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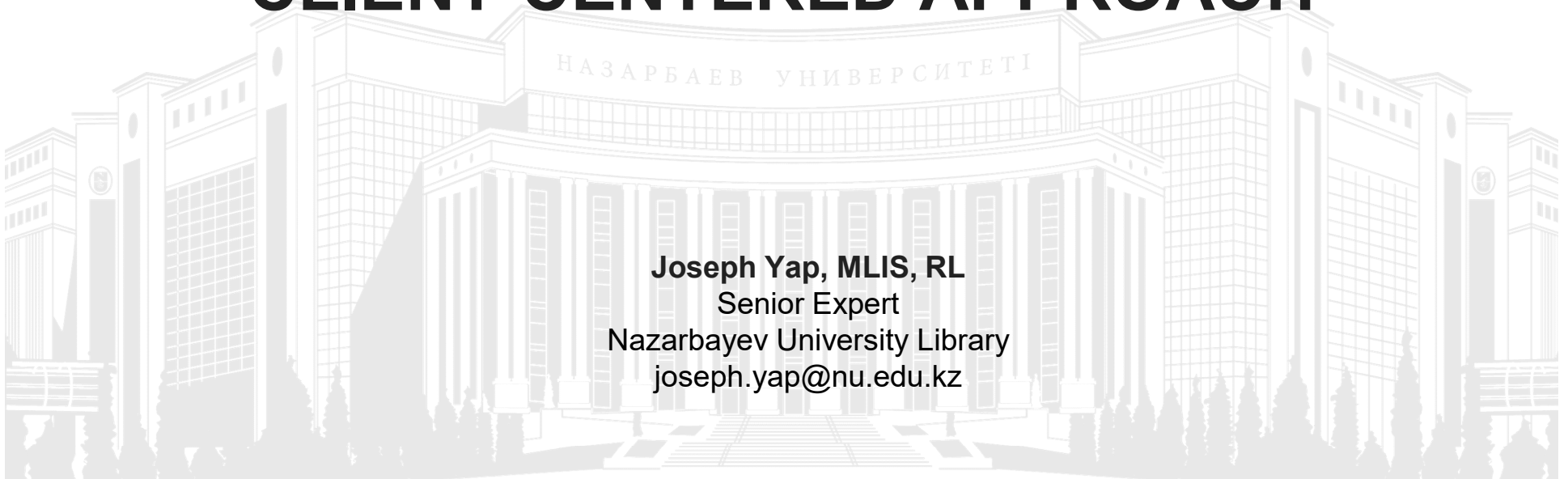
COLLECTION ASSESSMENT USING THE CLIENT-CENTERED APPROACH

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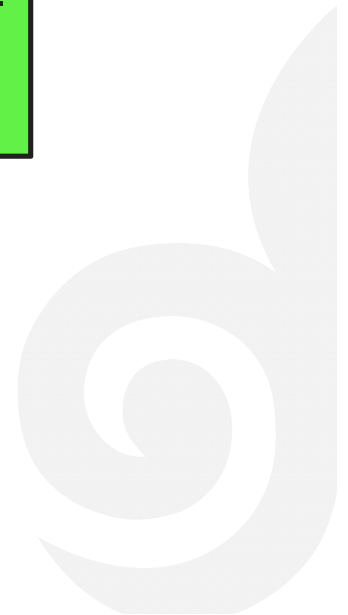


Objectives

To enumerate and explain the different approaches in client-centered collection assessment methods;

