

University of Luxembourg

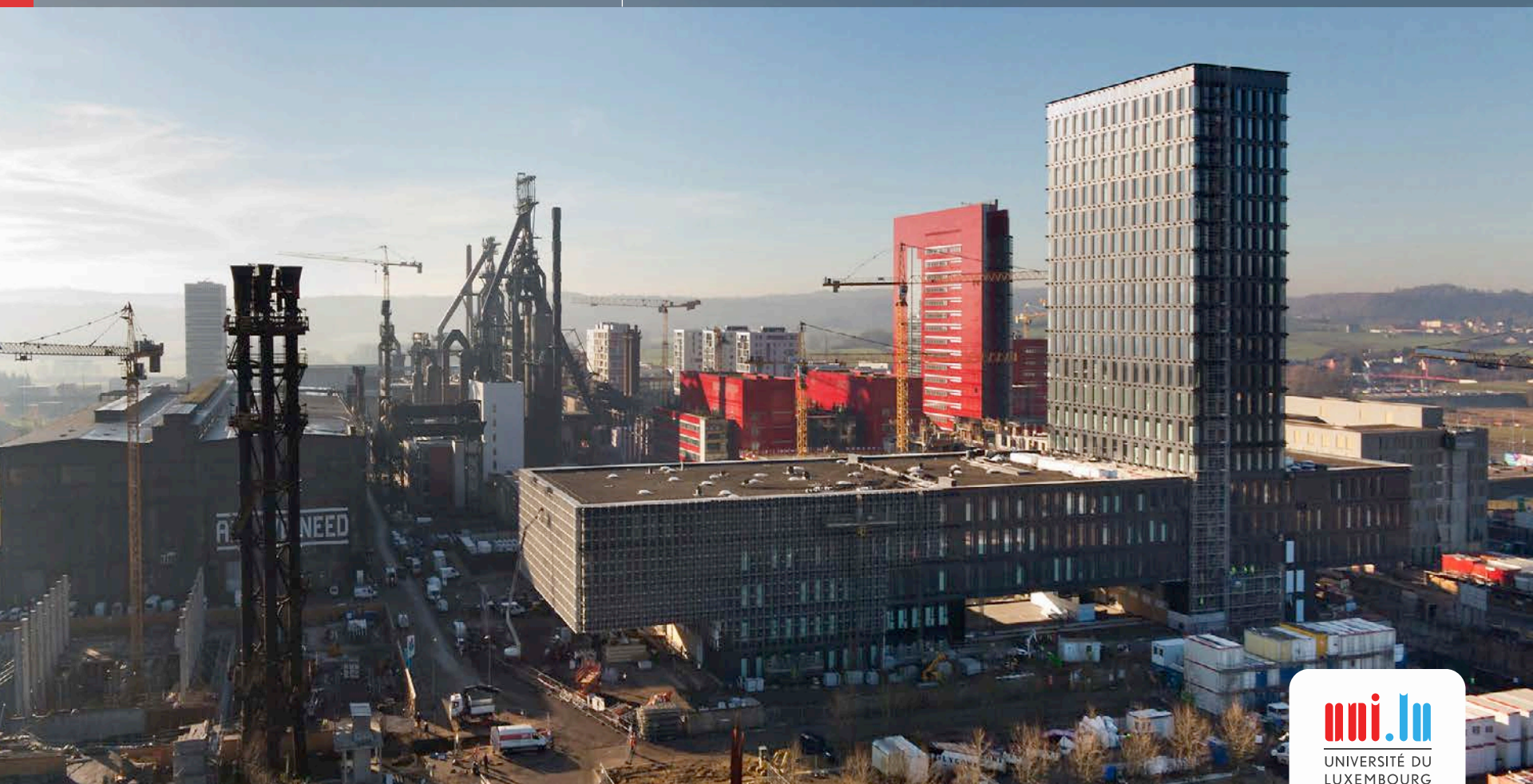
*multilingual. personalised. connected.*

## BIX – Der Bibliotheksindex

How does the BUL compare?

Marie-Pierre Pausch, Beth Park, Annette Ourth

30 September 2015



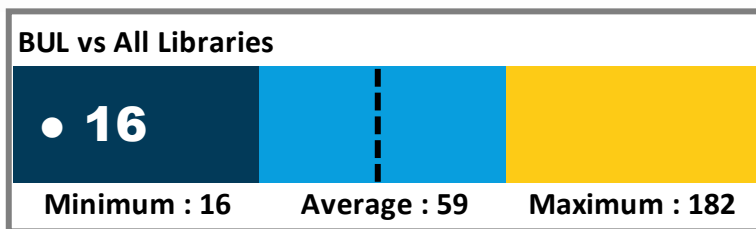
- The BIX is a benchmarking project for public and academic libraries based in Europe. BIX measures the performance of libraries and allows the evaluation of library services.
- The goal of BIX is to
  - effectively describe the performance of libraries with statistical data;
  - assist in evidence-based communication between libraries, their funders and policymakers through transparency of services;
  - enable libraries to assess their strengths and weaknesses and indicate opportunities for quality improvements.
- The BIX examines four categories:
  - Usage
    - Are we reaching our target audience?
  - Efficiency
    - Are we operating in an efficient manner?
  - Development
    - Are we building the library of the future?
  - Services
    - Are we providing sufficient services?

- 31 libraries in 7 countries:
  - Germany - 18
  - Austria - 7
  - Switzerland - 2
  - Czech Republic - 1
  - France - 1
  - Italy - 1
  - Luxembourg - 1
- Ranking colours:
  - Yellow – Best
  - Blue – Medium
  - Dark Blue - Worst
- UNILU potential users = 7 169
  - Students registered at UNILU + Scientific personnel
- Similar libraries based on primary user group are :
  - Bozen/Bolzano – 3 536
  - Weimar – 4 714
  - Vechta – 5 105
  - Freiburg – 5 629
  - Erfurt – 5 934
  - St. Gallen – 8 697
  - Lüneburg – 9 641

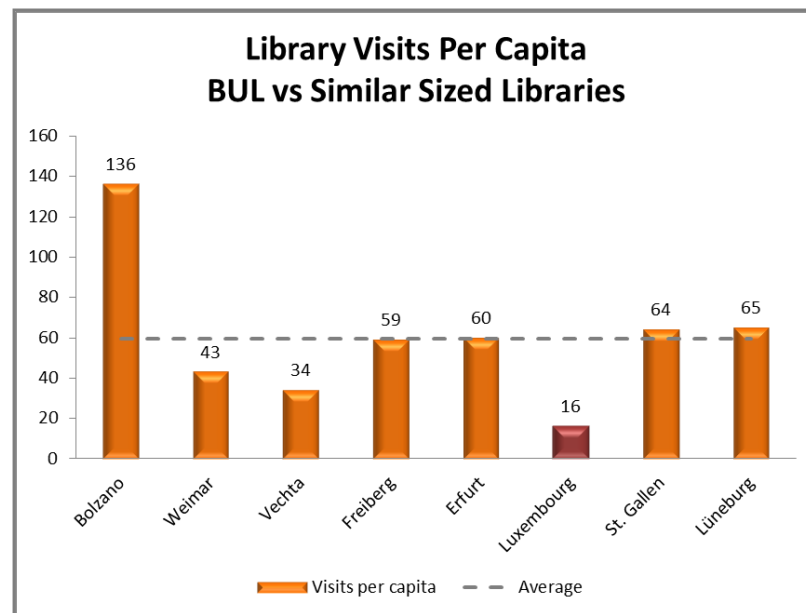
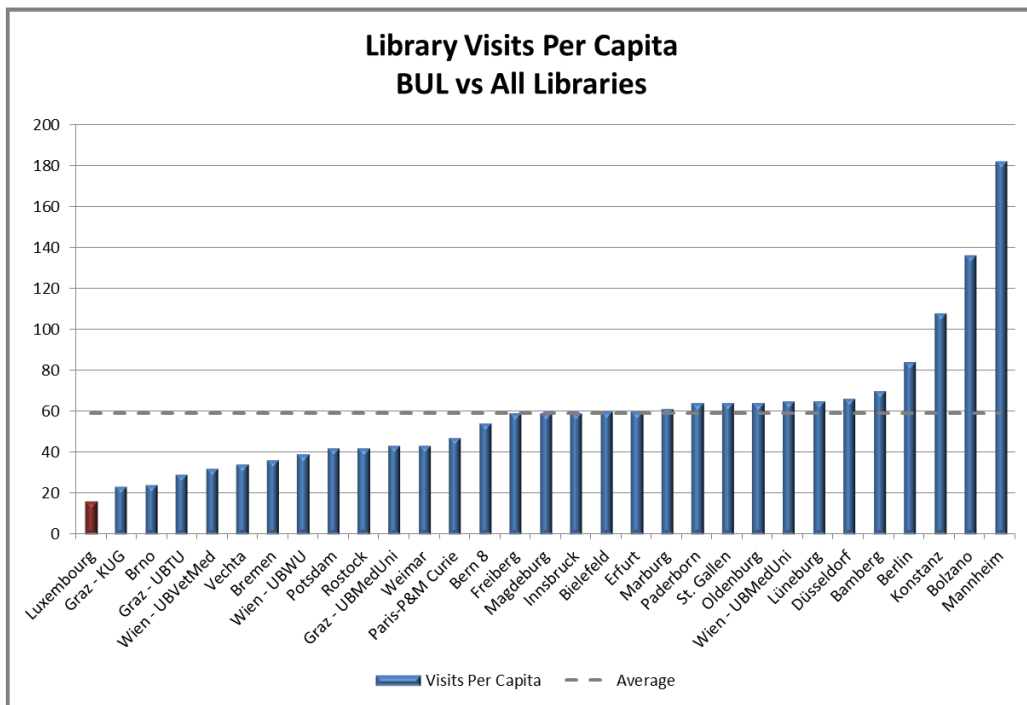
- Library visits per potential user
  - $\text{Number of visits} / \text{Number of potential users}$
- Virtual Visits (Sessions) per potential user
  - Not available for Luxembourg
- User training participants per 1 000 potential users
  - $\text{Number of users trained} / \text{Number of potential users} * 1\ 000$
- Immediate media availability (%)
  - $(\text{Number of loans} - \text{Number of reservations}) / \text{Number of loans}$

# Usage Measures

## Library Visits per Potential User



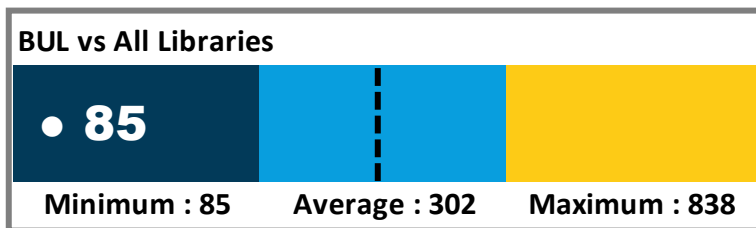
- The number of physical visits to the library per potential user.



