

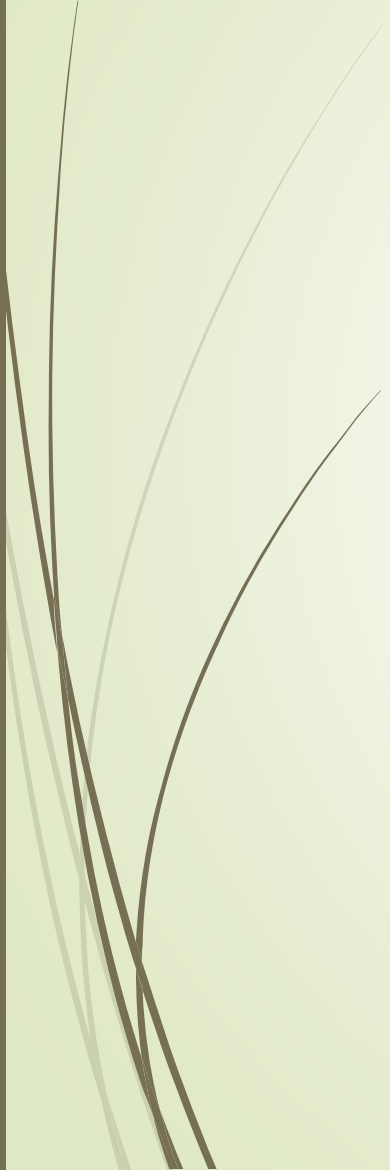



<https://goo.gl/4QEs1K>

Handout


(No Dropbox account? Just click X to close pop-up).

97%





60%

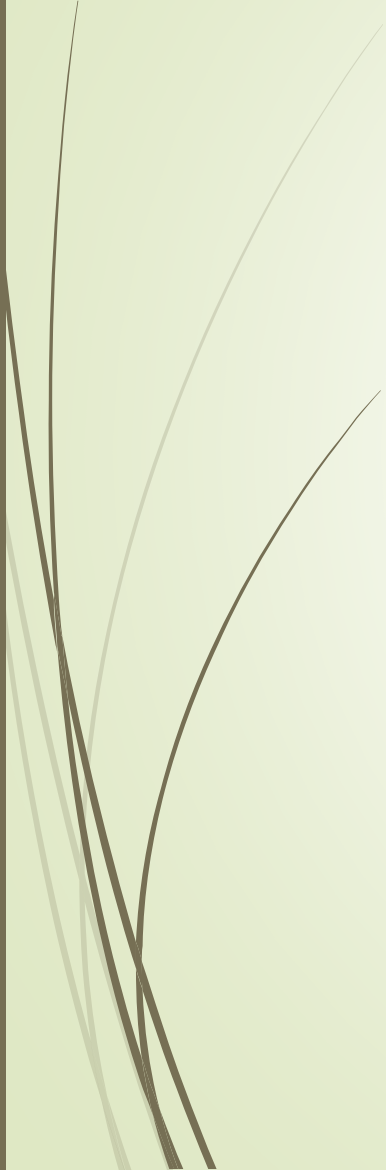


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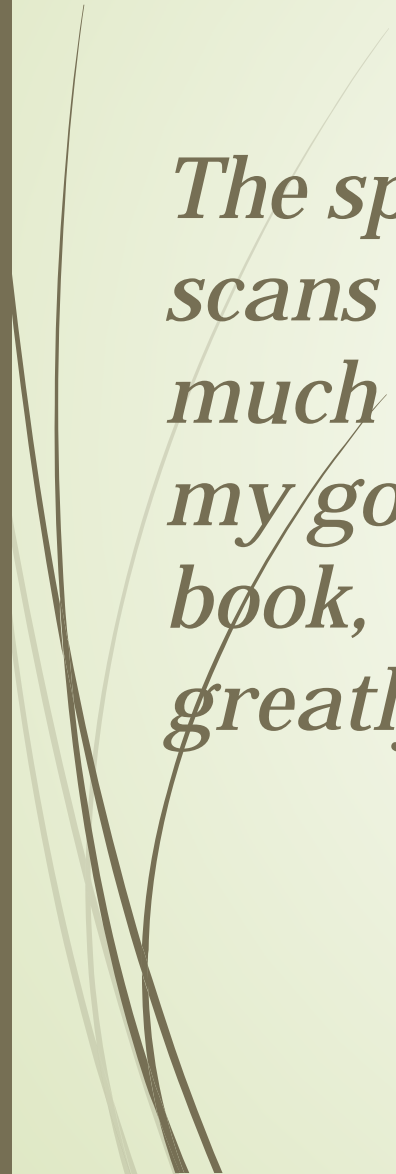