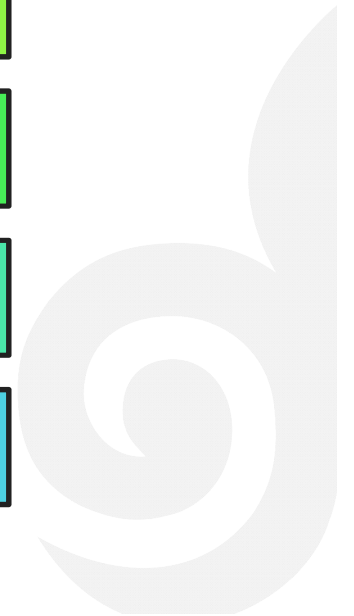
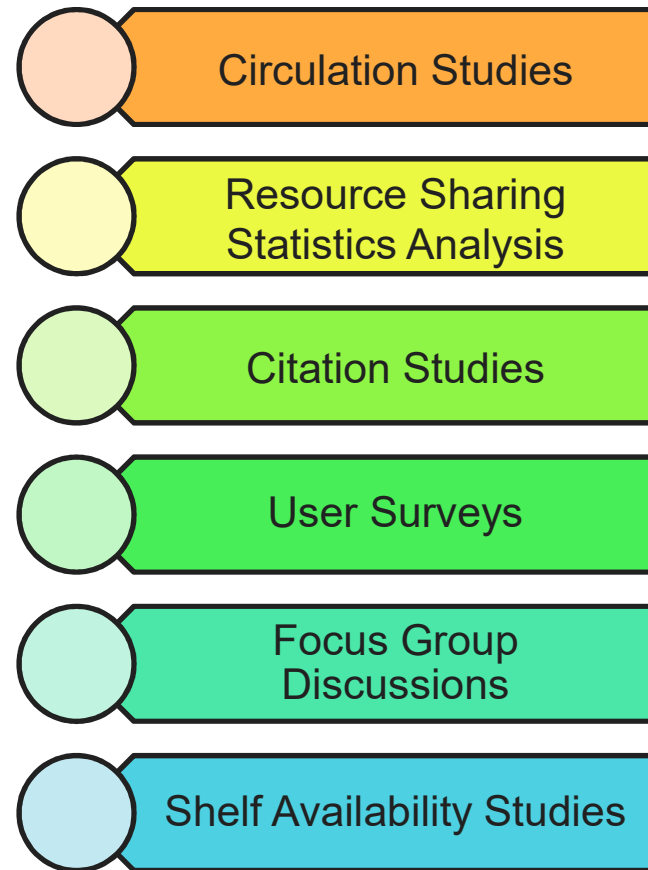
To educate the participants about the advantages/ disadvantages in client-centered collection assessment methods;

To provide basic examples on how to do such approaches.




Outline

- Client-Centered Approach (Frias, 2011)
- Different Approaches



Paper of Ms. Willian Frias, DLSU Library

De La Salle University
Willian S.A. Frias



Willian S A Frias FOLLOWS YOU

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Focus on Law Librarians.pdf

A quick study on research in Philippine librarianship in 2016 revealed that only 6 out of 318 res... [more](#)

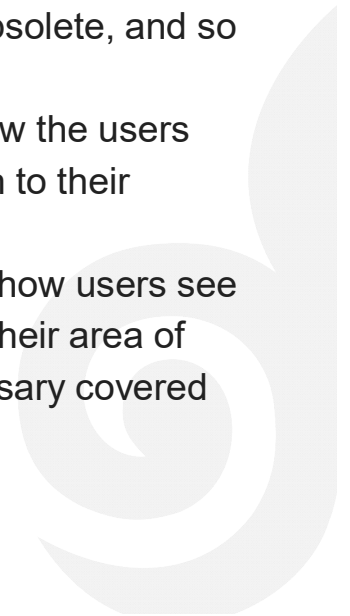
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[COLLECTION ASSESSMENT AND ANALYSIS: THE CLIENT-CENTERED METHOD]

Client-centered methods in conducting researches are products of actual usage and user opinions, perceptions and biases. All of these have to be looked into in order to arrive at the most unbiased results. Researchers may not be agreeable to the results but these results will play big roles in decision-making activities. There is a perfect assessment measure for every

Client-Centered Approach

- A method of assessment that depends on the inputs coming from the users.
- Focuses on the degree of which the users find the collection useful.
- Users' perceptions – means how users see the collection; In getting users' perceptions, patrons may be asked if the collection is to their advantage, of high or low quality, up-to-date or obsolete, and so on.
- Users' needs – presents how the users see the collection in relation to their research needs.
- What users want – imparts how users see the collection in relation to their area of interests that are not necessary covered by the curriculum.



