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Evaluation as a Tool for Developing the Quality of the Academic Libraries

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Uppsala, Sweden

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- The evaluation methods
- Some facts of the University of Helsinki
- The Library institution of the University of Helsinki
- Evaluation processes in 1993, 2000 and 2004
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THE FRAMEWORK

- European Higher Education Area (EHEA)
- Bologna Process from 1999
- European Association for Quality Assurance in Higher education (ENQA) http://www.enqa.eu/, http://www.enqa.eu/pubs.lasso

THE FRAMEWORK

	The Quality of the Services	**Quality Management**	**The Quality Assurance System**
FOCUS	Do the library services work well? The Customers' needs? Customer satisfaction?	**Do the libraries provide right services? Are they updated and cost-effective?**	Focus in the whole quality system of the university
METHODS	User surveys LIBQUAL	**Peer review evaluation, Self-assessment, Benchmarking**	Auditing Accreditation

EVALUATION

- Evaluation is
  - a systematic determination of value
  - or the comparison of objectives to the measurement of performance based on criteria set in the relation
  - a process that aims to raise development needs and proposals.

- The evaluation model consists of four parts:
  - external evaluation organisation
  - self-assessment
  - peer review with its evaluation visits
  - public evaluation report.

THE UNIVERSITY OF HELSINKI

- Founded in 1640
- One of the leading research-intensive universities in Europe
- 11 faculties and 20 independent institutes.
- 4 300 degrees/ 400 doctoral degrees
- 38 000 students
- The staff 7 600 / 4 700 are researchers and teachers.

THE INTERNAL EVALUATION IN 1993

- Evalution process of all the institutes of the University
- Evaluation team leaded by the Vice-rector Mustajoki
- A work for a first common library strategy began in 1995 and was accepted 1998.

THE INTERNATIONAL EVALUATION IN 2000

- **The Panel:**
- Ian R.M.Mowat Edinburgh
- Hans Geleijnse Tilburg
- Göran Gellerstam Lund
- Kyllikki Ruokonen (emerita)

  The Business School of Helsinki
- **Steering Group**
- **Evaluation Officer**
- **Planning Officer**
- **Self-assessment, user inquiries, panel visits**
- **Interviews: 80 persons**

THE RECOMMENDATIONS IN 2000

- The most important targets for development
  - Clarity in defining the National Library and the University Library sectors
  - Strengthening the coordination and strategic management of the University's libraries
  - Creating a common personnel strategy for all the libraries
  - Improving quality
  - Creating centralised supporting services.
- http://www.helsinki.fi/kirjastot/esittely/arviointi.htm

THE FOLLOW-UP EVALUATION IN 2004

- Panel members: Hans Geleijnse (Tilburg), Gunnar Sahlin (National Library of Sweden) and Sinikka Koskiala (Finland).
- Steering group (chairman Vice-Rector Niemi)
- Evalution Officer (part-time)
- Self assessment of the libraries, interviews to the decision makers, enquiries of the deans, researchers, teachers, students, librarians.

THE RECOMMENDATIONS IN 2004

- The goal of the evaluation was to assess the process of development within the library and information services at the University of Helsinki since the evaluation of 2000.
- Main recommendations:
  - A further clarification of the tasks by the National Library for the University is needed. A service level agreement
  - Identification of the joint tasks for the libraries. The Director of Information and Library Services should coordinate the development of a joint strategy.
  - Increasing of the central funding.
  - A sustainable staff strategy for the future is still required.

