From the 132nd ARL Membership Meeting

AGENDA

ARL Committee on Statistics and Measurement

Wednesday, May 13, 1998

8:00 a.m. - 11:00 a.m.

Suislaw Boardroom, Valley River Inn, Eugene, OR

Note: The parenthetical times shown are estimates only. If an issue warrants, we will take as much time as necessary.

1. Introductions and Overview: (5 minutes)

2. Approval of Minutes and Feedback on the 1998 ARL Program Plan: (5 minutes)

   Attachment 2a: Minutes of the Meeting of the ARL Statistics and Measurement Committee, October 15, 1997

   Attachment 2b: ARL Statistics and Measurement Program summary from 1998 ARL Program Plan

   Outcome: Approval of minutes; feedback on 1998 priorities

3. The Character and Nature of Research Library Investment in Electronic Resources: (30 minutes)

   The Council on Library and Information Resources (CLIR) awarded ARL $11,800 to address how to calculate the investments libraries are making in electronic resources. Tim Jewell, ARL Visiting Program Officer, will update the committee on his findings, which include the examination of internal and external (e.g., consortial) expenditures for electronic resources. The ARL Board has asked that this committee address the impact of consortial activities on measures for and characterizations of research libraries. Building on the previous meeting discussions, what strategies should be developed to respond to the Board's request?

   Attachment 3a: Final 1996-97 ARL Supplementary Statistics Questionnaire

   Outcome: Discussion of results of revised survey questions and consortial impact on electronic resource expenditures

4. Counting Electronic Serials: (20 minutes)

   The Supplementary Survey asked only for expenditure information. Members have been asking ARL about how to count electronic resources (serials in particular). The use of licensing data instead of subscribing, the multiple formats and "accompanying" serials, and consortial activities are making it difficult for members to supply comparable subscription counts for serials.

   Attachment 4: Counting Electronic Serials: A Discussion Paper

   Outcome: Recommendation on counting for 1997-98 surveys

5. Annual Projects Update and Discussion: (20 minutes)

   Status reports on the annual surveys and opportunity for discussion, particularly on the effect changes have on the burden of collecting new or revised statistics.

   (a) ARL Statistics

       1. Missing data for purchased monographs and purchased serials: It has been more than 10 years since the categories for purchased serials and purchased monographs were added to the survey. Many institutions still are not able to report this information. Lack of reporting affects our ability to generate data averages for monograph and serial costs. Lack of data for purchased serials in particular has created problems with peer comparisons and caused concerns about data validity
from some members.

Attachment 5a: 1997-98 Rank Order Tables 10-13

Outcome: Recommendation on how to achieve higher response rate

2. Volume counts for offsite or remote storage: Many libraries are engaged in remote, offsite, or shared storage arrangements. If the facility is owned by the library, the volumes stored are included in the volume count for the library. However, when volumes are removed from a library's collection and transferred to other facilities, volume counts are reduced. Some members have an interest in retaining counts for transferred volumes.

Outcome: Direction on counting volumes for materials sent to remote or shared storage facilities

3. ILL/DD counts: The ARL ILL/DD Performance Measures Study increased awareness of statistics kept for interlibrary loan. Interlibrary loan staff have asked why ARL collects information only on filled transactions. Historical records show that variable was established to document the collection strengths of research libraries. Interlibrary loan staff feel that recording only filled transactions does not provide a full picture of the level of activity in interlibrary loan departments. This is a recurring question and a previous committee has found data collection of unfilled transactions to be burdensome and had not recommended it be added to the main survey.

Attachment 5b: Recommendations from "Measuring the Performance of ILL/DD Services"

Outcome: Direction on counting ILL/DD transactions

4. ILL/DD counts (cont.): The ILL/DD Study also had a separate section on the effect inclusion of p-circ (user-initiated transactions) had on transaction unit costs. Should questions on p-circ be asked in the supplementary statistics, with any figures provided included as footnotes?

Outcome: Direction on counting p-circ transactions

5. E-Reserves counts in reserve counts: As more libraries implement electronic reserve systems, survey coordinators have asked about whether or how to include e-reserve statistics in the reserve circulation totals. The current instructions do not specifically address e-reserves.

Attachment 5c: Instructions for counting reserve circulation

Outcome: Direction on counting e-reserves

6. Expansion of the main statistical publication: Are there data that should or can be added to the main statistics that would provide useful information about the character or nature of research libraries?

(b) Academic Law and Medical Library Statistics

(c) ARL Annual Salary Survey: The 1997-98 survey asked for data on problem positions (i.e., positions that were difficult to code). Few responses were received and no re-definition of position codes is required at this time.

