V-eyeQ

Better collection management for libraries

Selecting the appropriate content based on data and trends. Expanding collections based on customers' expectations. And making the best use of budgets, while measuring the performance of collection components. These are some of the challenges that libraries face when managing their collections.

Using intuition, personal preferences, or limited collection overview will no longer drive library investment. By adding metrics to selection processes, tracking performance, improving purchase, and weeding on a daily basis at both the local and global levels, V-eyeQ makes an essential contribution to collection management with objective and insightful collection data, budget control, and customers' satisfaction data.

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Four pillars to support collection management challenges

V-eyeQ components are related to each other, but they can also be used separately or combined based on the library needs and objectives. The components include:

- **Planning tools** – Set up and direct collection management based on plans
- **Performance analysis** – Detailed analysis of what works and does not work
- **Advisor** – Advice for weeding, purchasing, moving, and promoting
- **Selection support** – Integration with acquisitions, also offering an excellent solution for central collection management

Each component answers a core question:

- How much will we purchase and weed?
- What are we going to purchase?
- What are we going to purchase, weed, move, or promote?
- What are we going to purchase for whom (i.e., for which locations)?

They will also measure (per branch) what the library can afford based on its budget, and support decision making based on data. The application can be modeled according to users' wishes and objectives.

Planning: The collection plan

The plan is defined based on the library's strategy and objectives. You can record your plan in the system to get a clear view on the available items and the gaps in the collections. You will also learn how to become more demand-oriented and what the required budget to achieve the plan is. Adjustments can easily be implemented and are under the planning manager control.

Collection plan: The workflow

Based on the predefined collection rules, the collection management objectives for a fiscal year are laid down in a plan as well as the target (key performance indicators (KPIs)) associated in order to measure progress throughout the year. The plan thus supports improvements to your purchasing and weeding strategies.

When creating a collection plan, there is a five-step workflow:

Define the plan based on collection rules

Collect all relevant data for measurement (e.g. number of items, loan frequency, lent in the last n years) with V-eyeQ

Define KPIs based on desired loan frequency, desired weed percentage, and expected number of loans

V-eyeQ will help you calculate goals for weeding / purchase, based on your available budget, defined rules, and average book price

Define goals for purchasing and weeding and manual adjustment if needed

The plan is not static and can be updated in the application at any time. If expected results are not achieved, strategy changes, budgets evolve, or KPIs change, V-eyeQ will automatically adjust target calculations accordingly.

Collection and location plans coordination

The application offers many options that allow you to choose to apply the same plan for all sites or define a location plan for each branch derived from the global collection plan. Calculations are based on various elements: the desired replacement and weeding percentage, the desired loan frequency, the average price (for the rule), and the total available budget for the branch.

You can also define parameters that maximize the desired loan frequency. For example, you can set the loan frequency to rise by no more than .5 in 1 year (because then too much weeding is required) and to drop by no more than 2 (due to budget constraints).

Collection rules: The basis of the collection plan

All collection parts that are relevant to management are defined as "rules". These rules "map" the collection components into definitions that V-eyeQ can understand and interpret. Usually a system contains between 50 and 150 rules. Calculations are made for each collection component (each rule). For example: How many items are there to purchase, how many items are there to weed out, and how popular is the collection component.

The application also submits suggestions such as items to remove, replace, for which titles to purchase additional items, which titles to move or promote, and which new titles to purchase.

Improve comparison and interpretation accuracy

To better support analysis, the performance of all works (titles) and all authorities (authors and subjects) is ranked as a percentile. Percentiles should not be confused with percentages. An example.

By ranking all materials in the collection and all authorities as percentiles, it is easier to compare their performance. Suppose the author William Shakespeare has a percentile of 95. This would mean that 5% of authors have a higher (relative) ranking and 94% a lower one.

Advisor

The "advisor" is the part of V-eyeQ that makes suggestions about "dead copies" (items that are not lent), and "overused items" and "others." Purchase advice is based on a defined reservation ratio and "not popular here, but popular elsewhere." The latter shows materials that are not popular in a particular branch, while they are elsewhere. An incentive to relocate or promote the under used material. This data can be viewed not only per site, but also per collection rule, which creates a direct link with the collection plan.

Collection clusters: a solution for large and small libraries

V-eyeQ is suited for both large and small libraries. Its "collection clusters" feature is a mechanism for "grouping" rules. When a location has a limited number of items, it makes sense to combine subcategories whereas a large library with thousands of materials per category will need to filter at a more granular level. For example, while a large location will have "Detectives & Thrillers," "Adventure," and "Fantasy & Science Fiction" categories; a smaller location within the same group may cluster these three rules into a single "Crime & Adventure" one.

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The plan in practice

After the collection plan has been registered, it can be leading for the actual daily work. Staff purchases, weeds, and moves items to meet the library's objectives. Because V-eyeQ can be fully integrated with V-smart, the core Library solution, the collection plan can also "guide" the selection process. Furthermore, the actual progress is compared with the objectives as defined in the plan and can be adjusted if need be.

Performance analysis

V-eyeQ's powerful analysis capabilities offer the ability to measure performance via automatically created lists and via specific ad hoc searches.

Performance measures the relative popularity of a work in the lending process, based on adjustable lending and booking criteria. Questions such as, "What is the most popular work by Jamie Oliver?" and "What are the most popular hiking guides?", or "What are the most popular subjects?" are answered almost effortlessly within seconds.

Lists of popular works can be viewed for the entire collection, or split by category type, authors, subjects or any defined collection rules. Searching is possible via a wide range of bibliographic and authority indexes, including the ability to limit via facets.

Integration with V-smart

The analysis generated by V-eyeQ are integrated in V-smart acquisitions. Both performance data and objectives from the collection plans are visible in the module. The objectives from the plans can be converted into purchase quotas per collection rule ("how many thrillers should I purchase this week?"). Even without detailed knowledge of the branch, V-eyeQ offers insight into the local collections by acting as a central repository. Access to detailed performance data is available via a single click, not only from the Acquisitions module, but also from V-smart Cataloguing module.

V-eyeQ data analysis results can be stored in V-smart savelists to help managing items, move, change or even delete data globally. Direct data export via V-smart's select, sort, and publish (SSP) or to Microsoft® Excel is also possible.

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