13%

Thank you!



Thank you! That was fast.



*The speed has been quite good, and the scans tend to be reliable and readable. It's much more convenient and efficient than my going to the library, checking out a book, and copying the article myself. It greatly facilitates my research.*

**-Faculty**





85%\*

90%





# It's About the Data & So Much More

Lars Leon

University of Kansas Libraries

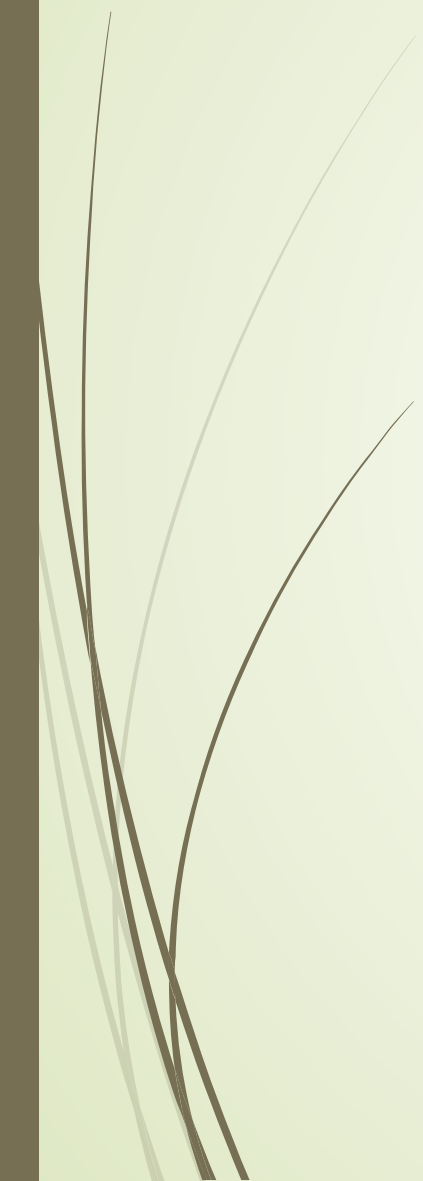
Navigating the Rivers of Data  
Driven Productivity

