BIX – Der Bibliotheksindex
How does the BUL compare?

Marie-Pierre Pausch, Beth Park, Annette Ourth
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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?
BIX Composition

- 31 libraries in 7 countries:
  - Germany - 18
  - Austria - 7
  - Switzerland - 2
  - Czech Republic - 1
  - France - 1
  - Italy - 1
  - Luxembourg - 1

- 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

- Ranking colours:
  - Yellow – Best
  - Blue – Medium
  - Dark Blue – Worst
Usage Measures

- Library visits per potential user
  - Number of visits / Number of potential users

- Virtual Visits (Sessions) per potential user
  - Not available for Luxembourg

- User training participants per 1,000 potential users
  - Number of users trained / Number of potential users * 1,000

- Immediate media availability (%)
  - (Number of loans – Number of reservations) / 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

BUL vs All Libraries

- An indicator of the direct availability of documentary resources.

Minimum : 69.2  Average : 87.2  Maximum : 99.8

90.1

Immediate Media Availability (%) BUL vs All Libraries

Immediate Media Availability BUL vs Similar Sized Libraries
Efficiency Measures

- **Library expenditure per active borrower**
  - Library costs including acquisitions, personnel and materials / 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**
  - Library acquisition cost / Personnel costs * 100

- **Workflow productivity - media processing**
  - Number of documents acquired / Number of employees required to treat those documents

- **Workflow productivity - circulation services: loans and interlibrary loans**
  - Number of loans / Number of employees providing loan services
Efficiency Measures

Library Expenditure per Active Borrower

BUL vs All Libraries

- **1 078**
- Maximum: 1 093
- Average: 631
- Minimum: 67

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

BUL vs All Libraries

Minimum : 34  Average : 84  Maximum : 181

- 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.
Efficiency Measures
Workflow productivity - Circulation Services: Loans and Interlibrary Loans

BUL vs All Libraries

- 11 403

Minimum: 6 121  Average: 27 872  Maximum: 81 065

An indication of the efficiency with which loans are performed.
Development Measures

Are we building the library of the future?

- **Staff training**
  - Number of training days / Number of personnel financed by the institution

- **Percentage of university means allocated to the library**
  - Library budget / University budget

- **Percentage of library means received through third-party and special funds**
  - Funding received from external sources / Total library budget

- **Percentage of library staff providing and developing electronic services**
  - Number of employees used to provide electronic services / Total number of library employees
Development Measures

Staff Training

- The number of days spent on training per employee.

<table>
<thead>
<tr>
<th>Staff Training</th>
<th>BUL vs All Libraries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum</td>
<td>1.2</td>
</tr>
<tr>
<td>Average</td>
<td>4.2</td>
</tr>
<tr>
<td>Maximum</td>
<td>10.6</td>
</tr>
</tbody>
</table>

BUL vs Similar Sized Libraries

- Staff Training (Days)
- Average
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

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

- 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.
Service Measures

- **User seats per 1,000 potential users**
  - Number of seats in the library / Number of potential users * 1,000

- **Employees (FTE) per 1,000 potential users**
  - Number of library employees / Number of potential users * 1,000

- **Expenditures on literature and information per potential user**
  - Amount spent on acquisitions / Number of potential users

- **Percentage of expenditure for information provision spent on the electronic collection**
  - Amount spent on electronic acquisitions / 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)

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

Service Measures

Percentage of Expenditure for Information Spent on the Electronic Collection

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

BUL vs All Libraries

- Minimum: 27.1
- Average: 58.2
- Maximum: 93.3

- 55.0

<table>
<thead>
<tr>
<th>Expenditure for Information Provision Spent on Electronic Collection (%)</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bologna</td>
<td>65.8</td>
</tr>
<tr>
<td>Weimar</td>
<td>47.6</td>
</tr>
<tr>
<td>Vechta</td>
<td>53.0</td>
</tr>
<tr>
<td>Freiberg</td>
<td>41.2</td>
</tr>
<tr>
<td>Erfurt</td>
<td>27.1</td>
</tr>
<tr>
<td>Luxembourg</td>
<td>55.0</td>
</tr>
<tr>
<td>St. Gallen</td>
<td>54.6</td>
</tr>
<tr>
<td>Lüneburg</td>
<td>51.3</td>
</tr>
</tbody>
</table>

- Expenditure for Information Provision Spent on Electronic Collection (%)
- Average
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:

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

**This is the only indicator that the Learning Centre will resolve with a total of 950 seats**
Annex: Detailed Calculations

Offering

- Seats per 1000 Potential Users
  - Value = Total number of seats / number of potential users * 1000 = \( \frac{194}{7169} \times 1000 = 27 \)
  - Improvement = 70 seats required / 1000 potential users = 502 seats in total \( \rightarrow \) 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
Annex: Detailed Calculations

Usage

- **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)
Annex: Detailed Calculations

Development

- **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€ / 128 694 000€ * 100 = 2.2%
  - Improvement = 4% more required to arrive at average of 6.2% = 5 100 000€ **more** required
    
    (7 959 773€ / 128 694 000€ * 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€ / 2 885 300€ * 100 = 0.9%
  - Improvement = 5.4% more required to arrive at average of 6.3% = 145 473€ **more** required
    
    (171 000€ / 3 030 773€ * 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

Fréquentation mensuelle - Bibliothèque Limpertsberg
2013-2015

Nb de visiteurs

Janvier  Février  Mars  Avril  Mai  Juin

2013

2014

2015