

A Quality Assurance and Benchmarking Framework in an Academic Library

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Introduction

- Increasing global competition
 - ADRI Framework
 - Quality Assurance Program at Curtin Library
 - Planning Framework
 - Performance Framework
 - Benchmarking ≠ Comparison
 - ADRI Benchmarking
 - Benchmarking LibQUAL+™ example
- 

Increasing global competition

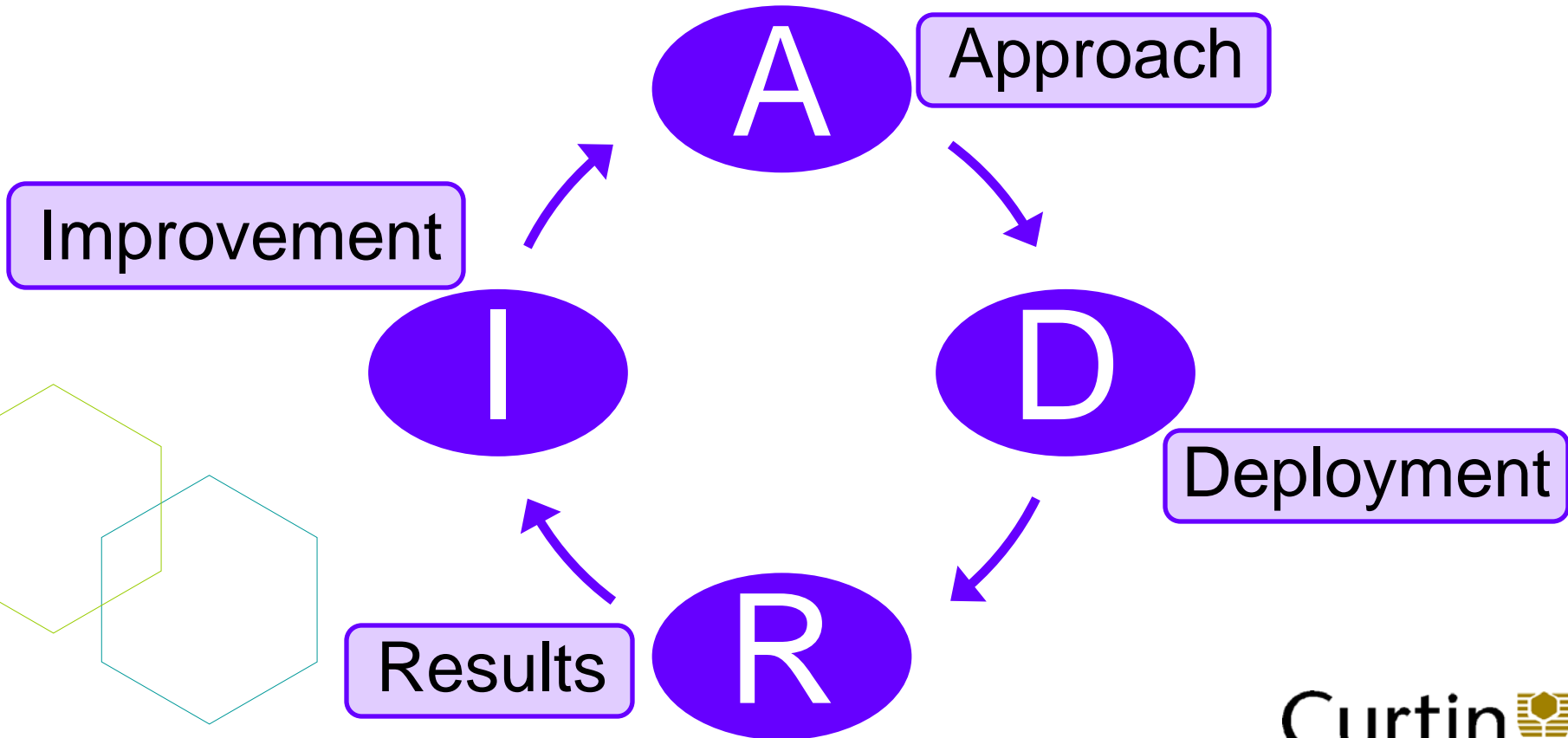


Leuven,
Belgium

Perth,
Australia

Australian Universities Quality Agency (AUQA)