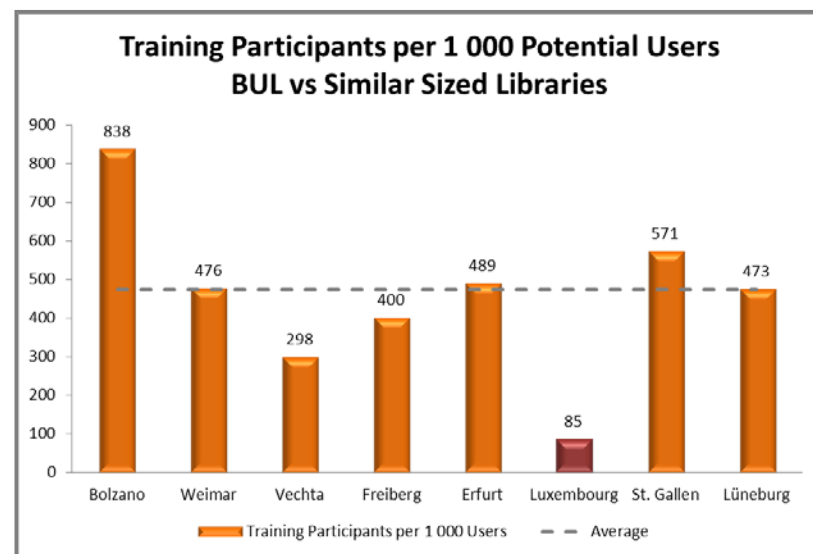
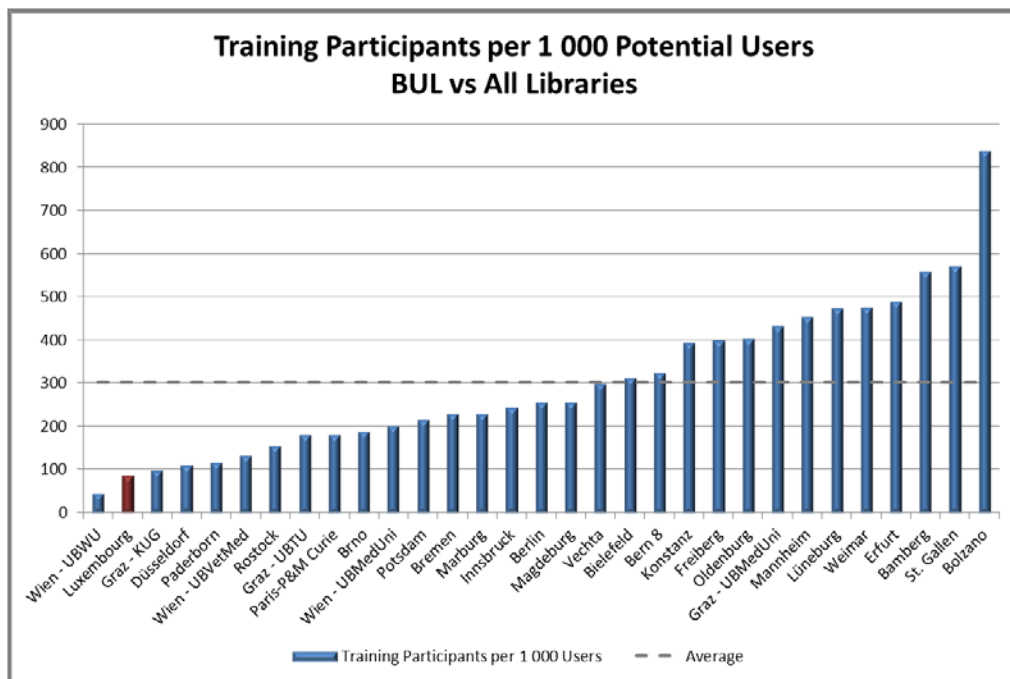
- To arrive at the average, the BUL needs to increase the number of visits per potential user by 43 (i.e. increase the total number of people coming to the library).

# Usage Measures

User Training Participants per 1 000 Potential Users



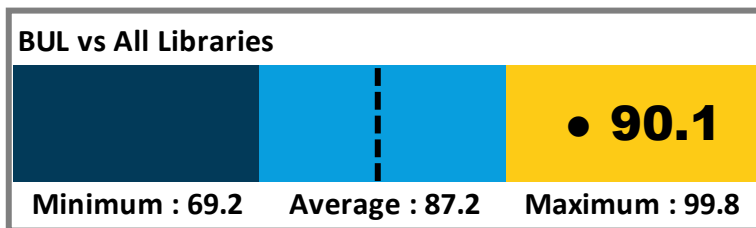
- The number of users who participated in user training per 1 000 potential users.



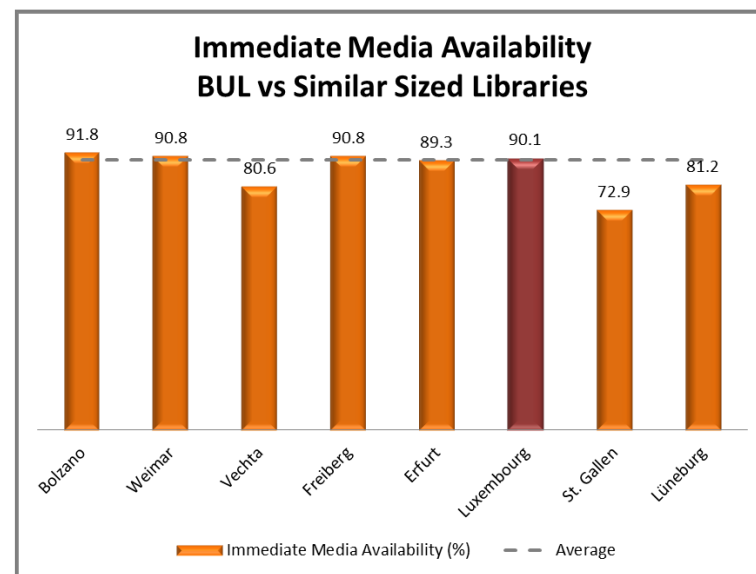
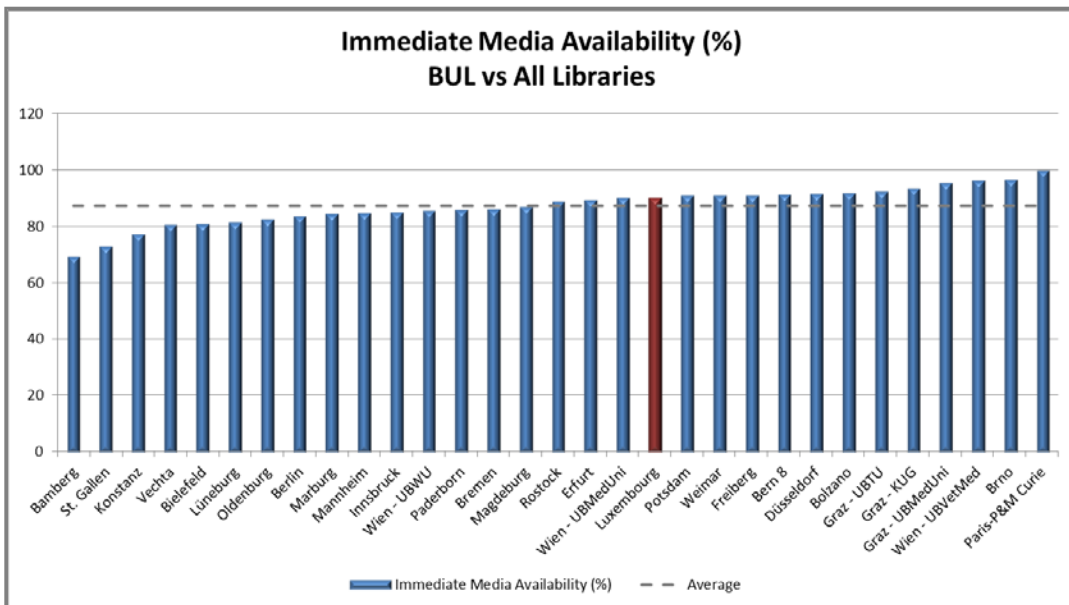
- To arrive at the average, the BUL needs to increase the number of people attending its training sessions by 1 553.

# Usage Measures

## Immediate Media Availability



- An indicator of the direct availability of documentary resources.

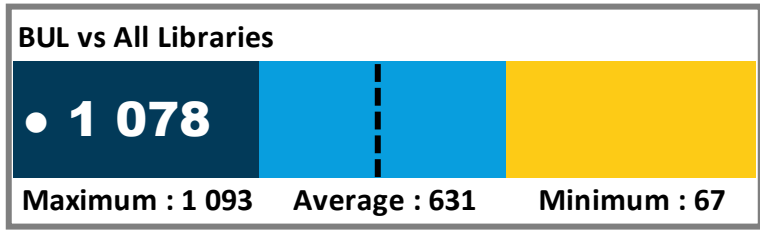


- Library expenditure per active borrower
  - $\text{Library costs including acquisitions, personnel and materials} / \text{Number of active borrowers}$
  - An active borrower is a person who borrowed at least 1 document during the year.
  
