BIX-WB
Library Index for Academic Libraries

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One topic: Competition in quality

Centrum für Hochschulentwicklung (CHE)
- Benchmarking
- Evaluation

Library sector
- Library 2007 (library development in Germany)
- Library Index

“dedicated to developing ideas and solutions for societal problems and promoting societal reform”

http://www.bix-bibliotheksindex.de
The library orients its range of services consequently according to:
- the needs of its clientele and
- the strategic goals of the institution and
- actively brings the services to the users.

Mission of academic libraries

- **Procuring information**
  - collection
  - document delivery
  - portals

- **Producing information**
  - publishing
  - archiving
  - cataloguing

- **Support for teaching and learning**
  - workplaces
  - support for remote teaching and learning and multimedia
  - teaching information literacy

- **Management**
  - innovative technology
  - adequate management methods
  - staff development
  - cooperation
Aspects for quality evaluation

- Compliance with tasks
- User orientation
- Cost-effectiveness
- Adequate processes
- Staff orientation
- Promisingnessness (capacity for developing)
Criteria for indicators

- Integrated view
- "Hybrid" library
- Comparability
- Validity
- Informative content
- **Practicability** (German Library Statistics)
Interested partners

- Each library
- Other libraries
- Funding institutions
- Public
Which infrastructure does the library offer for use?

1. Square metres of user area
2. Library employees
3. Expenditure on literature and information per 1000 members of the population
4. Percentage of that expenditure spent on the electronic collection
5. Opening hours per week
How are the offered services used?

6. Library visits per capita (physical + virtual visits)

7. Market penetration (Percentage of active borrowers in the population)

8. User training attendances per 1000 members of the population

9. Immediate availability (Immediate loans as a percentage of total loans including reservations and ILL)

10. User satisfaction rate (Identical online survey in all libraries)
Are services offered cost-effectively?

11. Library expenditure per capita (acquisitions, material costs, staff)

12. Ratio of acquisitions expenditure to staff costs

13. Employee productivity (Example: Media processing. Processed media per FTE)
Is sufficient potential available for the necessary developments?

14. Hours of training per staff member

15. Percentage of university budget allocated to the library

16. Percentage of library means received through third-party funds, special funds and income generation

17. Percentage of library staff providing and developing electronic services
"Political" aspects

- To show whether the library is adequately funded and equipped
- To demonstrate the development and use of electronic services
- To prove effective allocation of resources
- To show that the library is "fit for future"
The ranking

- Indicators not weighted
- Ranking within the 4 aspects
- Comparison in groups
  - Integrated library systems
  - Two-tier-systems (central libraries only)
  - Polytechnics
Comparisons are odorous

Shakespeare

but...

No man’s happy but by comparison

Proverb