IDS 11<sup>th</sup> Annual Conference

July 30, 2015

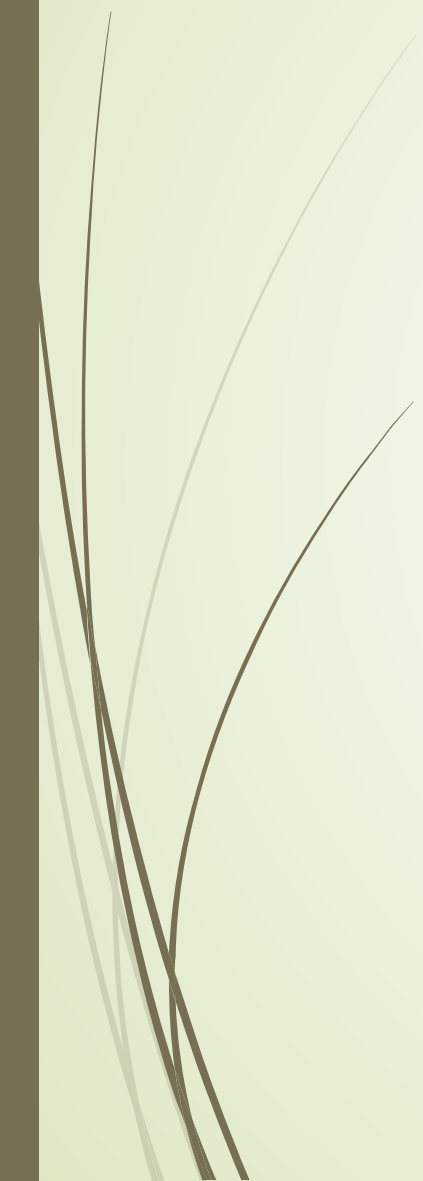


# Takeaways

- Why we need data (Some ideas to help build support)
  - If we gather it, let's analyze it
  - And then consider using it
- 



# Takeaways

- Some data worth deeper dives and checking back on
  - Important to also gather words (especially value placed by patrons)
  - Good enough
  - Collaborations
- 

# This Morning

- Why Data
- Data Examples - Numbers
- Data Examples - Words
- Collaborations
- Take Aways

# Why Data

“A library uses data like a drunk uses a light pole – more for support than illumination”

-Kendon Stubbs (and others)

ARL Assessment Conference 2010

# Why Data

“Failure to use the data may be hazardous to your future”

-David Shulenburger

ARL Assessment Conference 2010



# Some Data Examples - #s

## ► Fill Rate ~ ILL Lend Copies (partial)

ReasonForCancellation	Total	OCLC	RAPID	OCLC	RAPID	Total % against overall total reqs
Checked Out	498	291	207	3%	2%	2%
Holdings BEGIN AFTER this volume	540	452	87	4%	1%	2%
Holdings END BEFORE this volume	2540	2337	192	23%	1%	11%
Other	266	118	147	1%	1%	1%
Policy Problem	1	1		0%	0%	0%
Title not owned	319	226	93	2%	1%	1%

# Some Data Examples - #s



## Turnaround

- ▶ ILL Borrow Copies Filled an average 34 hours
- 

# Some Data Examples - #s

## Turnaround ILL Borrow Copies

FY15 ILLBorr	Copies		KU Med	OCLC	RAPID	ALAs
	Total					
0thru2Hrs	1338	13%	5%	2%	15%	0%
3thru4Hrs	689	19%	14%	5%	23%	0%
5thru8Hrs	623	25%	31%	8%	29%	0%
9thru16Hrs	1034	35%	38%	12%	40%	1%
17thru24Hrs	2271	57%	60%	24%	64%	6%
25thru36Hrs	893	65%	75%	33%	72%	11%
37thru48Hrs	918	74%	83%	41%	81%	21%
49thru60Hrs	391	77%	89%	46%	84%	28%
61thru72Hrs	665	84%	91%	54%	90%	36%
73thru96Hrs	626	90%	97%	65%	95%	45%
Above96Hrs	1090	100%	100%	100%	100%	100%

# Some Data Examples - #s

## Turnaround Other Ideas

- By department
- Time to process requests – supplemental material
- Workflow analysis – where need to speed up. Breakdowns by staff? In shipping? Where? (Academic library)

# Some Data Examples - #s

- Gather more data on patron request forms
  - Find out if request for a class (which one)
  - Patrons' E-book preferences

# Some Data Examples - #s

- 2011 Cost Study (with Nancy Kress)
  - 19 libraries (ILL)
  - Extensive
  - Access database generate “real-time” report after data entry

