All Your Data Displayed in One Place

Scoping Research for a Library Assessment Dashboard & Toolkit

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Contents

1. Scoping Research Project
2. Motivation
3. Context
4. Results
5. Next Steps
Library Assessment Dashboard & Toolkit

Scoping Research

January-June 2016, international, collaborative research project to:

- **Assess the need for** and interest in a library assessment dashboard and toolkit
- **Survey library data sources** and key library performance indicators
- **Survey tools and technology** available to support the creation of a dashboard
- **Scope the work** and resources required to build it
Motivations

Solve it once, flexibly, for many

Utilize and build upon important assessment efforts and standards

Centralize and organize views into libraries’ diverse data sources

Support strategic thinking and data-driven decisions within library organizations by providing a shared “big picture”
“Everything we’re doing now is on a question/answer basis.”

- Assessment librarian & project interviewee
Motivation: Setting Goals Is Easy... But Achieving Them Isn't

- 65% of organizations have an agreed-upon strategy.
- 14% of employees understand the organization’s strategy.
- Less than 10% of all organizations successfully execute the strategy.

(source Forbes.com)
Dashboards Provide a Shared Picture of Performance

Example dashboards from other industries

Sources:
http://www.informationbuilders.com/products/intelligence
“If it were easy, it would be done already!”
Opportunity

Common needs, Maturing standards & tools

Common Needs Across Libraries:
- Data gathering and cleaning
- Tools and methods
- Metrics and formulae

Maturing:
- Standards
- Tools
- Technologies
“...having the dashboard would enable us
to spend less time getting answers to basic questions, and spend more time
on the complex, deep questions.”

- Assessment Librarian & project interviewee
Scoping Research Results & Next Steps

The Toolkit should include:

A **Framework** of key library performance indicators and supporting data formulas

Library data **inventory and dictionary**

Data **normalization tools library**

Customizable, web browser-based **dashboard** with data visualization modules for key library performance indicators

**Recommendations and case studies** for data warehousing solutions

A membership consortium and online **community** would support adoption and long-term sustainability
<table>
<thead>
<tr>
<th>Service Area</th>
<th>Strategic Dashboard KPI Examples</th>
<th>Managerial Dashboard KPI Examples</th>
<th>Operational Dashboard KPI Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Users and Space</td>
<td>B.2.2.2 Percentage of External Users; B.2.2.3 Percentage of the Total Library Lending to External Users</td>
<td>B.1.3.3 Hours Open Compared to Demand; B.1.3.4 Percentage of Storage Space Which Has an Appropriate Environment</td>
<td>Percentage of shelf space utilized</td>
</tr>
<tr>
<td>Collections</td>
<td>Percentage of Collection in digital format</td>
<td>B.2.1.1 Collection Turnover; B.1.2.6 Percentage of Rare Materials Accessible via Web Catalogues;</td>
<td>See ‘Work Rate’ Service Area</td>
</tr>
<tr>
<td>Library Use</td>
<td>B.2.1.2 Loans per Capita; B.2.1.3 Percentage of Stock Not Used B.3.1.3 Cost per Download</td>
<td>B.2.3.1 User Places Occupancy Rate; B.2.1.4 Number of Content Units Downloaded per Capita; B.1.1.3 Percentage of Rejected Accesses;</td>
<td>B.2.2.5 Number of User Attendances at Training Lessons per Capita</td>
</tr>
<tr>
<td>Financial</td>
<td>B.4.3.2 Percentage of Institutional Means allocated to the Library; B.3.3.1 User Services Staff as a Percentage of Total Staff; B.3.3.3 Ratio of Acquisition Expenditures to Staff Costs</td>
<td>B.3.3.6 Staff Costs per Title Catalogued</td>
<td>B.3.1.3 Cost per Download</td>
</tr>
<tr>
<td>Work Rate</td>
<td>See ‘Financial’ Service Area</td>
<td>B.3.3.5 Employee Productivity in Lending and Delivery Services; B.4.2.1 Percentage of Library Staff Providing Electronic Services; B.4.2.4 Percentage of Staff in Cooperative Partnerships and Projects</td>
<td>B.1.2.1 Shelving Accuracy; B.1.2.2 Median Time of Document Retrieval from Closed Stacks; B.1.2.3 Speed of Interlibrary Lending</td>
</tr>
<tr>
<td>Public Engagement</td>
<td>Exhibition Attendance Alumni gifts</td>
<td>No of visitors to websites (# website sessions)</td>
<td>Average length of visit to webpage - dwell time</td>
</tr>
<tr>
<td>Satisfaction</td>
<td>B.2.4.2 User Satisfaction; B.2.4.2 User Satisfaction; B.2.4.2 User Satisfaction;</td>
<td>B.2.4.2 User Satisfaction; B.2.4.2 User Satisfaction; B.2.4.2 User Satisfaction;</td>
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</tr>
</tbody>
</table>
ISO 11620: Library Performance Indicators

- Opening hours compared to demand
- Availability of required titles
- Percentage of rejected sessions
- Ratio of requests received to requests sent out in interlibrary lending
- Staff per capita
- User satisfaction
- Library visits per capita
- Seat occupancy rate
- Percentage of stock not used
- Loans per capita
- Percentage of loans to external users
- Reference questions per capita
- Ratio of acquisitions costs to staff costs
- Acquisition speed
- Lending speed
- Interlibrary loan speed
- Percentage of acquisitions expenditure spent

Next Steps

2016/2017

- Elaborate data framework
- Monitor evolution of important efforts
- Establish partnerships & sponsorships
- Re-visit technology landscape
- Finalize project estimates
- Get ready, get set...
- GO!
Thank You to Project Research Interviewees at:

Charlotte-Mecklenberg Public Library, North Carolina (US)
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Scoping Research Project Partners

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