ADRI Framework

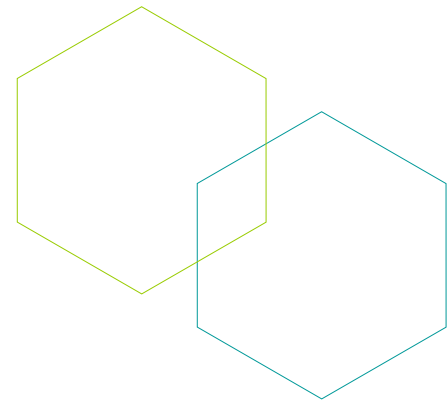




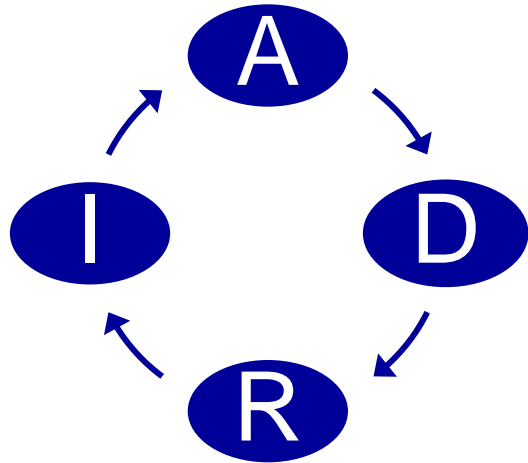
Quality Assurance Program at Curtin Library

Two frameworks:

- **Planning**
- **Performance**



Curtin Library Quality Assurance



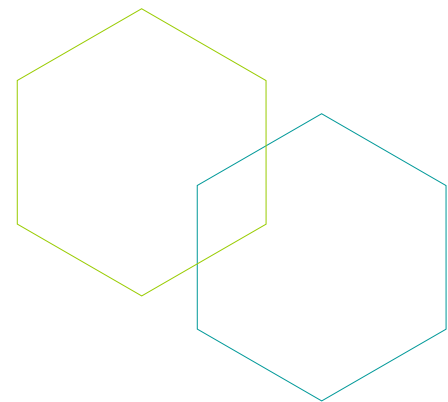
Planning Framework

A 5-year and Annual Plans developed

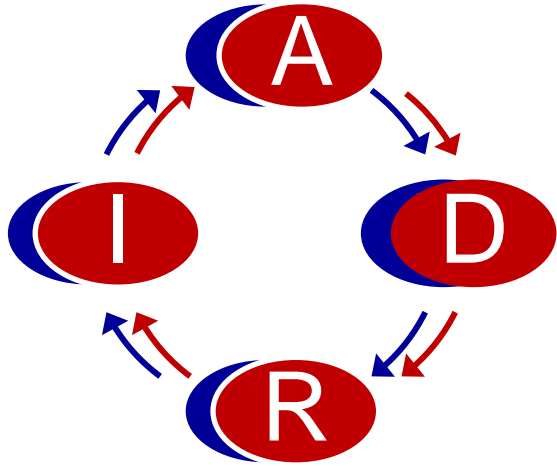
D Plans actioned

R Quarterly reviews and reports

I Corrective action taken; ideas for future initiatives identified

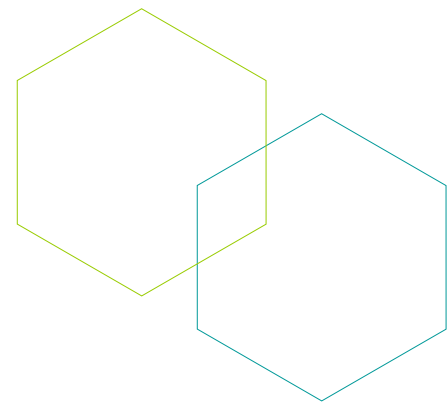


Curtin Library Quality Assurance



Performance Framework

- A** 3 to 5 year targets and measures determined
 - D** Data collected
 - R** Performance reviewed
 - I** Ideas for future performance improvement identified
-





Benchmarking

The formal and **structured process** of searching for those practices which lead to **excellent performance**, the observation and exchange of information about those practices, the adaption of those practices to meet the needs of one's own organisation, and their **implementation**.

Meade, Philip H. (1998) *A guide to benchmarking*,
University of Otago, Dunedin.

