Minutes of the Meeting

Present: Simon Bevan (Chair), Leo Appleton, Susan Copeland, Selena Killick

1. Apologies and Welcome.
   Apologies were received from Claire Creaser.

   Leo Appleton (from Liverpool John Moores University) was welcomed as a new member of the Sub-group.

2. Minutes of the last meeting
   Minutes of the last meeting (on 19th May 2011) were agreed as accurate.

3. Matters arising from the Minutes
   3.1 NSS data.
      - NSS data from 2008-2010 was made available on the website in August [email on LIS-SCONUL 12th August]
      - SitMui received a significant number of requests for passwords so it was noted that, in future, the timing of publicity about information that would generate such interest should take into account the availability of SCONUL staff.
      - 2011 data has now been appended to the spreadsheet [email on LIS-SCONUL 22nd August]

   3.2 Explanatory text for accessing portal resources.
      Instructions for accessing different resources have been prepared by SK and the required text has been added.

   3.3 TS Article about the NSS.
      A link to the article by Tracey Stanley in SCONUL Focus Number 45 ("The National Student Survey: pain or gain?") has been added in the Performance Portal - NSS Data – ‘Experience’ section.

   3.4 Huddersfield and UEA project links.
      - Links have been provided to the University of Huddersfield blog about the ‘Library Impact Data Project’ and to a PDF that describes the UEA project.
      - A link is required from the Performance Portal page to the article by Carol Tenopir that is listed elsewhere on the SCONUL website.

   3.5 Useful Links.
      Members of the Sub-group should continue sending details of useful links to SB.

4. Performance Portal Sub-group report to WGPO
   - Consideration was given to a draft report for the SCONUL WGPO meeting on 22nd September (immediately following this Sub-group meeting). Topics covered in the report are: the appointment of a new Sub-group member (see above, item 1); revisions to the Terms of Reference for the Sub-group (see below, item 7.8); communication; new content on website and usage statistics (see below, item 5).
- Items raised in the draft report for WGPO which are not included on the agenda for the Performance Portal Sub-group meeting on 22.9.11 are as follows:

  - **EFQM:** in response to a request sent out on lib-stats and lis-sconul-stats, for institutions to share experiences in the area of EFQM, information on the Performance Framework at the University of Hull will be provided for inclusion on the website.  
    **Action:** SB
  - A response had been sent to an email enquiry from Mrs Hongxia Zhang (Director of Quality Management Office, Director of Foreign Affairs and Cooperation, Hainan University Library, China / Standing committee member of IFLA statistics and evaluation section) with regard to information about KPIs. As a consequence of this enquiry, links to lists of KPIs used at the universities of Loughborough, Newcastle and Ulster were added to the ‘Key Performance Indicators’- ‘Experience’ section of the Performance Portal.
  - In the ‘Experience’ section of the ‘Value of Libraries’ part of the website, a link has been added to the ‘Cost Benefit and Return on Investment Calculator’ which was developed at the National Network of Libraries of Medicine, MidContinental Region, USA.
  - SB has submitted a brief article about the Performance Portal for inclusion in the next edition of SCONUL ‘Focus’. It covers the aims of the portal, highlights new content and encourages the sharing of expertise amongst SCONUL members.
  - If the appropriate password is obtained, aggregated (anonymised) LibQUAL+® results for members of the SCONUL consortium could be included on the website. SB will check with SitMui. SK to provide data for 2003-2010.  
    **Action:** SK / SB
  - A suggestion will be made to WGPO that it approaches ARL with a request for it to introduce a fee structure for LibQUAL+® that is more favourable to small institutions - since a survey of SCONUL members revealed that cost was the main reason for non-participation. SK will write up the key findings of the survey.  
    **Action:** SK

5. **Portal usage statistics**
Details of web page usage figures showing the number of visits, number of unique visitors, number of hits etc., were provided, by SB. The trends were considered – and it was noted that use of the website is likely to be higher this year than last.

6. **SCONUL web page re-design update**
The Sub-group considered the current situation regarding the SCONUL Performance Portal web pages – and issues relating to the fact that relevant SCONUL information is held on 3 separate servers.

