

QUALITY BASED STATISTIC TOOLS AND STRATEGIES: INTRODUCTION TO CURRENT DEVELOPMENTS IN DENMARK

Lone Knakkegaard

Second Vice-President of the Danish Library Association

/PowerPoint presentation/

Committee Outset, 2004

- Evaluation of the Act on Libraries (2000), by Danish Ministry of Culture March 2004 concluded “that the law and the extended service principle is implemented”
- Despite factual differences in service level in the approx. 269 municipal library systems varying from 900 down to 100 DKK per inhabitant
- Thus counteracting or “handicapping”
 - national co-operation and interlending library system based on a “certain level of quality”
 - Danish citizens right to access to information and culture of “a certain quality”

The Committee should investigate

- Would it be relevant to develop new quality instruments – and if so
- Where new quality definitions and indicators would be relevant for Danish public libraries to provide an updated, quality-based library service
- Specify the character of any new instrument, including identifying ways of developing such instrument

What makes new quality instruments relevant?

- The law evaluation and it’s main conclusion
- An existing demand for more precise goal setting and service specifications – in providing efficient library service. Since UBIS 1997
- The need for promoting access to information of a certain quality for all Danish citizens – as part of permanent democracy development and integration
- Development of the Information Society (or Knowledge Societies) depending on the individual’s access to knowledge and life long learning, e.g. via information literacy, libraries etc. (“Det nye Danmark”, WSIS, EU’s e-Europe)
- Demographic and geographic differences of the 100 new municipalities, deriving from the revised Danish infrastructure -(1.1.2007) based on larger and fewer municipalities

- An increasing number of cultural tasks of the new municipalities – putting a lot of financial pressure on the cultural sector as such

S B S (www.sbs.bs.dk) - 2005

New national benchmark system for public libraries

- Collections
- E-resources
- Staff
- Loans
- Visits to the physical library
- Virtual visits – down loans
- Work stations – access points
- Users
- Budget and accounts

What kind of quality focus?

New instruments must

- outline direction of local library plans & wanted development
- clarify to which degree a municipality at any time fulfil a requested national "service level"

In order to -

at the local level - provide public knowledge and political understanding of library priorities and needs for improvement

at national level – ensure a known, high quality library service for all citizens and a comprehensive national library system

1st Recommendation

Yes – it is considered relevant to have a new set of Danish quality instruments

- To promote updated and high level library service
- To underpin the societal role of the public library

2nd Recommendation

A national strategy stating the overall requested goals and the required effect of public libraries to the individual as well as to society as such

- *followed by*

A practical tool, a set of quality measures promoting a certain development based on quality and efficiency, and exposing to what degree the service is carried out

The practical tool - Rec. 2

Should cover four main areas of the library activity:

- *Economy*
- *Services and processes*
- *Innovation and competencies*
- *Users and other connected parties*

It should be a balance score card model, with indicators reflecting ongoing as well as planned local development and priorities

3rd Recommendation

- Debate on recommendations at DB Annual Congress, March 2005
- How to proceed – Executive Board May Meeting, 2005
- Action concerning a national Strategy, Autumn 2005-2006
- Any action concerning a Survey on the proposed practical measurement tool, 2005-2007

Expected outcome:

- Upgrading of the local political awareness and decision making - process
- Transparency and greater awareness of local priorities – for citizens, politicians and employees
- Enhancement of the importance of libraries
 - In their role as *the local access point* to information and knowledge
 - To society as such (maintaining democratic structures)
 - To the co-operating national library system