

SOCIETY OF COLLEGE NATIONAL & UNIVERSITY LIBRARIES

Working Group on Performance Improvement

Minutes of the meeting held on Wednesday 28 September 2005

Present: Maxine Melling (Chair), Toby Bainton, Angela Conyers, Claire Creaser, Philip Payne, Chris West, Rupert Wood, Jean Yeoh, Galen Ives, Sue Whittaker (both for agenda item 4)

Apologies: Susan Copeland, Pete Dalton

1. Membership

Jean and Rupert were welcomed to their first Working Group. Anne Hannaford and Jacqueline Whiteside were thanked for their past contributions, with Jacqueline having made a significant impact in this area for a number of years. Philip was congratulated on his recent Honorary FCLIP.

2. Minutes

The Minutes of the meeting held on 27 January 2005 were accepted as a correct record.

3. Matters arising from the Minutes

There were no matters arising not already covered by the Agenda.

4. Priority Research Web Survey

The new Priority Research e-inform web survey service was demonstrated. This was a web-based update of the previous Libra package, which was currently being piloted at a number of sites. Demographic, ratings and paired comparison data were available in user-friendly and customisable formats, with a wide range of graphical outputs. A range of standard surveys (including the new SCONUL survey templates) could be used or could be partially or completely customised. The use of the SCONUL templates would allow benchmarking between institutions and Priority Research were including this facility as part of the e-inform service. It was agreed that this was a valuable update of the Libra software and that Chris would provide the link between the Working Group and Priority Research.

Action: CW

5. SCONUL Planning Event

Maxine reported back on a SCONUL Planning Event for Executive Board and Chairs of Groups. The value of current WGPI activities, particularly the co-ordination and development of statistical data, had been confirmed by Executive Board. In common with other Working Groups, WGPI was being asked to examine improved

communication with all SCONUL members, developing an observatory role on its area of expertise and improving its financial planning of projects, with particular regard to sustainability. Brainstorming at the Planning Event also suggested three areas for WGPI initiatives:

- Improved benchmarking via the new Priority Research web survey service (see 4 above)
- A possible revision of the staff categories in the SSR, after liaison with the Task and Finish Group on E-Learning

Action: PP

- Developing a value for money methodology to demonstrate the impact of HE libraries on their customers. It was agreed that a sub-group, chaired by Maxine, would investigate this key area and would explore links to other initiatives like impact measurement and the use of statistical data.

Action: MM

6. Future Development of WGPI

It was confirmed that the title of the group was Working Group on Performance Improvement. Its role, remit and deliverables were as set out in the standard template sent to Executive Board and now available on the WGPI website. To ensure that all WGPI members were fully involved with its activities, all members would have a designated area of expertise. [Subsequently, Jean volunteered to look after communications with SCONUL members and Rupert volunteered for the value for money study]. It was also agreed that Toby would seek clarification from the Executive Board on plans for the development of the SCONUL website as one possible option for the WGPI website would be to increase its information content and its interactivity.

Action: TB

7. SCONUL Statistics on the Web Historical Data

Toby, Philip and Chris had held a positive meeting with Simon Price of ILRT in August. A beta version of web-based historical data had been demonstrated. This allowed a variety of searches on all ALS data going back to 1993. Once some presentational and other issues had been resolved, then this historical data would be made available to SCONUL members, from October onwards. Chris would mail the URL of the revised version of the service to WGPI members as soon as it became available.

Action: CW

8. ALS and HELMS 2003-04

Printed versions of ALS and HELMS for 2003-04 had been distributed. Claire would also send the 2003-04 data files to ILRT for inclusion in the historical data on the web. CONUL data for the last two years would also be added, as a sub-set due to pricing in euros and other variants in Ireland. Angela had also produced a useful analysis of SSR 2003-04 responses to the new e-measures questions. Although a few inconsistencies were apparent (particularly in the responses on e-books), fifty libraries had been able to provide e-measures. This proved the value of the detailed e-measures guidance. It had

also been possible to start work on some e-measures derived ratios, particularly on costs per access.

Action: CC

9. Future Development of E-Measures

A paper prepared by Angela and Pete on the sustainability of e-measures support was discussed. It was noted that only five libraries had volunteered to participate in a pilot project to link electronic usage statistics to e-resource costs. The cost of participation was probably a factor, along with publicising the project in August. It was agreed that the pilot project would be re-publicised to SCONUL members, with an emphasis on value for money and benchmarking issues.

Action: AC

10. Impact Measurement Projects

Feedback from Phase One of the project had been publicised in *SCONUL Focus*, *Library and Information Research* and on the WGPI website. Phase Two institutions were due to complete by December 2005. Options for a Phase Three focussed on e-learning were discussed. It was agreed that the Task and Finish Group on E-Learning would be approached on this. Also, in view of the value for money project (see **5**) and the need to complete Phase Two evaluation, any Phase Three project would be delayed until after the January WGPI meeting.

Action: PP

11. SCONUL Surveys

The SCONUL template for user surveys had been updated, with a variant for converged services. These were available on the WGPI website, along with more information on, and examples of, library user surveys.

12. LibQUAL+

Sixteen SCONUL members had taken part in the 2005 LibQUAL+ survey. A call for participation in the 2006 survey (which was being split into a January-June or a July-December timeframe) had recently been made by Stephen. The sustainability of SCONUL participation in the LibQUAL+ surveys was being explored by developing a contractual relationship between Cranfield and ARL. This would deliver LibQUAL+ in the UK with an added capability for analysis and commentary. Stephen would prepare a proposal to the Executive Board on this.

Action: ST

13. Any Other Business

a. KPIs: In response to a query on key performance indicators, it was suggested that HELMS and key indicators from ALS would be a good starting point, along with local KPIs.

b. WGIL: Stephen would liaise with the Working Group on Information Literacy on library elements of the National Student Survey.

14. Date of Next Meeting

12noon for 12.30, Thursday 19 January 2006, at SCONUL HQ.