Circulation Studies

- The way to perform this approach is to cull statistics either from the automated library system or from manual records of the library.
- Transaction Log Analysis (TLA) is the most popular way of conducting research under this approach.

Advantages

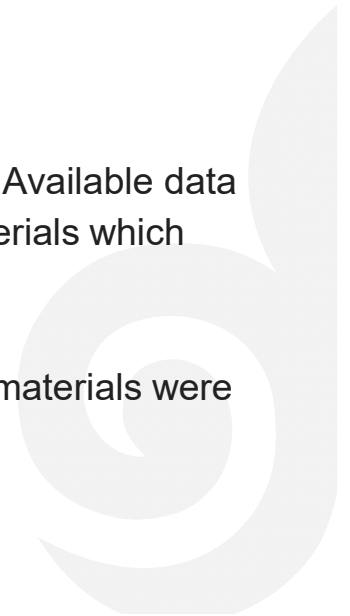
Data being studied are objective.

Data obtained may be helpful during the de-selection/weeding process.

Disadvantages

The data may not be complete. Available data may not include circulating materials which were not properly borrowed.

Statistics do not show how the materials were used



Example of Circulation Studies

Class Letter	Subject Category	2002-2003	2003-2004	2004-2005	2005-2006	2006-2007	Total
Q1-Q295	Science (General)	316	277	296	86	219	1194
Q300-Q399	Computer Science	1909	1683	1132	854	897	6475
QA	Mathematics	311	275	284	126	197	1193
QB	Astronomy	42	36	192	8	11	289
QC	Physics	429	378	287	140	350	1584
QD	Chemistry	547	481	362	207	363	1960
QE	Earth Science	79	69	203	52	10	413
QH	Biology	337	297	254	154	224	1266
QK	Botany	50	50	162	11	48	321
QL	Zoology	192	168	231	89	104	784
QM	Anatomy	58	51	182	28	27	346
QP	Physiology	111	114	75	53	66	419
QR	Microbiology	116	103	185	47	87	538
	TOTAL	4,497	3,982	3,845	1,855	2,603	16,782



The data was analyzed by solving for the mean (average), using the formula:

$$\text{Percentage of Use per category} = \frac{\text{Total Category Usage} \times 100\%}{\text{Total Usage}}$$

$$\text{Average Annual Usage} = \frac{\text{Total Usage}}{\text{Total number of years}}$$



Class Letter	Subject Category	Total Usage	Use per category (%)	Average Annual Usage
Q1-Q295	Science (General)	1,194	7.11	238.8

$$\frac{1194 \times 100}{16,782}$$

$$\frac{1194}{5}$$

The data was analyzed by solving for the mean (average), using the formula:

$$\text{Percentage of Use per category} = \frac{\text{Total Category Usage} \times 100\%}{\text{Total Usage}}$$

$$\text{Average Annual Usage} = \frac{\text{Total Usage}}{\text{Total number of years}}$$



Resource Sharing Statistics Analysis

- This approach is done by analyzing data from statistics such as:
- **Referrals** – indicates the adequacy of the collection by means of the number of referrals received and sent by the library.
- **Document Delivery Service (DDS)** – same as referrals, statistics of document delivery service also indicates the adequacy of the collection.
- The library with lower statistics of borrowing from another library has a more adequate collection.

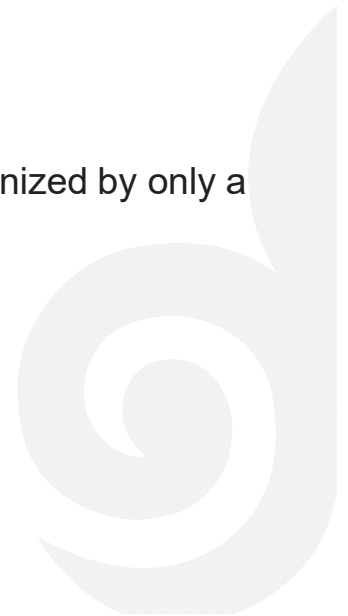
Advantages

Data is available and recorded.

