

# Metrics and Impacts Interest Group (MIIG)

## Minutes

Wednesday, January 26, 2026 | 2:00 p.m. – 3:30 p.m. | Zoom

Present: Rachel Burke (Cochair), Diana Marshall (Recorder), Danielle Dawe, Rya Kobewka, Bond Jennings

1. Welcome
  - a. Happy 2026! So begins another busy year.
2. Indigenous Acknowledgements
  - a. Shared roundtable
3. Approval of the Minutes
  - a. Moved by Rya, seconded by Danielle. Approved.
4. Review of Action Items:
  - a. ACTION: Diana will ask Communications Manager about website feedback survey prior.  
STRIKE OUT: No longer needed.
  - b. ACTION: Rachel will invite Colleen Bell of BCLA's 'Tell Your Story' fame, to our next Metrics meeting.  
IN PROGRESS: No reply so far
  - c. ACTION: Rachel to send out list of dates for 2026  
DONE: And hope to send timely reminders for each meeting
  - d. ACTION: Rachel to investigate potential speakers for data visualization in libraries  
IN PROGRESS: Has a lead on a LLEAD presenter
5. Introduction of Attendees  
DONE: roundtable
6. Case Study: Seeking Volunteers
  - a. Diana can possibly invite BCLA Climate Action Committee Benchmarking Survey Working Group to share about the climate benchmarking survey process.  
Planning to present at BCLA in April.
  - b. Rya can possibly speak later in the year.
  - c. If you know someone you might like to hear from let Rachel know, we can reach out.
7. Round Table Discussion

- a. What does your year-end metrics and statistics process look like this year, and what have you changed (or wish you could change) compared to previous years?

Discussion included:

- i. Monthly stats summaries. Quarterly Board reports, share year over year comparisons (from a few previous years, plus 2019). Has a big stats document to refer to. Just pull the data that's useful.
  - ii. Ensure the stats paint the picture of our library. Looking for patterns or stats that explain what we're seeing, or how to see what we're experiencing reflected in how we pull our stats.
  - iii. We collate the operational stats we feed to the board and province as needed. Standardized and has been engrained for awhile. Are we collecting and reporting on the correct things?
  - iv. HR used to pull the reports, but didn't have the background to interpret them. Has a longstanding spreadsheet. Inherited and cleaning up.
  - v. HR person collates the stats here too, but no transparency or access. Probably the exec and directors are seeing trends and formulating interpretations. Want to close the loop, share the numbers with staff. Staff input the data but doesn't hear back about collective accomplishments or progress towards stated goals.
  - vi. Outputs vs outcomes. E.g. reviewing lendable laptop collection – how well they're circulating, pulling the stats now that the devices are end of life. E.g. Move towards outcomes, why are we doing the programs, what experience and customer satisfaction?
  - vii. Customer satisfaction survey takes awhile before results available. Returning the various comments to the appropriate department (e.g. eBook collection). Discuss, share interpretations, trends, brainstorming, collectively figure out what's going on in the responses.
  - viii. Ways to collect more qualitative data? Suggestion sheets, customer comments, stories we hear from customers, conversations. How to capture those stories: QR code to surveys? Notepad to collect? Emails? Silos – comment cards go to different places than front desk stories, program evaluations, etc..
  - ix. Comment logs are handwritten; seeking ways to get direct first person feedback in digital format instead.
  - x. Typical week / counting week data. Also collect stories and impacts. Can use these in fundraising campaigns with foundation, or to prepare for strategic planning.
- b. What are your recent projects utilizing Library data?

- i. CPL: Right size shelving. Very math-y project.
    - ii. CPL: Laptop lending program, replacement. Conducting focus groups with community advisory group as well as looking at circulation statistics, and how to collect useful data for next time. (SqPL has a laptop kiosk as well.)
    - iii. SqPL: Launching a holds pickup locker at the local leisure centre! Working with a consultant to help propose the best stocking and maintenance schedule, awaiting report. Also assessing library service delivery strategy for the next 25 years in Squamish, plus short term planning for the meantime. Huge project.
    - iv. FVRL: Launching sound-dampening Pods service. Testing out simple booking parameters, and setting up evaluation process to assess if customers need more flexibility or other changes to booking rules. Using LibCal. (SqPL launched pods with booking software in 2024. CPL uses LibCal to manage book club set borrowing.)
  - c. Does your Library use Collections Intelligence tools (i.e. Collections HQ, Library IQ)?
    - i. Rya has done vendor calls. Data visualization of circulation stats. Might duplicate or be way better than your ILS. CHQ and LIQ are both USA companies. Expensive for smaller library.
    - ii. Coquitlam is piloting LIQ for one year, and has evaluation plan in place. Directly support two projects: Right sizing collection shelf space; addressing complaints about series gaps (LIQ bring in external data to help with series info, CPL's MARC records don't have these details). More accessible, easy to use. Collections person has been using SQL to generate reports.
    - iii. Halton Hills planning to get LIQ. New dedicated collections person, planning for weeding etc, data informed.
  - d. What topics would you like to focus on in this group in the year ahead
    - i. Speakers? Share schedule ahead of time, so we can prepare our questions
    - ii. Q&A : Im working on this, stuck, any ideas
    - iii. When no speaker, general discussion – having roundtable questions, fun, surprises in conversation, opportunities to connect later
    - iv. Training sharing – e.g. OLA sessions, BCLA, other professional development
8. Review of Action Items
- a. No formal actions.
9. Adjournment
- a. Adjourned 2:50 pm

## 2026 Meeting Schedule

- Wednesday, January 28 at 2:00 PM
- Wednesday, March 25 at 2:00 PM
- Wednesday, May 27 at 2:00 PM
- Summer Break
- Wednesday, September 23 at 2:00 PM
- Wednesday, November 25 at 2:00 PM