- Ratio of acquisition expenditures to staff costs
  - $\text{Library acquisition cost} / \text{Personnel costs} * 100$
  
- Workflow productivity - media processing
  - $\text{Number of documents acquired} / \text{Number of employees required to treat those documents}$
  
- Workflow productivity - circulation services: loans and interlibrary loans
  - $\text{Number of loans} / \text{Number of employees providing loan services}$

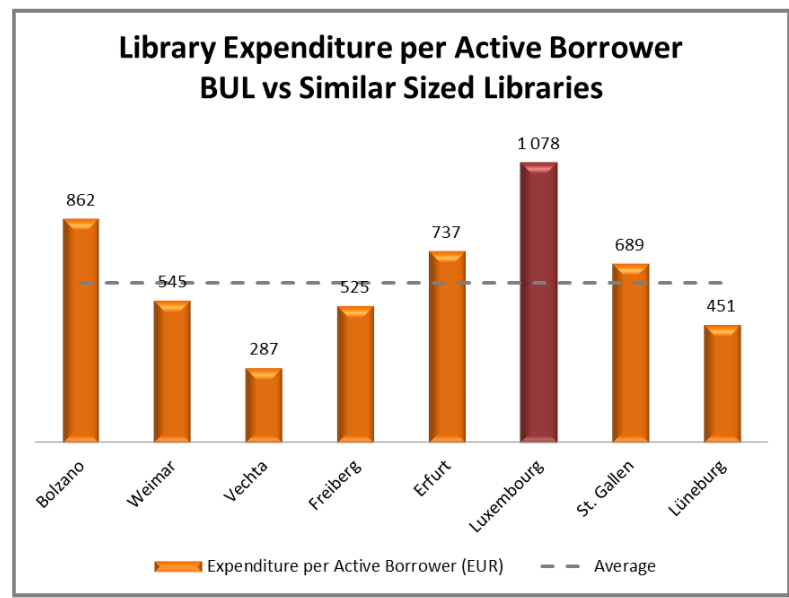
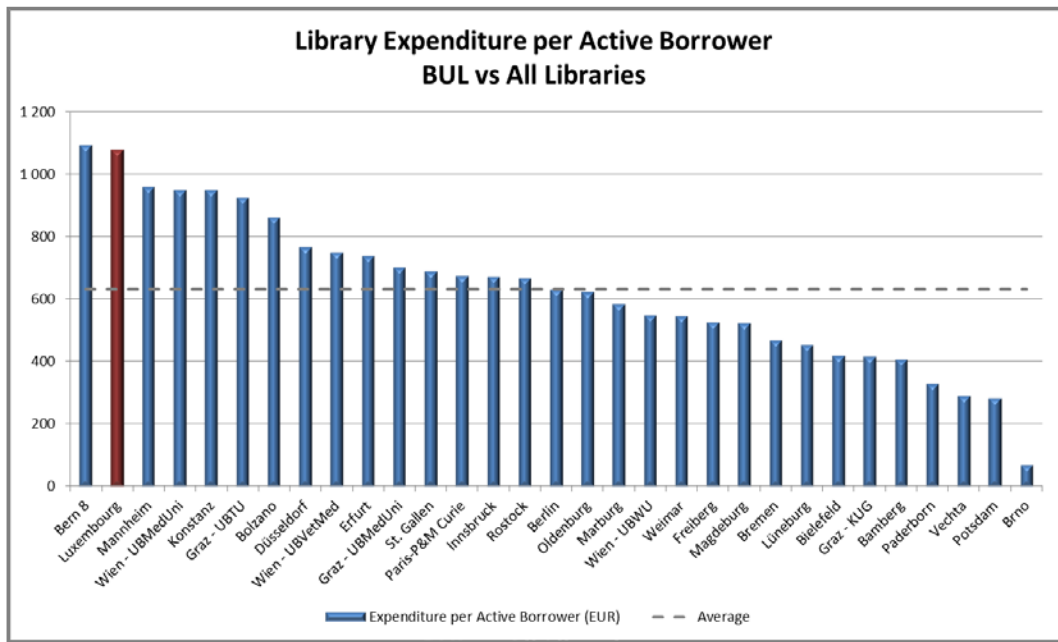


# Efficiency Measures

## Library Expenditure per Active Borrower

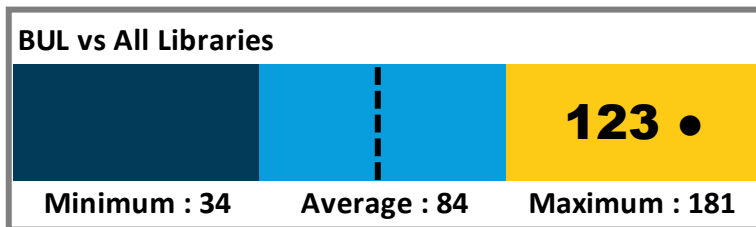


- The amount spent per active borrower (i.e. users who come to the library and borrow at least 1 document during the year).

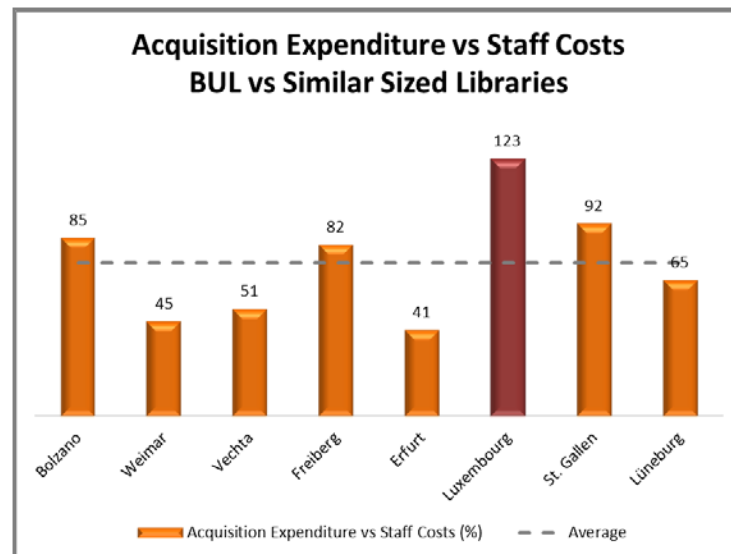
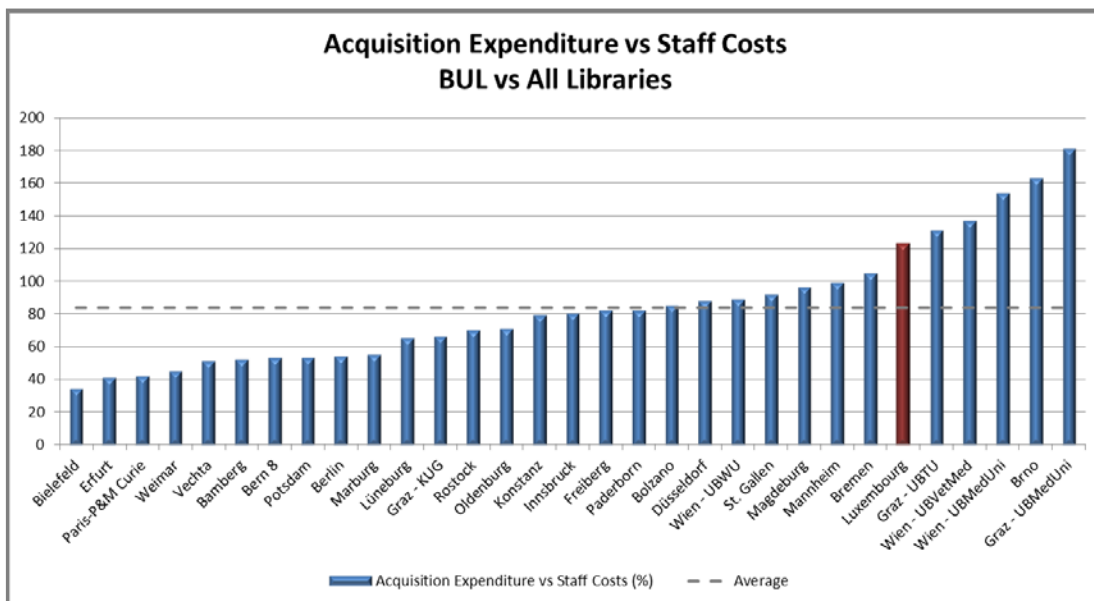


# Efficiency Measures

Ratio of Acquisition Expenditures to Staff Costs



- An indicator of the amount spent on acquisitions versus the amount spent on personnel.



# Efficiency Measures

## Workflow Productivity - Media Processing

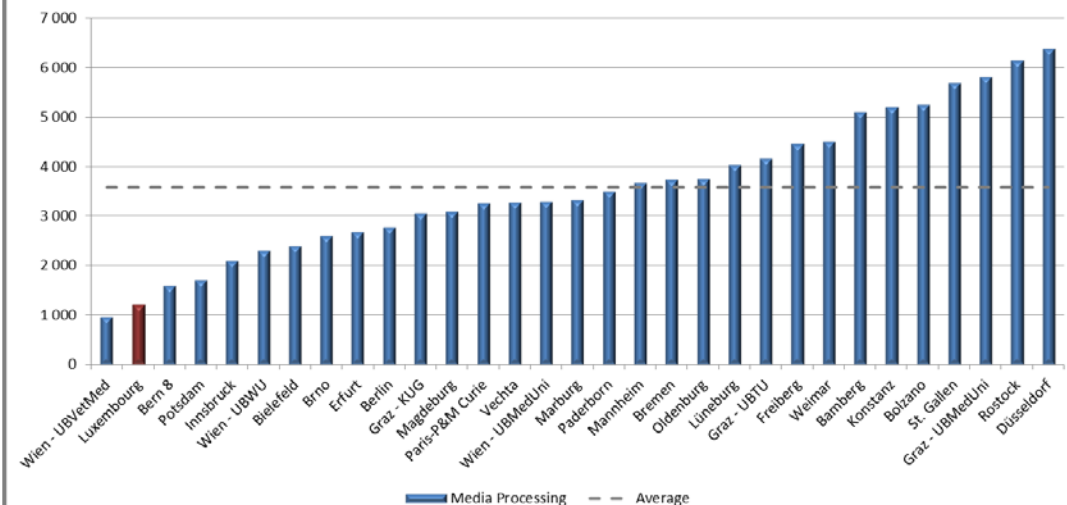
### BUL vs All Libraries

• **1 208**

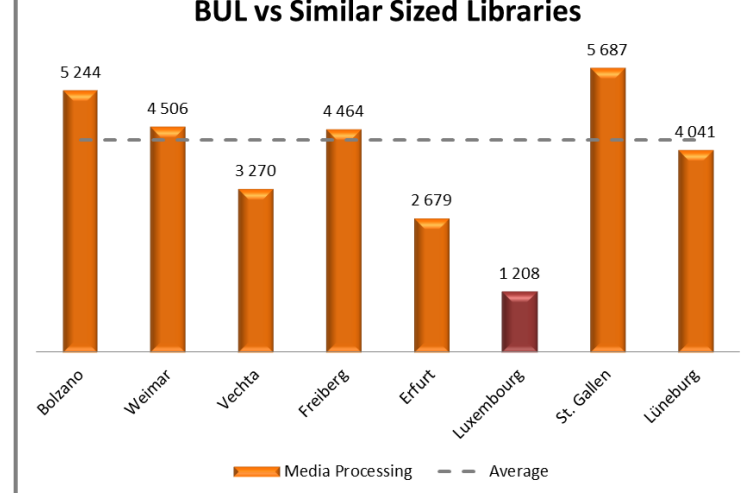
Minimum : 955    Average : 3 580    Maximum : 6 384

- An indicator of the efficiency with which new documents are processed.

