



New Archives and Special Collections Statistics, Measures, and Standards

Christian Dupont Atlas Systems / Boston College

Steve Hiller University of Washington

Update:

New archives and special collections statistical standards are on the way!

- **Holdings Measures**
- **Public Services**
- **Instructional Outreach**
- **Preservation and Conservation**
- **Archival Repositories**



Background:

Descriptive standards well-developed, but operational metrics lacking

- **Taking Our Pulse: The OCLC Research Survey of Special Collections and Archives (2010)**
- **ACRL “Value of Academic Libraries” report (2010)**
- **IMLS Lib-Value/ROI study (2010)**



Taking Our Pulse:

The OCLC Research Survey of Special Collections and Archives (2010)

Key Findings

A core goal of this research is to incite change to transform special collections, and we have threaded recommended actions throughout this section. ...

Assessment

A lack of established metrics limits collecting, analyzing, and comparing statistics across the special collections community. Norms for tracking and assessing user services, metadata creation, archival processing, digital production, and other activities are necessary for measuring institutions against community norms and for demonstrating locally that primary constituencies are being well served.

ACTION: Develop and promulgate metrics that enable standardized measurement of key aspects of special collections use and management.

“What’s So Special about Special Collections?”

Or, Assessing the Value Special Collections Bring to Academic Libraries

Christian Dupont *Atlas Systems, Inc.*

Elizabeth Yakel *University of Michigan, School of Information*



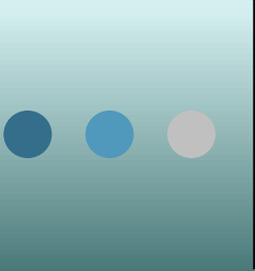
Library Assessment Conference 2010
Baltimore, MD
October 26, 2010

Metrics Mayhem

- Circulation vs. visit counts



- Lack of standard definitions
- Lack of uniform data collection methods
- Difficult to analyze usage patterns
- Impossible to compare institutions

