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# **Evaluation of electronic services**

**Report from workshop 7**

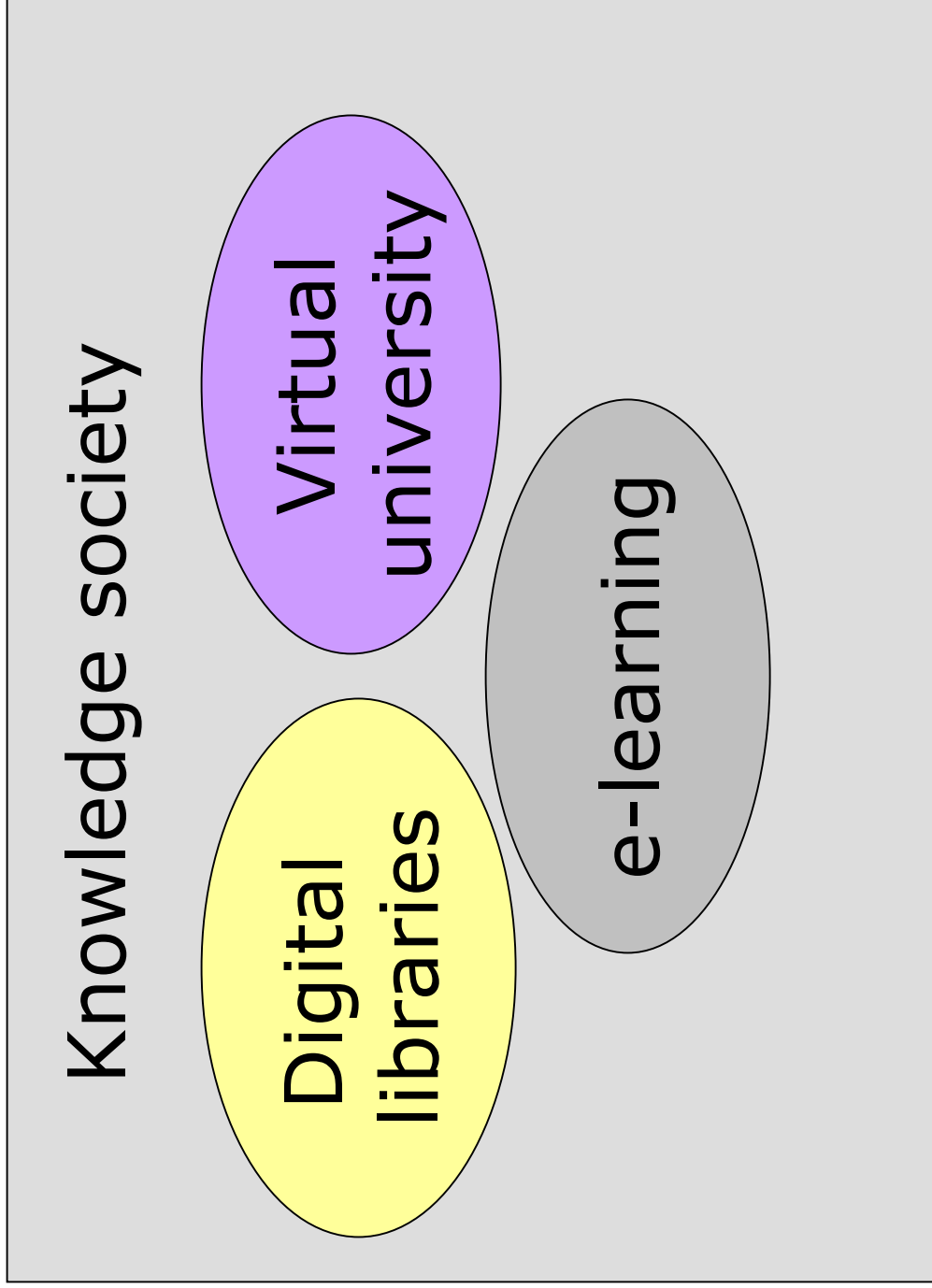
# Participants



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- Elisabeth Freyre, Bibliothèque Nationale de France
- Roy Gundersen, BIBSYS, Norway
- Kristiina Hormia, National Library of Finland (day 2)
- Gabriele Lunati, IFNET SRL, Italy
- Bo Öhrström, Danish National Library Authority, Denmark
- Corrado Pettenati, CERN, Switzerland (chair day 1)
- Alexander Plemnek, Association of Regional Library Consortia, Russia (day 1)
- Natalia Sokolova, St. Petersburg State Technical University, Russia (day 1)
- Martin Svoboda, State Technical Library, Czech Republic
- Maria Witt, Cité des sciences & l'industrie (day 2)

# Digital libraries and the environment



# Government funded digital library programmes



- Danish electronic research library, DEF
- Canadian site licensing initiative
- FinELib
- in the development phase
  - Norwegian digital library
  - Estonian digital library



# Aspects of evaluation

- evaluating projects / programmes
  - digital services of a library
  - implementation of library system
  - programmes eg. FinELib
- evaluating usage
- evaluating user needs and user satisfaction
- evaluation of products and interfaces (day 1)

# Why to evaluate?

- to show impact of digital library services
- to have impact on national research / library policy
- to affect decision making
- to raise funding
- to raise status

# Timing of evaluation

- before a project is launched
  - analysis of user needs
  - analysis of possibilities
  - analysis of technical requirements
- after – when results are available

# Plans to run an evaluation of a service/ programme

- Norway / BIBSYS
- Denmark / DEF
- Denmark / 2 libraries

# Usage statistics

- ICOLC recommendations
  - raised the importance of statistics
- COUNTER
  - wording for the licence agreements



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# Statistics - problems

- **Hardly comparable**
  - PDF downloaded, HTML pages contacted, abstracts displayed, ...
- **Count different from vendors**
  - different timing
  - missing periods
- **Formats**
- **How to collect -> deliver**
  - prepare a database where each consortium partner can extract its own usage
- **Vendors make visible what they like to show**
  - Top ten used journals, but not the bottom ten

# Why statistics?

- Decision making support
  - selection
  - orientation
  - re-allocation
- Fund raising
  - to show impact
- Cost splitting models
  - parameter in price models
- Promotion
- Indicator of importance

# How to use statistical indicators

- to create indicators
  - price per article
  - price per search
    - » within one product
    - » within a consortium
  - ISO standard
  - EQUINOXE EU Funded project
- to show trends
  - graphs and tables



# Stats processing

- Resources needed
  - how much work
  - how many people
    - just collecting, not analysing
      - » 2-3 man months/year (107 libraries in FinELib)
- Process regularly
- Compare results among different countries

# Important statistical elements

- Number of items
  - articles
  - chapters
  - pages html
  - abstracts
- Number of actions
  - Searches
  - logins/sessions/menu selections
  - clicked citations
- By titles
- By organization
- By consortia total
- Monthly

# Needs evaluation

- Questionnaire
  - comparing different types of services in general way (DK)
- Service development
- Impact decision making- funding justification
- Criticism useful
- Who the user is
- How he/she works



# User satisfaction

- FinELib user satisfaction survey
  - results available too
    - » for the moment in Finnish only
  - results point towards a e-only service nation-wide
  - form available
  - training needs not an issue
  - service identity
- Online help and tutorials
- Who the user is
- How he/she works



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