de bibliothéconomie, Danemark) a présenté les statistiques danoises de bibliothèque.

Marie-Dominique Heusse signale que pendant les deux dernières années en France toutes les statistiques des bibliothèques universitaires ont été recueillies électroniquement et peuvent être visualisées à <http://www.abes.fr/esgbu.htm>, et qu'elles sont également disponibles dans une base de données interactive à <http://www.sup.adc.education.fr/bib>.

Bjorg Glesne signale que *Statistics Nowway* recueille les statistiques pour les bibliothèques universitaires, spécialisées et de recherche en Norvège. Les statistiques sont recueillies manuellement ou électroniquement. La collecte électronique a accéléré le processus de publication. Les statistiques sont éditées sous forme papier et sous forme électronique (voir le site Web pour les statistiques Norvège, <http://www.rbt.no>). La forme électronique peut être téléchargée vers un tableur. Comme toutes les bibliothèques universitaires partagent le même système de bibliothèque intégré, les statistiques nationales peuvent être extraites à partir du système.

Javier Alvarez Garcia signale qu'en Espagne il y a un réseau des bibliothèques d'université. Cinquante quatre universités éditent des statistiques annuelles sur papier et sur le Web. Elles suivent les normes ISO 2789 et 11620 (toutes les deux ont été traduites en Espagnol). Un consortium de bibliothèques d'université est responsable de la collecte des données.

La Bibliothèque royale en coopération avec *Statistics Sweden* produit les statistiques des bibliothèques de recherche suédoises. En raison d'une réforme il y a plusieurs années, tout le budget pour la collecte de statistiques a été enlevé à *Statistics Sweden* et l'argent a été distribué à différentes bibliothèques. Le contrat pour compiler les statistiques est attribué par appel d'offres; jusqu'ici, *Statistics Sweden* a remporté l'appel l'offre. Cette année les statistiques ont été recueillies sur le Web et seront disponibles également sur le Web (<http://www.kb.se/kbstart.htm>). La Suède suit la norme ISO 2789 (qui est traduite en Suédois).

Toby Bainton, secrétaire du SCONUL (the Standing Conference of National and University Libraries, R-U) décrit le recueil et le traitement des statistiques de bibliothèques universitaires au Royaume-Uni. Le SCONUL finance le LISU (the Library and Information Statistics Unit, université de Loughborough) pour traiter les statistiques. Le SCONUL essaye de réduire le travail pour ses bibliothèques adhérentes. Il coopère avec l'association des centres de calcul des universités, de sorte que les deux organisations ne reproduisent pas le même travail de collecte. Le SCONUL recueille les données par le WEB et a un taux de réponse de 93%. Bainton signale que le SCONUL, comme d'autres organismes de bibliothèque, aborde des questions comme le comptage des consultations électroniques et le montage des statistiques sur le WEB. Le SCONUL vient d'éditer une nouvelle publication de statistiques universitaires complètes, destinées aux administrateurs des universités.

Barbara Perry décrit les statistiques annuelles de l'ARL (Association of Research Libraries), qui reprennent les principaux indicateurs de 122 des plus grandes bibliothèques universitaires et de recherche en Amérique du Nord. Les statistiques sont recueillies et diffusées sur le Web (<http://www.arl.org>)

Wanda Dole rend compte des statistiques de l'ACRL (Association of College and Research Libraries) qui reprennent depuis 1998 les statistiques pour les bibliothèques universitaires de toutes tailles et tout type. L'ACRL utilise un outil d'enquête adapté du formulaire de l'ARL. Les résultats complets sont disponibles sous forme papier et par le Web. Les données sont disponibles gratuitement sous forme de résumés sur le site Web de l'ACRL (<http://ala.org/acrl/statshp>).

La séance plénière, 15 août

La session, intitulée des "statistiques pour le nouveau millénaire: Les normes et les applications ", a attiré une assistance d'environ 50 personnes.

