The Evolution and Impact of Library Data

Conference or Workshop Item

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Version: Supplementary Material

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The Evolution and Impact of Library Data

International Conference on Performance Measurement in Libraries
#LibPMC

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The Eras of Library Data

- 1990s: Performance Indicators
- 2000s: Benchmarking
- 2010s: Value & Impact
- 2020s: Data Intelligence
The Open University
The stats...

• 50+
• 210,000
• 32,000+
• 180 & 600

• 80% & 100%
• 91%
• 8,500+
• 24/7/365
100 Years and Counting...

How big and how much?

Source: SCONUL Statistics reporting tool
100 Years of Unintended Consequences

1990s: Performance Indicators

**Input**
- Number of books
- Number of staff
- Library budget

**Output**
- Stock Circulation (loans ÷ collection)
- Number of enquiries per staff member
- Cost per loan
2000s: Along comes ‘e’

- e-Journals
- e-Books
- e-Resources
- e-Metrics
- e-Surveys
- e-Library
2000s: Benchmarking Journals

- COUNTER Compliance Journal Usage Statistics
- National deals
- Institution collection management

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2000s: Benchmarking Satisfaction

- LibQUAL+
- National Student Survey
- Improve or prove?
“Is there a correlation between Library activity data and student success?”

2010s: Value and Impact

- Print loans
- eResource accesses
- Training attendance
- Library visits

2020s: Data Intelligence

Number of Library Helpdesk enquiries received in a year from students studying on the same module, categorised by topic.

What training can we offer these modules?

What training can we offer on these topics?

What's going on here?
• Do our group live training sessions result in a reduction in 1:1 helpdesk enquiries?

• Are our embedded skills materials having a positive impact on student success?

• Do modules with larger amounts of library content and skills embedded in them have greater student satisfaction?

• Does library content and skills reduce attainment gaps?
Deming’s seven deadly diseases of western industry:

Management by use only of visible figures, with little or no consideration of figures that are unknown or unknowable.
Thank you

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