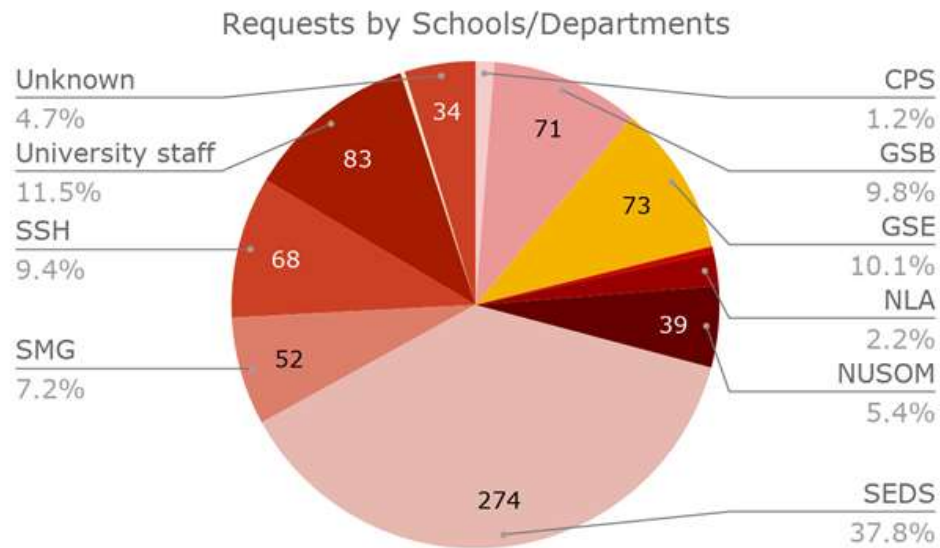
Data being studied reflects the real need of the users.

Disadvantage

Resource sharing may be patronized by only a group of users.



Example of Resource Sharing Statistics



2019 InterLibrary Loan requests by Schools/Departments

Figure taken from Reference Department Report 2019



Citation Studies

- This approach is primarily used on research-level materials such as thesis and journal publications.
- It evaluates the “fitness” of the collection as against the users’ research needs by matching the references cited by library users in their researches with the resources found in the library.
- most preferred and dependable approach in evaluating faculty outputs and students’ theses and dissertations.

Advantages

Presents changes in the strengths of collection.

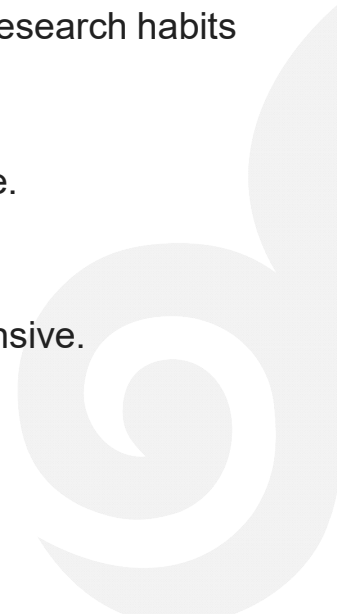
Has the ability to compare the research habits of the researchers.

Data being studied are concrete.

Disadvantage

Time consuming and labor intensive.

Susceptibility to popular trends.



Example of Citation Studies

UDC 001.811:004.7

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Results and Discussion

A total of 590 references were extracted and examined from 10 master's theses in education. 30% of the theses came from MA Multilingual Education and 70% of the theses came from MS Educational Leadership. Figure 1 shows the distribution of references by type of source.

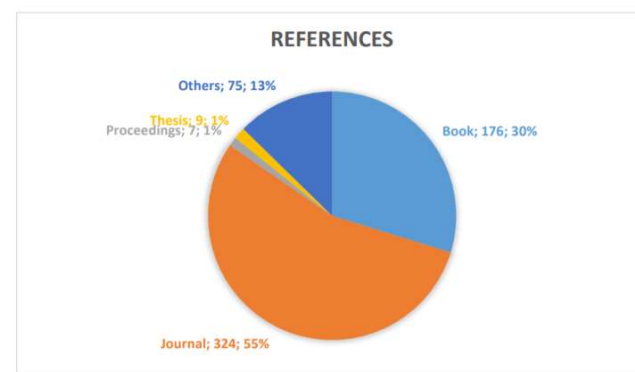


Figure 1. Pie chart representing the kind of reference sources the student used in their theses
Students cite more journal articles (55%) compared to print books (30%). Only a few students cited thesis and conference proceedings.