Fred Heath, Colleen Cook et Bruce Thompson (Université Du Texas A&M, États-Unis.) sont intervenus sur le thème : « Une nouvelle culture de l'évaluation: rapport préliminaire sur l'enquête de l'ARL, SERVQUAL ». C'était la première présentation publique des résultats d'un projet pilote testant la faisabilité du système SERVQUAL pour mesurer la satisfaction des usagers dans 12 bibliothèques de l'ARL. SERVQUAL est un instrument initialement développé pour le secteur marchand, et basé sur la théorie d'intervalle de qualité. Les résultats de ce projet pilote seront inclus dans les présentations faites lors d'une conférence internationale sur la culture de l'évaluation organisée par l'ARL à Washington DC en octobre 2000, et à la 4ème conférence de Northumbria en août 2001

Noam Kaminer (Ex Libris Ltd, Israël) a rendu compte d'une étude conduite avec David Amitai (Ex Libris) sur « Les systèmes de gestion de bibliothèque et les besoins en statistiques des gestionnaires des bibliothèques et des services d'information ». Ils ont fait une enquête sur 270 utilisateurs d'ExLibris provenant de bibliothèques et de milieux culturels divers, sur leur attentes en matière des statistiques qu'un système intégré de gestion de bibliothèque devrait fournir. Les résultats font apparaître que la demande la plus forte concerne les données de prêt, l'utilisation de la base de données, et les performances du système.

John Sumsion (Royaume-Uni.) a présenté la communication de Roswitha Poll sur l'avancement du travail du groupe international d'experts chargé d'examiner la mise en place actuelle de la norme ISO 2789: 1991 (la norme pour les statistiques de bibliothèque) ; le groupe a élaboré des recommandations pour des ajouts couvrant les ressources électroniques, et la révision de la norme. Le texte intégral des communications, excepté celle de Sumsion, sont disponibles sur le site Web de l'Ifla (<http://www.ifla.org>).

**Évaluation du programme.** Pour la deuxième fois, la section a distribué des formulaires d'évaluation de la session. Seize des quelques. 50 délégués assistant au programme ont rempli un formulaire. Les évaluations ont été généralement positives. Parmi les suggestions faites pour les futurs programmes, on trouve le projet SERVQUAL, les nouvelles mesures pour les statistiques de bibliothèque (par exemple, mesure de l'utilisation de la bibliothèques digitale et des ressources électroniques), les indicateurs de mesure de performance, les techniques de base des enquêtes pour des non statisticiens, l'interprétation des statistiques, et les applications pratiques des statistiques de bibliothèque.

## **LIBRARY STATISTICS AND LIBRARY PERFORMANCE MEASUREMENT IN SLOVENIA: THE CASE OF ACADEMIC LIBRARIES**

Melita Ambrožic

### **1 Introduction**

There were very few published works on library statistics and library performance measurement of academic libraries in Slovenia till now, most are just short explanations of the yearly library statistics or general information on its purpose, published in some manuals for library management. Their authors warned that Slovene librarians do not understand the role and meaning of library statistics and therefore have problems, not only in collecting the statistical data on library performance, but also in its usage. One of the reasons for this is certainly in the fact that librarianship started to develop more rapidly in Slovenia only after the second world war and did not have cadres to deal with library statistics, while the library directors did not recognise its meaning and role in the process of library management. The second reason is in the library environment which did not demand from them reliable, comparable and valid data on their work and expenditure of public funds. Therefore Slovene libraries gathered non-compatible data for decades, without asking themselves why they are gathering data, are they gathering relevant data, what the obtained data tells them, how it can be utilised, etc. The environment of public libraries was the first to demand "proof" on successful and efficient library performance, this still cannot be said for the environment of academic libraries to this very day.

### **2 The history of library statistics in Slovenia**

The libraries on Slovene territory have gathered some data on their performance even in the nineteenth century, on the basis of instructions that were in effect in the realm of the Austro-Hungarian Monarchy. Slovene librarians did not have their own instructions for collecting and use of library statistics till 1953, when the then Yugoslav Statistical Office prescribed a uniform collection of library statistics, based on the instructions of UNESCO, for all the republics of the former Yugoslavia. It was only in 1961 that the Law on Libraries prescribes that central public libraries are required to monitor the performance of all types of libraries in their area and also collect data on them. The public libraries did collect and publish, more or less systematically, the data on their performance, however, the first published statistical report for academic libraries did not emerge until 1973. There were no special instructions or manuals for a uniform collecting and use of library statistics, but Slovene libraries did observe the instructions and recommendations of UNESCO.

