

1200 days to Beijing: lessons learnt from the HEQC pilot audit

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Getting Beyond the Starting Blocks:
Quality Assurance Issues at Academic Libraries





Counting our medals

**Building on our
strengths**





What was in place that could be used?

- