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36<sup>e</sup> congrès LIBER

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### **Results from the Seminar on Measuring Quality in Libraries**

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SIMPSON, Bill

John Rylands University Library (UK)

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# Results from the Seminar on “Measuring Quality in Libraries”

Didar Bayır, Koç University Suna Kıraç Library (Turkey)

&

Bill Simpson, John Rylands University Library (UK)



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- Seminar on “Measuring Quality in Libraries” held at Bibliothèque nationale de France on 23rd of March
- 26 participants from 11 countries
- 9 presentations



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## PURPOSE OF THE SEMINAR:

- To identify the available tools
  - Libqual +, ISO standards, others?
- To exploit the results of the assessment
  - Actions to take forward
- To see the European and international dimension
  - What comparisons are possible ?



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## TOOLS FOR QUALITY MEASURES 1: LibQUAL+™

- LibQUAL+™ Website:  
<http://www.libqual.org>
- Publications:  
<http://www.libqual.org/publications>
- Events and Training:  
<http://www.libqual.org/events>
- Gap Theory/Radargraph Introduction:  
<http://www.libqual.org/Information/Tools/libqualpresentation.cfm>
- LibQUAL+™ Procedures Manual:  
<http://www.libqual.org/Information/Manual/index.cfm>



## **TOOLS FOR QUALITY MEASURES 2: SCONUL**

- Available options: Quality Assessment, Peer Review, Performance Indicators, Satisfaction Surveys and Total Quality Management, some of which can be used in conjunction with each other
- Tool kit on “Performance Improvement”
- Need to move from “business as usual mode” to “management of new initiatives”



## TOOLS FOR QUALITY MEASURES 3: OCLC – 1

- Measuring the quality of collections through **WorldCat Collection Analysis**

<http://www.oclc.org/collectionanalysis/>

&

<https://www3.oclc.org/app/listserv/>

- Two types of subscriptions:
  - Individual libraries
  - Library groups



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## TOOLS FOR QUALITY MEASURES 3: OCLC - 2

### For individual libraries:

- Comparison with WorldCat - **all holdings**
- Age and subject content analysis **of library's collection**
- Unlimited one-to-one comparisons (**with library's permission**)
- Unlimited peer comparisons





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## TOOLS FOR QUALITY MEASURES 3: OCLC - 3

### For library groups:

- Reports for individual libraries within group
  - Age and content analysis
  
- Comparison of each library within the group
  - Overlap
  - Uniqueness
  
- Aggregated view of entire group
  - Age and content analysis



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## **STANDARDS & PERFORMANCE INDICATORS 1:**

Standards developed by ISO Technical  
Committee of Information and documentation  
046 and Sub-committee 8 (ISO / TC 46 / SC 8)

- ISO 2789
- ISO 11620



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## **STANDARDS & PERFORMANCE INDICATORS 2:**

Specific needs for national libraries?

- ISO / TC 46 / SC 8/ WG 7 – Quality measures for national libraries



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## STANDARDS & PERFORMANCE INDICATORS 3:

- Three different initiatives:
  - IFLA
  - CENL Working Group (European Advisory Body)
  - ISO
- Solution: **COLLABORATION!**
- **Proposed 12 indicators!**



## **BENCHMARKING 1: UCL EXPERIENCE**

Quality measures:

- Benchmarking against annually revised Key Performance Indicators (KPIs)
- KPIs to measure how well the Library operates
- User satisfaction and impact measures



## **BENCHMARKING 2: IRISH EXPERIENCE**

- Co-ordination by Irish Universities Quality Board (<http://www.iuqb.ie/>)
- Standard procedure
- Each university responsible for own procedure
- Cyclical quality reviews (4-5 five years cycle)



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## **BENCHMARKING 3: JOHN RYLANDS LIBRARY EXPERIENCE**

- Operational Performance Review
- International benchmarking group: UK, North America, Australia and the Far East



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## BENCHMARKING 4: SCONUL EXPERIENCE - 1

Measurement and benchmarking are not separate sciences or unique theories of quality management, but rather strategic approaches to getting the best out of people, processes, products, plant and programmes'

*John Oakland*





## **BENCHMARKING 5: SCONUL EXPERIENCE - 2**

SCONUL Benchmarking Manual published in 2000:

- Definitions & Context
- Models, including library typology
- Three phase (seven stage) method
  - Planning, comparing, acting
- Three Pilot Case Studies



## **BENCHMARKING 5: SCONUL EXPERIENCE – 3**

- Can LIBER facilitate international consortia?
- Would it be possible to set up national or international (LIBER?) clearing houses for benchmarking?
- What about e-benchmarking?



## **BENCHMARKING 6: SWISS EXPERIENCE**

- Began in 2001
- At first, unsuccessful, because of amount of work involved for library staff
- Including public libraries as well as academic libraries
- Involving German libraries in the project
- Now much better as national statistics [have become] available in usable form



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## OUTCOMES OF THE SEMINAR - 1:

- Engage staff in the whole process
- Aim the whole process not just to gather information but to improve performance
- Ensure that the concerns people express result in change and improvement



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## OUTCOMES OF THE SEMINAR - 2:

- Make performance measurement a tool for upward strategic engagement within the institution
- A need for measurements that are independent of local culture. Should we begin by comparing existing lists?



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## OUTCOMES OF THE SEMINAR - 3:

- Not survey users too often since “survey fatigue” sets in and response rates drop quickly
- LIBER group for LibQUAL?
- French academic libraries and LibQUAL- the first probably participating in 2007