Workflow Productivity - Media Processing  
BUL vs All Libraries

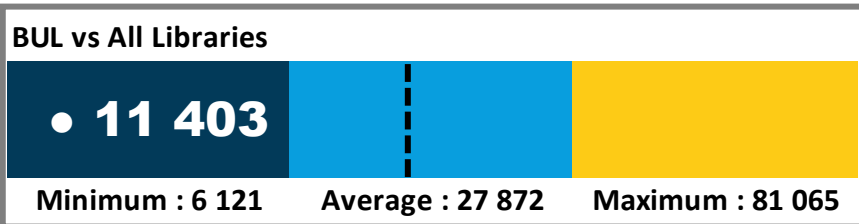


Workflow Productivity - Media Processing  
BUL vs Similar Sized Libraries

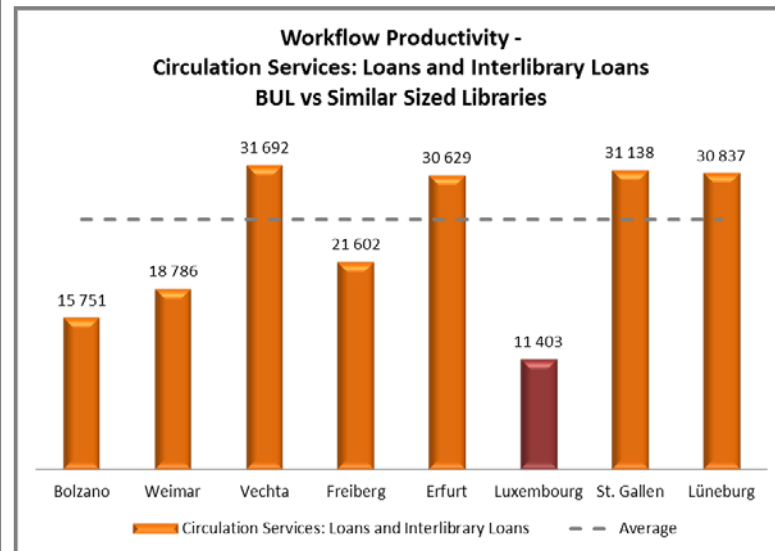
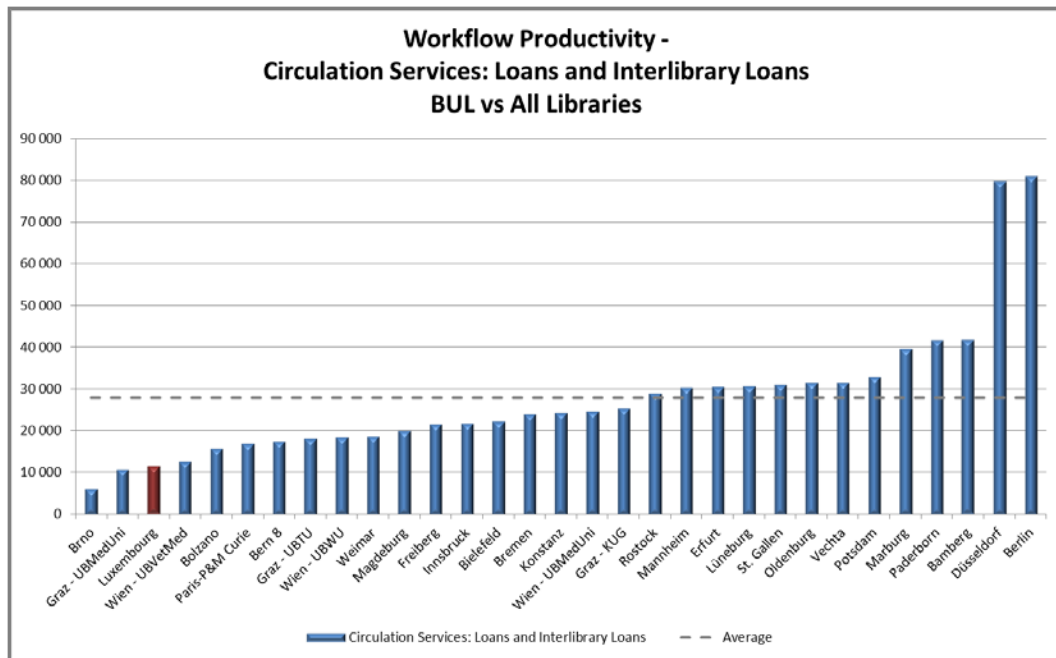


# Efficiency Measures

Workflow productivity - Circulation Services: Loans and Interlibrary Loans



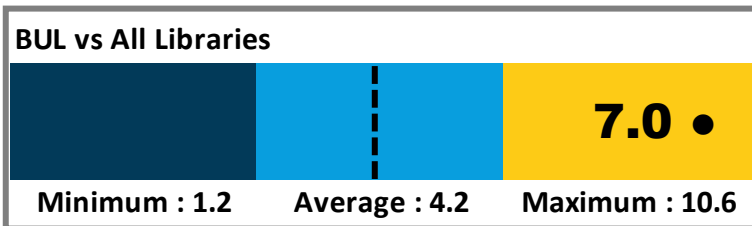
■ An indication of the efficiency with which loans are performed.



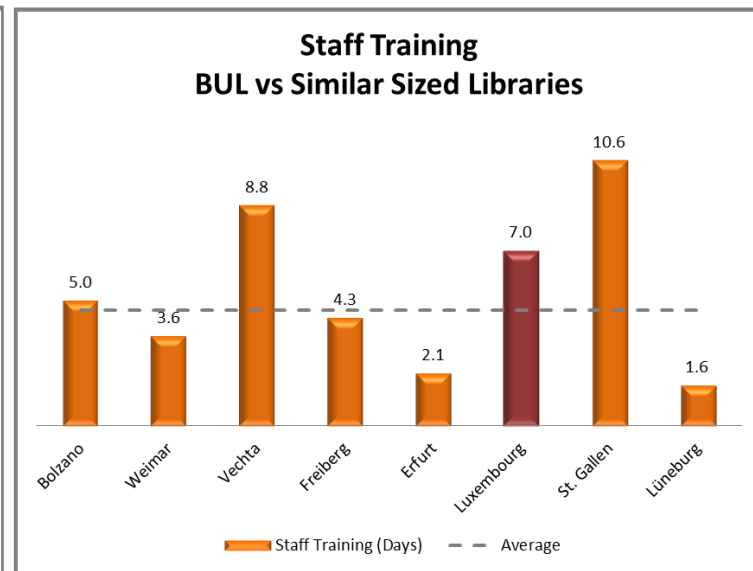
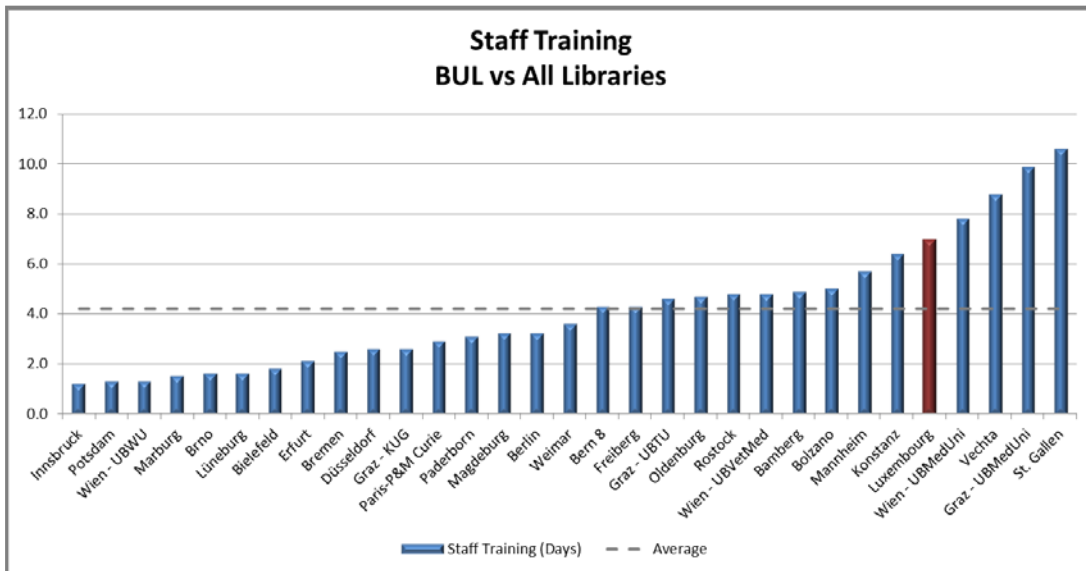
- Staff training
  - $\text{Number of training days} / \text{Number of personnel financed by the institution}$
- Percentage of university means allocated to the library
  - $\text{Library budget} / \text{University budget}$
- Percentage of library means received through third-party and special funds
  - $\text{Funding received from external sources} / \text{Total library budget}$
- Percentage of library staff providing and developing electronic services
  - $\text{Number of employees used to provide electronic services} / \text{Total number of library employees}$

# Development Measures

## Staff Training

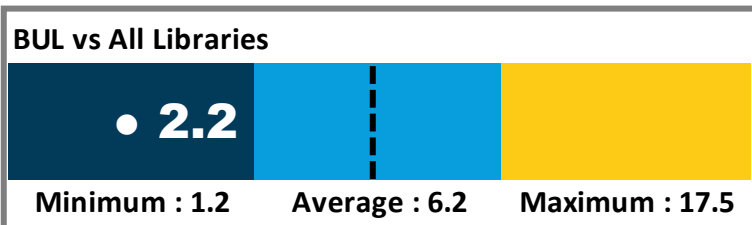


- The number of days spent on training per employee.