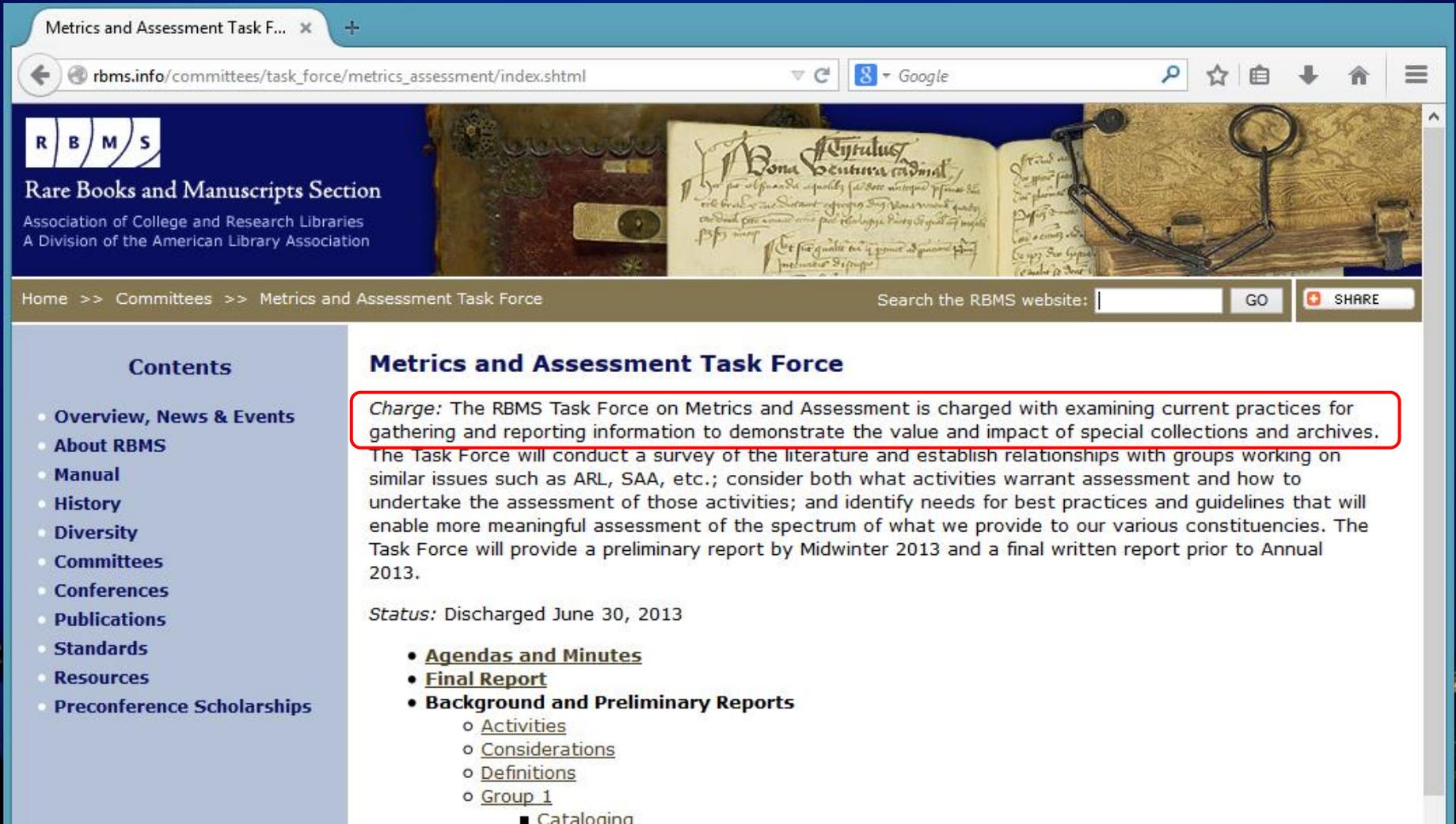


Competing Definitions

<i>Source</i>	<i>Definition</i>
ARL: <i>Circulation</i>	➤ Count the number of initial circulations during the fiscal year from the general collection for use usually (although not always) outside the library. Do not count renewals. Include circulations to and from remote storage facilities for library users (i.e., do not include transactions reflecting transfers or stages of technical processing). Count the total number of items lent, not the number of borrowers. For Question 33, report total circulation for the fiscal year including initial transactions reported on line 32 and renewal transactions. Exclude reserve circulations; these are no longer reported.
NISO: <i>In-house Use</i>	➤ Documents taken by a user from open access stock for use on the premises.
NISO Appendix A: <i>Total Circulation</i>	➤ The total annual circulation of all library materials of all types, including renewals. Note: Count all materials in all formats that are charged out for use outside the library. Interlibrary loan transactions included are only items borrowed for users.
SAA Glossary: <i>Circulation Record</i>	➤ – 1. Documentation of who has used materials. – 2. Libraries: a log of books or other materials a patron has checked out, which can also be used to indicate all books checked out from a library. – 3. A document that records the movement of something such as blood, books, drugs, immigrants, money, or water from one place to another.

RBMS Metrics & Assessment Task Force

2012-2013



Metrics and Assessment Task F... x +

rbms.info/committees/task_force/metrics_assessment/index.shtml

Google

R B M S
Rare Books and Manuscripts Section
Association of College and Research Libraries
A Division of the American Library Association

Home >> Committees >> Metrics and Assessment Task Force

Search the RBMS website: GO [SHARE](#)

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- About RBMS
- Manual
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- Standards
- Resources
- Preconference Scholarships

Metrics and Assessment Task Force

Charge: The RBMS Task Force on Metrics and Assessment is charged with examining current practices for gathering and reporting information to demonstrate the value and impact of special collections and archives. The Task Force will conduct a survey of the literature and establish relationships with groups working on similar issues such as ARL, SAA, etc.; consider both what activities warrant assessment and how to undertake the assessment of those activities; and identify needs for best practices and guidelines that will enable more meaningful assessment of the spectrum of what we provide to our various constituencies. The Task Force will provide a preliminary report by Midwinter 2013 and a final written report prior to Annual 2013.