(d) ARL Preservation Statistics: A revision was made to the 1996-97 survey, which reduced the categories of information collected on conservation treatment and added two questions for collection of information on digitization for preservation purposes.

(e) ARL Supplementary Statistics

***See agenda item 3.***

(f) Library Expenditures as a Percent of E&G University Expenditures

(g) Developing Indicators for Academic Library Performance, Ratios: It has been suggested that particular ratios might be helpful to include in the main statistics publication. As examples, the ratio of library staff to faculty or students can be an indicator of a library's ability to deliver service, and expenditures per faculty or student may be indicators of a library's investment or efficiency. Are there indicators that should be emphasized or promoted?

(h) WWW data entry for ARL Statistics: Templates were used successfully to collect ARL data via the WWW. The only problems reported were ones of locating the correct ID, password, and URL.

*** Break 9:20 - 9:35 ***

6. ARL Index: (15 minutes)
Periodically questions are raised about the utility of the ARL index. Again this year the index and
the variables will be published as a table in the Chronicle of Higher Education. Are the five
measures currently used in the index reflecting the nature and character of research libraries? If not
those measures, what other measures would be better suited for comparability among research
libraries?

Attachment 6: Sidebar on the ARL Membership Index from ARL 197

Outcome: Discussion

7. Performance Measures: (15 minutes)

A special issue of the ARL Newsletter is addressing Issues in Research Library Measurement to
draw attention to the topic.

Attachment 7a: ARL 197: Issues in Research Library Measurement
[to be distributed at meeting]  

(a) Developing Indicators: Ratios from the 1994/95 and 1995/96 ARL Statistics: This is the
third year of publishing the ratios document. Several institutions have asked for custom reports
based on the ratios. Are there other ratios of interest to the committee that should be added to the
report? After the fourth year there will be opportunities to begin longitudinal data tracking. Would
that information be helpful to member libraries?

Attachment 7b: Table of Contents and selected tables from Developing Indicators

Outcome: Direction on enhancing ratios publications

(b) ISO and IFLA performance measures: ISO will be publishing ISO 11620, Library
Performance Indicators, in June 1998. The IFLA Section of University Libraries and other
General Research Libraries also has issued guidelines on performance measures. Are there
recommendations for data ARL should gather or produce based on these works?

Attachment 7c: Table of Contents and pages from the Introduction of Measuring Quality (KG
Saur, 1996)

Attachment 7d: Suggestions from Martha Kyrillidou

Outcome: Discussion on developing or adopting ISO or IFLA performance measures

8. Report of Relations with External Constituencies: (5 minutes)

(a) IPEDS Academic Libraries Advisory Committee: This committee is also
addressing the issue of how best to collect data about electronic resources and has
revised the questionnaire for the 1998 survey.

Attachment 8a: Final Draft 1998 IPEDS Academic Libraries survey

(b) Library Cooperative Working Group: The National Center for Education Statistics (NCES)
and the US National Commission on Libraries and Information Science (NCLIS) are undertaking
a national Survey of Library Cooperatives.

Attachment 8b: Library Cooperatives Survey, Fiscal Year 1997

(c) ACRL Statistics Task Force: ACRL has established a task force to address the need for
more timely and broader statistics. At a recent meeting, the task group agreed to base their survey
on the ARL main statistics survey, enhanced with questions from ARL's supplementary survey.

(d) National Postsecondary Education Cooperative: At the winter meeting of NPEC, the better
coordination of data project indicated they will be assisting in the review of IPEDS data elements
in the coming year.

(e) NACUBO: The NACUBO Benchmarking project continues and the group hopes to hold a
meeting this summer to look at one measureable activity (e.g., customer service) used by all
groups to determine if there are common measurements to be made across services.

9. Board Discussion Request: (30 minutes)

The Board has asked committees to allocate time for discussion of the two major items for the
Business Meeting: SPARC and a Research Libraries Purchasing and Negotiating Center.

Documents: The SPARC Business Plan and a Concept Paper on the Purchasing and Negotiating
Center were distributed to members in the meeting packet.

Outcome: Discussion and comments to committee chair to convey to the ARL Board

10. Information Items: (5 minutes)

(a) ARL survey coordinators meetings: The next meeting for ARL survey coordinators is planned for ALA in Washington, DC at 4:30 p.m. on June 26, 1998 at the Marriott Metro Center, Paris Room.