THE LIBRARY INSTITUTION OF THE HU 2006

- Two large entities
  - From the Helsinki University Library to the National Library of Finland
  - From 160 separate faculty and institute libraries to the University of Helsinki Libraries

LIBRARIES ON THE FOUR CAMPUSES 2006

Meilahti Campus
Faculty of Medicine

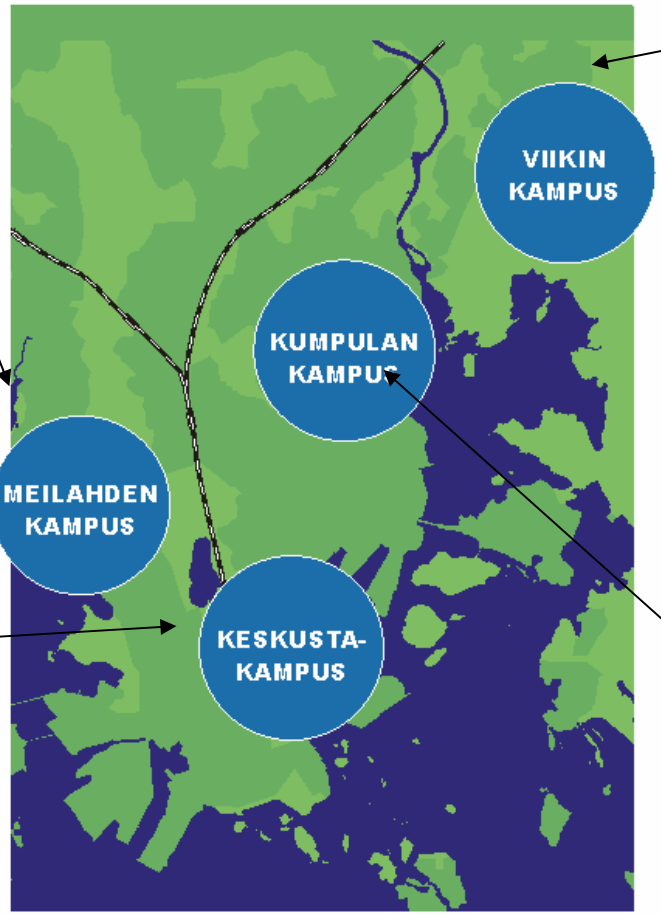
students 2 000
staff 1 500
HUCH 10 000

National Library of Health Sciences

City Centre Campus
Faculties of Theology, Law, Arts, Behavioural Sciences, and Social Sciences

students 22 000,
staff 3 000

HUL/National Library
Undergraduate Library
five faculty libraries



ViikkiCampus
Faculties of Agriculture and Forestry, Biosciences, Pharmacy and Veterinary Medicine

students 5 300,
staff 2 500

Viikki Science Library

Kumpula Campus
Faculty of Science

students 6 000,
staff 1 000

Kumpula Science Library

HOMEWORK OF THE UNIVERSITY AFTER THE EVALUATION

- Discussions, a plan of action
- National Library development
- Director of the Library Coordination and the Coordination Office 2005
- Sustainable staff strategy 2006-2011
- Systematic e-Library work
- Systematic quality work
- The reform principles of the reorganisation of the library institution 2007-2010.

STRATEGIC DEVELOPMENT OF THE LIBRARIES

- Strong university leadership involved
- Values of high quality inside the university creates need of high quality for the libraries as well (best research, best materials, best services)
- New budget models and need to save resources
- New technology, e-library opportunities
- National consortias (Library technology and systems, E-library)
- Effective training of the staff, more experts, better salaries, new division of work
- Large user education programs (IL-programs and projects)

THE POINT OF VIEW OF THE FACULTIES

- The users are satisfied with e-library services, local and student services.
- Funding of libraries will be a challenge in the future
- The central problem with the faculties is how the decision-making and financies will be reorganised.

