Passing on the benchmarking baton

– workshop on cooperation methods, using new indicators, finding partners, and reporting results

Karen Buset, Norwegian and University of Science and Technology, Norway
Ghislaine Declève, Université catholique de Louvain, Belgium
Tuulevi Ovaska, University of Eastern Finland Library, Finland
What is the *baton* made of?

1) Methods of the project

- Collaborative collection of data
- Observation and shadowing
- User and staff interviews
- Collaborative blog writing
- Learning by doing
- EAHIL colleagues focus group
- Presenting together at EAHIL conference
- Facilitating a workshop together at ICML+EAHIL conference
What is the *baton* made of?

2) Tools for cooperation
What is the *baton* made of?

3) New indicators

1. Can the customer get the **grant** he/she applies
2. How has the literature search been used to **change practice**?
3. Impact on national **health policies index/indicator**
4. Increase in **application usage** after a conference
5. Number of **high grade student essays/exam papers** in relation to librarian time spent teaching/tutoring
6. Proportion of knowledge syntheses that reach **publication**
7. **Publications** from the faculty; visibility in **altmetrics**
8. **Time saved** by faculty e.g. lecture writing, student remediation
9. What is the **new role** of a librarian? Non-traditional work
10. When host organisation cites the library’s contribution in **press releases or publicity**

+Chocolate/biscuits/cards — how many gifts (you get from customers)
Action 1 – Speed-dating

• Time: 30 min
• Aim: To find pairs willing to work on an indicator
• Steps of speed-dating
  1. Time: 2 min with each pair
  2. Discuss the indicators on the card with your pair
  3. Bell rings → move to your left
  4. Discuss the indicators on the card with your pair
  5. Bell rings → move to your left
  6. ...
  7. ...
  8. Try to find a pair (or group*) who is willing to work on a chosen indicator

*You must be able to meet (online or in person) – if you are too many, you won’t be able to schedule meetings
Action 2 - Group-work

• Time: 20 minutes
• Work in the pairs or groups found during the speed-dating
• Aim: Develop the chosen indicator further and apply it in your organisation / at work
• Discuss and plan your new project

1. Theme/Topics
   • To develop and apply the indicator
   • Write each idea on a post-it note (1st for yourself 5 min, then together 5 min)

2. Tools/Milestones/Responsibilities (5 min)
   • e.g. how to meet the first time, ”who calls who”

• Prepare to report to others what and how you plan to proceed (5 min)
Action 3 – Wrap-up

• Time: 20 minutes
• Each pair/group reports to the whole workshop group what they plan to do with their indicators(s)
  • If 10 pairs → 2 min/pair
  • If 8 groups → 2,5 min/group
  • If 6 groups → 3 min 10 secs/group
  • If 5 groups → 4 min/group
  • If 4 groups → 5 min/group
Thank you for attending!

Good luck with your projects!