

QUALITY @ AUT University Library

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QUALITY MANAGEMENT

Milestones

- ▣ Appointment of a Planning & Quality Co-ordinator, who established:
 - ▣ *Library Quality Strategy*
 - ▣ *Library Quality Framework*
 - ▣ *Internal Quality Group (IQG)*
 - ▣ *Internal Quality Assessments (IQA)*
 - ▣ *Library Communications Strategy*
- ▣ PIRI in the Library (Plan, Implement, Review, Improve)

Quality Strategy

Quality Framework

Staff Development

Internal Quality Group

Information Mgmt

Benchmarking (LATN, IATUL)

Surveys

Integrated planning & reporting

Internal Quality Assessments

EXAMPLE OUTPUTS: Individual Development Plans, Co-ordinators' forum , i-Drive & statistics, workforce planning, Customer Satisfsaction Survey, PIRI (plan, implement, review, improve), and Performance Plan & review, workflows & work-streams

QUALITY MANAGEMENT

Library Quality Strategy

Key principles:

- Demonstrate quality to stakeholders
- Quality assurance is a prelude to quality enhancement
- Collective responsibility
- Public and transparent process

QUALITY MANAGEMENT

What does 'quality' mean in the context of AUT University Library?

We see 'quality' as an organisational focus that involves:

- ▣ The planning, provision and evaluation of the delivery of services, and work practices
- ▣ Stakeholder feedback, and a continual concentration on improvement
- ▣ A co-ordinated and coherent appraisal of the relationships of and interactions between Library services and stakeholders.

QUALITY MANAGEMENT

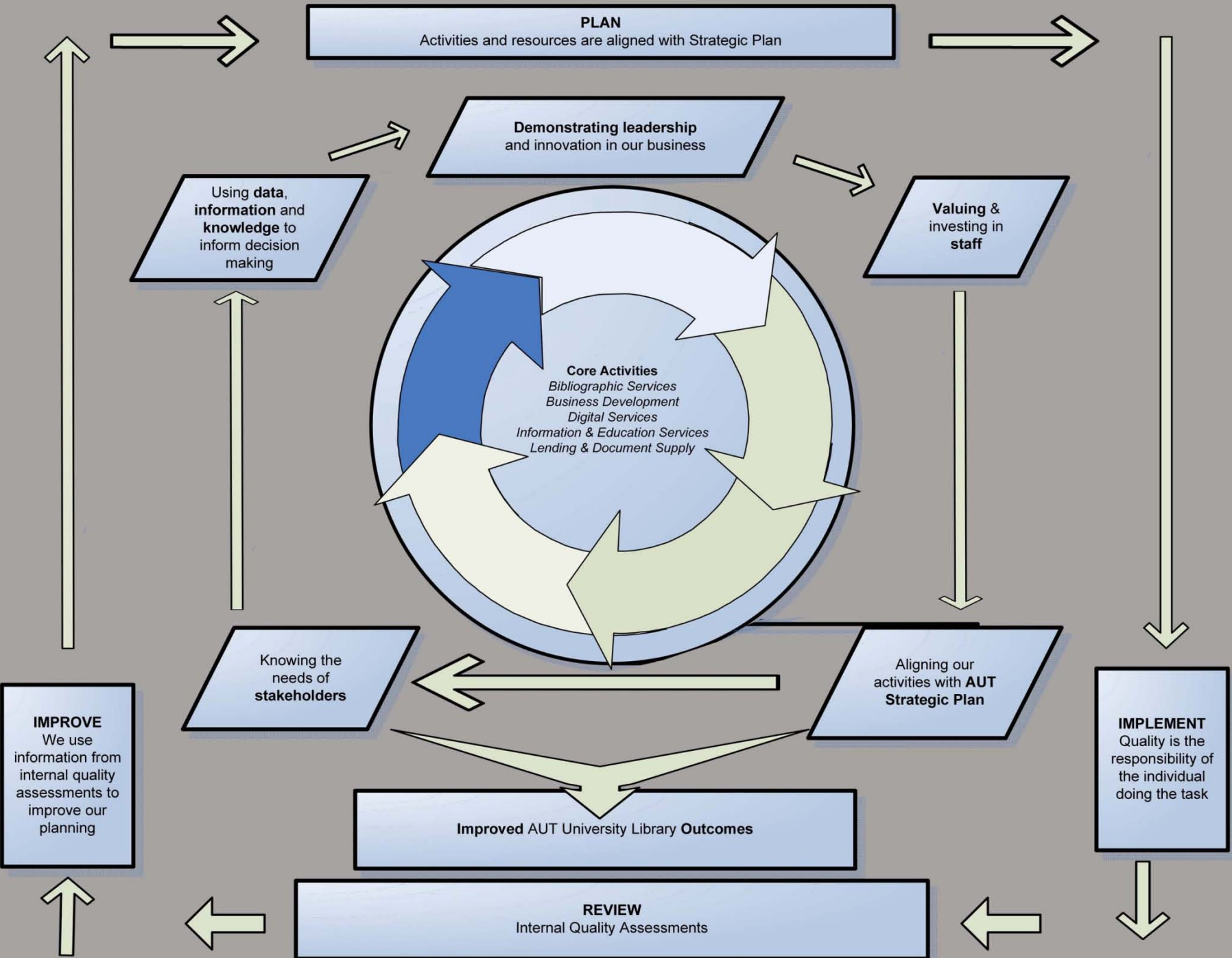
As a business process across the Library 'quality' entails looking at:

what we do,

what we do well,

what we do less well, and

what we could do better.



QUALITY MANAGEMENT

A common methodology in quality assurance is to consider 'quality' differentiated from 'standards':

- ▣ **Quality:** how good are our learning resources, our information literacy workshops, and the management of the student learning environment (and how do we prove it to people outside the Library)?
- ▣ **Standards:** how good are our business processes, business criteria, and workflows (and how do we prove it to people outside the Library)?

These questions help to embed 'quality' across the Library.

QUALITY MANAGEMENT

- ▣ Strategy – intention and vision
- ▣ Framework – tactics to put strategy into practice

QUALITY MANAGEMENT

Library Quality Framework

- ▣ Communication Strategy
- ▣ Staff Development & Appraisal
- ▣ Internal Quality Group
- ▣ Information Management
- ▣ Benchmarking
- ▣ Surveys – Customer and Staff Satisfaction
- ▣ Integrated Planning & Reporting
- ▣ Internal Quality Assessments

Thank You!

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