

**Eamon Wright and Gillian Barthorpe**

AUT University, Auckland, New Zealand

***Quality Management @AUT University Library***

Quality management at the AUT University Library has been an evolutionary process with many building blocks having been put in place since the appointment of a Planning & Quality Co-ordinator in 2006.

As there is no over-arching system of quality assurance in non-academic units at AUT, the Library has developed its own Library Quality Strategy. The Library Quality Strategy is concerned with assuring stakeholders of the quality of the provision of a range of administrative, teaching, and customer services. It should be noted that 'quality assurance' is often simply making explicit the processes that are already in existence but which are informal or implicit.

At AUT, we believe that quality is an organisational focus that involves:

- The planning, provision and evaluation of the delivery of services, and working 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

This paper will also discuss the tools that are available as part of the Library Quality Framework.

---

*Gillian Barthorpe is the Associate University Librarian, Collection Services. She was previously the Business Development Manager and in this role oversaw the appointment of a Planning and Quality Co-ordinator and the introduction of quality management in the Library in the absence of a university-wide quality assurance policy.*

*Author of the paper Eamon Wright is the Corporate Services Manager. He was previously the Planning and Quality Co-ordinator and was instrumental in implementing a quality management process for the AUT Library.*