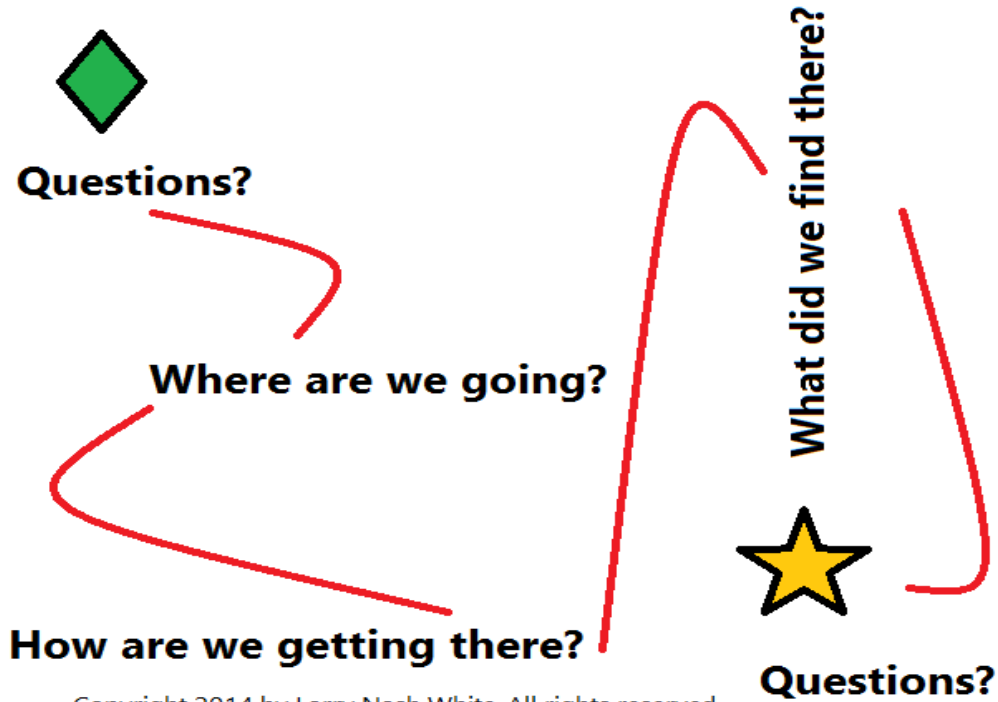


The background features a large, stylized sun or circle in shades of orange and yellow on the right side. A grid of small squares in various colors (orange, yellow, white) is overlaid on the background. In the bottom right corner, there is a blurred image of a modern building with glass windows.

Impacts of Different Types of Administrative Experiences on Performance Measurement Resource Support in Libraries

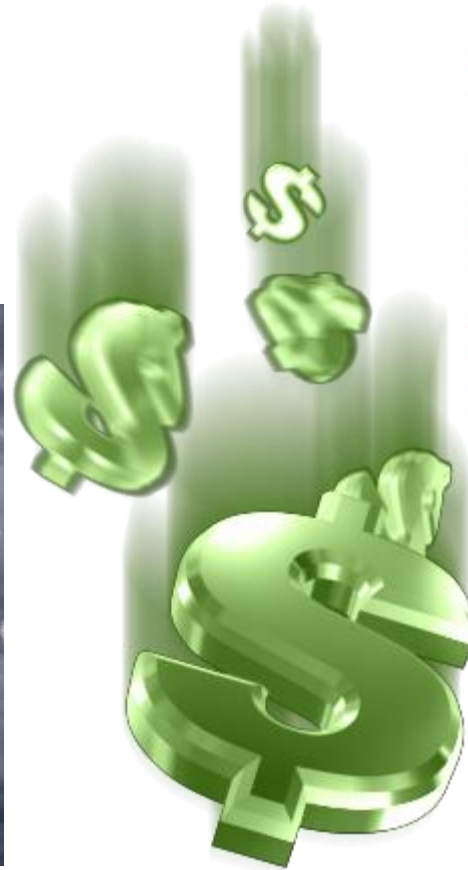
Created and presented by Larry Nash White, PhD for the Library Assessment Conference in Seattle, Washington, August 3, 2014

Pathway for our Intellectual Walkabout Today...



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Questioning Capabilities



Where are we going?

i.e. Research Purpose and Participants

- **Purpose**

- Does administrative experience make a difference in performance information use by head library administrators (HLA)?
- Does administrative experience make a difference in performance measurement resource allocations?

