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# SCONUL Performance Portal

Simon Bevan  
SCONUL Working Group on Performance  
Improvement  
Email: [s.bevan@cranfield.ac.uk](mailto:s.bevan@cranfield.ac.uk)

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As stated in the Association of College and Research Libraries Value of academic libraries report, 'Librarians are increasingly called upon to document and articulate the value of academic and research libraries and their contribution to institutional mission and goals.'<sup>1</sup> The aim of the SCONUL performance portal at <http://vamp.diglib.shrivenham.cranfield.ac.uk/>, developed and maintained by the SCONUL Working Group on Performance and Quality, is to create and encourage a community of practice in library performance, measurement, assessment and evaluation. The site provides a selection of approaches intended to assist member libraries in demonstrating their value and worth to senior stakeholders within their institutions. The site is designed to be collaborative, allowing users to share their experiences of performance measurement tools within their institution for the benefit of others.

A further aim of the portal is to become recognised as a first port of call in relation to aspects of performance relating to higher education libraries.

Content that has recently been updated includes:

- statistics section providing access to the SCONUL statistics (including main data tables, derived statistics and trend analyses) as well as the last three years of National Student Survey data (2011 data coming soon!)
- quality section providing access to information on the LibQUAL+ survey methodology (see [www.libqual.org](http://www.libqual.org)), as well as frameworks such as Customer Service Excellence and Investors in People, along with information, contact details, etc., of sites with experience of these areas
- value section, including recently added detail on transparency and costing as well as links to recent selected projects, surveys and reports.

Over the coming months, the group hopes to increase content in the area of EFQM (<http://www.efqm.org>) and key performance indicators (KPIs). If you have any comments on the site or what you believe may be content relevant to the portal, or expertise you wish to share, please contact Simon Bevan ([s.bevan@cranfield.ac.uk](mailto:s.bevan@cranfield.ac.uk)).

Links to key reports on impact and value are maintained on the Value of Libraries section of the SCONUL web pages at <http://vamp.diglib.shrivenham.cranfield.ac.uk/value/value-of-libraries/experience>. (Fig.1)

#### NOTE

- 1 *The value of academic libraries: a comprehensive research review and report*, prepared by Megan Oakleaf, American Library Association, 2010, p. 6. Available from <http://vamp.diglib.shrivenham.cranfield.ac.uk/value/value-of-libraries/experience>

Definition Experience Discussion Forum

## Experiences

[Return to Value of Libraries](#)

### Experiences of Value of Libraries

#### Library Impact Data Project

This project aims to prove a statistically significant correlation between library usage and student attainment. It builds on research previously undertaken at the University of Huddersfield. By identifying subject areas or courses which exhibit low usage of library resources, service improvements can be targeted. Those subject areas or courses which exhibit high usage of library resources can be used as models of good practice.

[More information on Library Impact Data Project](#)

#### Scholarly reading and the value of library resources: A survey

Between March and June 2011, six institutions in the UK are taking part in a study looking at return on investment in relation to library resources. Further details of the study are contained here.

[More information on Scholarly reading and the value of library resources: A survey](#)

#### The Value of Libraries for Research and Researchers

This jointly commissioned RLUK and RIN report presents the findings of a systematic study of the value of the services that libraries in the UK provide to researchers, and of the contributions that libraries from a wide range of institutions make to institutional research performance.

[More information on The Value of Libraries for Research and Researchers](#)

#### Lib-Value

The Lib-Value project is looking at the value, outcome and return on investment of academic libraries around the world. The web pages contain a considerable bibliography of relevant articles

[More information on Lib-Value](#)

#### Value in Libraries: ARL Releases Special Issue of RLI on Assessing Organizational Performance

This is a special issue of 'Research Library Issues' guest edited by Martha Kyrillidou from ARL

[More information on Value in Libraries: ARL Releases Special Issue of RLI on Assessing Organizational Performance](#)

#### Value of Academic Libraries Report

The ACRL publication Value of Academic Libraries: A Comprehensive Research Review and Report is a review of the quantitative and qualitative literature, methodologies and best practices currently in place for demonstrating the value of academic libraries

[More information on Value of Academic Libraries Report](#)

Fig.1: a snapshot of the Values section on the SCONUL web pages.