Status: Discharged June 30, 2013

- [Agendas and Minutes](#)
- [Final Report](#)
- **Background and Preliminary Reports**
 - [Activities](#)
 - [Considerations](#)
 - [Definitions](#)
 - [Group 1](#)
 - Cataloging

RBMS Metrics & Assessment Task Force

2012-2013

- ▶ **Group 1:** Collections, Cataloging, and Processing
- ▶ **Group 2:** Conservation, Preservation, Exhibits, and Exhibit Loans
- ▶ **Group 3:** Instruction and Reference
- ▶ **Group 4:** Use and Users



RBMS Metrics & Assessment Task Force

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- ▶ Group 1: Collections, Cataloging, and Processing
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- ▶ Group 3: Instruction and Reference
- ▶ Group 4: Use and Users





SAA-ACRL/RBMS Joint Task Force on Holdings Metrics

Roster Description

The SAA-ACRL/RBMS Joint Task Force on the Development of Standardized Holdings Counts and Measures for Archival Repositories and Special Collections Libraries is responsible for the development of guidelines that will provide metrics, definitions, and best practices for quantifying the holdings of archival repositories and special collections libraries.

The Guidelines will consider and address both the wide range of types and formats of material typically held--including analog, digital, and audiovisual materials--and the different ways in which collection material is managed and described. The Guidelines might also accommodate a two-tiered approach involving basic/minimum metrics and advanced/optimum metrics and/or include recommendations for institutions that wish to engage in collections assessment.

**SAA-ACRL/RBMS
JOINT TASK FORCE
ON HOLDINGS
METRICS ✓**

RBMS Metrics & Assessment Task Force

2012-2013

- ▶ **Group 1:** Collections, Cataloging, and Processing
- ▶ **Group 2:** Conservation, Preservation, Exhibits, and Exhibit Loans
- ▶ **Group 3:** Instruction and Reference
- ▶ **Group 4:** Use and Users





SAA-ACRL/RBMS Joint Task Force on Public Services Metrics

**SAA-ACRL/RBMS
JOINT TASK FORCE
ON PUBLIC
SERVICES METRICS ✓**

Roster Description

The SAA-ACRL/RBMS Joint Task Force on the Development of Standardized Statistical Measures for Public Services in Archival Repositories and Special Collections Libraries is responsible for development of a new standard defining appropriate statistical measures and performance metrics to govern the collection and analysis of statistical data for describing public services provided by archival repositories and special collections libraries.

The Standard will describe and quantify users of special collections and archival materials and services and their usage of the same, including reading room paging/circulation, paging/circulation of materials for other purposes (e.g., class/events, exhibits, reference questions, conservation, processing), reference interactions (in person and via email), reproduction orders (numbers of orders and pages photocopied/digitized), interlibrary loan requests (physical, digital; filled, not filled), and events (e.g., numbers and characteristics of class visits, exhibits [physical and virtual], tours, programs, etc). If feasible, the Standard may also include recommendations for gathering and analyzing statistics about special collections website visitors and their page views and file downloads.

RBMS Metrics & Assessment Task Force

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ACRL Information Literacy Competency Standards for Higher Education Task Force

Charge

Update the Information literacy competency standards for higher education so that they reflect the current thinking on such things as the creation and dissemination of knowledge, the changing global higher education and learning environment, the shift from information literacy to information fluency, and the expanding definition of information literacy to include multiple literacies, e.g., transliteracy, media literacy, digital literacy, etc.

Review the [recommendations of the Information Literacy Competency Standards Review Task Force](#), collect feedback from the ACRL membership and the broad constituencies within the higher education community, e.g., faculty, accreditors, library and information science educators, and administrators regarding these recommendations, revise and extensively update the Standards accordingly, soliciting comments on drafts of the new document from the same broad constituencies mentioned above, prior to seeking approval from ILSC and the ACRL Board.

This symbol indicates that this page is part of the handbook.



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ACRL in ALA Connect



Find your ACRL Sections, Committees and Groups; start new communities! <http://connect.ala.org>

Teaching with Primary Sou... x +

www2.archivists.org/groups/reference-access-and-outreach-section/teaching-with-primary- Google

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SAA SOCIETY OF American Archivists

Search

7. Barriers to success

- Respondents identified several barriers to success, including:
 - Lack of teacher engagement, and even resistance to incorporating archives instruction
 - Lack of time (to select, prepare, and present); staff; space; or technology
 - Lack of institutional or departmental support
 - Lack of connections with faculty, students, or other user groups
 - Lack of assessment

8. Assessment

- About half of respondents report undertaking some kind of assessment of instruction activities.
- Several respondents appear to represent institutions with established assessment programs that archives participate in or are required to use.
- Some repositories rely on student/faculty feedback, and a few assess their success according to the quality of students' archives-based projects. Others simply described "informal" assessment.

