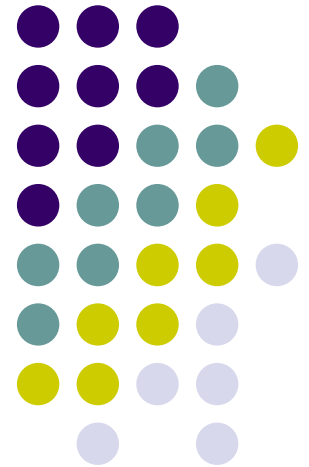


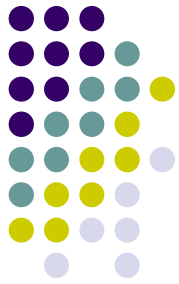
Librarians, Toolkits and DIY

Evaluating Electronic Information Services
(EIS) at Queen's University Belfast

Dan Holden
Senior Subject Librarian

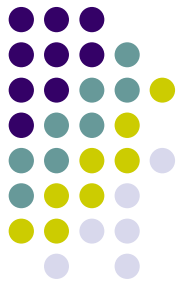


Outline



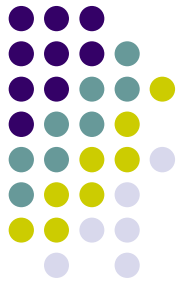
- Context
- Benefits
- Challenges
- eVALUEd
- Evaluating EIS at Queen's

Context

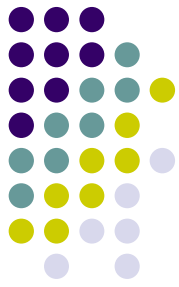


- Increasing investment in EIS
- Financial constraints
- Required to justify expenditure
- Evidence required that meeting strategic aims
- Lack of model licence
- Changing student needs
- Increasing stakeholder interest

Possible Benefits



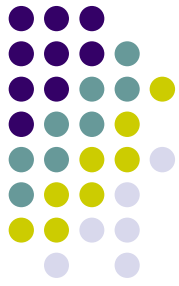
- Demonstrates value of library services to readers
- Demonstrates value for money
- Helps ensure strategic aims are met
- Helps ensure EIS meet research and teaching needs



Possible Benefits cont.

- Contributes to securing funding for EIS
- Ensures decisions about EIS are recorded
- Aids negotiations with EIS providers
- Raises awareness of new and emerging EIS

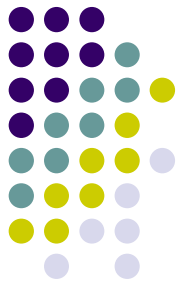
Challenges



- Barriers to evaluation, as determined by eVALUEd, are lack of:
 - data
 - time
 - staff
 - money
 - response
 - staff evaluation skills

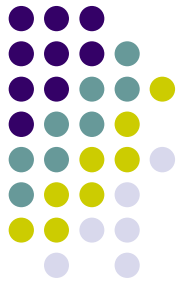
eVALUEd

(www.evalued.uce.ac.uk)



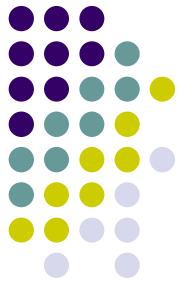
- Aimed to develop practical method for evaluation of EIS
- Surveyed UK universities
- Launched toolkit which includes:
 - step-by-step guide
 - range of tools
 - case studies
- Also offered support and training

eVALUEd Evaluation Process



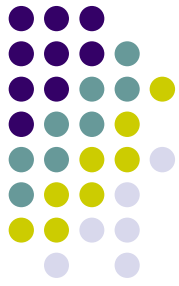
1. Decide purpose of evaluation
2. Identify stakeholders
3. Decide what to evaluate
4. Choose data collection methods
5. Collect data

eVALUEd Evaluation Process cont.



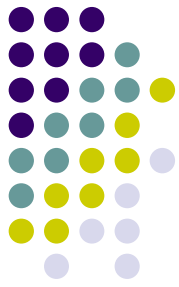
6. Analyse data
7. Present findings
8. Use findings for purpose identified in stage 1
9. Review process and identify future actions and priorities

Existing Practice at Queen's



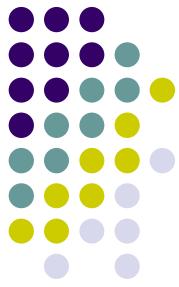
- Usage statistics on Library intranet
- EIS wish list on intranet
- Formal / informal feedback
- Evaluation conducted on an ad hoc basis

Existing Practice at Queen's cont.



- Annual journals review introduced in 2001
- Prompted by move to e-only holdings
- New titles funded by Schools or cancellation of existing subscriptions
- Results published on Web
- Experience foundation for EIS evaluation

