



International Federation of
Library Associations and Institutions

Statistics and Evaluation Section Newsletter

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Crisis? What crisis? The use of statistics and data for libraries at a turning point

More than 200 professionals from all over the world gathered together in The Statistics and Evaluation Section's main session in this year's IFLA conference in Helsinki, Finland.

Many libraries find themselves at a turning point in recent times. They are in a situation that imposes on them the need for change, and often quite urgently. This change can be for better - as when new opportunities must be seized, for worse - as is the case in a financial crisis, when the value of the library is put in question, or for a different reason - as when new user needs arise and old ways of doing things are not feasible any more. As change occurs libraries must make decisions and take action to meet new demands.

The session focused on how the use of statistics, qualitative and quantitative measures, management information or empirical studies, quality assessment, outcome studies etc. can help libraries deal with such a turning point and enable them to go ahead in a critical situation.

The program and proceedings will be published at: <http://conference.ifla.org/ifla78/programme-and-proceedings>



Célida Álvarez-Armenteros (left) and Yumarys Alt. Polanco-Almonte presenting the census of the libraries of Dominican Republic. (Photo: Michele Farrell.)

Statistical Evaluation and Other Methods as Tools for Management and Decision-making

Statistics and Evaluation Section in cooperation with **Management and Marketing Section** and **Academic and Research Libraries Section** and **Turku University Library** organized the satellite pre-conference “Library’s Efficiency Impact and Outcomes: Statistical Evaluation and Other Methods as Tools for Management and Decision-making” on 8-9 August 2012 in the University of Turku, Turku, Finland.

The radical change in the operational environment of libraries has set new challenges for library leadership and management. The traditional method for libraries has been collecting a substantial amount of statistical data. This is no longer enough for modern management. New ways of analysing efficiency, impact and outcomes measurement are needed to obtain better data and information for marketing and managing as well as demonstrating the impact of libraries. In addition to the quantitative data, one also needs qualitative data and methods of identifying users’ needs. Finally, combining different types of results and data will provide new possibilities in fighting for the library’s resources and meeting the users’ service needs.

The conference gathered together 85 professionals from 21 countries. There were 15 conference papers divided in two parallel sessions, one for public libraries and one for scientific libraries.

Full program and abstracts at <http://kirjasto.utu.fi/ifla2012/>. Later on, the full papers will be published and they can be downloaded in this address as pdf-documents.

Newsbits

Future IFLA Congresses

2013 - Singapore
2014 - Lyon, France
2015 - Africa
2016 - North America
2017 - Europe
2018 - Latin America and Caribbean
2019 - Europe

4th International Conference on Qualitative and Quantitative Methods in Libraries took place in Limerick, Ireland

On 22-25 May 2012, almost 300 library professionals from all over the world were gathering in Limerick, Ireland in the 4th International Conference on Qualitative and Quantitative Methods in Libraries (QQML).

Qualitative and quantitative methods aim at the assessment and improvement of the library services, and to the measurement of the effectiveness and impact of libraries.

The keynote speakers of the conference were Professor Emerita, Dr. Ching-chih Chen from Simmons College, Boston, USA and MSci, Planning Officer Markku A. Laitinen from The National Library of Finland. The keynote talk title of Professor Chen was “Title Beyond Digital Libraries/Archives/Museums: How to measure, evaluate and assess their impacts and value?” The keynote talk title of Markku Laitinen was “The Power of Data - Advocating for Library by Showing Evidence of Impact.

The 5th QQML Conference will be 27-29 May 2013 in Rome, Italy.

Additional information at: <http://www.isast.org/qqml2012.html>

Model Library Census

In 2011 a team of researchers from the Dominican Republic National Library carried out a comprehensive and well designed census of the country's libraries. This project represents an original and promising approach to evidence-based advocacy. At The IFLA congress in Puerto Rico members of the team approached our section and asked for feedback on their project. **Tord Høivik** and **Toni Oller** wrote a detailed evaluation of the project plan - and got a very positive response from Dominican researchers. As a result the section invited the team to present the census project at our main session in Helsinki. Fortunately they were able to participate.