- **Participants**

- **180** HLA including public libraries; 2 year and 4 year academic libraries (public and private)

How are we getting there?

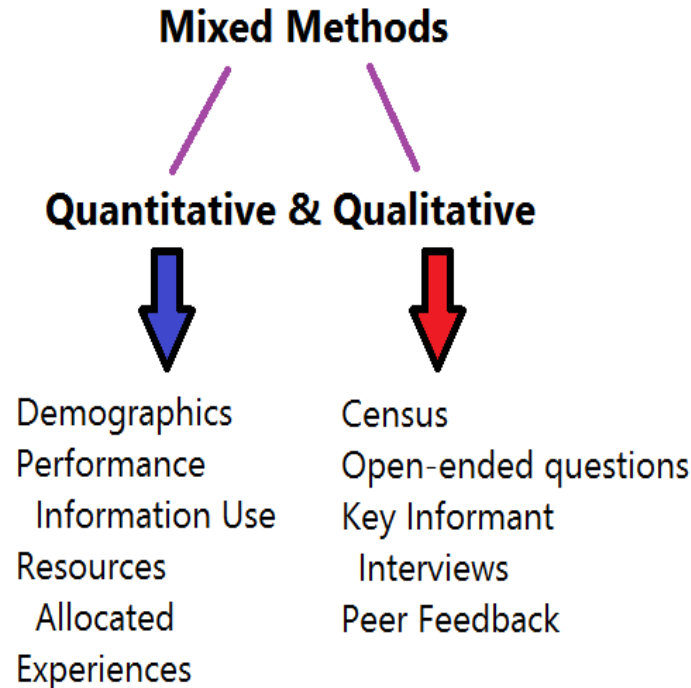
i.e. Methods

– **Mixed Methods Design**

- 2nd use of design method and survey instrument
- Outside analysis of instrument accuracy

– **Statewide census** (one of the top 10 states by population) using Qualtrics[©] survey software

– **Independent statistical review** of data gathered and findings



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Interest gauge question:

72 / 82 or 86% of respondents reported being interested in the topics of the census

What did we find there?

i.e. Findings

- **Response Rate**

- **101 / 180 or 56%**
- **82 / 180 or 46%** usable responses

- **Survey Analysis**

- Types of people
- Geography
- Types of libraries



- **Instrument accuracy**

- Outside review of instrument performance - **98%** accurate
- p values significant to **0.01** and **0.001**

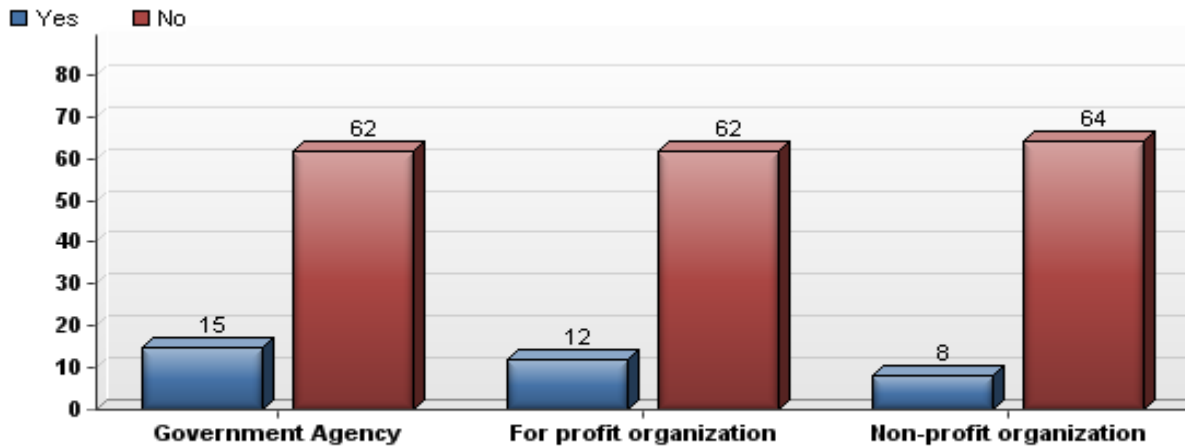
Key informants –

Well, what happened was...

