# A NEW SYSTEM OF EVALUATING MEDICAL LIBRARY SERVICES IN THE CZECH REPUBLIC BY MEANS OF PERFORMANCE INDICATORS

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**CZECH REPUBLIC**

# Aims and Scope

- **Re-engineer current system of evaluating medical library services**

- **Define & implement new performance measures (indicators)**

  - **Literature study**

  - **Move to qualitative data**

  - **Educate & prepare librarians**

  - **Use new indicators to achieve goals of „Strategic Plan for Medical Library Development 2005-2010"**

# Background

- **Czech Network of Medical and Health Sciences Libraries**

  – **103** libraries registered under

  *Act of Libraries and Provision of Information Services to Public of 2001*

- **Library statistics collected & published by National Medical Library (Prague)**

  - **Based on traditional quantitative indicators**

    - **measures expressed in numerical terms**

  - **Annual Statistical Reports**

# Traditional Quantitative Indicators
## *How Many ?*

- **Size of library collections**
- **Periodicals subscribed**
- **Total circulations**
- **Volumes added per year**
- **DD/ILL received & provided**
- **Acquisitions budget**
- **Access to databases**
- **Reference transactions**
- **Satisfied search requests**
- **Photocopying facilities output**
- **Registered users**
- **Training courses**

NÁRODNÍ LÉKAŘSKÁ KNIHOVNA
121 32 Praha 2, Sokolská 54
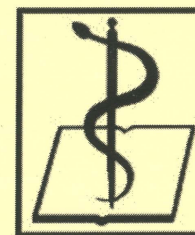
STATISTICKÉ UKAZATELE KNIHOVEN
A INFORMAČNÍCH STŘEDISEK
ZDRAVOTNICKÝCH ZAŘÍZENÍ
ČESKÉ REPUBLIKY
ZA ROK 2004

PRAHA 2005

# Methods

- **Review of literature**
  - **Medline search**
    - **MeSH term „Libraries, medical/standards"**
    - **123 articles published 1972-2005**
      - **32** papers on performance measurement
    - **Relevance analysis & <u>selection</u>**

*Hewlett T. (1998) Performance indicators in NHS libraries. Health Libraries Review 15, 245-253.*

# Terminology, Definitions

- **Guideline**

**Colorado Statistics: Definition of Terms**

– elaborated  by Library Research Service of University of Denver (CO, USA)

– http://www.lrs.org/def.asp. Last update 5/26/2005

# Methods

- **Survey**
  - **Questionnaire sent to 103 libraries registered under Act 257/2001**
    - **Response rate 63%**
    - **4 replies excluded (4.9%)**
    - **Preparedness & willingness of librarians to change current statistics and measures to be collected**
  - **Feedback**
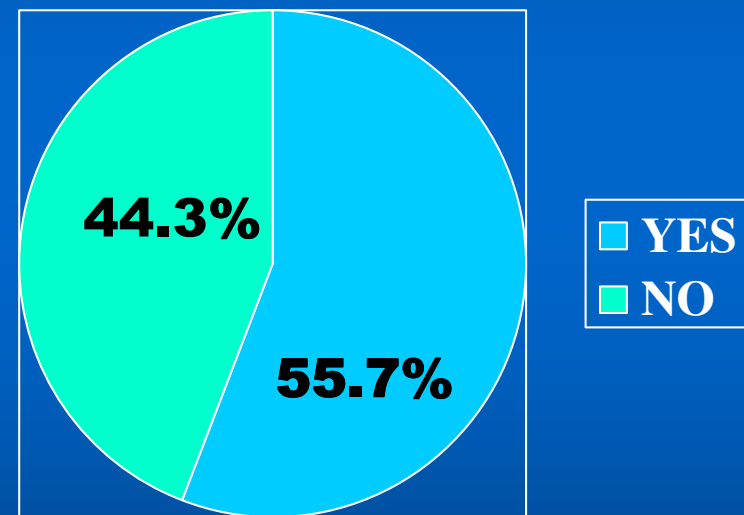    - **phone**
    - **e-mail**