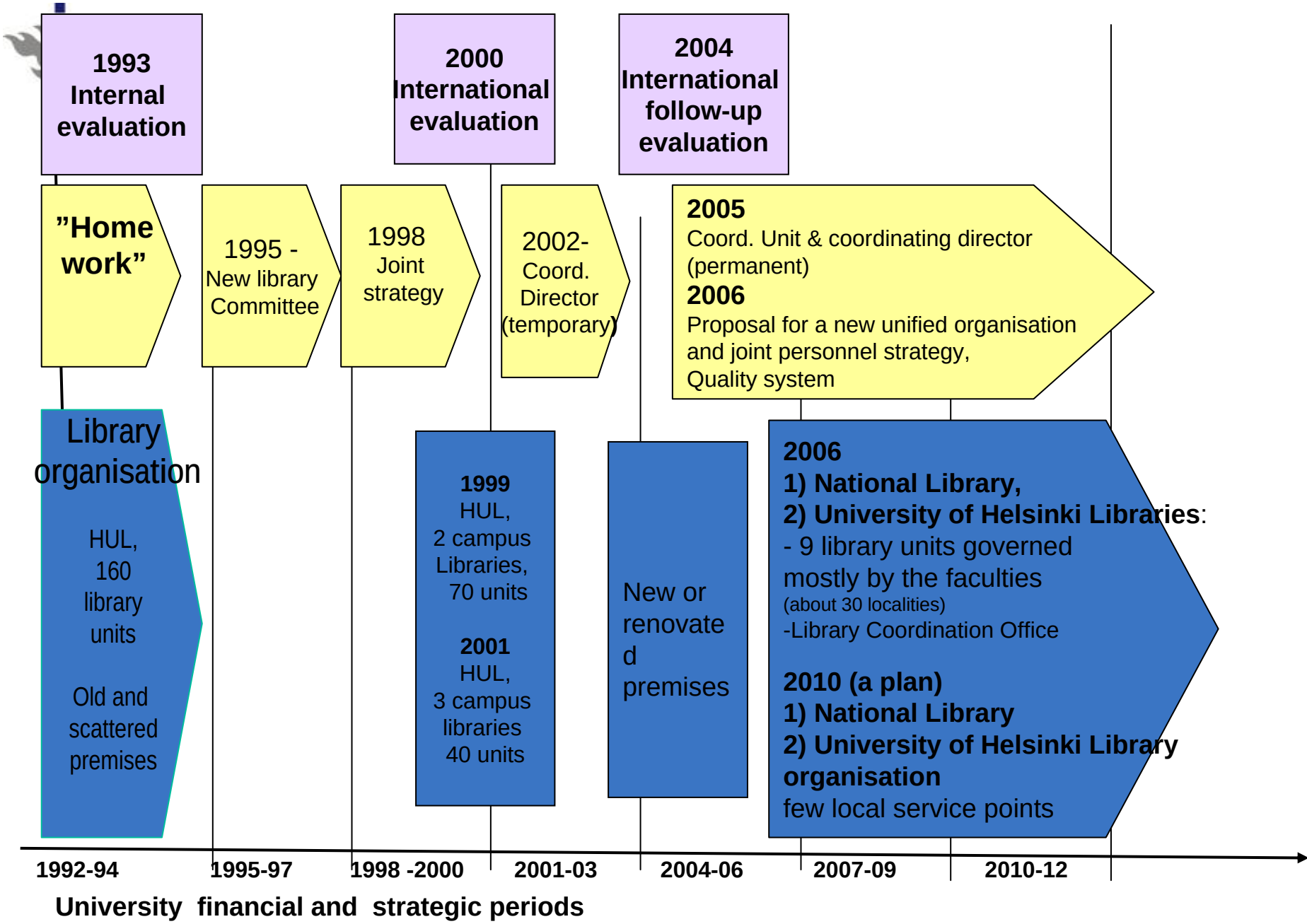
THE POINT OF VIEW OF THE LIBRARY DIRECTORS

- Freedom of action and the independence of the library units.
- Reorganisation of the library staff.
- Creating a common vision for the future is important.

THE POINT OF VIEW OF THE LIBRARY COORDINATOR

- A permanent coordinating director of the libraries
- Much responsibility, with little authority to carry out changes
- Organisational changes will be needed
- Cooperation with the university and faculty leaders, library directors and with national and international colleagues essential!

HELSINKI UNIVERSITY LIBRARIES 1993-2010



CONCLUSION

- The Evaluation processes have served as a primus motor for an extensive, multidimensional and long-lasting development
- It can safely be stated that the library evalutions play a vital role in the development of the information services of the University of Helsinki.
- On the other hand, a lot homework remains to be done after the evaluations. The process will go on.

QUESTIONS

- Do we need European recommendations for the quality on the library sector?
- Which kind of role should LIBER have in the development of quality?