

SOCIETY OF COLLEGE NATIONAL & UNIVERSITY LIBRARIES

Advisory Committee on Performance Improvement

Minutes of the meeting held on Wednesday 22 September 2004

Present: Maxine Melling (Chair), Toby Bainton, Angela Conyers, Susan Copeland, Claire Creaser, Anne Hannaford, Tony Lewis, Philip Payne, Stephen Town, Chris West

Apologies: Mike Day, Martin Price, Jacqueline Whiteside

Membership: Tony Lewis was welcomed to the meeting, as the current replacement for Martin Price. Andrew Martin and Martin Price were both thanked for their contributions and the Committee wished them well in their future endeavours.

1. Minutes

The Minutes of the meeting held on 7 June 2004 were accepted as a correct record, subject to the addition of “and of the inappropriateness of the question” to Item 9.

2. Matters arising from the Minutes

2 SSR: The Statistics Sub-Group would consider options for including questions on the user survey instrument used and the overall satisfaction rating derived.

Action: PP

3. SCONUL User Survey

Several libraries had expressed an interest in taking part in a pilot benchmarking of their SCONUL template users survey results, including making a modest contribution to cover LISU costs. Chris would liaise with Claire and interested libraries, with the aim of completing the pilot before the next Committee meeting. It was noted that the onus would be on participating libraries to provide the survey results data to LISU in Excel or SPSS format. It was also agreed that:

- Chris would circulate a draft update of the template, which would move the emphasis of some of the questions away from physical visits to e-access
- One or more variants to the template would also be drafted for converged services
- The template, along with a brief guide to other user survey instruments like LibQUAL+, would be provided on the ACPI website

Action: CW; CC

4. E-measures Pilot

The e-measures questions had now been incorporated into the *SSR* for 2003-04, along with guidance notes. More detailed notes and examples were currently in preparation for the ACPI website. To answer any other queries and to disseminate the broader results of the e-measures pilot, regional training consortia were being approached to host seminars on the project. Data from the 25 participating institutions was currently being analysed, with an emphasis on the results being used for decision-making and user support.

Following a discussion on options for sustaining the e-measures project, it was agreed that:

- The new e-measures questions in the *SSR* would receive the usual level of support and advice from the SCONUL Office, ACPI and the Statistics Sub-Group.
- Further analysis and dissemination of the results of the e-measures project was important and ACPI would support evidence base in seeking external funding for this. The recent HEFCE initiative on information systems governance was noted as a possible source of funding.
- The e-measures pilot, along with the *SSR*, the impact measurement project and the need for closer linkage to the UCISA statistics, reinforced the role of the Statistics Sub-Group. The Sub-Group would have an expanded membership of Philip Payne (Chair), Toby Bainton, Claire Creaser, Anne Hannaford and a UCISA representative. Philip would outline proposals on the role and operation of the Sub-Group by the next Committee meeting.

Action: PP

5. SCONUL Statistical Return 2003-04

The questionnaire for 2003-04 had been disseminated in July, with the new web format becoming available in mid-August. Initial log-in problems to the web now appeared to have been resolved. Toby would check on ILRT back-up procedures for the web version.

Action: TB

6. Impact Measurement

The participants in phase one of the impact measurement project had met for a review session in July. Several positives had emerged from the project, including enhanced knowledge of stakeholder concerns, re-assessment of current procedures and improved academic awareness of library issues. Negative factors reported included the need for better training in research methodology, unrealistic expectations and the continued problems in measuring impact. Each participating library was writing up its results for publication in Spring 2005. Twelve more libraries were taking part in the phase two project, which covered a wider range of services, including e-resources and widening participation.

The Committee's role in helping sustain the projects was discussed. It was confirmed that another member was needed to support Philip in this area and that the preparation

of a toolkit on impact measurement would be helpful. Discussion with LIRG would also be reported back to the next meeting.

Action: PP

7. SCONUL Statistics on the Web

Andrew was thanked for his extensive efforts on this project. Following his resignation, it was noted that the web version of the SSR was now available (see 5). Only half of the money had been paid to ILRT so far, as there were still two deliverables outstanding:

- The report writing function, which was now due in mid-November.
- The storage and analysis of pre-2003 historical data was still under discussion with ILRT. Tony agreed to check the contractual wording for this. Toby, Maxine and Claire would continue to liaise with ILRT in an attempt to resolve this issue.

Action: TB; MM; CC

8. LibQUAL+

All of the LibQUAL+ 2004 SCONUL cohort had completed, apart from one site. A useful results and feedback session had been held in July, which showed an improved response rate but a relative decline in satisfaction rates. The need for participants to have more local SPSS training was also noted. The ARL was keen to continue SCONUL participation and was planning to extend LibQUAL+ in Europe, Australia and South Africa. Initial indications showed that an acceptable number of UK libraries wanted to take part in LibQUAL+ 2005. Stephen would shortly send a message inviting participation.

Action: ST

9. MLA Overview

The recently produced *MLA Overview of Data in the Museums, Libraries and Archives Sector* was discussed. It was noted that library data appeared to be more extensive, robust and have a more consistent time-series than the other two domains. It was also unlikely that this collation would now be an annual publication.

10. SCONUL Planning

As part of the plan to have closer linkage between SCONUL's committees and its strategic aims, Maxine had been interviewed along with all other committee chairs. ACPI had been praised for its high level of output, although the usual problems in sustainability had been noted. The current ACPI Action Plan had been incorporated into a new template of SCONUL operational objectives. E-measures had also been suggested as a topic for future SCONUL conferences. Committee members were encouraged to suggest other topics to either Gail or Toby.