

**149th ARL Membership Meeting
ARL Statistics and Assessment
Wednesday, October 18, 2006
8:00 a.m. – 10:00 a.m.
Georgetown II Room
Washington Marriott Hotel, Washington DC**

AGENDA

Welcome and Introductions

- (a) Approval of Minutes from the 148th ARL Membership Meeting, ARL Statistics and Assessment Committee

Attachment a1: Minutes from the 148th ARL Membership Meeting, ARL Statistics and Assessment Committee

- (b) Status of current projects

Attachment b1: Statistics and Measurement Activities, October 2006

Attachment b2: The ARL ToolKit or options for library participation in assessment programs

- (c) Library Assessment Conference: the program for this conference is available at: <http://www.arl.org/stats/laconf/FullProgramFINAL.pdf>. Powerpoint presentations have been mounted on the conference website: <http://www.arl.org/stats/laconf/schedule.html>. Proceedings will be published by ARL in 2007. A similar event is being planned for August 2008 in Seattle, WA.

- (d) Task Force on New Ways of Measuring Collections

Attachment d1: Quantitative inquiry report (TBD)

Attachment d2: Qualitative inquiry report (TBD)

Attachment d3: Task Force recommendations (TBD)

- (e) Spellings Commission Report. The Secretary of Education, Margaret Spellings, has issued a report on higher education. The report has received significant visibility in both the higher education and popular press. For a copy of the report see: <http://www.ed.gov/about/bdscomm/list/hiedfuture/reports/pre-pub-report.pdf>

- (f) ARL Supplementary Statistics 2004-05 report and survey. A draft report is available at: ftp://www.arl.org/stat/suppub/2004-05/05sup_draft.doc

- (g) Other topics members would like to discuss

**148th ARL Membership Meeting
ARL Statistics and Assessment Committee
Wednesday, May 17, 2006, 8:00 a.m. – 10:00 a.m.
Gatineau Room, Fairmont Chateau Laurier,
Ottawa, Ontario, Canada**

MINUTES

ARL Statistics and Assessment Committee Members Present

David Carlson (Southern Illinois Carbondale)

Joanne Eustis (Case Western Reserve)

Brinley Franklin (Connecticut)

Judith Nadler (Chicago)

Randy Olsen (Brigham Young)

Diane Perushek (Hawaii at Manoa)

Bill Potter (Georgia)

Paul Wiens (Queen's)

Sandra Yee (Wayne State)

Colleen Cook, Chair, (Texas A&M)

Martha Kyrillidou, (ARL Staff)

This was the first meeting of the ARL Statistics and Assessment Committee. The new chair, Colleen Cook, welcomed the members and invited everyone to introduce themselves. The group reviewed the committee charge. The chair indicated that the ARL Statistics and Assessment Committee has now been designated as an ARL Board committee and its function is seen to be in support of ARL's strategic activities. As a result, she met with the chairs of the three strategic directions, Carol Mandel, Winston Tabb and Betsy Wilson, as well as the chair of the Membership Committee, Paula Kaufman, to identify how we can contribute to their agenda.

The need to engage the ARL Statistics and Assessment Committee in providing advice about how the association can evaluate progress in the three strategic directions was outlined as one area where we need to engage. A column will be added in the strategic directions grids for assessment activities and in particular for evaluating the strategic directions from an outcomes perspective.

Although the existing outcomes were articulated recently, members recognize these outcomes will need to be revisited and revised. Opinions differ as to which assessment activities need to take place and to what degree – some members feel uncomfortable with attaching specific tangible metrics to the outcomes. Brinley Franklin, as a Board liaison to the Statistics and Assessment Committee, indicated that he advised the Board to be as specific as possible. Some view the need to assess the impact of the association activities as a very important and key activity.

The committee members engaged into a discussion as to whether the purpose of the program is to assess the impact of the association activities or help member libraries assess their own impact. Brinley Franklin indicated that both of these purposes are complementary in many ways and both are part of the program's agenda in his view.

Judith Nadler expressed the view that the broader assessment scope is closer to what this committee should focus on. Colleen Cook indicated that we need to focus on what is most important.

The Statistics and Assessment program is tasked to continue to do the things the program was doing but also engage in supporting other organizational activities. The impact of the existing program in the profession is well understood by the members. ARL has been active within ACRL, ISO, NISO, IFLA and many other people in the profession are looking at what ARL is doing for leadership in library assessment. The committee is both advisory to the program but also supporting the strategic directions of the association. We may consider the establishment of different subgroups as we proceed into the future.

