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From big change to no change: discovering lean through action

This paper describes the processes and actions undertaken by one University Library in South Australia that lead to significant change through the implementation of best-practice approaches including quality assurance, lean principles and a team approach to service delivery. The University of South Australia Library has reengineered reference, lending, and external and document delivery services into multi-skilled, client focussed teams across five campus libraries. The focus of the Teams in Access and Enquiry Services is on facilitating access to resources and services and responding to enquiries consistently across all locations and service points, and within agreed performance measures. This presentation will demonstrate how strategies more usually applied in a business and/or industry environment have enabled the University of South Australia Library's Access and Enquiry Team to quickly and efficiently respond to the diverse needs of the students and staff of the University in a rapidly changing environment.

Christine is the Manager Access and Enquiry Services at the University of South Australia Library, a position she has held since October 2003. She has been actively involved in the change management processes described in this paper.