PERFORMANCE INDICATORS AT TUM LIBRARY

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TUM Library

- 9 Branch libraries
- 4 Locations
- 115 Staff members
- Services for 37,000 students and 10,000 university staff

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Quality Management

- Identify who our customers are and what they expect from the library
- Decide which expectations should be met and which not
- Define the library’s tasks and responsibilities
- Develop a mission, goals and objectives
Quality Management Structure

- University Librarian
- Quality Management Officers
- Quality Management Representatives for the Library Departments
- Team Internal Auditing
Performance Indicators for TUM Library

• Reflect the library’s mission and goals
• Focus on modern and profile defining services
• Represent the main areas of our projects and innovations
• Be able to visualize the changes of our customers’ demands
Existing Indicators

German Library Statistics
Dimensions: library space and equipment, holdings, loans, spendings, budget and staff

Weaknesses:
• Focuses on traditional tasks for libraries, changes slowly
• Collection-based
• More than 400 indicators
• Performance and key data for different branches not represented
Library Profile

- Centre of information
- Centre for learning, teaching and working
- Centre for conveying knowledge and information competence
- Centre for customer focus and innovation
- Contemporary employer
- Cooperation partner
TUM Library’s Set of Performance Indicators

- Library as a place: 27%
- Customer contact: 18%
- Literature supply: 16%
- Management processes: 12%
- Data management: 10%
- Staff: 10%
- IT and technical services: 7%
Collection: Print vs. Online

Loans print materials per capita

Percentage of acquisitions expenditure spent on the electronic collection

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Library as a Place

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Information Requests

- 2012
- 2013
- 2014

- chat
- telephone
- e-mail
Open Access Publications TUM Members in Relation to all Publications

2010 2011 2012 2013 2014

target value 10%
If a Target Value is not reached

• Does it even bother me?
• Is the service customer oriented?
• Do my customers know about the service?
• Is the workflow well organized?
• Is there enough manpower to execute the service?
Staff and Management Processes

Staff

Management

Services
Outlook

- Analysis and discussion of the 2014 results
- Definition of measures for improvement
- Evaluation of the set of indicators regarding
  - coverage
  - quantity
  - informative value
  - outcomes for library performance
- Collection of data
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