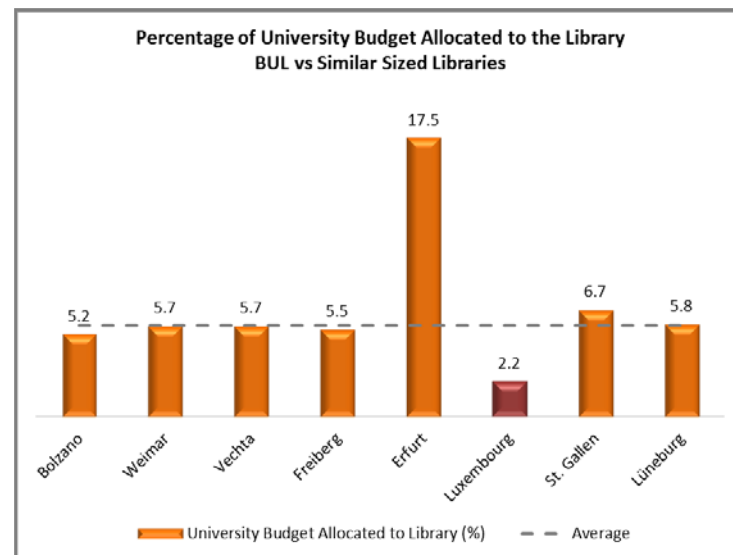
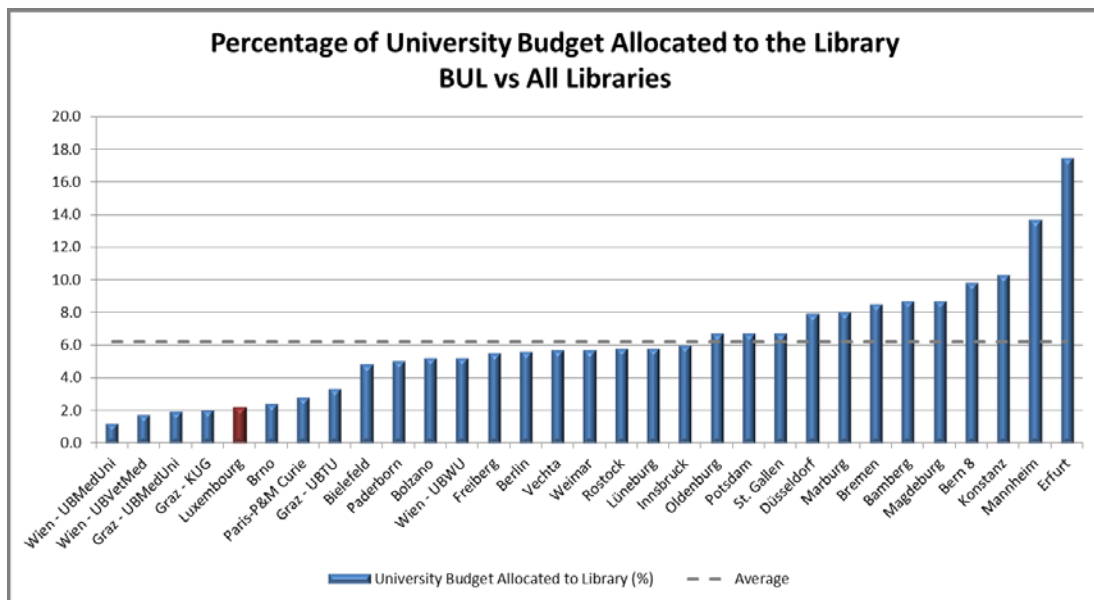


# Development Measures

## Percentage of University Means Allocated to the Library



- The percentage of the University's budget allocated to the library.

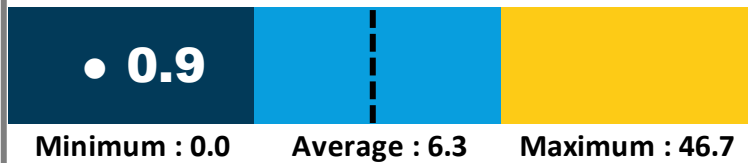


- To arrive at the average, the BUL needs to receive 4% more funding from the University. Based on 2014 budgets, that is an increase of 5.1M (including personnel costs).

# Development Measures

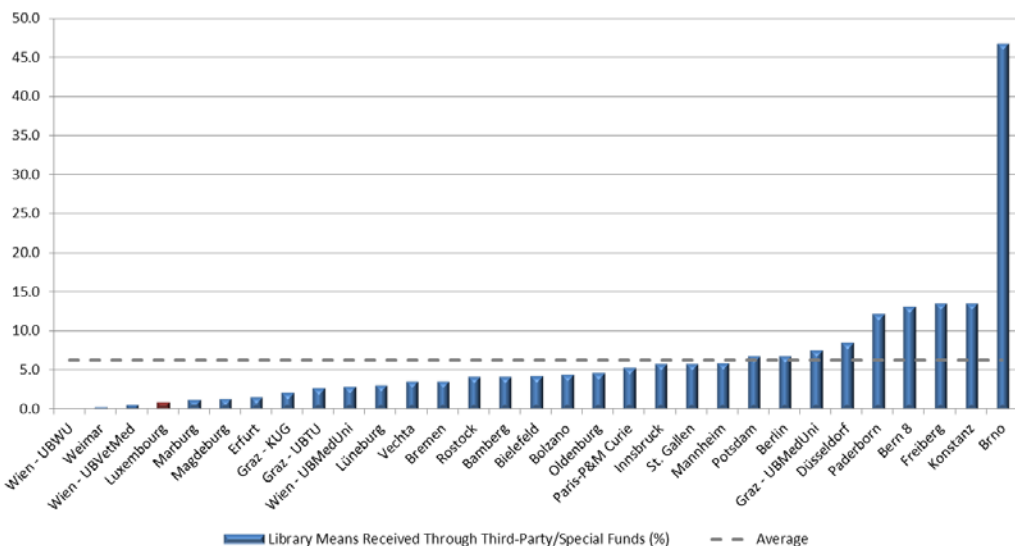
## Percentage of Library Means Received Through Third-Party and Special Funds

### BUL vs All Libraries

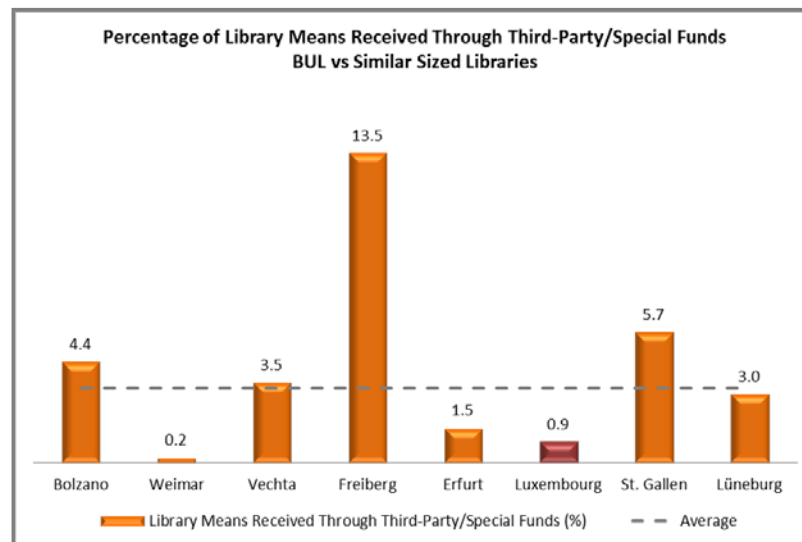


- The percentage of the library's budget realised through external funding.

Percentage of Library Means Received Through Third-Party/Special Funds  
BUL vs All Libraries



Percentage of Library Means Received Through Third-Party/Special Funds  
BUL vs Similar Sized Libraries

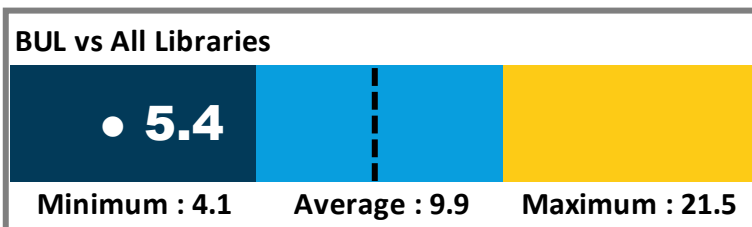


- To arrive at the average, the BUL needs to receive 5.4% more external funding from the University. Based on 2014 budgets, that is an increase of 145 473 EUR.