FY11 costs ~ Across Total Requests Submitted													
Service	Nr Libs.	Ave. Nr. Reqs	Ave. Total Costs	Credits pd. to the Libs	Net ave.	Staff	Equip	Cpyrt	Debits	Mgmt Tools	Req Sys	Shipp.	Suppl
Borrow through Circ to Circ module	5	27,442	\$3.85	\$0.00	\$3.85	\$2.18	\$0.18	\$0.00	\$0.00	\$0.02	\$0.19	\$1.27	\$0.00
Lend through Circ to Circ module	5	28,105	\$4.70	\$0.00	\$4.70	\$2.68	\$0.24	\$0.00	\$0.00	\$0.02	\$0.21	\$1.53	\$0.01
ILL Borrowing Copies	18	20,391	\$7.98	\$0.05	\$7.93	\$4.33	\$0.05	\$0.81	\$1.94	\$0.12	\$0.71	\$0.00	\$0.02
ILL Borrowing Loans	17	13,875	\$12.12	\$0.01	\$12.11	\$6.86	\$0.12	\$0.00	\$1.93	\$0.14	\$0.61	\$2.31	\$0.14
ILL Lending Copies	18	28,232	\$4.11	\$1.09	\$3.02	\$2.90	\$0.24	\$0.00	\$0.00	\$0.16	\$0.79	\$0.00	\$0.03
ILL Lending Loans	18	20,210	\$6.21	\$1.00	\$5.21	\$3.28	\$0.07	\$0.00	\$0.04	\$0.16	\$0.74	\$1.86	\$0.06
Copies from Local Collections to Local Patrons	14	10,933	\$7.14	\$0.00	\$7.14	\$6.43	\$0.48	\$0.00	\$0.00	\$0.11	\$0.08	\$0.00	\$0.04
Page from Local Collections to Local Patrons	9	18,468	\$7.34	\$0.00	\$7.34	\$6.13	\$0.17	\$0.00	\$0.00	\$0.04	\$0.00	\$0.92	\$0.09
Deliver to Campus	3	13,805	\$3.65	\$0.00	\$3.65	\$3.48	\$0.02	\$0.00	\$0.00	\$0.01	\$0.00	\$0.00	\$0.14
Mail to Non-Campus	2	1,221	\$7.54	\$0.00	\$7.54	\$5.50	\$0.06	\$0.00	\$0.00	\$0.03	\$0.00	\$1.89	\$0.06

# Some Data Examples - #s

- How Cost Study Data Used
  - Be informed
  - Updated view of different type of costs
  - Workflow
    - "Best Practices"
    - Areas to explore
    - Document Supplier or ILL



# Some Data Examples - #s

- How Cost Study Data Used
  - Collection Development decisions
  - Impact on consortia partners

# Some Data Examples - #s

- Costs – Other ideas
  - Heidi – WAU – document delivery faculty \$\$\$ saved

# Some Data Examples - #s

- Borrow loans not picked up
- Borrowing Requests by Department/User – identify who to inform about ILL (Chris White, Sage Colleges)

# Some Data Examples - #s

- ▶ OCLC SHARES ILL Cost Calculator  
(Dennis Massie)
- ▶ Other number data ideas?

# Some Data Examples - Words

Turnaround ~

“I like when the students get excited when the request they put in early in a class session gets filled by the end of said class.”

-Academic library

# Some Data Examples - Words

- Satisfaction and Values survey (2013)
  - Micquel Little (formerly St. John Fisher College)
  - Eleonora Drury (University of Kansas)
  - New York Public Library participating

# Some Data Examples - Words

## Satisfaction & Value Survey

For each service, we asked:

How satisfied were you with this service over the past 9 months?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Haven't used

Why? (e.g. speed, quality, etc.)

# Satisfaction & Value Survey

## Look at results - KU

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Satisfaction				
ILLBorr copies, local copies	86%	13%	1%	0%
ILLBorr loans	86%	12%	2%	0%
Retrieve from Shelf	85%	13%	1%	1%
TripSaver	88%	7%	1%	4%*

\*Note: most of the very dissatisfied respondents were non-faculty/staff who would like to receive the service.