Colleen Cook asked Martha Kyrillidou (ARL) to review the program activities as outlined in the grid that was provided to the members and the committee. The discussion focused on the need to develop some guidelines that would help libraries decide on what tools they can use as they are developing their five to ten year assessment plans.

There is also a need to decide as a program what we need to do over the next five years. Committee members speculated that much of that direction will probably come from the work of the Task Force on New Ways of Measuring Collections and from the final report coming from the Visiting Program Officer assignment of Jim Self (U. of Virginia) and Steve Hiller (U. of Washington). The committee members were pleased to see that we now have a menu of choices regarding assessment tools and Judith Nadler encouraged program staff to develop a one-page handout with an indication of when each tool is available.

Brinley Franklin pointed out that the majority of the members do not fully understand the extent to which this program is self-supporting rather than dues based. At the same time it is the most highly used program in terms of web usage on the ARL server excluding many of the projects developed under the StatsQUAL™ umbrella including the LibQUAL+® operation.

Diane Perushek described the NISO Z39.5 maintenance agency activity that ALA supports. Diane is a member of the advisory committee together with Martha Kyrillidou. The goal of this group is to shorten the review period for the library statistics standard and make updating the standard easier. This new group meets in conjunction with ALA meetings. Diane posed the question of whether we need a separate advisory group consisting of survey coordinators.

Brinley Franklin briefed the committee regarding the work of the Task Force on New Ways of Measuring Collections. We have engaged two world-renowned researchers, Bruce Thompson and Yvonna Lincoln (both from Texas A&M), to explore both the quantitative and the qualitative aspects of the issues regarding appropriate measures for research libraries. Vince Lechuga is also a co-principal investigator with Yvonna Lincoln for the qualitative inquiry. The Task Force had forwarded four recommendations to the ARL Board, but the fourth recommendation - elimination of the publication of the ARL membership criteria index in the Chronicle - did not pass, based on discussions during the ARL Business Meeting in October 2005.

The research reports from the consultants will be presented to the Task Force, the ARL Board, the Statistics and Assessment Committee, and the whole membership in October 2006. The committee members discussed the need to demonstrate the

complexity of the environment where research libraries operate. Research libraries need to demonstrate excellence on campus and they need to stop pretending there is one measure for quality as a national benchmark. We need a well-rounded set of measures and descriptions as well as opportunities to present the information we collect within a richer and more intelligent framework.

Last, Bill Potter asked Martha Kyrillidou to review the status of the annual surveys and the kinds of questions that are being raised for the questions in the annual surveys. The discussion focused on the challenges of collecting the ARL supplementary statistics (e-metrics) items and the definitional issues we need to address. Some committee members also questioned the usefulness of the 'Unit Costs of Serials and Monographs' chart we publish annually in the ARL Statistics. Diane Perushek indicated that this chart was very useful to her. She was able to use this chart for projecting a budget at the University of Hawaii after the flooding that took place there. The committee advised that we should examine the definitions of the annual surveys more closely in the coming years.

ARL Statistics and Assessment Activities, Projects and 2006-07 Priorities: Updated October 2006

| <i>Areas of activity</i> | <i>Accomplished</i> | <i>Planned</i> |
|---|---|---|
| 1. Statistics and Assessment Committee | <ul style="list-style-type: none"> • Reconstituted Committee as an ARL Board Committee and renamed it Statistics and Assessment Committee. New Committee structure established • Task Force on New Ways of Measuring Collections reviewed reports from consultants about alternative quantitative and qualitative metrics to be considered by ARL and developed follow-up recommendations | <ul style="list-style-type: none"> • Committee activities prioritized. • Presentation of research findings at the ARL Membership Meeting and follow up action regarding the quantitative and qualitative recommendations provided by the Task Force • Sustain communication with liaisons to external organizations such as ALA and NISO |
| 2. StatsQUAL+™ A gateway to library assessment tools | <ul style="list-style-type: none"> • LibQUAL+® has collected data from more than half a million library users and there are more than 940 libraries registered in the database. The instrument has been implemented internationally in different countries, languages and types of libraries. • Technical infrastructure established to support gateway to an extended set of database development projects • Statistical surveys revised to incorporate previously separate Q&A document and instructions changed to report bundled serials under serials purchased • Revised ARL Statistics data entry interface to allow comparison of changes from year to year and more control over the final data submission by the local ARL institutions • Completed DigiQUAL™ NSF/NSDL grant | <ul style="list-style-type: none"> • Provide a framework for the tools currently available, goals and cycle of operation as requested by the Committee • Develop a two-year technology roadmap to plan for the next generation of technology that will support the StatsQUAL+™ and LibQUAL+® activities • Continue development of the gateway for the ARL Statistics tool based on feedback from ARL survey coordinators • Follow up on ARL survey coordinator discussion about definitional issues for |

