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Session: "Performance Measurements for Transportation Libraries"

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www.mtkn.org



www.libraryconnectivity.org



Performance Measurements for Transportation Libraries

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Definitions of Performance Measures

- Ways to objectively measure the degree of success a program has had in achieving its stated objectives, goals, and planned program activities. ...
www.ojp.usdoj.gov/BJA/evaluation/glossary/glossary_p.htm
- Indicators of transportation system outcomes with regard to such things as average speed, reliability of travel, and accident rates.
plan4operations.dot.gov/Glossary.asp
- The actions that can be objectively observed and measured to determine if a task performer has performed the task to the prescribed standard.
www.neiu.edu/~dbehrlic/hrd408/glossary.htm
- Assessment methods based on student activities or products, as opposed to tests or surveys, to evaluate students' knowledge, skill and development.
www.unk.edu/academicaffairs/assessment/Resources/index.php
- Qualitative measures or indicators of progress toward specified outcomes or benchmarks.
https://competitivesourcing.navy.mil/reference_documents/defs.cfm

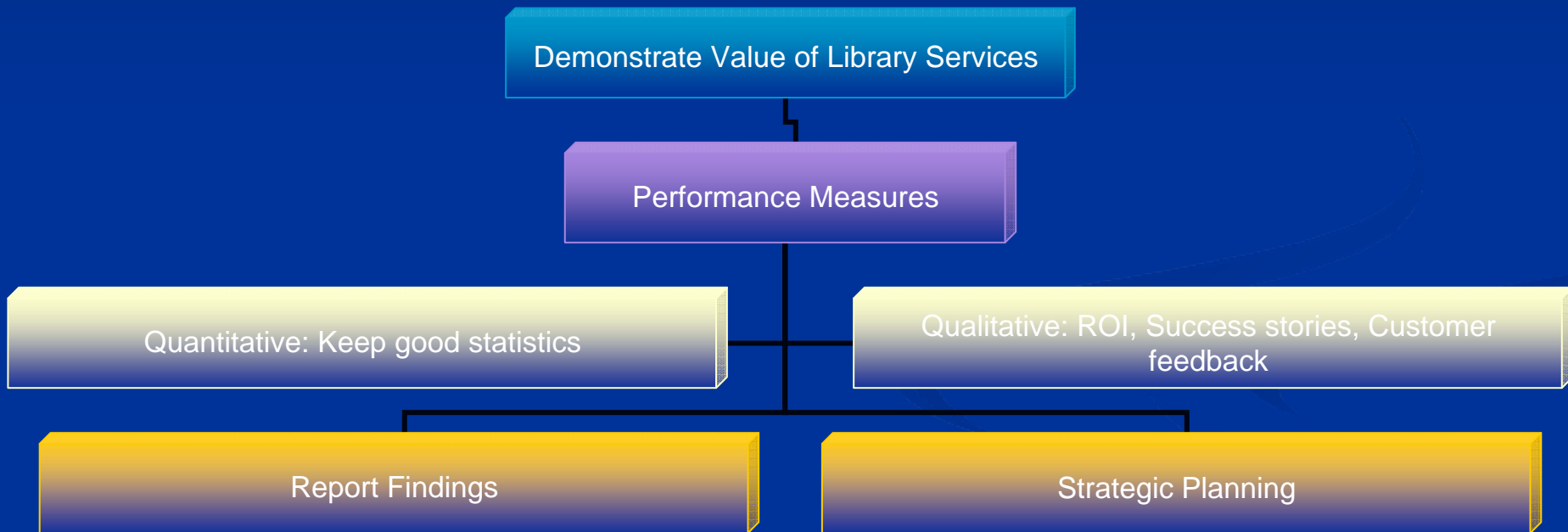


Definitions of Performance Measures, cont'd.

- The indicators used to measure the performance of policies, programs and processes.
www.fiu.edu/~pie/sec8appglossary.htm
- Performance measures can be either outcome or output measures. Program performance should be monitored and assessed.
ocsevalinitiative.com/resources/glossary.asp
- Specific indicators used to evaluate how well a person, organization, or a system is operating.
www.crfonline.org/orc/glossary/p.html
- Qualitative or quantitative indicators for assessing the achievement of outcomes.
www.wtcc.sa.gov.au/webdata/resources/files/sp_glossary.doc
- 1. Explicit statements that define how success is to be measured, and identify the criteria, or benchmarks, to be used in judging success. 2. Discrete and predetermined information collected in order to assess performance against targets.
www.treasury.tas.gov.au/domino/DTF/DTF.nsf/03b2a1d6613ba1894a2566bf001d6c3f/3fd01dff12836ef64a2566dd000cd01b



What To Measure & Why: The Big Picture





What to Measure

Quantitative Data : Keep Good Statistics

- ILL
- Reference
- Literature Searches
- Circulation
- Cataloging
- Outreach Initiatives
- Website activity



What to Measure

Networks:

Identify the inputs / outputs in common or establish baseline metrics for measurement.

- ILL
- Reference
- Literature Searches
- Circulation
- Cataloging
- Outreach Initiatives
- Website activity



What to Measure

Qualitative Data: What do the statistics tell us?

- **Return On Investment (ROI) calculations**
Value of library services? How much \$\$\$ was saved by having trained staff provide these services?
- **Success stories**
How did the library's services help the organization fulfill its mission?
- **Customer feedback**
Customer testimonials speak volumes.



What to Measure

Qualitative Data: Return On Investment (ROI)

- What is the value of library services?
- How much \$\$\$ was saved by having trained staff provide these services?

Sources:

ROI for Libraries Remains High, Roger Strouse, <http://www.outsellinc.com/store/insights/3538>.

Mn/DOT Library Accomplishments, Jerry Baldwin,
http://www.dot.state.mn.us/library/mndot_library_benefits.html.



What to Measure

Qualitative Data: Success Stories

“An internal customer at WisDOT was about to solicit a Request for Proposal on a \$50,000 project to determine the demerit point/administrative license withdrawal system used by other states. The library not only had the NHTSA related study on the shelf but was able to deliver it to the general counsel’s Office within 15 minutes of receiving the request.”



What to Measure

Qualitative Data: Customer Feedback

“The KDOT Library has been an indispensable resource that I have used often over the past few years. Without it, I would have spent hours looking or articles, visiting local libraries, making phone calls and waiting on faxes or mail. This has meant not only better informed decisions by staff engineers, but an actual savings to the taxpayers of the state of Kansas.”



Why?

Reporting: Communicating Value To Management

Value of the library to the organization

Value of investing time and resources in a consortium or network

- Statistics
- Expenditures
- ROI
- Success Stories
- Customer Feedback

Source:

Transportation Librarians Toolkit (forthcoming)



Why?

Strategic Planning: The Library in Context

- Performance Measurement
- Demonstrate Value
- Align the Library's Vision with the Department's Mission

THANK YOU!

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