# Satisfaction & Value Survey

## Look at results - KU

Copies (ILL Borrow, local document delivery)

Positive comments:

- Speed, quality, convenience, excellent service

Constructive comments (only a very small number):

- Needs work – quality – items disappear
- Several – didn't know this service existed (KU Libraries articles and book chapters scanned)

# Satisfaction & Value Survey

## Look at results - KU

### Copies

- *It is extremely helpful that the libraries can obtain documents that are not available to me online. This gives me access to the latest research relevant to my field. This is a resource that would be very difficult to not have.*

-Faculty

# Satisfaction & Value Survey

## Look at results - KU

### Copies

*This has saved me a massive amount of time as I no longer have to leave my work to go search through the stacks for a single article. It is an exceptional service that helps me immensely.*

-PhD Student

# Satisfaction & Value Survey

11. We want to better understand the value our services bring to your classroom and research needs. Please indicate the importance of our services to your work:

- Very Important
- Somewhat Important
- Not Important
- Other

# Satisfaction & Value Survey

## KU Value Ratings

Discipline	# resp.	Very important	Somewhat important	Not important	No response
Social Sciences	268	79%	16%	2%	3%
Humanities	187	90%	4%	1%	5%
Sciences	154	82%	8%	2%	7%
Admin./Misc.	13	54%	23%	15%	8%
Law	2	50%	50%	0%	0%
DeptNotGiven	3	33%	0%	33%	33%
<b>Total</b>	<b>627</b>	<b>82%</b>	<b>11%</b>	<b>2%</b>	<b>5%</b>

# Satisfaction & Value Survey

12. Please briefly describe the value our services provide (e.g. importance to research, importance to teaching, etc.) (300 character limit)

13. Is there anything else you would like to tell us about our resource sharing services? (300 character limit)

# Satisfaction & Value Survey

## KU Value Ratings

- *This is crucial to my research as I rely heavily on articles from the 90's and 80's that are not available electronically.*

-Faculty, Pharmacy

- *Most of the time that I order something I am working on a grant with a deadline. The speed is essential for progressing on my grant.*

-Faculty, Ecology and Evolutionary Biology



# Satisfaction & Value Survey

## How data used - KU

- ☺
- Affirm current practice. Tweak benchmarks, workflows as needed
  - Speed is in demand
  - Some patrons not aware of other services
- Marketing
  - Individual quotes
  - Overall figures
- Combine average costs and the satisfaction and value presented



# Some Data Examples - Words

- Interested in a systematic way to capture thank yous (Beth Posner, CUNY)
- Other Examples?

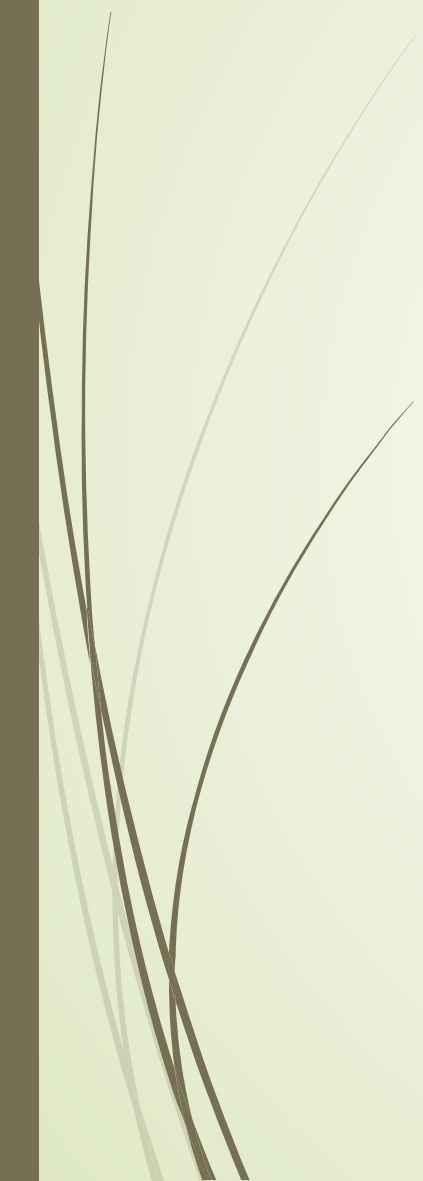


# Collaborations

- ▶ ALA RUSA STARS pre-conference (Micquel Little)
  - ▶ Understanding your partners – trend
  - ▶ Think beyond your data – who is using, who might use it but they don't know it
    - ▶ Other departments
    - ▶ How share what's behind the data