7. **Actions arising from WGPO (19th May 2011)**

   **7.1 Terms of Reference**
   - Draft terms of reference were considered and some minor changes were discussed and agreed: replace ‘toolkit’ with ‘information resource’ (bullet point 1); replace ‘in relation to’ with ‘with regard to’ (bullet point 8); replace ‘with’ with ‘Members of the group are representatives... (bullet point 11).
   **Action:** SB
   - Clarification and confirmation was required regarding: use of the word ‘communication’ in the name of the Sub-group; the means of liaison with the Quality and Statistics Sub-groups; a mechanism for the latter 2 Sub-groups to feed information to the Performance Portal Sub-group.  
    **Action:** SB

   **7.2 Contacting Leo Appleton**
   LA is now a member of the Sub-group.
7.3 QA Web page content
An area has been created on the Performance Portal for information about ‘Quality’ - but, as yet, no content has been forthcoming from the Quality Sub-group.

7.4 Criteria for content and retention
- The Terms of Reference state that the content provided is selective (not exhaustive).
- The Performance Portal Sub-group should have a standing item on the agenda for meetings to review which content is needed and which should be withdrawn. To allow time for everyone in the Sub-group to review the relevant sections, members should indicate which content they are proposing for withdrawal at least a week before the meeting. The Chair of the Performance Portal Sub-group should notify the Chairs of the Statistics and Quality Sub-groups of proposals to remove any content they provided.

7.5 SCONUL Focus content
SC reported on a search of the content of SCONUL ‘Focus’ to locate items on ‘cost and value’. Despite a high number of matches for the terms (over 900), the search revealed very few substantial / current articles. The Spotlight Feature on ‘Value and Impact’, by Louise Jones, in SCONUL ‘e-monthly’ (March 2011) provides a good overview and list of relevant links. The paucity of relevant articles in SCONUL ‘Focus’ indicates a need for the Performance Portal Sub-group to encourage the SCONUL community to share their experiences more – and for the website to provide more information.

- LJ’s article to be circulated to the Sub-group
- Details of relevant case studies, publications, etc highlighted at the ‘9th Northumbria International Conference on Performance Measurement in Libraries and Information Services’ to be added to the website.
- A contact at SCONUL ‘Focus’ to be identified for future / ongoing communication
- Communication with the Focus Editorial Board to be included in the Terms of Reference for the Performance Portal Sub-group

7.6 Identification of those interested in performance issues
With regard to the promotion of the Performance Portal to stakeholders, Claire had provided the following information about potentially relevant lists:

- **LIS-PERF-MEASURES**: Performance Measurement in the international information community (297 Subscribers) - support work undertaken in Performance Measurement in all sectors of the Information & Library community throughout the world.

- **LIS-QUAL**: Local, national and international standards for quality (110 Subscribers) - for discussion of all aspects of quality systems, assurance, service, measurement and improvement in LIS units of all types, for the sharing of relevant experience, and for information exchange on the development and use of local, national and international standards for quality.

- **LIS-IMPACT**: Measuring the impact of libraries (179 Subscribers) - to facilitate networking between libraries interested in measuring their impact.

None of these lists seem immediately suitable: LIS-PERF-MEASURES and LIS-QUAL are not very active and LIS-IMPACT does not have an open archive. The possibility and benefits of establishing a new SCONUL list will be discussed at the next meeting.

- The SCONUL Focus Twitter Feed might be a useful communication tool and should be included in the list for consideration.
7.7 Poster for the ‘9th Northumbria International Conference on Performance Measurement in Libraries and Information Services’.

A poster to promoting the group’s activities was produced for the ‘9th Northumbria International Conference on Performance Measurement in Libraries and Information Services’ and was well received by delegates at the conference in York in August.

7.8 Terms of reference to incorporate ‘communication’

There were no additional amendments proposed for the Terms of Reference (beyond those identified above).

8. **Any other business**

SK will provide training to any members of the Sub-group who want to add content to the website. A WebEx demo will be offered before Christmas. **Action: SK**

9. **Date of next meeting**

Consideration will be given to holding the next meeting by phone. **Action: SB**