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Workshop

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Format: Hybrid

Title: Library Performance Indices

Scope and Rationale

For the evaluation of library activities and development of operations, reliable and diverse information is required to support management and decision-making.

Since reporting or evaluating the activities contains a lot of information, it becomes a challenge how it can be presented concisely e.g., to the representatives of the library's stakeholders.

Time and space are limited, and in the budget and outcome negotiations, there may not be time to introduce several indicators and the use of individual indicators may provide incomplete information – a single sub-indicator often tells only about a specific part that is related to a larger entity.

One solution is to compile a sum index consisting of several sub indicators, i.e., a composite index; instead of separately presenting several indicators belonging to the same group, one can count them together and form a holistic picture of the issue being monitored.

Abstract

In this workshop, the attendants discuss and rate the activities around four main dimensions of the library: Core processes, Input (resourcing), Use of services and User experience. As a result, the relative weight values of the focal processes comprising the composite index of library performance (I_{LP}) will be defined.

Participants

Directors and developers of libraries of all types.

Schedule

Duration	Topic / Activity
30 min.	Welcome and introduction
40 min.	Small groups I: Ordering (ranking) the variables
15 min.	Pause
30 min.	Summarizing conversation
20 min.	Small groups II: Scoring the variables
15 min.	Closing discussion and ending the workshop