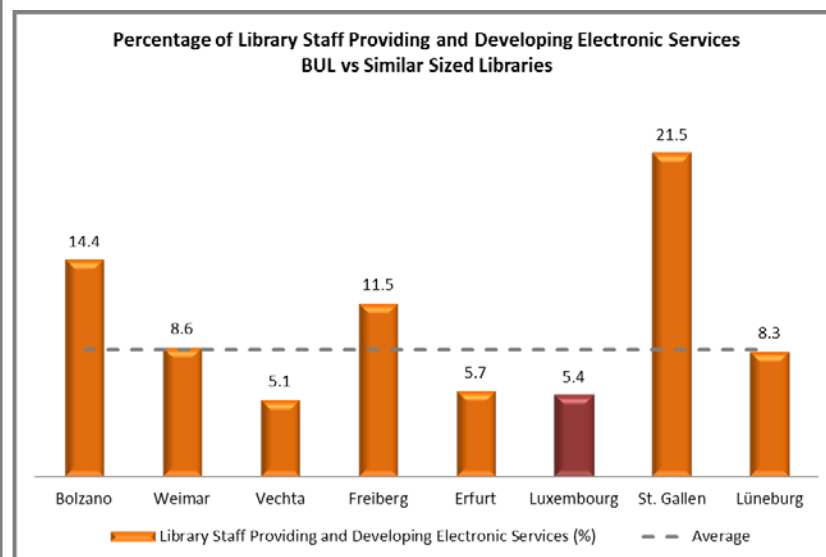
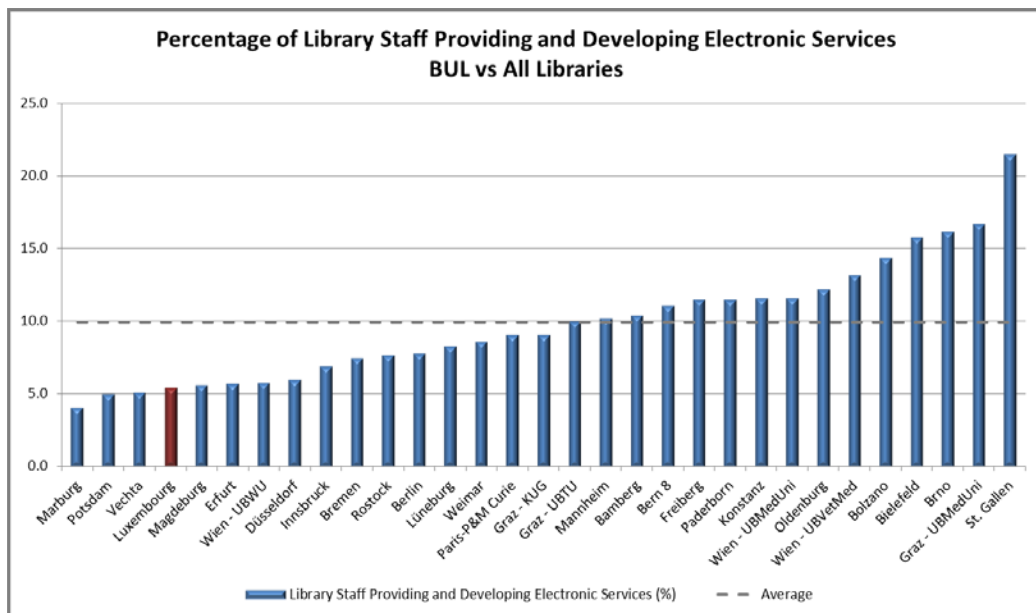


# Development Measures

## Percentage of Library Staff Providing and Developing Electronic Services



- The percentage of total library staff who facilitate access to electronic services.

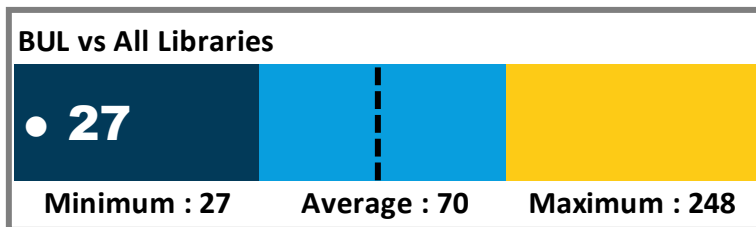


- To arrive at the average, the BUL needs to increase the number of staff providing and developing electronic resources by 4.5% which equates to 2.7 FTE.

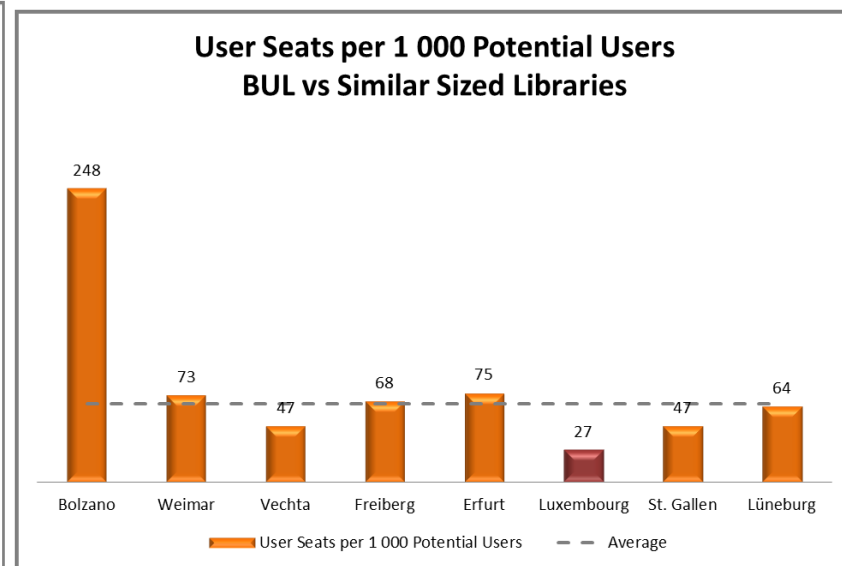
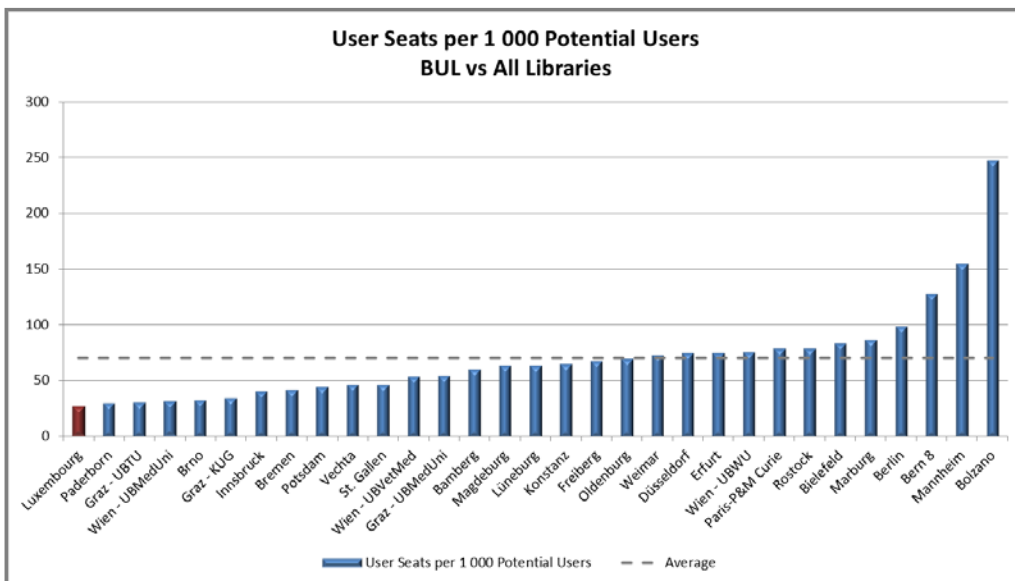
- User seats per 1 000 potential users
  - $\text{Number of seats in the library} / \text{Number of potential users} * 1\ 000$
- Employees (FTE) per 1 000 potential users
  - $\text{Number of library employees} / \text{Number of potential users} * 1\ 000$
- Expenditures on literature and information per potential user
  - $\text{Amount spent on acquisitions} / \text{Number of potential users}$
- Percentage of expenditure for information provision spent on the electronic collection
  - $\text{Amount spent on electronic acquisitions} / \text{Amount spent on acquisitions}$
- Opening hours per week
  - Number of hours that the central library is open per week

# Service Measures

User Seats per 1 000 Potential Users



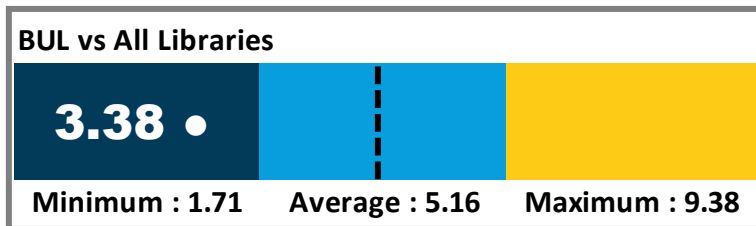
- The number of seats in the library per 1 000 potential users.



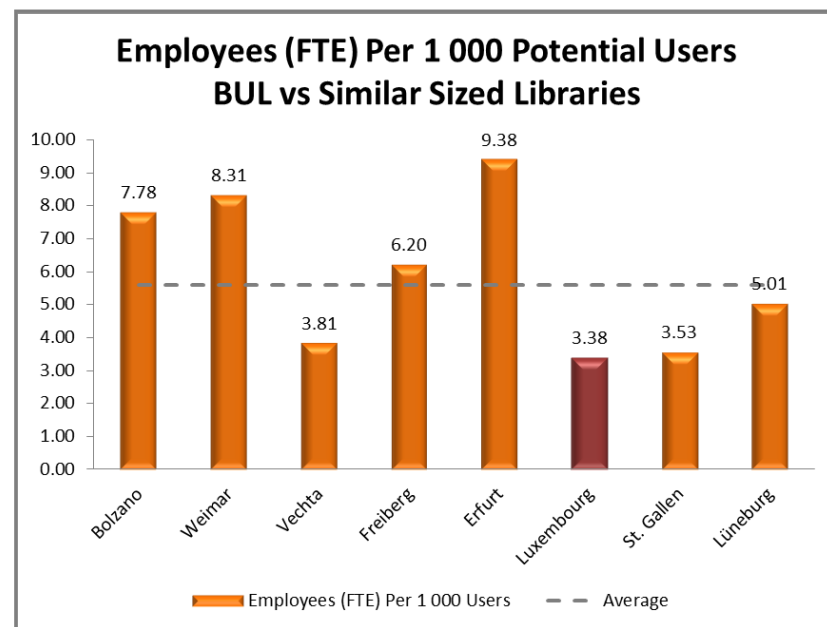
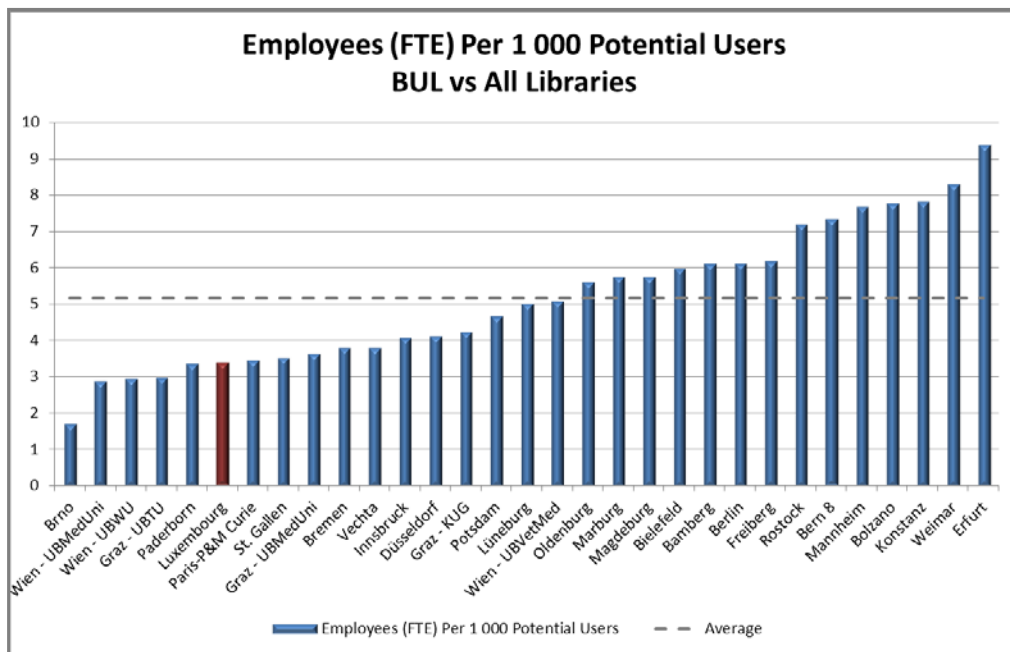
- To arrive at the average, the BUL needs to increase the number of seats by 43 per 1 000 potential users which equates to an increase of 159%.

