

Performance Indicators for Malaysian Academic Libraries

Rosna Taib

**Perpustakaan Sultanah Zanariah
Universiti Teknologi Malaysia**

ACADEMIC LIBRARY

- Supports and contributes to success of academic program
- Contributes to achieving goal of organisation
- Supports educational life of students

LIBRARY PERFORMANCE

One of the criteria for

 **Accreditation**

 **Assessment**

 **Evaluation and Ranking**

“PERFORMANCE INDICATOR”

Numerical or verbal expression, derived from library statistics and other data used to characterize the performance of a library (includes both simple counts and ratios)

“EFFECTIVENESS”

Measure of the degree to which given objectives are realized (an activity is effective if it maximises the result it was set up to produce)

“EFFICIENCY”

Measure of the utilization of resources to realize a given objective (an activity is efficient if it minimizes the use of resources, or produces better performance with the same resources)

MEASURE / INDICATOR

“MEASURE” implies that something can be measured in a direct way.

“INDICATOR” is more relevant in the context of performance and evaluation
e.g.. IQ test.

*Jacob Harness
The ISO Standard
on Library Performance
Indicator*

CRITERIA

- **Validity**
- **Reliability**
- **Comparability**
- **Acceptability**
- **Costliness**
- **Outputs and Outcomes**
- **Informative Content**
- **Appropriateness**
- **Practicality**

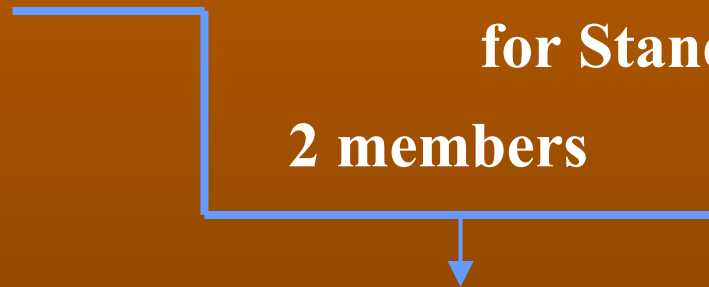
**IFLA
Committee
on PI**

**International Organization
for Standardization**

2 members

ISO 11620

**Information and documentation:
Library performance indicators**



ISO 11620

- è Applicable to all types of libraries in all countries**
- è May be used for comparison over time within the same library**
- è Menu of PI to be used in a range of library settings**
- è Comparison with extreme caution**
- è Not for evaluation of impact of libraries**
- è New/alternative indicators permissible**

INDICATORS IN ISO 11620

Tools to assess quality and effectiveness of services provided by a library and of other activities undertaken by a library, and to assess efficiency of resources allocated by a library to such services and other activities.

SELECTION OF INDICATORS

- F Useful in decision - making process**
- F Easy to follow method**
- F Not obtrusive**
- F Applicable in public-funded university libraries**
- F Common understanding of terminologies and definitions**
-] *Meet the objective of indicator***

ADDITIONAL INDICATORS

- ❖ **User Education**
- ❖ **Promotion of Services**
- ❖ **Availability and Use of Human Resources**
- ❖ **Enquiries - directional, instructional, quick reference, information search**
- ❖ **IT penetration**

NEXT STEPS

- ✓ **Pilot run of instrument**
- ✓ **Analysis**
- ✓ **Implementation :**
 - training
 - compilation
 - repeat exercise
 - center
- ✓ **Review**
- ✓ **Focus on Impact of Libraries**

DATA FOR LIBRARY PERFORMANCE INDICATORS

Bil.	Service, activity or aspect measured or Performance Indicator	Method	ISO 11620 Objective
1.0	Public Services: General		
1.1	Percentage of Target	$\frac{\text{Active User Population}}{\text{Total User Population}}$	To assess the success of the Population Reached library in reaching a target population
1.2	Cost per User	$\frac{\text{Total Operational Budget excluding capital expenditure and Utility Cost}}{\text{Total User Population}}$	To assess the cost of the service of the library related to the number of users
1.3	Library Visits per Capita	$\frac{\text{Total Visits Per Year}}{\text{Total User Population}}$	To assess the library's success in attracting users of its services.
1.4	Cost per Library Visit	$\frac{\text{Total Operational Budget}}{\text{Total Visits Per Year}}$	To assess the cost of the service of the library related to the number of library visits.

Bil.	Service, activity or aspect measured or Performance Indicator	Method	ISO 11620 Objective
2.0	Providing documents		
2.1	Titles Availability	$\frac{A}{B} \times 100\%$ <p>A = number of available titles in the sample</p> <p>B = total number of titles in the sample</p>	To assess to what extent titles owned by the library are actually available to the users if required.
2.2	Required Titles Availability	$\frac{A}{B} \times 100\%$ <p>A = number of available required titles in the sample</p> <p>B = total number of required titles in the sample</p>	To assess to what extent titles owned by the library and in demand by the users are actually available when required.

Bil.	Service, activity or aspect measured or Performance Indicator	Method	ISO 11620 Objective
2.3	In-Library Use per Capita	$\frac{\text{Total Books on Tables/Designated Area}}{\text{Total User Population}}$ <p>Duration of time is stipulated I.e. two weeks in the mid of semester II.</p>	To assess the amount of usage of materials within the library
2.4	Document Use Rate	$\frac{A + B}{C} \times 100\%$ <p>A = number of documents on loan B = number of documents being used in library C = total number of documents in the collection</p>	To assess the overall rate of use of the one time collection by estimating the proportion of documents in use at any one time

Bil.	Service, activity or aspect measured or Performance Indicator	Method	ISO 11620 Objective
3.0	Lending documents		
3.1	Collection Turnover	$\frac{\text{Total Loans Per Year}}{\text{Total Collection}}$	To assess the overall rate of use of a loan collection
3.2	Loan Per Capita	$\frac{\text{Total Loans Per Year}}{\text{Total Active User Population}}$	To assess the rate of use of library collections by the population to be served. It may also be used to assess the quality of the collections and the library's ability to promote the use of the collection
3.3	Document on Loan per Capita	$\frac{\text{Number of document on Loan}}{\text{Number of persons in the population to be served}}$	To assess the overall rate of use of the collection by the population to be served.
3.4	Cost per loan	$\frac{\text{Cost of Circulation Staff}}{\text{Total Loans}}$	To assess the cost of the services of the library related to the number of loans
3.5	Loans per employee	$\frac{\text{Total Loans Per Year}}{\text{Total Number of Library Staff}}$	To assess the staff resources of the library to the number of loans

THANK YOU