Statistics and Measurement Activities, October 2006

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| | <ul style="list-style-type: none"> Completed MINES for Libraries® (Measuring the Impact of Networked Electronic Services) project with Ontario Council of University Libraries and consortium staff has been invited to present at the ICOLC meeting | <p>electronic resources and serials held</p> <ul style="list-style-type: none"> Analyze DigiQUAL data and find out how they are being used by UTOPIA and other digital libraries Administer MINES for Libraries® at the University of Iowa (2007-2010) |
| 3. Effective, Sustainable and Practical Assessment | <ul style="list-style-type: none"> Visiting Program Officers Jim Self (Virginia) and Steve Hiller (Washington) complete Phase I and most of Phase II by visiting a total of 25 libraries. The project which was originally known as 'Making Library Assessment Work' has been renamed and will be available on an ongoing basis in the coming years Library Assessment Conference held September 25-27 in Charlottesville, VA The libraryassessment.info Blog originally established by Pam Ryan was used as the Library Assessment conference blog | <ul style="list-style-type: none"> Final report from the project is forthcoming by the end of the year Recommendations for further activities to be reviewed by Statistics and Assessment Committee and the Steering Committee for Research, Teaching and Learning Conference website to be updated with powerpoints and papers and serve as a nucleus for further development regarding assessment activities Proceedings from the conference will be edited and published Library Assessment Conference planned to take place at the University of Washington in 2008 |
| 4. Learning Outcomes | <ul style="list-style-type: none"> Project SAILS Phase III testing completed and final IMLS report in preparation. Newly redesigned system administered by Kent State is | <ul style="list-style-type: none"> Statistics and Assessment Committee will review Working Group final report and, with RTL Steering |

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| | operational. Test items for Communication Studies, Education, Biology, and History created and are now available for field testing. | <p>Committee, to recommend next steps</p> <ul style="list-style-type: none"> • Determination of relationship of Project SAILS to ARL to be made upon completion of IMLS grant after September 2006 |
| 5. Human Resources | <ul style="list-style-type: none"> • National Study on the Future of Librarians in the Workforce has started collecting data and ARL staff is contributing to survey design, methodology, and dissemination. ARL is one of several partners collaborating with UNC-Chapel Hill School of Information and Library Science. ARL representatives serving on the project Advisory Board are: Carla Stoffle (Arizona), Gary Strong (UCLA), John Price Wilkin (Michigan), Martha Kyrillidou (ARL) on Statistical Advisory Board | <ul style="list-style-type: none"> • The Academic Library Survey part of the National Study on the Future of Librarians will launch in January 2007 • Annual Salary Survey 2005-06 collected additional demographic data currently being analyzed by Stanley Wilder • Explore with the University of Maryland implementing an organizational development and diversity climate survey across ARL institutions |
| 6. Electronic Resource Management Initiative (ERMI) | <ul style="list-style-type: none"> • Established Visiting Program Officer relationship with Trisha Davis (Ohio State) and Diane Grover (Washington) to build on DLF partnership by promoting awareness and tools among the research library community for electronic resource management and offering training workshops • Reading and Mapping License Language for Electronic Resource Management: four ARL/DFL Workshops held in 2006 • Introduced the Standardized Usage Statistics Harvesting Initiative (SUSHI) in January at ALA Midwinter Meeting | <ul style="list-style-type: none"> • Monitor developments within NISO regarding the development of SUSHI • Monitor developments with Project COUNTER, the ScholarlyStats project, and other external efforts aiming at the development of decision support systems for libraries • Follow up regarding working with ILS vendors that attended the meeting held in New Orleans |