(b) ARL Statistics on the Web: The interactive web site for ARL statistical information has been revised by the University of Virginia to provide more capability for individual libraries to generate their own statistical reports. The ARL Statistics and Measurement Program page is being extensively revised to provide more information and better navigation on statistical products and program activities. Suggestions for additions and changes from the committee are welcome.

(c) Price index for research libraries: Kent Halstead has expressed interest in developing a price index for research institutions. If ARL members would be interested in such a document, staff will explore possibilities with Mr. Halstead.

Attachment 10: Frontmatter from Inflation Measures for Schools, Colleges, & Libraries, 1997 update

Outcome: Recommendation on action

11. Workshops and Seminars: (5 minutes)

(a) Electronic Publishing of Datasets on the WWW: Workshops held in January 1998 (University of Virginia) and in May 1998 (Wayne State University).

(b) Conducting User Surveys in Academic Libraries

ARL is working with CARL (Canadian Association of Research Libraries) to develop the ARL user survey workshop for a fall meeting of Canadian librarians.
Minutes of the
ARL Committee on Statistics and Measurement
Wednesday, October 15, 1997
8:00 a.m. - 11:00 a.m.
Logan Salon, Washington Marriott Hotel, Washington, DC

Committee Members Present:
Martha Alexander, University of Missouri
Jennifer Cargill, Louisiana State University
William Crowe, University of Kansas
Ronald Dow, University of Rochester
William Potter, University of Georgia
Carolynne Presser, University of Manitoba
Carla Stoffle, University of Arizona
William Studer, Chair, Ohio State University
Julia Blixrud, ARL

Guests:
Michael Havener, Director, Wisconsin-Ohio Reference Evaluation Program
Tim Jewell, Visiting Program Officer, ARL
Paul Kobulnicky, University of Connecticut (Chair, Leadership and Management Committee)
Clifford Haka, Michigan State University
Gary Hunt, Ohio University
Dana Rooks, University of Houston

Approval of Minutes and Feedback on the 1997 ARL Activities Report

William Studer convened the meeting and welcomed Committee members and guests. Jennifer Cargill moved approval of the minutes for the May 14, 1997 meeting; William Crowe seconded the motion. The minutes were approved. Committee members reviewed the 1997 Statistics and Measurement Program activities report, noting especially the range of activities in which the Program is engaged.

The Character and Nature of Research Library Investment in Electronic Resources

The Council on Library and Information Resources (CLIR) awarded ARL $11,800 to address how to calculate the investments libraries are making in electronic resources. Tim Jewell, ARL Visiting Program Officer, updated the Committee on his recent activities. The Committee discussed the suggested changes to the supplementary statistics questionnaire and supported the focus on expenditures and this year’s attempt to gather information on external as well as internal funding for electronic resources. Instructions will be integrated with the survey, some of the instructions will be more flexible, and some questions will be optional; all are attempts to encourage a good response. The expenditures are divided into two categories: non-recurring costs and continuations. This is in line with the direction of the IPEDS Academic Library Survey. Committee members recommended that FTE be used as the basis for an pro-rated expenditures from external sources; although this was seen as a solution, it is not necessarily the best or only solution for apportioning those figures. Mr. Jewell was encouraged by the Committee to do some analysis, in particular, of the data from members where funding for electronic resources is done at the state level.

One hoped-for outcome from this project is to learn what is being spent by ARL academic library members and their parent institutions to support access to electronic resources on their campuses. The Committee recognized that some libraries may find it difficult to gather external expenditure information. Mr. Jewell indicated he would again be meeting with the ARL survey coordinators at their meeting during ALA Midwinter and would use that meeting as an opportunity to discuss potential data gathering problems.

Mr. Jewell noted the difficulty of counting electronic resources, especially serial publications when electronic titles are included as part of print subscriptions (and vice-versa). He plans to do a more select set of interviews with some institutions to learn more about the issues of budgeting and accounting for electronic resources.
Annual Projects Update and Discussion

Julia Blixrud provided a status report on the annual surveys. No changes were planned for either the ARL Statistics or the Academic Law and Medical Library Statistics. The ARL Annual Salary Survey data collection is progressing well. A revision has been developed for the ARL Preservation Statistics, which reduces the categories of information collected on conservation treatment and adds two questions for collection of information on digitization for preservation purposes. Survey results on the innovative services in research libraries were distributed electronically to members and are planned to be produced as a SPEC publication in 1998. Data collection for the main, law, and medical statistics are being done over the web and templates for the supplementary and preservation surveys will be added to the web site as soon as the surveys are finalized.