Goal: Primary Source Literacy Guidelines

USING PRIMARY SOURCES

Hands-On Instructional Exercises

Anne Bahde,
Heather Smedberg,
and Mattie Taormina,
Editors

RBMS Metrics & Assessment Task Force

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Preservation Statistics

The Preservation Statistics Survey is a project to document and analyze the preservation activities of cultural heritage institutions in the United States.



Preservation activities encompass a broad range of tasks to assure the access to traditional cultural heritage collections, societies, and more. The survey covers preservation programs, well as preventive preservation, environmental monitoring, conservation activities, and preservation responsibilities.

Now Available Statistics Survey

Any library in the United States can complete this survey by March 30, 2014.

Download the [survey questionnaire](#) (.pdf) and the [Instructions and Definitions document](#) (.pdf) to assist planning and collection of data. Check out the new [Preservation Statistics worksheet](#) (.xlsx) to help track and calculate your statistics. Finally, visit the [Preservation Statistics Survey](#) on SurveyMonkey to enter your data.

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- **Section 1: Administration and Staffing**
- **Section 2: Budget and Expenditures**
- **Section 3: Preservation Activities**
- **Section 4: Conservation Treatment**
- **Section 5: Reformatting and Digitization**
- **Section 6: Digital Preservation**



International Library and Archives Standards

Steve Hiller University of Washington

2014 Library Assessment Conference / University of Washington
Session 6 / Special Collections / 4 August 2014

What are Standards?

- Standards use consistent definitions to define metrics, performance and specifications
- Standards are agreed-upon protocols
- Committees or working groups develop standards
- Standards take time to develop and go through member and stakeholder review process
- Standards organizations often look “back” as they are dependent on demonstrated evidence



Library Standards

- Standards Organizations
 - International Standards Organisation (ISO)
 - National Information Standards Organization (NISO)
- Association standards (library and other standards)
 - ACRL, SAA, ICA
- Accreditation/audit/institutional standards
 - Regional and professional accreditation



Standards Trends

- Move from inputs to outputs, impacts and outcomes
- Outcomes-based standards are moving away from prescriptive numerical (hard) measures towards more of a best practices model which offer evidence-based choices
 - Higher education
 - ISO 16439
 - Library associations
- Incorporation of qualitative methods has led to more collaborative forms of assessment with other interested parties



Standards Development > Technical committees > ISO/TC 46

ISO/TC 46 Information and documentation

- About
- Contact details
- Structure
- Liaisons
- Meetings
- Tools

Subcommittees/Working Groups:

Subcommittee/Working Group	Title
ISO/TC 46/MA	ISO 3166 Maintenance Agency <i>The convener can be reached through the secretariat</i>
ISO/TC 46/MA (Voting Memb	ISO 3166 Maintenance Agency (Voting members) <i>The convener can be reached through the secretariat</i>
ISO/TC 46/WG 2	Coding of country names and related entities <i>The convener can be reached through the secretariat</i>
ISO/TC 46/WG 3	Conversion of written languages <i>The convener can be reached through the secretariat</i>
ISO/TC 46/WG 4	Terminology of information and documentation
ISO/TC 46/SC 4	Technical interoperability
ISO/TC 46/SC 8	Quality - Statistics and performance evaluation
ISO/TC 46/SC 9	Identification and description

Quick links

- [Work programme](#)
(drafts and new work items of ISO/TC 46)
- [Business plans](#)
- [Working area on ISOTC and Public information folder](#)



Standards

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Resource area

Standards Development > Technical committees > ISO/TC 46 > ISO/TC 46/SC 8

ISO/TC 46/SC 8 Quality - Statistics and performance evaluation

About

Contact details

Structure

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Work programme

Secretariat: DIN

Secretary: MA MLS Hans-Jörg Wiesner

Chairperson: Mr Steve Hiller until end 2017

ISO Central Secretariat contact: Mrs Mary Lou Pelaprat

Number of published ISO standards under the direct resp
ISO/TC 46/SC 8 (number includes updates):

Participating countries:

25

Observing countries:

14

SC 8 Scope

Standardization of quantitative and qualitative data for the management of information organizations and content providers (e.g., libraries, archives, museums and publishers).



