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?

All SCONUL Members
Total catalogued book stock

Year

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?
2010s: Breaking the Siloes

“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?
Library helpdesk workload forecasts 2021

- Librarian time
- Library Assistant time
- Minimum staffing level
The Unknowns...

• 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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