What did we find there?

i.e. Findings (Self Reported)

Administrative Experience before 1st Library Admin Position



6 Years

Mean years experience at time of 1st library administrative position

12 Years

Mean years experience in current library administrative position

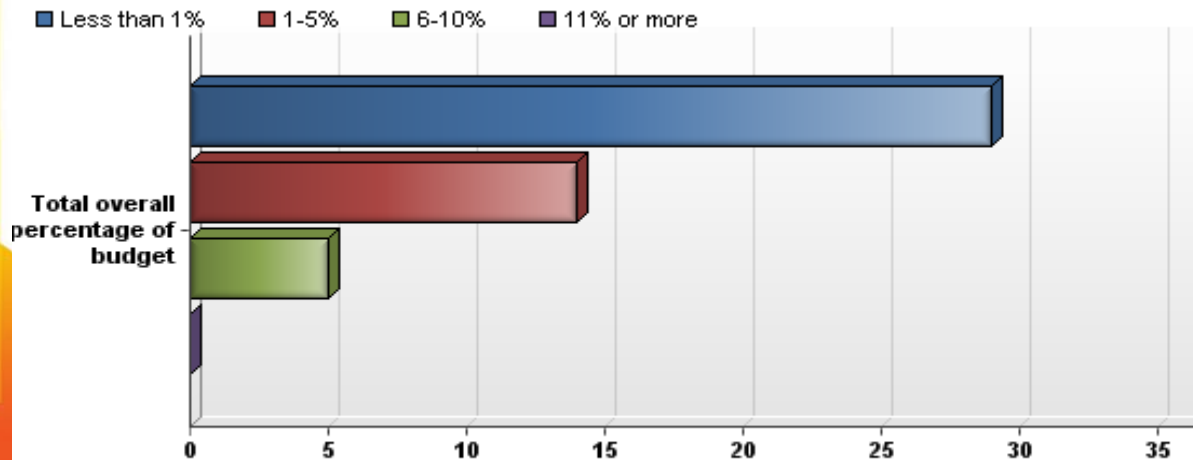
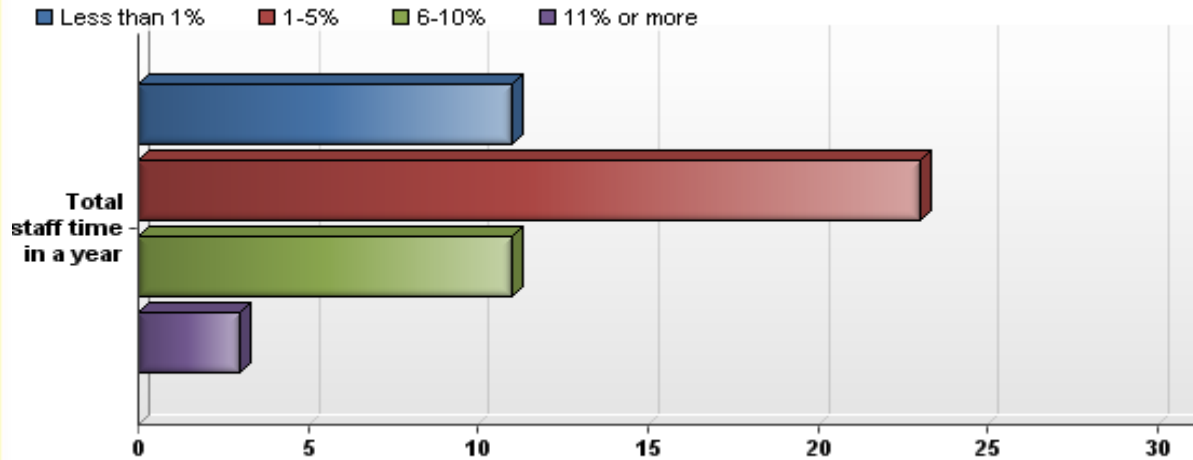
18 Years

Mean years of professional experience when completing instrument

1 – Mean total number libraries respondent worked in library administrative roles in **18 years**

What did we find there?

i.e. Findings (Self Reported)