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| | <ul style="list-style-type: none">• Exploratory conversations were held with the major Integrated Library System Vendors about opportunities to extract data from integrated library systems that could 1) provide comparable information about research libraries knowledge investments and usage; (2) inform in a standardized fashion, management decisions about the character and use of library resources; and 3) supplement or serve as an alternative to ARL's own data collection processes aimed at describing the characteristics of research libraries. Currently there are decision support systems available from many of these ILS. The goals of this project are to identify ways to assure our members of the utility and comparability of these products. | |
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The ARL TOOLKIT, or OPTIONS for library participation in assessment programs

| <i>Tool</i> | <i>Purpose</i> | <i>Timing</i> |
|---|---|--|
| ARL Statistics, ARL Annual Salary Survey and other annual surveys: tools from StatsQUAL+™ | Provide descriptive information about the operations of research libraries | Surveys sent out in the fall |
| LibQUAL+®: a tool from StatsQUAL™ | Measure library service quality along the dimensions of (a) affect of service, (b) information control, and (c) library as place using the gap theory framework of expectations and perceptions | Session I – Jan to May Session II – July to December |
| MINES for Libraries™: a tool from StatsQUAL™ | Collect information on the purpose of use of electronic resources and the demographics of users | Local arrangements as convenient One time 12 month project or multi-year implementation available |
| DigiQUAL+™: a tool from StatsQUAL™ | Evaluate digital library websites in terms of trustworthiness and quality | Under research and development |
| Effective, Sustainable and Practical Assessment | VPO Activity with Steve Hiller and Jim Self | Call for participation out in the fall |
| Organizational Diversity and Culture Survey | University of Maryland led project | Under research and development |

Task Force on New Ways of Measuring Collections

Draft Recommendations

On Oct 2, the ARL Task Force on New Ways of Measuring Collections met to review the results emerging from the quantitative and qualitative research led by Bruce Thompson and Yvonna Lincoln. The Task Force members agreed that the alternative proposal from the quantitative analysis is capturing the concepts we want to emphasize to campus administrators given the limitations of relying on existing historical data. The Task Force members also agreed that the preliminary categories and characteristics presented through the qualitative research stream are beginning to describe the qualities we might want to track during the coming years to document the evolution of the research library. The Task Force members agreed that we need to develop a mock up for presenting these qualitative institutional characteristics for a sample institution. If the mock up proves useful we can produce similar profiles for ARL members. In particular, the following recommendations surfaced from the Task Force Meeting:

A. Quantitative Research

After reviewing the recommendations presented by Bruce Thompson in his report, the ARL Task Force on New Ways of Measuring Collections recommends to the ARL Board that we modify the presentation of the quantitative data in the following ways:

- Rename the ARL Membership Criteria Index. Possible alternatives include:
 - ARL Logarithmic Scale, or
 - ARL Single-factor Scale, or
 - Kendon Stubbs Scale.
- Present to members the option of an alternative model with three-factor scales in addition to the ‘Kendon Stubbs Scale.’ This scale may be named as
 - ARL Descriptive Three-factor Scales, or
 - Bruce Thompson Descriptive Scales, or simply
 - Descriptive Library Scales.
- Present to members the option of an alternative expenditures driven scale.
- The ARL Statistics collects a limited set of collected and verified data on “use.” The Task Force encourages the Statistics and Assessment Committee to analyze the situation and recommend other “use” measures.
- Work on definitional issues for the ARL Supplementary Statistics (e-metrics items, serials counts, virtual reference/liaison activity, and shared storage volume counts).

- The ARL Statistics and Assessment Committee is asked to identify new data elements that should be collected and drop variables that are currently collected and are not useful.
- Establish Task Forces to address different definitional issues and staff them with appropriate expertise from ARL member libraries as needed.

B. Qualitative Research

After reviewing a draft report presented by Yvonna Lincoln and Vince Lechuga, the ARL Task Force on New Ways of Measuring Collections would like to recommend to the ARL Board that we pursue the following course of action:

- Refine the qualitative information we collect from member libraries by focusing on the following aspects of their operation: (a) consortia, (b) distinctive collection strengths, (c) collaborations with faculty, (d) institutional repositories, (e) new and exciting developments that do not fit in the above categories.
- Develop a mock up of a profile for a sample institution that is no longer than two pages and addresses the issues outlined in the above paragraph. The purpose of this profile will be to both describe and provide an analysis of institutional strengths.
- Using the mock-up as a guide, ask ARL members to construct a profile for their library(ies).

10/14/06 mk/bf