User Surveys

Uses questionnaires in gathering data and utilizes oral or written responses, as long as these responses are directly coming from the respondents.

- a. Decide if survey will be conducted in oral or written manner
- b. Determine the population and sampling of the study
- c. Identify the method of gathering sampling: exhaustive, stratified, random, stratified random, convenient, etc.

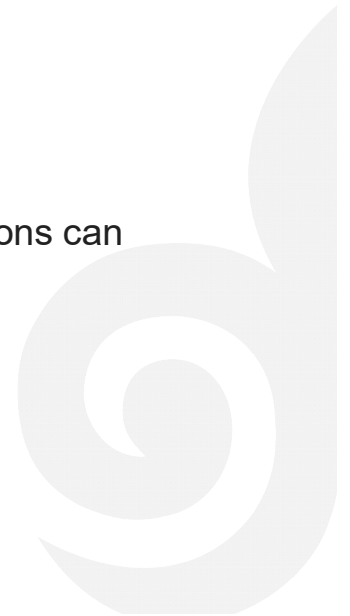
Advantage

Surveys include the whole academic community in decision-making.

Disadvantages

Responses can be subjective.

Past experiences of library patrons can influence their views.



Collections	Most Adequate	Adequate	Moderately Adequate	Inadequate	Not at all Adequate
Textbooks	137	307	226	87	8

The survey asked the respondents to rate the adequacy of the collection from 1 to 5, 5 being the most adequate. The result will be easier to analyze when applied with weighted average. Weighted average is extracted using the formula:

$$\text{Weighted Average} = \frac{[n \times \sum R_n \dots + (5 \times \sum R_5) + (4 \times \sum R_4) + (3 \times \sum R_3) + (2 \times \sum R_2) + \sum R_1]}{\sum R_n + \dots + R_5 + R_4 + R_3 + R_2 + R_1}$$

$$\text{Example: Textbooks} = \frac{[137(5) + 307(4) + 226(3) + 87(2) + 8]}{137 + 307 + 226 + 87 + 8}$$

$$\text{Textbooks} = \frac{2773}{765}$$

$$\text{Textbooks} = 3.62$$

Focus Group Discussions

- Focus group discussion is composed of a small number of people (usually between 4 and 15, but typically 8) brought together with a moderator to focus on a specific topic.
- Focus groups aim at a discussion instead of individual responses to formal questions.

Advantages

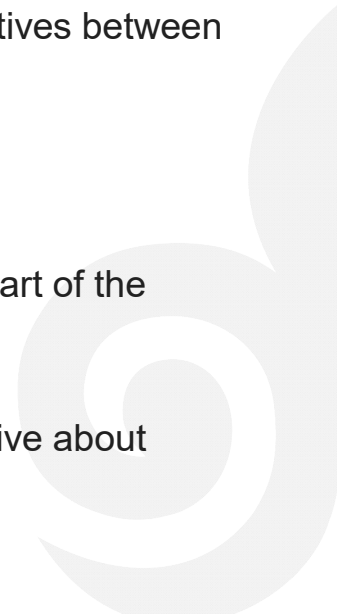
Explores the depth and degrees of opinions regarding an issue.