At our section meetings in Helsinki it was suggested that the Dominican Library Census, given its high quality, could be developed into a Model Census for other countries that lacked basic information about their library situation. The idea was supported both by the section and by the local research team. We intend to continue work on this early next year. We are planning for a workshop including one of the local researchers at the mid-term meeting in New York in March 2013. A draft document might be ready in time for next year's conference in Singapore.

Statistics for Advocacy

The Statistics for Advocacy training module has started to make an impact. The course was developed for IFLA in 2009-2010, as part of the Building Strong Library Associations program. IFLA financed an international workshop to design the curriculum in December 2009, at the IFLA HQ in The Hague. The course was piloted in Chania, Greece, in June 2010 and in Gothenburg, Sweden, in August, with **Tord Høivik** (project coordinator) as the main instructor.

The impact of the training has been substantial in Norway. Tord Høivik translated the materials into Norwegian. Together with **Jannicke Røgler**, a senior library advisor at Buskerud County Library, he has conducted six courses so far. An additional three courses will be arranged this autumn. This summer the Section was also able to realize the first SFA training in Africa, at Makerere University Library in Kampala. Tord Høivik and the library Director, Dr. **Maria Musoke**, were co-instructors. IFLA has reported that

courses have been done in Lithuania and Ukraine. The county library in Olsztyn, Poland, has translated the materials into Polish last autumn and will do the first Polish course this autumn.

The future looks fairly promising. Several African colleagues have expressed an interest in more statistics training. Colleagues from Romania are interested in doing a course next year. The Section would like to do a one day training (off site) during the Singapore conference. If the local organizers take care of translations, the SFA coordinator is prepared to teach in Spanish and French. The statistics course is part of the BSLA program. In BSLA instructors work as volunteers (unpaid). So far, IFLA has tried to cover the travel expenses for instructors from abroad. The original Gates grant is running out, but the organization is looking for new sources of support. The Section will also ask for project funds for 2013. If successful, we should be able to support local expenses up to Euros 1,000 per course.

IFLA dialogue

At the very start of the WLIC 2012 in Helsinki, all section officers were invited to the Leadership Brief arranged by the Professional Committee (PC). There was great interest in this meeting. The agenda included many information points. Many of the participants, including the officers from our section, wanted a more participatory meeting. This issue was brought up again the next day, at the Leadership Forum of sections and SIGs from Division 4. As a result, the division established a small work group to help improve communication within IFLA. The group is coordinated by **Sebastian Wilke** and will draft a proposal for the December meeting of the PC.

As of August 21, the group consists of

- **Sebastian Wilke**, Convenor of the New Professionals Special Interest Group (NPSIG)
- **Maria Cortera**, Convenor of the Women, Information and Libraries Special Interest Group
- **Tord Høivik**, Secretary of Statistics and Evaluation Section
- **Dace Udre**, NPSIG activist
- **Sanita Maleja**, NPSIG activist
- **Dierk Eichel**, Information Coordinator of NPSIG
- **Ulrike Lang**, Co-Chair of the Continuing Professional Development and Workplace Learning Section (CPDWL)
- **Catharina Isberg**, Information Coordinator of the CPDWL Section

and will invite all interested parties to discuss the issues and comment on the draft proposal on the open web.

Current News in Library Statistics Standards

The general assembly of ISO (International Organization for Standardization) Technical committee (TC) 46 “Information and Documentation” and its sub committees (SC) and work groups (WG) was held in 7-11 May 2012 in Berlin, Germany.