Standards

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ISO/TC 46/SC 8 Quality - Statistics and performance evaluation

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Subcommittees/Working Groups:

Subcommittee/Working Group	Title
ISO/TC 46/SC 8/WG 2	International library statistics <i>The convener can be reached through the secretariat</i>
ISO/TC 46/SC 8/WG 4	Performance indicators for libraries <i>The convener can be reached through the secretariat</i>
ISO/TC 46/SC 8/WG 7	Quality measures for national libraries <i>The convener can be reached through the secretariat</i>
ISO/TC 46/SC 8/WG 8	Statistical data for library buildings <i>The convener can be reached through the secretariat</i>
ISO/TC 46/SC 8/WG 9	
ISO/TC 46/SC 8/WG 10	Methods and procedures for assessing the impact of libraries <i>The convener can be reached through the secretariat</i>
ISO/TC 46/SC 8/WG 11	International museum statistics <i>The convener can be reached through the secretariat</i>
ISO/TC 46/SC 8/WG 12	International archive statistics <i>The convener can be reached through the secretariat</i>

Quick links

- Work programme
(drafts and new work items of ISO/TC 46/SC 8)
- Business plans
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ISO/TC 46/SC 8/WG 12

International archive statistics



SC 8: New and Forthcoming Standards

- WG 10: Methods and procedures for assessing the impact of libraries
 - ISO 16439, published 2014
- WG 11: International museum statistics
 - ISO 18461
 - Committee Document July 2014, to be published 2016-17
- WG 12: International archive statistics
 - ISO/NP 19580 approved March 2014
 - Committee Document 2015, to be published 2017-18
 - Working Group experts from: Canada, China, France, Germany, Japan, Norway, United States



International Archive Statistics

Introduction

ISO 19580

A standard for statistics of archives, defining the data to be collected, the data collection methods and the ways of data analysis and comparison. As in the library sector, such a standard could form the basis of other standards for archives, e.g. for quality measurement or impact assessment or for specified archival services.

There is as yet no international agreement on archive statistics.

The existing guidelines or national standards focus mainly on archival description, similar to the cataloguing rules in the library sector. ISO has taken up the topic of records management in TC 46 SC 11 “Archives/records management.”

The work will be done in close contact with ICA (International Council on Archives).

International Archive Statistics

Scope and Need

There are a number of examples where general statistics of archival holdings, services, and resources have been or are still collected on a regular basis, either for all archives or for a specified type, such as governmental archives.

In other cases, surveys have been used for assessing the situation of archives in a country or region. Several associations have tried to standardize the archival terminology.

The International Standard for Archive Statistics aims at standardizing the terminology, definitions and data collection for all types of resources and services that archives offer. The statistics described in the Standard should be adequate for the following purposes:

- for the internal planning and management of archives;
- for comparing and aggregating results at a regional, national or international level;
- for reporting to stakeholders such as funding institutions, politicians, or the public.

International Archive Statistics

Scope and Need

Archives, like libraries and museums, need reliable and comparable statistics of their input and output in order to demonstrate their effectiveness and cost-efficiency and finally their influence on society.



International Archive Statistics

Standards Outline

Contents table

Scope

Terms and definitions

Structure and tasks of archives

Uses and benefits of archival statistics

Reporting statistical data

Collecting statistical data

- General
- Archives
- Archival services and use
- Collections
- Income and expenditure
- Space
- Management
- Staff

International Archive Statistics

Potential Statistical Data Elements

- Types of archives (differentiated as to affiliation or funding body)
- Services and their use
- Number of visits (physical and virtual)
- Events and exhibitions
- Type and size of collections
- Indexing
- Digitization and preservation
- Income and expenditure
- Number and qualification of staff
- Space and equipment
- Electronic services offered by archives (e.g. digitized finding aids and collections)



Questions / Discussion / Contact

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