Explains differences in perspectives between fellow respondents

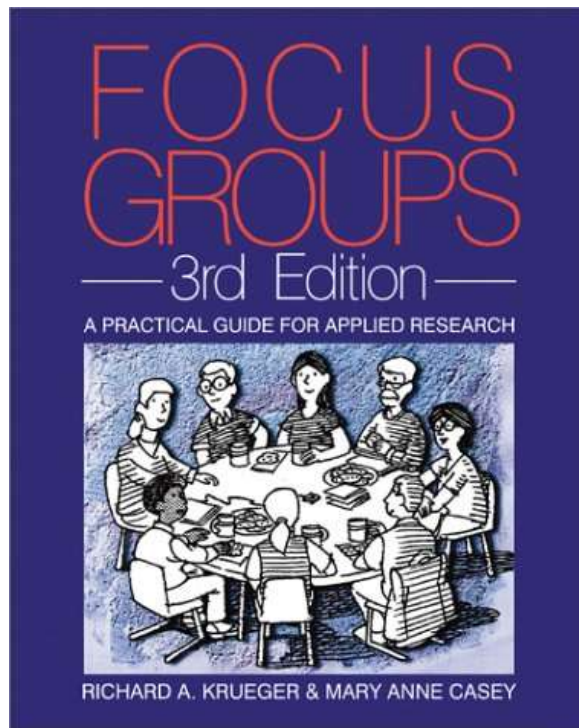
Disadvantages

Needs facilitating skills on the part of the researcher.

Participants may be very sensitive about certain issues.



Example of FGD



APPENDIX A

Questions posed

- How do you use the library?
- How do you see your information needs changing?
- What will you need from the library in the next five years?
- What are your frustrations in using the library?
- Do you have any other advice for us?

Higa-Moore, M. L., Bunnett, B., Mayo, H. G., & Olney, C. A. (2002). Use of focus groups in a library's strategic planning process. *Journal of the Medical Library Association : JMLA*, 90(1), 86–92.

Shelf Availability Studies

- Shelf availability studies determine the effectiveness of a library system by means of measuring the availability of materials sought about by patrons.
- This approach determines if the materials needed by the patron are readily available.

Advantages

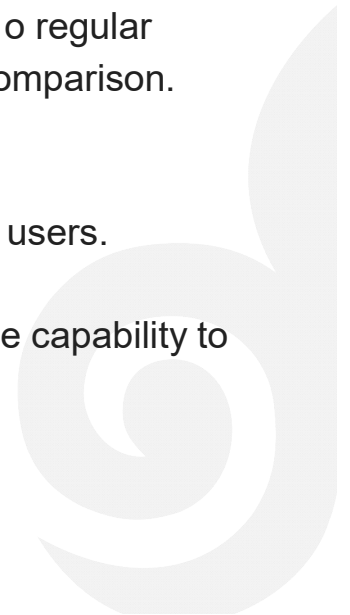
The study provides objective data concerning the library's ability to meet patron need.

This approach can be repeated o regular intervals allowing longitudinal comparison.

Disadvantages

Focuses on the needs of actual users.

This approach does not have the capability to include non-users in the study.



Example of Shelf Availability Studies

TABLE I
LANCASTER'S AVAILABILITY

Items	Counts
Number of items looked for	450
Number owned	364
Number of owned items located in catalog	312
Number of located items found on shelf	209
Reasons for non-availability of items on shelf	Counts
In circulation	62
Waiting to be reshelved	12
Misshelved	10
At binding	8
In use in the library	2
Item unaccounted for	9

Lancaster's (1993) analysis in availability research example.

University of Nebraska - Lincoln
DigitalCommons@University of Nebraska - Lincoln

Library Philosophy and Practice (e-journal) Libraries at University of Nebraska-Lincoln

4-3-2014

Measuring Shelf Availability in University Library:
Universiti Teknologi MARA (UiTM) Machang,
Kelantan State, Malaysia

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UiTM Kelantan, Machang, Malaysia, delina023@kelantan.uitm.edu.my

Rifai, A., Ahmad, M. I., & Zulkarnain, N. (2014). Measuring shelf availability in University Library: Universiti Teknologi MARA (UiTM) Machang, Kelantan State, Malaysia. *Library Philosophy and Practice*, 2014(1).

Challenges

- Our in-house library system is not capable of extracting specific data.
- Example: If we plan to make circulation studies, the system can't provide us the number of borrowed items per class and sub-class.
- IT has to configure the request and it will take sometime.

Do you see any problem if we plan to make citation studies?



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Thank you!



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