The open web page of TC 46: <http://isotc.iso.org/livelink/livelink/open/tc46>

The SC 8, Quality - statistics and performance evaluation

International Library Statistics (ISO 2789)

The new and updated version of the “main standard” of library statistics is being maintained by WG 2. ISO 2789 gives the guidance what statistics the libraries should collect. The Draft International Standard (DIS) for 5th edition has been sent for comments to the member bodies of ISO for circulation to vote as a DIS and following consensus was obtained from the participating members (P-members) of the committee:

- P-members **in favour** (22): Bulgaria (BDS), China (SAC), Czech Republic (UNMZ), Denmark (DS), Estonia (EVS), Germany (DIN), Iran, Islamic Republic of (ISIRI), Italy (UNI), Kenya (KEBS), Norway (SN), Portugal (IPQ), Russian Federation (GOST R), Spain (AENOR), Sweden (SIS), Switzerland (SNV), Ukraine (DSSU), Canada (SCC), Finland (SFS), France (AFNOR), Japan (JISC), United Kingdom (BSI), USA (ANSI).
- P-members voting **against** (0)
- P-members **abstaining** (2): Belgium (NBN), South Africa (SABS)
- P-members who **did not vote** (3): Austria (ASI), Cuba (NC), Singapore (SPRING SG)

The ballot ends 21st November 2012 and in case there will be at least $\frac{2}{3}$ support and no more than $\frac{1}{4}$ rejection, the DIS will be developed as final draft (FDIS). At the ballot stage the P-members can give their comments which will be taken into consideration in the FDIS, which again, will be sent for comments and balloting to the member bodies of ISO.

Library performance indicators (ISO 11620)

Committee Draft (CD) of 3rd edition of the standard ISO 11620, "Library performance indicators", which contains several performance indicators for libraries to use in reporting their operations, is due to be sent to the member bodies of ISO for circulation to comment and vote as DIS.

Methods and procedures for assessing the impact of libraries (ISO 16439)

The newest standard in the family of the ISO standards of for measuring and reporting library activities is the standard for assessing the impact and value of libraries, the ISO 16439, "Methods and procedures for assessing the impact of libraries". It will define and describe methods for assessing and measuring the impact of libraries and library services. This standard is intended to complement the existing set of standards for statistics and quality measures in libraries and information services.

Call for Experts: ISO/TC 46/SC 8/WG11 New Work Item, International museum statistics

A new work item proposal for establishing the work group 11 to make the International museum statistics was approved unanimously during the ISO/TC 46/SC 8 Plenary meeting in Berlin, Germany in 10 May 2012 and ballot for establishing the work group and call for experts ends 2012-10-06.

Now Online: Global Library Statistics Module of IFLA-World-Report!

IFLA has added a new module to its World Report Database at <http://db.ifla-world-report.org/home/index>

The Global Library Statistics Module contains library related statistical data for national library systems. The module was developed by IFLA World Report team and IFLA Statistics and Evaluation Section. It is based on a model questionnaire developed for library systems by the section in the years 2004-2006. It contains a core of 8 basic numbers on the public and academic library systems of a country. This core can be extended by additional information.

Currently data for ca. 30 countries is accessible via a world map. IFLA invites experts and colleagues from all other countries to take part in the effort of creating a statistical overview of libraries around the world! If you are able to contribute data on the library system of your country, please visit the website and get in touch with Theo Bothma (theo.bothma@up.ac.za) or Ulla Wimmer (ulla.wimmer@ibi.hu-berlin.de)

<http://db.ifla-world-report.org/home/index>

BIX Library Index: Full English website available after re-launch

BIX library index is the German benchmarking system for public and academic libraries, based on statistical data. It has been operating since 2000 and underwent a major relaunch with a new concept in 2012. BIX is a project of the German Library Association (dbv).

Information on one of the longest-running benchmarking systems for libraries is now available beyond the German-speaking community. Since July 2012, the new BIX website www.bix-bibliotheksindex.de contains a full English version of the results database as well as information on methodology, indicators and background.

www.bix-bibliotheksindex.de