

## **BIX indicators for academic libraries**

BIX uses standardized indicators that can be applied to and calculated for as many libraries as possible. They cannot, however, reflect local profiles, basic conditions or specialized services. This is an overview of the indicators used. A detailed description, including definitions, is available for download as a pdf-file.

Basic reference for many indicators is the number of primary users. For academic libraries this consists of the number of students plus faculty staff members.

### **Target Dimension: Services**

- User seats per 1,000 members of the primary user group
- Employees per 1,000 members of the primary user group
- Expenditures on literature and information per capita of the primary user group
- Percentage of Expenditure for Information Provision spent on the electronic Collection
- Opening hours per week

### **Target Dimension: Usage**

- physical library visits per capita of the primary user group
- virtual library visits p.c. (COUNTER-based, centralized measurement)
- User training participants per 1,000 members of the primary user group
- Immediate media availability (loans without reservation in relation to total loans plus interlibrary loan requests)
- User satisfaction rate (not yet used)

### **Target Dimension: Efficiency**

- Library expenditure per active borrower\*
- Ratio of acquisition expenditures to staff costs
- Workflow productivity: media processing\*\*
- Workflow productivity: loans and interlibrary loan\*\*

### **Target Dimension: Development**

- Staff training (days per FTE)
- Percentage of university means allocated to the library\*\*
- Percentage of library means received through third-party funds and special funds
- Percentage of library staff providing and developing electronic services\*\*

\* This indicator is ranked in reverse order (lowest value = "best" value).

\*\* These indicators include BIX participants only.