The Evolving Role of Library Data

Talis Insight Webinars 2021
#TalisInsight

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Librarians & Data
The Open University

- 50+
- 2 million
- 185,000
- 32,000+
- 180 & 600

- 80% & 100%
- 500,000
- 91%
- 30,000+
- 103
100 Years and Counting...

How big and how much?

UK:

• 1920 – University Grants Committee
• 1987 – Society of College, National and University Library (SCONUL) Statistics
100 Years of Unintended Consequences

The Eras of Library Data

• 1990s: Performance Indicators
• 2000s: Benchmarking
• 2010s: Value & Impact
• 2020s: Data Intelligence
1990s: Performance Indicators

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

Output
- Stock Circulation (loans \div 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
- E-Measures
- Cost-Per-Download

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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
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?
2020s: Data Intelligence

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”
Further Information

Putting Library Assessment Data to Work
- Introducing the concepts of library assessment
- Case studies of library assessment in practice


International Conference on Performance Measurement in Libraries
- Conference for people interested in all aspects of library performance measurement
- Call for papers open now!

Coming to a screen near you...

International Conference on Performance Measurement in Libraries
2-4 November 2021
libraryperformance.org
Acknowledgements & References

• Frankie Wilson, Head of Assessment at the Bodleian Libraries, University of Oxford
• Richard Nurse, Associate Director, Open University
• David Turpie, Helpdesk Manager, Open University
• ...and the whole team at the Open University Library.


Thank you

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