

**SAA-ACRL/RBMS Joint Task Force on the Development of
Standardized Statistical Measures for the Public Services of Archival
Repositories and Special Collections Libraries**

SAA Progress Report

July 20, 2017

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BACKGROUND

The SAA-ACRL/RBMS Joint Task Force on the Development of Standardized Statistical Measures for Public Services in Archival Repositories and Special Collections Libraries is responsible for development of a new standard defining appropriate statistical measures and performance metrics to govern the collection and analysis of statistical data for describing public services provided by archival repositories and special collections libraries. The Standard will describe and quantify users of special collections and archival materials and services and their usage of the same, including reading room paging/circulation, paging/circulation of materials for other purposes, reference interactions, reproduction orders, interlibrary loan requests, and events. If feasible, the Standard may also include recommendations for gathering and analyzing statistics about special collections website visitors and their page views and file downloads. The task force was charged for two years in 2014; a one year extension was requested and granted officially bringing the work of the task force to a close in August 2017.

Officers

- Christian Dupont, Co-Chair, ACRL/RBMS, Boston College
- Amy Schindler, Co-Chair, SAA, University of Nebraska at Omaha

Members

- Moira Fitzgerald (ACRL/RBMS), Yale University
- Thomas Flynn (SAA), Winston-Salem State University
- Emilie Hardmann (ACRL/RBMS), Harvard University
- Brenda McClurkin (SAA), University of Texas at Arlington
- Sarah Polirer (SAA), Cigna Corporation
- Gabriel Swift (ACRL/RBMS), Princeton University
- Bruce Tabb (ACRL/RBMS), University of Oregon
- Elizabeth Yakel (SAA), University of Michigan

SUMMARY OF MEETING ACTIVITIES

The SAA-ACRL/RBMS Joint Task Force on the Development of Standardized Statistical Measures for the Public Services of Archives Repositories and Special Collections Libraries created by the SAA Council and RBMS Executive Committee met eight times

in-person and via conference call as a group between September 2016 and July 2017. Small groups of task force members met in separate working sessions over a dozen times between September 2016 and March 2017. The task force solicited feedback from attendees at the ALA Midwinter Meeting (January 2017) on Version 2 of the proposed standard. The task force also solicited feedback on the submitted proposed standard and discussed future work by related bodies at the ALA Annual Meeting (June 2017). The final meeting will be held at the SAA Annual Meeting (July 2017).

ONGOING ACTIVITIES

Since September 2016, Task Force members have continued discussions about the proposed standard, gathered feedback on the draft documents, and compiled continuing related initiatives. On January 18, 2017, the Task Force published Version 2 (<https://www2.archivists.org/groups/saa-acrlrbms-joint-task-force-on-public-services-metrics/draft-open-for-comment>) of the document for comment. The comment period included opportunities for live feedback at the ALA Midwinter Meeting and a webinar hosted by the Nebraska Library Commission's NCompass Live series. The document was published on the SAA and RBMS websites and publicized through many mailing lists. Comments reaching 33 pages were received via emails to the co-chairs and on the SAA and RBMS websites. These comments, along with the discussions of task force members informed revisions.

The Task Force submitted the final version of the proposed standard to the RBMS Executive Committee and SAA Standards Committee on June 9, 2017. The proposed standard without accompanying documents is available on the group's website (<https://www2.archivists.org/groups/saa-acrlrbms-joint-task-force-on-public-services-metrics/final-version-of-standard-submitted->).

The Task Force is compiling a list of potential ongoing and future actions related to public services measures and metrics for consideration by SAA and RBMS component groups. Individual members also plan to continue offering workshops and presentations about the group's work and the proposed standard.

NEW ACTIVITIES

- Published Version 2 of the standard for comment on January 18, 2017.
- Solicited comments received in-person during the Task Force's meeting at the ALA Midwinter (11 attendees) and ALA Annual (14 attendees) Meetings and during live broadcast of a webinar hosted by NCompass Live, a production of the Nebraska Library Commission (144 live attendees, 231 views of recording as of July 17, 2017).
- The draft standard was submitted on June 9, 2017 to the RBMS Executive Committee, ACRL Standards Committee, and SAA Standards Committee to begin the review and approval process through both SAA and ACRL/RBMS.
- Publicized submission of draft standard to RBMS and SAA mailing lists and all commenters who provided an email address.

- Developing list of post-task force action items for .

QUESTIONS/CONCERNS

- The matter of the creation of a national survey instrument and data repository has been raised by archivists and special collections librarians in each comment period and the open meetings at ALA and SAA. The Task Force urges SAA and RBMS to continue this successful collaboration to find a solution to meet this need as repositories begin adopting the standard.
- Strong interest remains from Task Force members and archivists and special collections in contact with the Task Force about future related initiatives. Post-task force action items will need to be delegated to appropriate SAA and RBMS component groups. At this time, the Task Force intends to relay potential future and ongoing activities on the SAA side through the Reference, Access, and Outreach Section. Individual members are also interested in continuing to work on some of these initiatives. These initiatives are wide-ranging in size and scope and include: creating a two page document to introduce the standard and serve a marketing function; soliciting and sharing templates for data collection for a variety of tools (spreadsheet, SpringShare LibInsight, Aeon, etc.); soliciting and sharing case studies on implementation and assessment; offering workshops (in-person and online); creating an annual survey; identifying a potential data repository; finding a stable online home for related resources.