# Service Measures

Employees (FTE) per 1 000 Potential Users



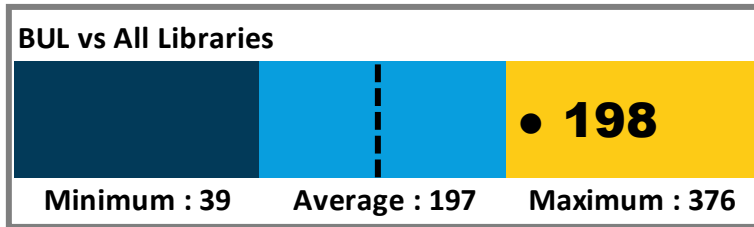
- The number of full-time equivalent employees per 1 000 potential users.



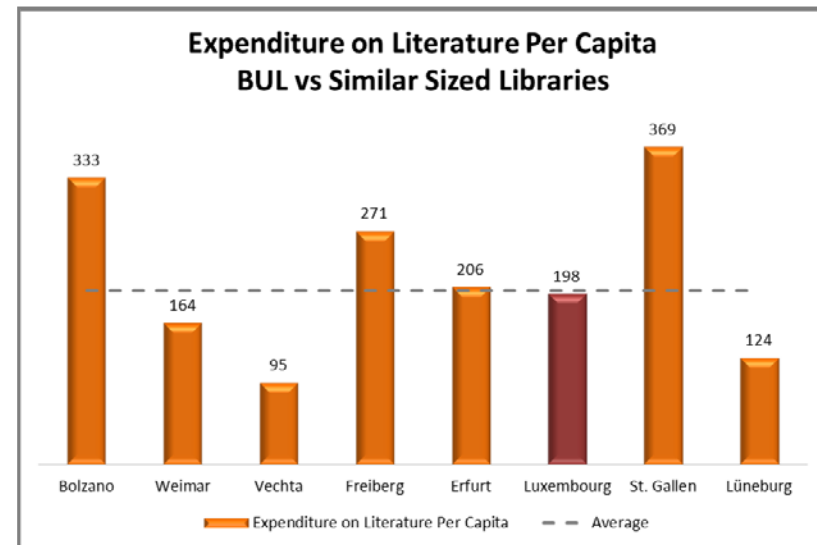
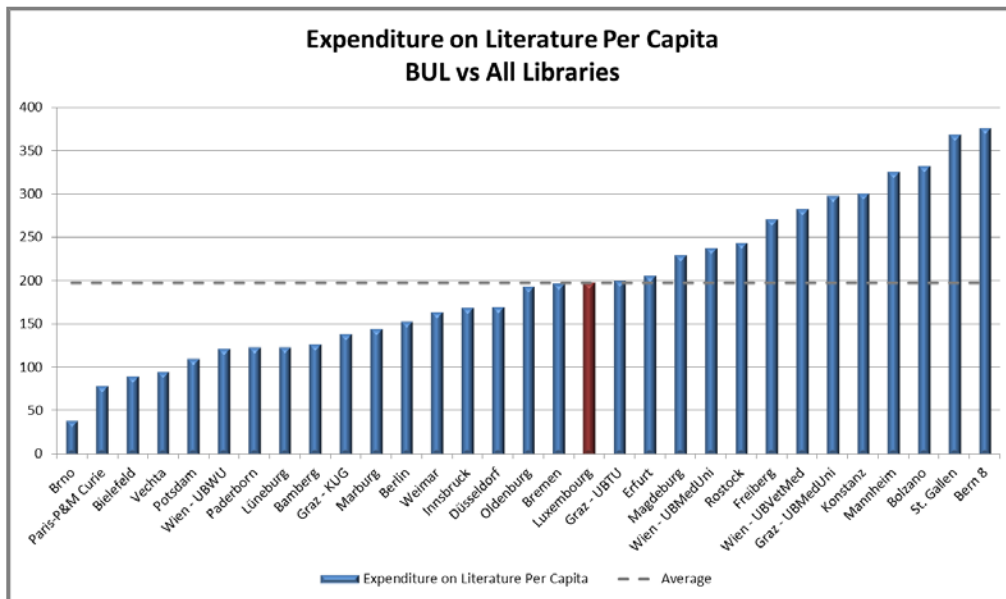
- To arrive at the average, the BUL should have 37 FTE. The BUL currently has 24.25 FTE (31 Dec 2014). A difference of 12.75.

# Service Measures

## Expenditures on Literature and Information per Potential User



- The amount spent per potential user on documentation.



**Tableau 4 : Part des dépenses en personnel par rapport aux dépenses totales de la Bibliothèque  
(En millions d'euros)**

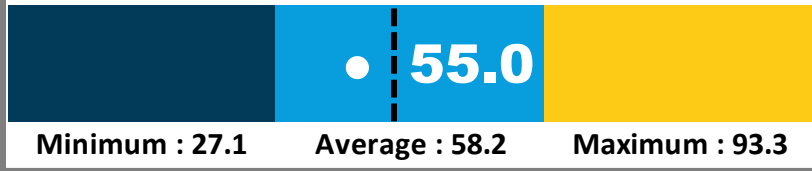
	Dépenses totales bibliothèque	Dépenses en personnel	% des dépenses en personnel
<b>Masse salariale supérieure à 60 % du budget</b>			
<b>BNU Strasbourg</b>	6,93	4,22	<b>60,9%</b>
<b>Montpellier</b>	10,64	7,03	<b>66,1%</b>
<b>Toulouse 1</b>	4,48	2,96	<b>66,1%</b>
Lausanne UCL	11,08	7,30	<b>65,9%</b>
<b>Nice</b>	5,80	3,80	<b>65,5%</b>
Fribourg en Brisgau	8,59	5,44	<b>63,3%</b>
<b>Paris 10</b>	6,43	4,31	<b>67,0%</b>
<b>Grenoble 2&amp;3</b>	4,17	2,56	<b>61,4%</b>
<b>Paris 11</b>	5,90	3,58	<b>60,7%</b>
<b>Lyon 2</b>	4,91	2,95	<b>60,1%</b>
<b>Masse salariale supérieure à 50 % du budget</b>			
Bâle	12,61	7,50	<b>59,5%</b>
Stanford	42,83	25,30	<b>59,1%</b>
Madrid	6,32	3,67	<b>58,1%</b>
Barcelone	18,95	10,24	<b>54,0%</b>
Virginia	22,93	12,00	<b>52,3%</b>
<b>Sorbonne</b>	8,60	4,50	<b>52,3%</b>
Montréal	17,66	9,23	<b>52,3%</b>
Manchester	17,58	9,17	<b>52,2%</b>
<b>Nantes</b>	8,10	4,27	<b>52,7%</b>
<b>Nancy 1</b>	3,73	1,96	<b>52,5%</b>
<b>Masse salariale supérieure à 40 % du budget</b>			
Imperial College Londres	10,12	4,98	<b>49,2%</b>
<b>Lyon 1</b>	6,52	3,00	<b>46,0%</b>
Utrecht	21,11	9,62	<b>45,6%</b>
<b>SCD Strasbourg</b>	10,07	4,50	<b>44,7%</b>
Uppsala	19,80	8,40	<b>42,4%</b>
Aarhus	24,30	10,10	<b>41,6%</b>
Oslo	25,68	10,30	<b>40,1%</b>
<b>Masse salariale inférieure à 40 % du budget</b>			
<b>Luxembourg (2013)</b>	<b>3,00</b>	<b>1,09</b>	<b>36,3%</b>

Source : La Bibliothèque de l'Université du Luxembourg (BUL) intégrée aux données du document : « Comparaison internationale de bibliothèque universitaire : étude de cas. Rapport à madame la Ministre de l'Enseignement supérieur et de la Recherche (France). Janvier 2010 », 2014, <http://orbilu.uni.lu/handle/10993/18292>

# Service Measures

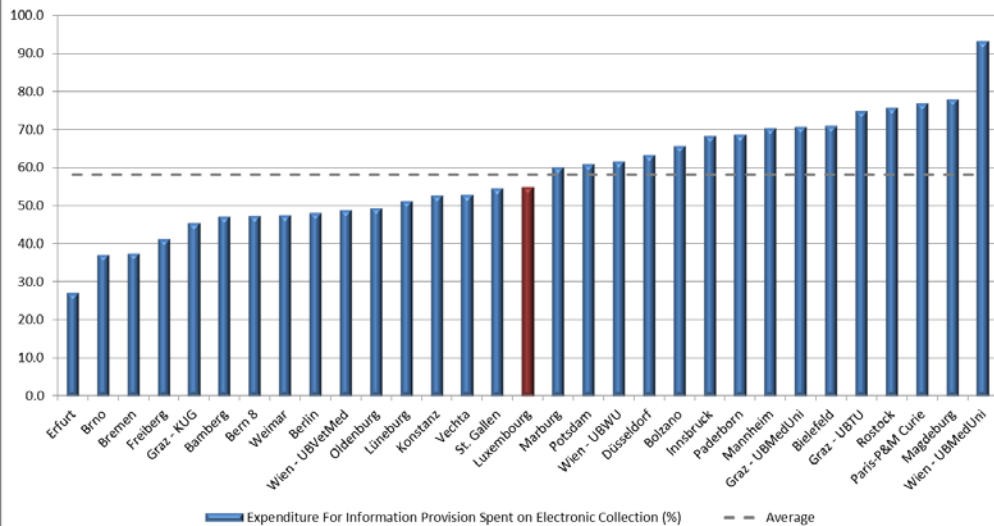
Percentage of Expenditure for Information Spent on the Electronic Collection