# Collaborations

- Collaborations increasingly important
    - With the library
    - With patrons
    - With others on campus
    - With consortia partners
    - The Community
- 



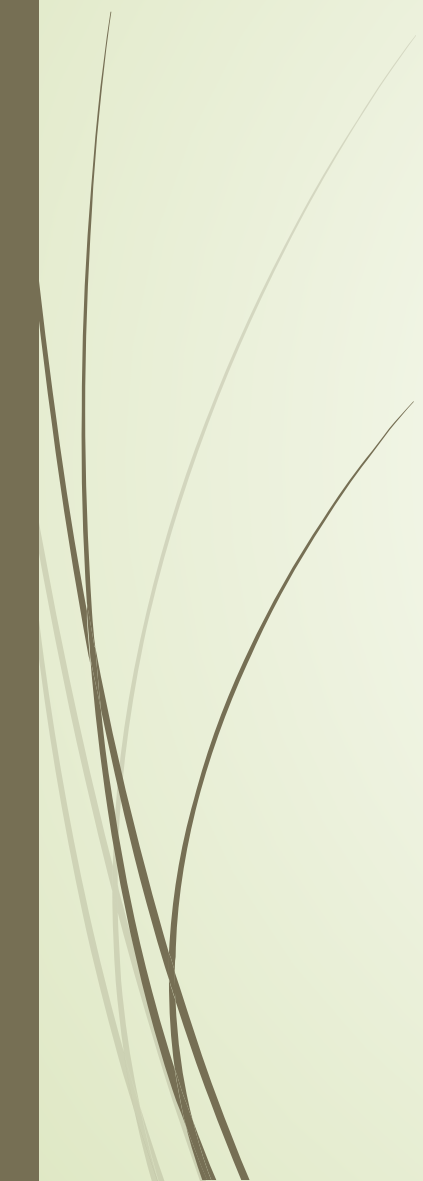
# Collaborations – Some Ideas

- ▶ Student grades – analyze any relationship between student grades against their library resource use, it would help tell a story. Privacy concerns understood.

-Academic library



# Takeaways

- Why we need data (Some ideas to help build support)
  - In your mission statement, strategic plan
- 



Not Sure Where it Fits but really good to think about – helps provide outstanding service

- “Not automating everything! We’re lucky to have many cross-trained staff that can work whenever the library is open to process ILL. Although love some features of automation, staff able to catch things that a computer just can’t at times”

-academic library



# Takeaways

- ▶ If we gather it, let's analyze it
- 



# Takeaways

- And then consider using it
  - "Able to use Fill Rates and IFM charges to convince admin eliminate recall – allow requests for items we owned but checked out to go through as ILL. Easily cover costs. So why not help our patrons and cause least amount disruption?"
- Nancy Abashian, Binghamton U.  
L.





# Takeaways

- Some data worth deeper dives and checking back on
  - “I use TN# of loan requests that were purchased by my library to identify titles which I can then use to check circulation data in my ILS”

-Academic library



# Takeaways

- Important to also gather words (especially value placed by patrons)
- “Knowing that each instance of interacting with patrons ... meaningful...”  
-Academic library



# Takeaways

- Good enough



# Takeaways

- Collaborations
- “Commitment of other libraries to provide materials as quickly as possible for all our patrons”
  - Jennifer Acker, Hudson Valley Community College
- Bibliographic & ebook data influence on CD policies
  - Kristin Walker, Univ. Texas



# *Navigating the Rivers of Data Driven Productivity*

All of you ~

- ✓ Continue to share resources, ideas, data, and solutions
- ✓ Lead by Example
- ✓ Take leadership role into the realm of data



Questions?



Comments



# Thank yous

- University of Kansas libraries  
Resource Sharing staff
- Nancy Kress, Sheila Orth,  
Participating libraries – Cost  
studies
- Micquel Little, Eleonora Drury,  
Participating libraries – Values  
studies
- IDS Conference survey  
respondents
- Resource Sharing Community





# References

Micquel Little , Lars Leon , (2015) "Assessing the value of ILL to our users: a comparative study of three US libraries",  
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