# Medical Library Mission Statement

- **Clearly defined mission statement**

**34 libraries (55.7 %)**

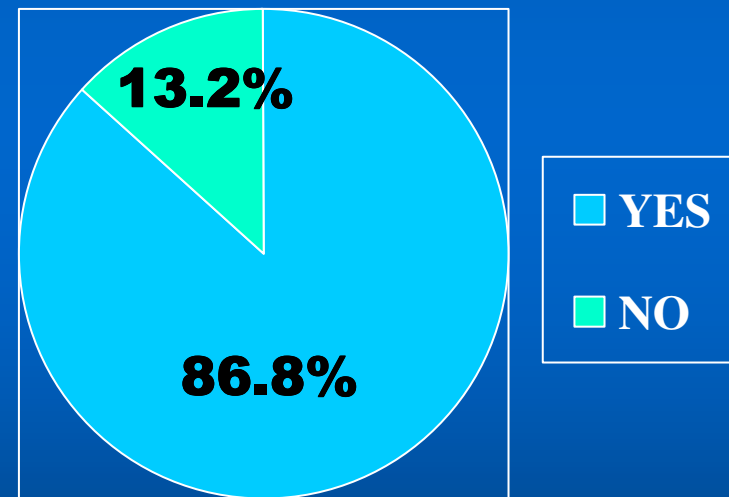- **No written mission statement**

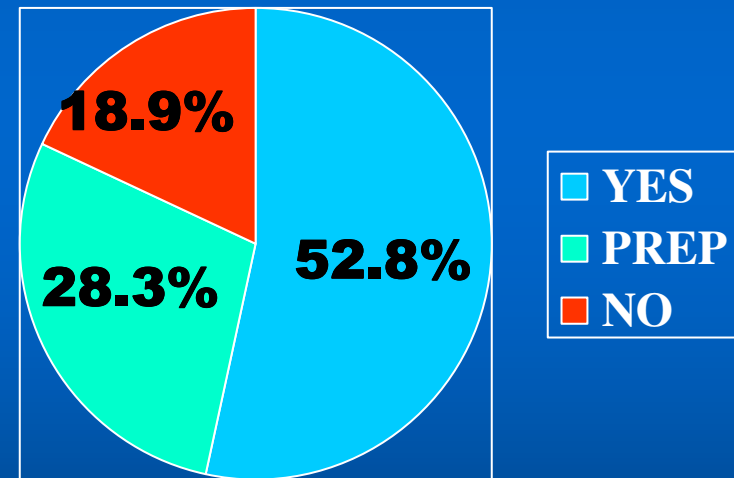**27 libraries (44.3 %)**

- **Library-Organization relations**

44.3%    55.7%

YES
NO

# Interlibrary Services Current State

- **Document delivery provided by**

  **53 libraries (86.8 %)**

- **No document delivery**

  **8 libraries (13.2 %)**
  - **Why?**

# Electronic Document Delivery

- **Electronic DDS provided by**
  <u>28</u> **libraries (52.8 %)**

- **In preparation**
  <u>15</u> **libraries (28.3%)**

18.9%

28.3%

52.8%

YES
PREP
NO

# Percentages of Documents Delivered Electronically by 28 Libraries Providing Document Delivery Services

| Percentage of E-DDS | Number of Libraries |
| --- | --- |
| 5 - 10 % | 9 |
| 11 - 20 % | 8 |
| 21 - 30 % | 5 |
| 50 - 60 % | 2 |
| 70 - 80 % | 4 |

# PROPOSAL OF NEW PERFOMANCE INDICATORS

# Relevance

- **Descriptive performance indicator**
  - written objectives + business plan.
  - how library objectives link with the parent insitution´s objectives
    - clinical decision-making
    - research priorities.

# Reference Questions Per Capita

- Annual number of information contacts with a staff member using information sources

divided by

- Number of persons the library is established to serve.

- Calculation: **number of reference transactions per typical week multiplied by 52, then divided by the number of registered users.**

# Turnover Rate

- **Number of materials checked out divided by**

- **Size of the collection.**

- **Calculation: number of materials circulated divided by the number of volumes held.**

# Circulation Per Capita

- **Number of library materials lent** divided by
- **Number of persons the library serves.**

# Speed of Document Delivery

- **Estimate of percentage of interlibrary request to be fulfilled within a certain period of time (number of days)**
  - *„85% of interlibrary requests are fulfilled within 4 working days"*
- **Long-term careful measurement**
- **Revisions upwards or downwards.**

# Materials Expenditures
# Per Capita

- **Library funds spent on materials for the collection (books, periodicals, non-print items)**

**divided by**

- **Number of persons the library was established to serve.**

# Library Service Hours Open Per Week

- Simple count of hours that the library is staffed and open to the public.

# Conclusion I

- **Expected improvements**
  - Mission statement
  - Service delivery (how often, how fast)
  - Cost efficiency (services related to funding)
  - Staff efficiency (workload)

# Conclusion II

- Our team will be more than happy to get your feedback & share experience.

# Acknowledgements

- We would like to thank Aileen Wood from the UK for exchange of ideas, help and friendship.

# Contact

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