Data-Driven Management and Interoperable Metrics for Special Collections and Archives User Services

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Abstract

While special collections and archives managers have at times recognized the importance of using data to drive decision making, translating this objective into reality and integrating data analysis into day-to-day operations has proven to be a significant challenge. There have also been obstacles to formulating quantitative metrics for special collections and archives and rendering them interoperable across institutional boundaries. This article attempts to focus a conversation around two issues: 1) the importance of quantitative analysis of operational data for improving research services in special collections and archives; and 2) the need for the profession to achieve consensus on definitions for ...
The W&L Special Collections and Archives Finding Aids contain descriptive information about our manuscript and photographic collections and institutional records. Links to online access are included when available. Search Finding Aids. The University Library’s two buildings, the James Graham Leyburn Library and the Robert Lee Telford Science Library serve as the University's primary venue for study, research, and work with multimedia resources. Hours & Contact. Leyburn and Telford Libraries are open 24x7 to W&L students, faculty, and staff when classes are in session. University ID cards are needed to access the buildings between 10:00pm and 6:00am. The general public is welcome between 6:00am and 10:00pm throughout the week. Interoperable databases allow a user to make a query without concern for where the data resides or how it is organized at its source location. A ‘federated view’ is somewhat akin to shopping online at a department store website-it provides access to the product a user seeks without that person having to search for or be familiar with the universe of possible suppliers. Table 2 provides a
quick reference guide to the chief advantages and disadvantages of fused and interoperable databases. The concept of metrics management is essential to process improvement frameworks such as Six Sigma. A hierarchical metrics structure is characteristic of performance management and the business intelligence methods supporting it. The hierarchy of metrics may progress from simple operational reporting to complex, derived leading indicators. Such approaches have become well established in many types of business activities, and attention is now turning to measuring IT similarly. Deadlocks are a real hindrance to SQL Server users, but database administrators can avoid them by taking steps to limit them and SQL Server auditing best practices: 3 key questions for DBAs.