Designing an Evaluation Process for Queen's



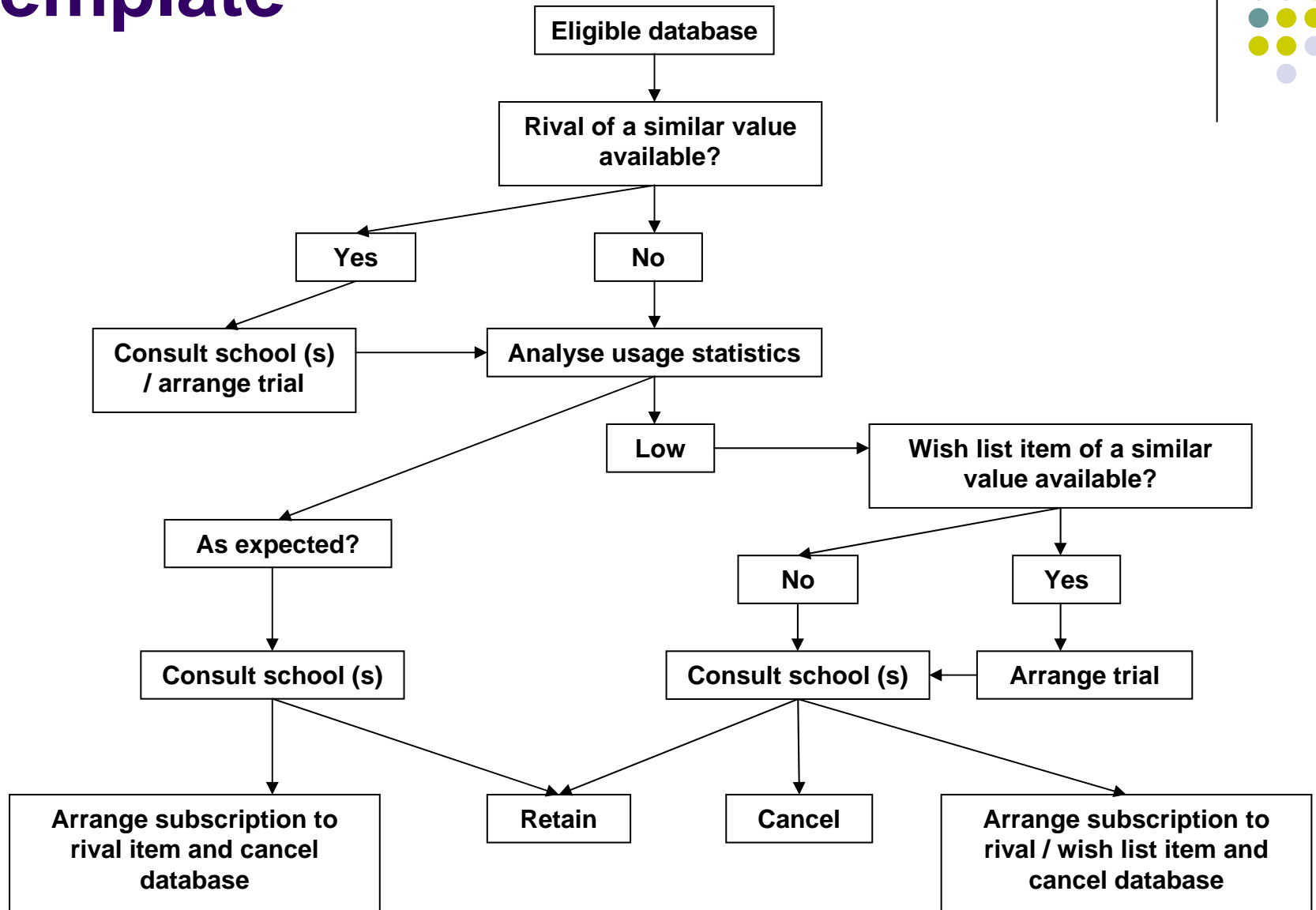
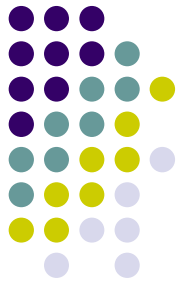
- EIS Review Group convened to design standard process
- Based on existing practice and eVALUEd
- Process must also be:
 - flexible
 - simple
 - quick

Designing an Evaluation Process for Queen's cont.



- Purpose?
- Stakeholders?
- What to evaluate:
 - five subject specific databases
 - one general database
- Data collection methods:
 - benchmarking
 - consultation
 - usage statistics
- Template and supporting documents

Template



Benchmarking



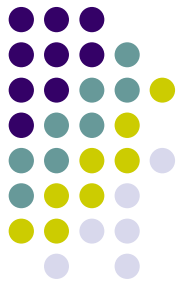
- Comparators in analyses relating to Queen's Vision:
 - Birmingham
 - Bristol
 - Cardiff
 - Glasgow
 - Liverpool
 - Newcastle
 - Nottingham
 - Southampton

Consultation



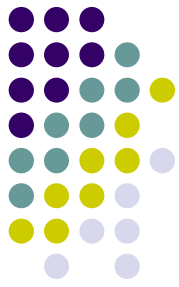
- Decided by Subject Librarian
- Included:
 - Emails
 - Contact with Library Reps
 - School meetings
 - Targeting academics
 - Semi-structured interviews
 - Online feedback form

Results



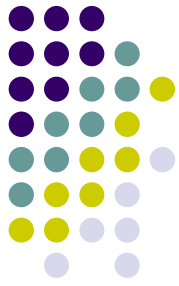
- Two databases cancelled
- Two databases retained
- Two databases retained but to be incorporated in next evaluation
- Results reported to senior management, academic staff and students

Conclusions



- Valuable exercise in spite of limited response
- Feedback might be increased by:
 - longer consultation period
 - including feedback form in VLE
- Results should be stored in database
- Baseline data would be useful
- Procedure should be embedded in planning cycle

Implementation



- Toolkit published on intranet
- Schools notified about forthcoming exercise
- EIS Review Group to reconvene
- Electronic Resources Librarian recruited



Questions



- Are you evaluating EIS?
 - What?
 - Why?
 - How?
 - What problems have you faced?

- Were you aware of eVALUEd?
 - What do you think of it?