The last time the Statistical Office of Slovenia collected statistical data on libraries was for the year 1992, since the Law on State Statistics names the national library - National and University Library in Ljubljana - the responsible unit for statistical reporting on libraries. The Statistical Office is now charged only with collecting statistical data on school libraries. The data on academic, public and

special libraries is collected by the Advisory Centre for Libraries<sup>1</sup> with their own questionnaires, observing the instructions and recommendations of UNESCO and the international standard for library statistics ISO 2789. More data is being collected than is recommended by the ISO standard (most for public libraries). The gathered data serves individual libraries, Advisory Centre for Libraries, local authorities, Slovenian Statistical Office and also the UNESCO international library statistics reports, as well as for use and analysis in the LIBCON project of the European Commission.

The statistical data on **academic libraries** is published on the web home-page of the National and University Library<sup>2</sup>, and periodically in a special publication of the Advisory Centre for Libraries. Some data is also published in the regular statistical reports of the Statistical Office, some can also be found in the gazette of the University of Ljubljana, in the UNESCO Statistical Yearbook, on the web home-page of the project LIBCON, etc. Unfortunately, it must be said that the library statistics on academic libraries in Slovenia is more or less in "raw form", that is ordinary numerical data, without any computed indices or (at least quantitative) indicators of library performance. Not even the financing institution - the Ministry of Education, Science and Sport - nor the universities demand of the academic libraries anything more than just some data on their inputs and outputs, on the basis of which they are financed and even compared. Plans of the Advisory Centre for Libraries include intents to include the academic libraries in its system of library monitoring and begin with computation of indices and comparison with standards, as is already being done for public libraries, and stop publishing just library statistics.

### **3 Collecting and presenting statistical data on academic libraries**

There were 72 academic libraries in Slovenia at the end of 1998, according to the data of the Advisory Centre for Libraries. Of these, 67 were part of colleges and faculties incorporated into one of the two Slovenian universities (Ljubljana or Maribor), the rest were part of independent colleges. In the 1999 questionnaire on library statistics the following categories/types of data were collected:

1. **Formal data on the library** (name, address, telephone, fax, e-mail, www home-page, identification number, status, data on responsible and contact personnel).
2. **Opening time for users** (opening time by days of the week, opening time in a typical week, sum number of lending hours in a typical week).
3. **Library collection** (number of units by type and all together; number of running meters of library shelves holding the library material; number of units of non-book material by type and all together; number of units of standards; number of units of patents; all together number of units of all types of material; sum of number of running meters of library shelves holding material; number of ordered titles of serial publications by type and all together; number of ordered series in electronic form - that is on-line or on CD-ROM).
4. **Yearly acquisition of material** (number of new units of library material by type and all together, acquisition of non-book material by type and all together, acquisition of standards, acquisition of patents, summed acquisition of all types of material).
5. **Withdrawal of material** (by type and all together).
6. **Library loan** (home and in-house - by type of material, type of user and all together).

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<sup>1</sup> The Advisory Centre for Libraries is the department of the National and University Library in Ljubljana.

<sup>2</sup> <http://nuk.uni-lj.si/uporaba/enote/maticna/>

7. **Interlibrary loan** (material loaned from other libraries - requests sent and realised in Slovenia and abroad; material loaned to other libraries - received and realised requests in Slovenia and from abroad).
8. **Copies of material** (on paper and other forms).
9. **Library users** (number of registered individual and collective users; number of visitors according to categories and all together; potential users - number of students, teaching staff and other users).
10. **Library staff** (full or part-time - employees with a degree in LIS, librarians trained on-the-job, other employees, employed all together; structure of employees by educational level).
11. **Library incomes**
12. **Library expenditure** (for acquisition of material).

We can find that data on inputs are being collected (material, staff, collection, finances), partly also on outputs (lending, interlibrary loans and making copies of material for the users). Library statistics, which is being collected in Slovenia for academic libraries could be called typically "traditional", based on measuring inputs and a small number of outputs. This is mirrored also by the presentation/publication of the data, since only the original basic numerical data is presented in the tables, sometimes even just estimates of the actual values. The reliability and validity of such kind of data is low and a lot of data is missing. We feel that publication of such library statistics is inappropriate, especially since they are being taken by the environment of academic libraries as the basis for assessment of individual libraries and their unfounded comparison.