**BUL vs All Libraries**

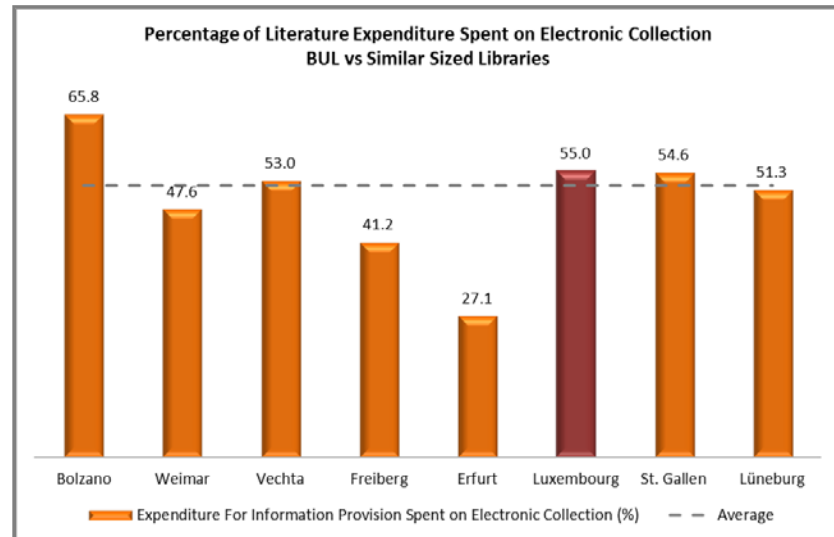


- The percentage of the acquisition budget spent on the electronic collection.

**Percentage of Literature Expenditure Spent on Electronic Collection  
BUL vs All Libraries**

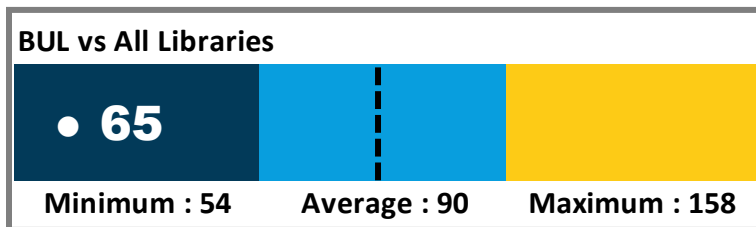


**Percentage of Literature Expenditure Spent on Electronic Collection  
BUL vs Similar Sized Libraries**

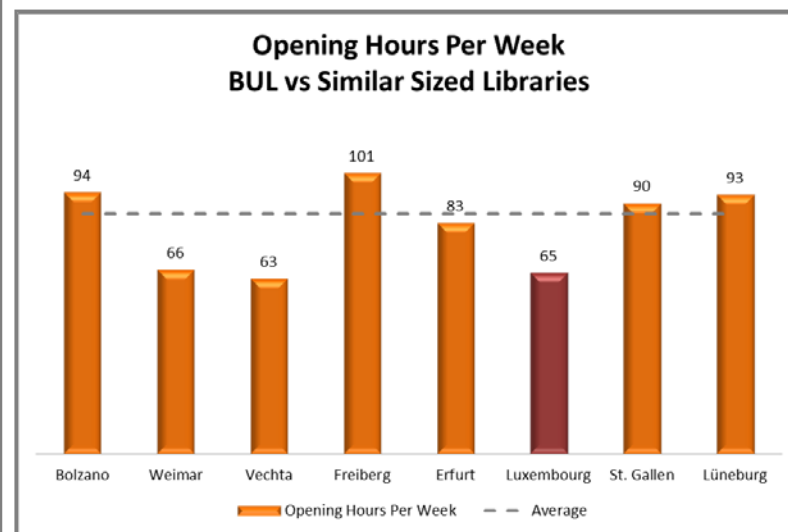
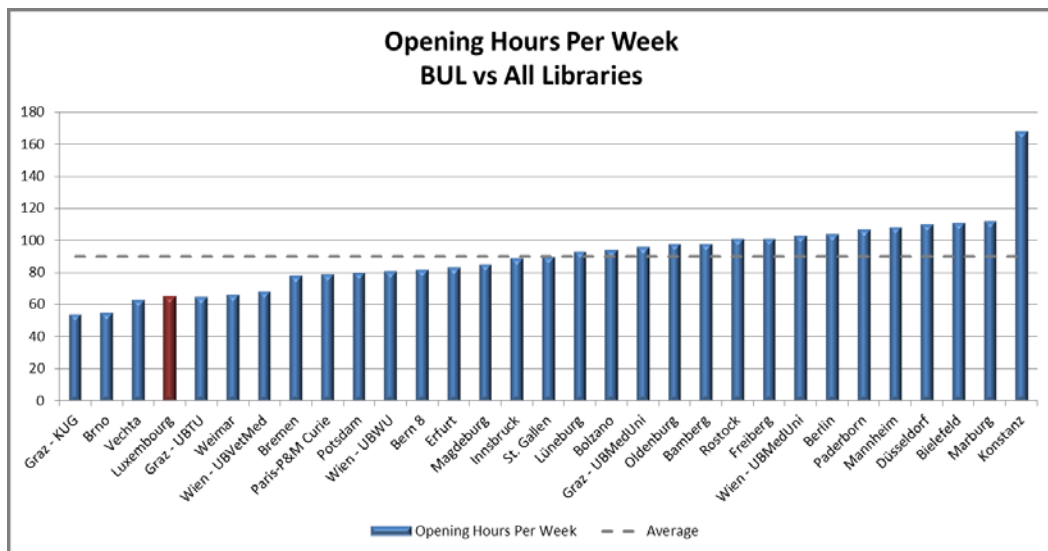


# Service Measures

## Opening Hours per Week



- The number of hours the central library is open per week.



- To arrive at the average, the BUL needs to increase its opening hours by 38% which equates to 25 hours / week.



- Summary of improvements required in key measures:

Indicator	Value	Improvement Required to get to Average		Percentage Increase
<b>Offering</b>				
Seats per 1 000 Potential Users**	27	308	more seats required in total	159%
Opening Hours per Week	65	25	more hours required	38%
<b>Usage</b>				
Library Visits per Potential User	16	43	more visits required per potential user	269%
User Training per 1 000 Potential Users	85	1553	more participants required in total	254%
<b>Development</b>				
University Budget Allocated to the BUL	2.2%	4.0%	More funding required (5.1M)	
Funding received through Third-Parties	0.9%	5.4%	More funding required (145 473 EUR)	
Staff available for Electronic Services	5.4%	4.5%	Increase by 2.7 FTE	
Staff available per 1 000 Potential Users	3.38	1.78	Increase by 12.75 FTE	
** This is the only indicator that the Learning Centre will resolve with a total of 950 seats **				

## ■ Seats per 1000 Potential Users

- Value = Total number of seats / number of potential users \* 1000 =  
 $194 / 7169 * 1000 = 27$
- Improvement = 70 seats required / 1000 potential users = 502 seats in total → 308 **more** seats in total required  
( $502 / 7169 * 1000 = 70$ ;  $502 - 194 = 308$ )

## ■ Opening Hours per Week

- Value = Number of opening hours in main library per week = 65
- Improvement = 25 **more** hours per week = 90 hours in total

### ■ Library Visits per Potential User

- Value = Total visits / number of potential users =  $111487 / 7169 = 16$
- Improvement = 59 visits / potential user in total = 43 **more** visits / potential user =  $43 * 7169 = 308267$  **more** visits in total  
(  $(111487 + 308267) / 7169 = 59$  )

### ■ User Training per 1000 Potential Users

- Value = Number of participants in a training session / number of potential users \* 1000 =  $612 / 7169 * 1000 = 85$
- Improvement = 302 participants required / 1000 potential users = 2165 participants in total → 1553 **more** participants in total required  
(  $2165 / 7169 * 1000 = 302$ ;  $2165 - 612 = 1553$  )

- University Budget Allocated to the BUL
  - Value = BUL Budget including personnel costs (1 159 773€) excluding external funding / University Budget including personnel costs excluding third party contributions \* 100 =  $2\,859\,773\text{€} / 128\,694\,000\text{€} * 100 = 2.2\%$
  - Improvement = 4% more required to arrive at average of 6.2% = 5 100 000€ **more** required  
( $7\,959\,773\text{€} / 128\,694\,000\text{€} * 100 = 6.2\%$ )
  
- Funding received through Third-Parties
  - Value = Amount earned by the BUL (ex: payments for lost books) or received through external funding attributed to the BUL / BUL Budget including personnel costs and external funding \* 100 =  $25\,527\text{€} / 2\,885\,300\text{€} * 100 = 0.9\%$
  - Improvement = 5.4% more required to arrive at average of 6.3% = 145 473€ **more** required  
( $171\,000\text{€} / 3\,030\,773\text{€} * 100 = 6.3\%$ )  
Note: the BUL Budget changes because it includes the amount of external funding received.

## ■ Staff available for Electronic Services

- Value = Percentage of library staff providing and developing electronic services = Number of FTEs providing e-services / Total number of FTEs \* 100 =  $1.3 / 24.25 * 100 = 5.4\%$

- Improvement = 4.5% more required to arrive at average of 9.9% = 2.7 **additional** FTEs are required  
( $2.7 / 26.95 * 100 = 10\%$ )

Note: the total number of FTEs changes because it includes the additional FTEs required.

## ■ Staff available per 1 000 Potential Users

- Value = Total number of FTEs / number of potential users \* 1000 =  $24.25 / 7169 * 1000 = 3.38$

- Improvement = 5.16 FTEs required / 1000 potential users = 37 FTEs in total → 12.75 **more** FTEs in total required  
( $37 / 7169 * 1000 = 5.16$ ;  $37 - 24.25 = 12.75$ )

# Elargissement des horaires et fréquentation