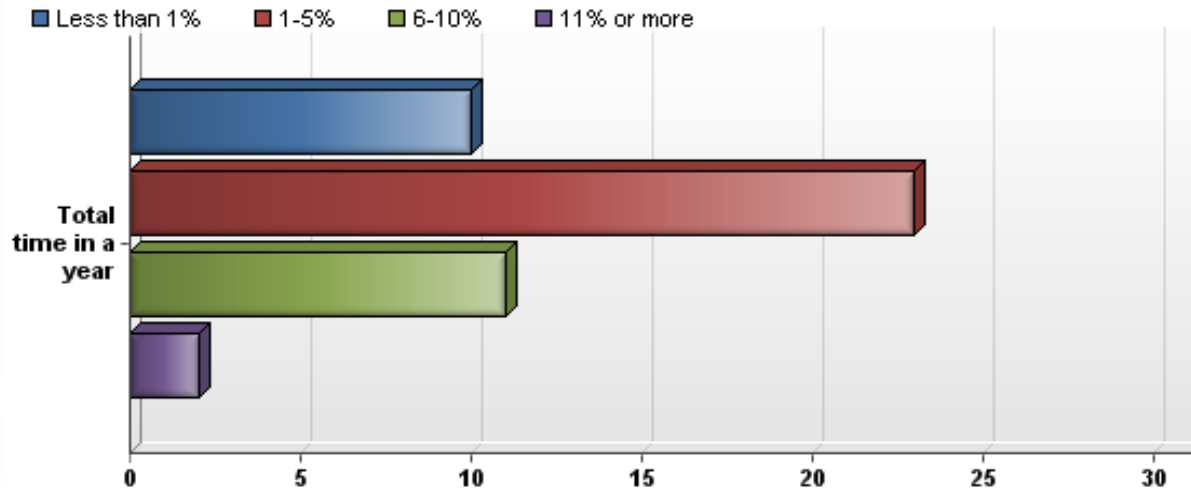


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What did we find there?

i.e. Findings (Self Reported)

- **HLA Time spent on PM**



- **12%** of HLA who either provide staff time or other resources to PM process provide none of their own time to the PM process
- **Approximately one half of all respondents** reported no resources provided to PM process

What did we find there?

i.e. Findings

- **Resource Allocations (Self Reported)**

- **Money \$**

- Mean Total Expenditure / Respondent: **\$1,566,667**
 - PM Expenditure Reported:
 - 28 spent **\$0 – \$15,667 (0 - <1%)**
 - 14 spent **\$15,667 - \$78,333 (1% - 5%)**
 - 5 spent **\$78,333 - \$156,667 (6% - 10%)**
 - Total Expenditure for PM in Respondent Libraries
 - **\$611,053 - \$1,608,673**
 - Average / Resp. **\$7,638 - \$20,108**
 - If representative of all libraries, total PM resource allocation for state would be **\$1,374,840 - \$3,619,440 or 0.49% - 1.30%** of Total Statewide Library Services Expenditure

DOES NOT INCLUDE STAFF COSTS!

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What did we find there?

i.e. Findings

- **Staff / HLA PM Time Costs** (Totals from Public Libraries only):
 - **Staff time (Self Reported)**
 - Mean Total Staffing Expenditure / Respondent: **\$1,370,000**
 - Mean Estimated Total Staffing Expenditure for respondents: **\$109,600,000**
 - Estimated staff time costs for PM participation:
 - **\$1,671,400 - \$3,133,200**
 - **1.5% - 2.9%** of Total Staff Expenditure / respondent
 - **HLA time (Self Reported)**
 - **12%** of HLA not involved in PM in any way
 - **1.5% - 2.8%** of Total Salary Expenditure
 - Mean HLA PM time costs / Respondent:
 - **\$886 - \$1,642**



What did we find there?

i.e. Findings

- **Previous Administrative Experience Impact on PM Resources / Information Use**
 - Types of PM used
 - Types of PM information used
 - PM resource allocations (\$, staff, HLA)
 - Perceptions of PM effectiveness
 - Having vs. not having prior admin. experience
 - Type of admin. experience before 1st library admin. position
 - Interest in the topics
 - Demographics

What did we find there?

i.e. Conclusions

- **Previous administrative experience has no statistical relationship to PM use in libraries**
- **Previous administrative experience has no statistical relationship to PM resource allocations in libraries**

Other Conclusions Drawn:

- Many libraries spent more \$ on cleaning supplies than PM!
- Limited investment and priority in PM processes = Ineffective PM information for decision making
- HLA do not seem to be learning about new PM methods after their MLS preparation is concluded
- Insulated!
- Future research will look into HLA psychological and environmental factors and their effects of PM information support and use



Questions?

Where are we going?

How are we getting there?

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What did we find there?



Questions?

QUESTIONS?

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