Changes in accounting and financial reporting standards issued by the Financial Accounting Standards Board (FASB) will result in changes to the IPEDS Finance Survey forms for FY 1997. There will be two forms, one for Private institutions that incorporate the accounting changes, and another form for public institutions that is the same as previous years. This will affect the time series data for Library Expenditures as a Percent of E&G University Expenditures since public and private institutions will not be using the same form and, in general, it is expected university assets will be recorded as a higher figure and the result will be a decrease in the library percent of E&G.

Workshops and Seminars

ARL’s workshop on Electronic Publishing of Datasets on the WWW continues to be popular and one has been scheduled for early January 1998 at the University of Virginia.

Committee members discussed potential topics for a Performance Measures/Assessment Conference that ARL Program staff are planning. Recommendations for speakers included targeting institutional research departments in academic libraries and finding those who are working on institutional effectiveness measures. Looking outside the ARL community was encouraged and it was noted there is much work going on in Europe on this topic. The Committee suggested that plenaries and break-out sessions that provide hands-on activities would be most useful. The University of Arizona, which has been engaged in a series of assessment projects, was also suggested to be a good source for planning assistance. It is hoped that a conference can be held in 1998.

Report of Relations with External Constituencies

Ms. Blixrud reported on the activities of the IPEDS Academic Libraries Advisory Committee, which is also addressing the issue of collecting data on electronic resources, and the National Center for Education Statistics (NCES) and the US National Commission on Libraries and Information Science (NCLIS) national Survey of Library Cooperatives.

Wisconsin-Ohio Reference Evaluation Program

At the October 1996 and May 1997 committee meetings, short discussions were held regarding the reference evaluation instrument developed by the Wisconsin-Ohio Reference Evaluation Program, and it was decided to invite a presentation on this evaluation program to this Committee meeting. Michael Havener, Director of the Program provided an overview of the Program and its instrument to the Committee. The instrument has been in use for 15 years and, with a 10,000 transaction database, can be used for benchmarking reference performance. Some ARL institutions have used the survey and found it helpful, but many more could be using it. Prof. Havener indicated that the program has not yet developed a set of publicity materials, although he and Marjorie Murfin, Assistant Director and developer of the instrument with Charles Bunge, have done presentations and papers about it. The Committee questioned Prof. Havener about the instrument, the methodology, and the costs for the program. They recommended that ARL consider this a tool that can be included in the portfolio of the Statistics and Measurement Program and suggested that ARL staff work with Prof. Havener to determine the best means to present information about the instrument to the ARL community.

Impact of Consortia on Measures for Research Libraries

The ARL Board has asked that this committee address the impact of consortial activities on measures for and characterizations of research libraries. The Committee’s earlier discussion on electronic resources covered much of this topic. Committee members suggested that perhaps a visiting program officer could take a more in-depth look at the effect of consortia on members. Issues to look at include finances, transactions, and holdings with an overall question of how libraries are leveraging their resources through consortia. ARL staff were asked to investigate the options of supporting a visiting program officer for this activity, develop a project statement that would be reviewed by the committee, and identify potential individuals who would be interested in or could conduct this investigation.
Output Measures

This is the third year of publishing Developing Indicators: Ratios from the ARL Statistics. The Committee discussed whether any of the ratios in this publication could be considered for further refinement and subsequently issued within the context of the main ARL statistical report. Committee members suggested how specific ratios were helpful in their local context, but came to no agreement about any that were of general enough interest to be included in the main statistics. Program staff were encouraged to keep publishing the ratios, include and expand the frontmatter to assist those libraries who are making use of specific ratios, and encourage use of the interactive web site (now under revision) where an extensive set of ratios can be created on demand. The Committee recommended that the web site be promoted to ARL members, and special mention be made of it to the survey coordinators at their upcoming meeting.

Committee members suggested that stories about use of ARL data would be valuable to members and ARL should look to members who could provide articles about their use of data.

The Committee looked at the Table of Contents and pages from the Introduction of Measuring Quality (KG Saur, 1996), the publication on performance measures from the IFLA Section of University Libraries and other General Research Libraries. Although noting that there is great interest internationally about performance measures, after some discussion, the Committee made no recommendation about specific measures from this publication that could be included in the ARL statistics program.

Information Items

The meeting concluded with brief updates on the upcoming ARL survey coordinators meeting, the survey on librarian’s salaries by the ALA Office of Research, the AALL Biennial Salary Survey for which ARL provides consultation services, and changes to the interactive web site for ARL statistical information maintained by the University of Virginia.