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 Satisfaction Survey, PIRI (plan, implement, review, improve), and Performance Plan & review, workflows & work-streams
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.
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.
PLAN
Activities and resources are aligned with Strategic Plan

Demonstrating leadership and innovation in our business

Using data, information and knowledge to inform decision making

Valuing & investing in staff

Knowing the needs of stakeholders

Aligning our activities with AUT Strategic Plan

Core Activities
- Bibliographic Services
- Business Development
- Digital Services
- Information & Education Services
- Lending & Document Supply

Improved AUT University Library Outcomes

IMPLEMENT
Quality is the responsibility of the individual doing the task

REVIEW
Internal Quality Assessments
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
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