Application of selected software tools for data collection and analysis in library management and their effectiveness assessment. Results of the research conducted at Polish academic libraries.
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Abstract: The aim of the paper is to present the results of the research on the use of software tools for data collection and analysis in strategic and current library management. Special attention has been paid to Performance Analysis for Polish Research Libraries (AFBN) and Status – the tools most frequently used by Polish academic librarians. Status is dedicated software for library data collection. It is used by the academic libraries of Krakow Library Group (about 25,000 operations registered in 2008) and several other libraries in Poland. Performance Analysis of Polish Research Libraries (AFBN) in turn is a national project which main objective is to create standards for Polish libraries based on a set of performance indicators. The project has been realized by the Task Group for Standardization since 2002. AFBN consists of the e-survey, a database and special software for the collection and analysis of data. The surveys are submitted by academic and public research libraries once a year. Submitted data are subject to further calculations and analyses. The research on the application of selected software tools for data collection and analysis in library management in Polish academic libraries was conducted in February and March 2009. Results of the research reflect attitudes of managers of Polish academic libraries towards usability of such tools to support various aspects of managerial processes. Significant differences in opinions of software users and non-users have been discussed in particular reference to background information from the AFBN. The authors’ reflection on their several-years experience in library management based on performance measures and comparable data analysis is included.

Keywords: library management, library statistics, comparable measures, performance indicators, effectiveness assessment, research libraries, Poland