Benchmarking ≠ Comparison

Benchmarking

Systematic

Targeted

Continuous, sustained

Performance improvement

External

Comparison

Opportunistic

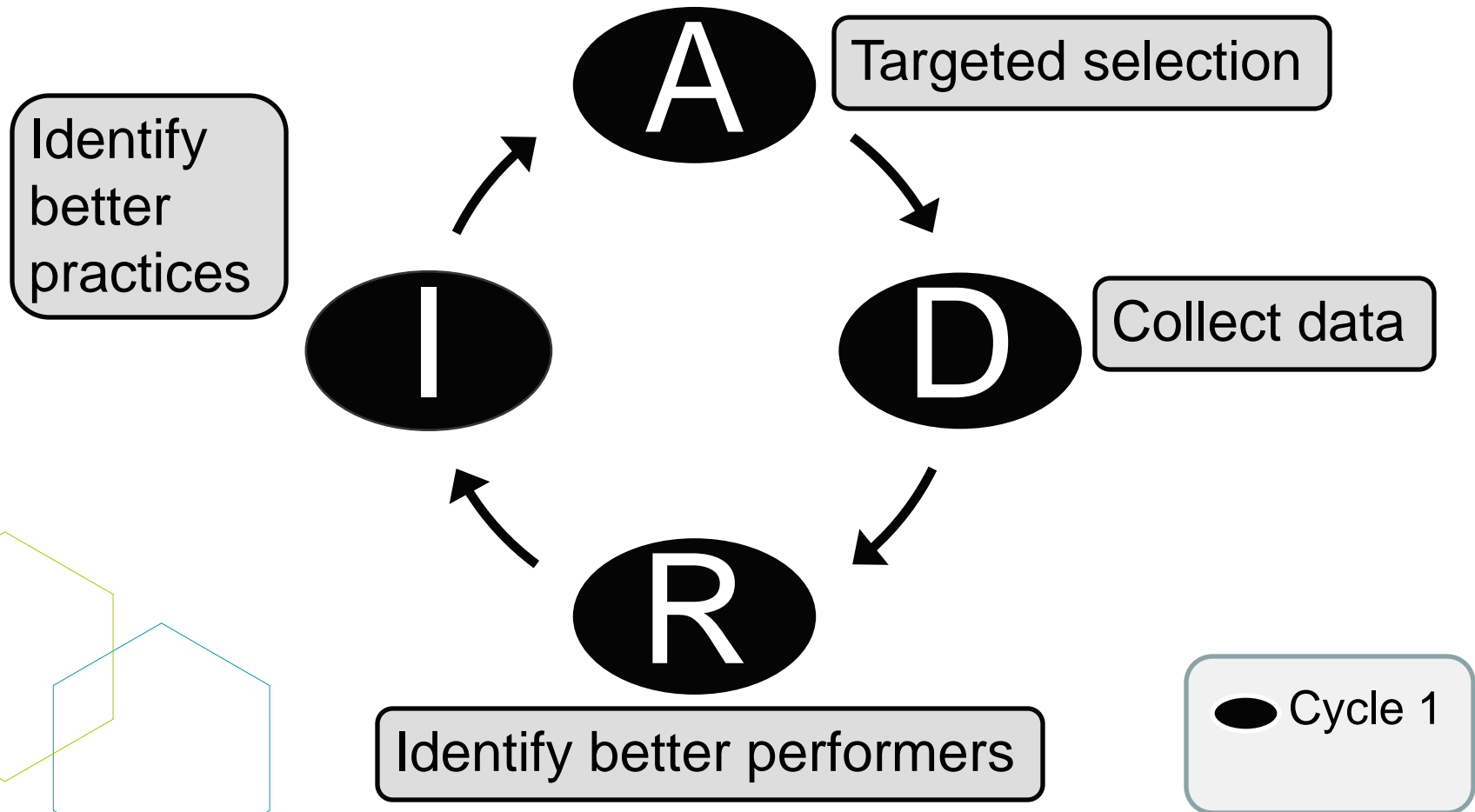
General

One-off, ad hoc

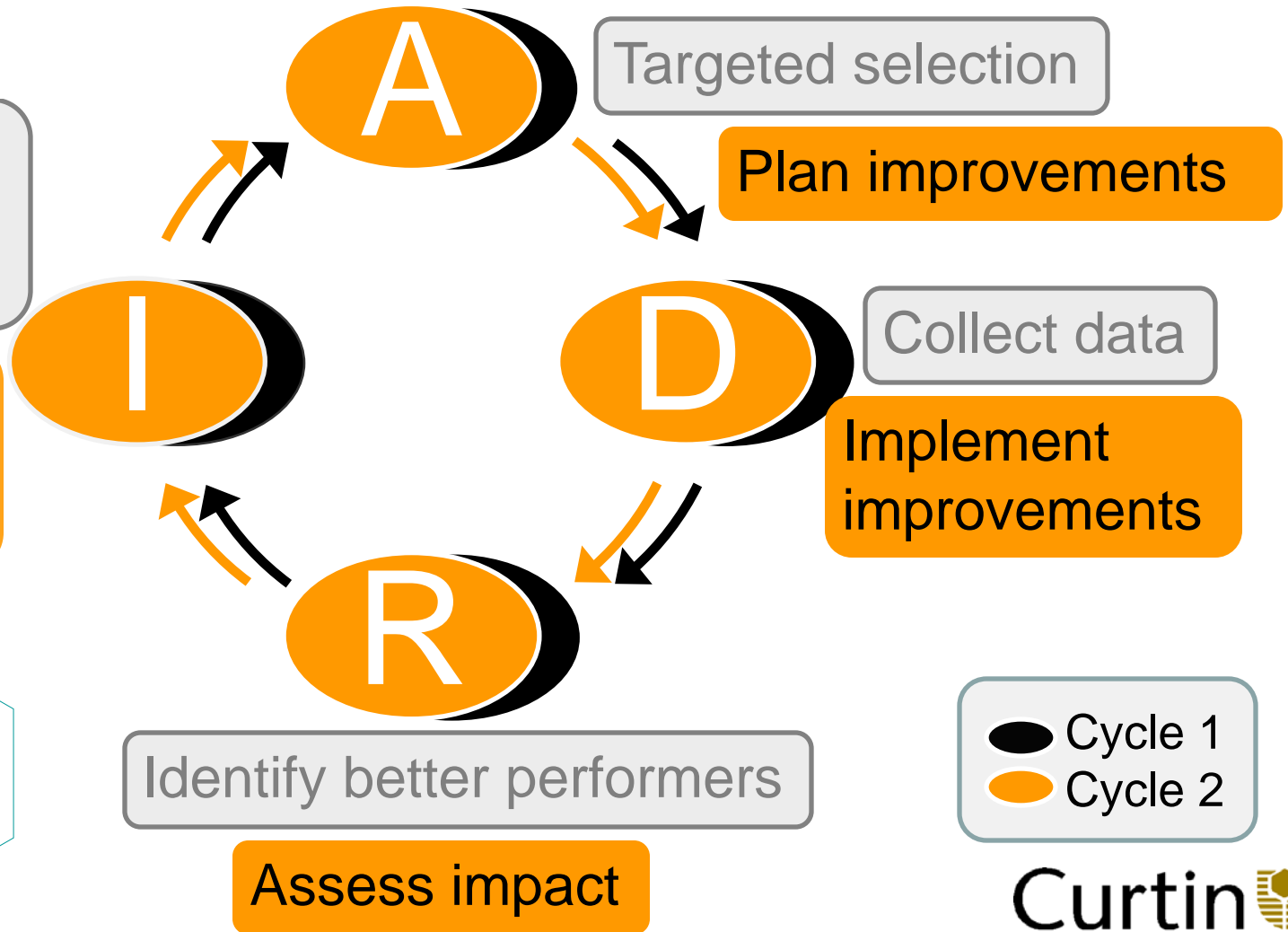
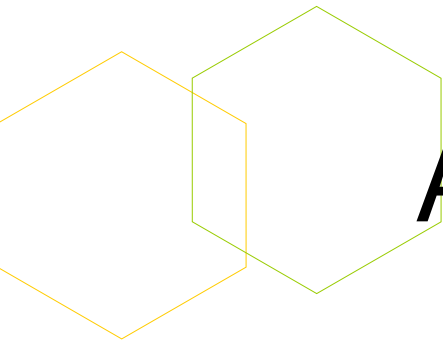
Performance rating

Internal

ADRI benchmarking



ADRI benchmarking




Benchmarking LibQUAL+™ example

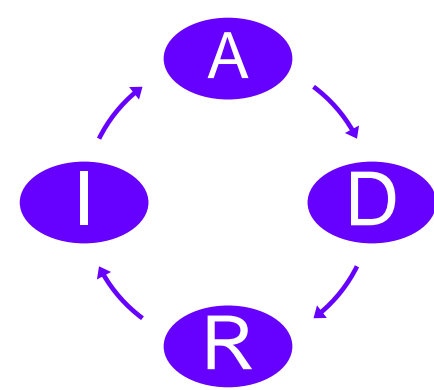
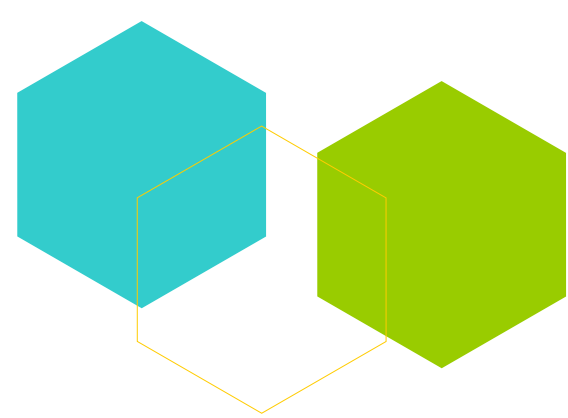
Library as place

	1	2	Curtin	4	5
Inspires learning	6.18	6.34	6.40	6.34	6.26
Quiet space	6.40	6.67	6.80	6.57	6.42
Comfortable and inviting	6.76	6.85	6.96	7.02	6.95
A haven	6.65	6.74	6.78	6.69	6.59
Group spaces	6.48	6.58	6.29	6.29	6.67
Overall	6.57	6.82	6.76	6.83	6.82



Summary

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Questions?

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