#### **4 Library performance measurement and academic libraries**

Measuring library performance is being carried out only in a few Slovene academic libraries and even in such cases mostly as a one time action and not as a systematic collecting of information for the needs of library management. A survey that was performed in 1998 for a doctoral dissertation on the qualitative and quantitative performance indicators of academic libraries<sup>3</sup> showed that in general the library directors are poorly acquainted with the topic "measuring library performance". They are unfamiliar with the basic literature in this field, only gather data on their functioning with the help of library statistics and the so-called oral feed-back of their users and that most of them do not see any reason for implementing measuring library performance into everyday praxis of academic libraries. As an exception, we can name the Central Technological Library of the University of Ljubljana, which has performed several measurements of the effectiveness of service and products, for example evaluations of catalogues have been made, of book and serial collections, measurement of the expediency of delivery of material from closed-access storage, etc. At the National and University Library measurements were made of the successfulness and quality of service for interlibrary loans, at the libraries of the Faculty for Social Sciences in Ljubljana, Faculty for Pedagogics in Maribor and Faculty for Electrical Engineering in Ljubljana library services measurement for the above-mentioned dissertation several of the library performance indicators recommended by IFLA were computed (market penetration, satisfaction with opening time, satisfaction with the library, satisfaction with the library services), also two studies of the library services' quality have been made at the Economic and Business Faculty in Maribor etc. Sporadically the libraries perform user-studies, which are however mostly methodologically incorrect and the knowledge of statistical methods is also inadequate.

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<sup>3</sup> Ambrožič, M. "Utvrđivanje uspješnosti poslovanja visokoškolskih knjižnica: od kvantitativnih do kvalitativnih pokazatelja [Library performance measurement and university libraries: from quantitative to qualitative indicators]." Zagreb: University of Zagreb, Faculty of Arts, 1999.

## **5 Concluding thoughts**

We find that Slovene academic libraries do not possess management information systems and do not systematically measure library performance. Library statistics that is being collected with a standardised questionnaire and observes the recommendations of the ISO 2789 standard, is of low quality, since a lot of data is either missing or the librarians prefer the easier path and enter estimated values instead of measuring the relevant activity. The gathered data is made use of unsuitably, since, except in rare cases of published data, no interpretation is made or the data used to compute quantitative indicators of library performance. The two universities do not bother with monitoring performance of their libraries, nor do the financing institutions, which is the reason why we still do not have an agreed-upon list of library performance indicators for academic libraries. Because of the many changes happening in the environment of academic libraries (market economy, preparation for the credit system and system of accreditation, aggravated conditions of financing public services, implementation of quality standards), Slovene academic libraries will also be soon forced to accept and treat library statistics as well as indicators of library performance as an inevitable tool of their management.

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## STATISTICS SECTION EVENTS AT THE BOSTON IFLA

**Saturday, August 18**

11:30 – 14:20

Statistics Section Standing Committee, 1<sup>st</sup> meeting  
Election of officers

Sunday, August 19

8:30 – 10:20

Performance Measurement in Public Libraries Discussion  
Group (this discussion group is sponsored by Statistics)

Monday, August 20

9:30 – 12:00

Statistics Section Browsing Session: On-line Statistics  
OFF-SITE at SIMMONS COLLEGE

Tuesday, August 21

12:30 – 15:00

Statistics Section Program. *Statistics in the Knowledge  
Age: New Measures and Assessments*  
Measurement Program (Julia Blixrud, Association of  
Research Libraries, USA)

Russia and CIS Library Internet Service: A Statistical  
Analysis of WWW-Server Development and User Requests  
(Yakov Shraiburg, Russian National Public Library for  
Science and Technology, Russian Federation)

Measuring Service Quality with a Balanced Scorecard  
(Roswitha Poll, University and Regional Library, Muenster,  
Germany)

**Friday, August 24**

10:30 – 12:15

Statistics Section Standing Committee, 2<sup>nd</sup> meeting

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The Section on Statistics has ten new members whose 2001-2005 terms will begin in Boston. They are:

La section statistiques comprend 10 nouveaux membres dont le premier mandat, 2001-2005, commencera à la conférence de Boston :

Henrik Aaslund, Royal Library of Sweden

Roswitha Poll, University and Regional Library  
Muenster, Germany

Valérie Alonzo, Bureau des Bibliothèques de  
la Ville de Paris, France

Michael Heaney, Oxford University, UK

Boris Lensky, Russian Book Chamber, Russian  
Federation

Keth Curry Lance, Library Research Service,  
USA

Pierre Meunier, Bibliothèque de Montreal,  
Canada

Pierre-Yves Renard, Sous-Direction des bibliothèques,  
Ministère de l'Éducation Nationale, France

Pauline Rothstein, Ramapo College of New  
Jersey, USA

Yakov Shraiberg, Russian National Public  
Library for Science and Technology, Russian  
Federation