

# Networking Excellence

an invitation to the  
IATUL Special Special Interest Group on Library Organisation and Quality Management  
(IATUL SIG LOQUM)

IATUL Conference Leuven 2009



## The Initiative

August 2007

To complement the traditional IATUL annual conferences and to overcome the unavoidable time limitation of a yearly meeting, special interest groups are meant to provide a continuous opportunity to create new approaches to challenges in librarianship by joint international efforts.

Each task force will focus on a particular subject area and defines its own terms of reference, together with long and short term goals. ...

April 2008

IATUL SIG LOQUM kickoff meeting at the IATUL Auckland conference:

- Set up a wiki for communication
- define a mission statement as a basis for further action



# IATUL SIG LOQUM Mission Statement 1

SIG LOQUM is the IATUL Special Interest Group on Quality Management and Library Organisation.

SIG LOQUM wants to foster the development and application of high quality QM methods in order to improve and maintain excellence in library services, interacting with other organisations, and generally sharing ideas and establishing a network of interested colleagues from diverse vocational settings.

Our members are library professionals from IATUL member institutions.

What brings us together is a shared understanding that improvement of service is a process of combined efforts, and when done properly it has the power to transform the quality of efficiency and commitment of an institution and the persons' therein.

SIG LOQUM provides practitioners, researchers, and others having a common interest in quality management and library organisation with opportunities to organise and interact professionally. Priority target audiences include members of SIG LOQUM, IATUL Board members as well as key staff across IATUL.



## IATUL SIG LOQUM Mission Statement 2

As part of its ongoing efforts to gather and report information, thus stimulating the exchange and dissemination of ideas, a range of communication channels are available to support the work of SIG LOQUM. These include

Coverage in regular IATUL internal communications

IATUL website (<http://www.iatul.org/sig-loqum>)

Use of the SIG LOQUM wiki (<http://wiki.iatul.ub.tum.de/iatulwiki/>)

Progress reports against various quality management initiatives across IATUL

Visits and face to face meetings

Editorial contributions to IATUL publications

SIG LOQUM offers the unique IATUL community to address concerns and raise awareness about the impact of quality management and efficient library organisation.



## Next Steps: Identification of action lines which could be

- Compilation of descriptions of QM-systems, relevant for libraries
- Concept for mutual auditing of libraries with similar structure and size
- Concepts of SIG-LOQUM support for libraries due to introducing a QM-system
- Compilation of a description of organisational structures in libraries
- Guidelines for analysis and improvement of library organisation
- Team oriented processes
- Budgeting and Fundraising
- and many others



## How to do – Identification of action lines



### Survey among IATUL member libraries

1. do you use a quality management system (TQM, ISO 9001, EFQM, CAF, LibQual, others) in your library?
2. what range of evidence do you use to base library planning decisions upon (e.g. users' opinion surveys of library services, focus groups, external input (and who is the external), internal assessments etc.)?
3. do you want to introduce quality standards in your library and why?
4. what help/assistance would you like concerning quality management?
5. how would you like to contribute to IATUL SIG LOQUM?



# IATUL Survey on Quality Management

Info about survey sent to contact persons	240	
Persons accessing survey URL	50	20,8%
Persons completing survey	30	12,5%



# IATUL Survey on Quality Management

1. do you use a quality management system (TQM, ISO 9001, EFQM, CAF, LibQual, others) in your library?

Answer Options	Response Percent	Response Count
No	38,0%	19
Yes, TQM	14,0%	7
Yes, ISO 9001	12,0%	6
Yes, EFQM	4,0%	2
Yes, CAF	0,0%	0
Yes, LibQual	26,0%	13
Other (please specify)	28,0%	14
<i>answered question</i>		<b>50</b>
<i>skipped question</i>		<b>0</b>



# IATUL Survey on Quality Management

1. do you use a quality management system (TQM, ISO 9001, EFQM, CAF, LibQual, others) in your library? - Comments
  - Customer Value Discovery; Customer Service Excellence Framework; Organisational Student Satisfaction Survey
  - National university quality procedure
  - adaptation of libqual survey
  - Australian Business Excellence Framework
  - In house systems
  - InSync (formerly Rodski) Client Satisfaction Survey
  - a local enquiry of satisfaction
  - own system



# IATUL Survey on Quality Management

2. what range of evidence do you use to base library planning decisions upon (e.g. users' opinion surveys of library services, focus groups, external input (and who is the external), internal assessments etc.)?



# IATUL Survey on Quality Management

3. Do you want to introduce quality standards in your library and why?

No: 2      No resources

Yes/already done so: 29      QM gives definite parameters to assess the resources and services

be at par with world renown academic library

We want to complement existing procedures with benchmarking

a tool to reach excellence standard by continuous improvement

provide staff with a benchmark for them to consider as they deliver services

Unless we understand our customer's needs it will become increasingly difficult to maintain their support

Transparency in Library System

perform benchmarking between libraries

improve our services and efficiency further

sustain high quality level

integrate with University planning



# IATUL Survey on Quality Management

## 4. What help/assistance would you like concerning quality management?

- courses, lectures and guideline
  - learn what other libraries are doing in the area of quality and business excellence
    - continuous awareness bulletin
      - Periodic workshops/seminars
        - Information about appropriate benchmarking standards
          - Support of the managements and user groups
            - A list of evaluated resources and guidelines specific to libraries would be useful
              - Best practice examples of QM in multi-campus university environments
                - seminar focusing on implementations in technical libraries
                  - Help with continuity in Resources both collections and Human
                    - Nil. We have local resources available
                      - Much



# IATUL Survey on Quality Management

## 5. How would you like to contribute to IATUL SIG LOQUM?

No Contribution: 7

We want to contribute: 19

- We can share our experience
  - Membership in IATUL SIG LOQUM; discussion
    - Participate in workshops/seminars and discussions
      - Explain the situation in libraries in developing countries, their requirements and need for quality standards.
        - contribute our experience to extend Excellence Business Models to IATUL libraries
        - Conducting Workshop for those who are interested to implement ISO-9001:2000 in their libraries and Information Centers
          - Happy to pass on progress



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# You are welcome to join!

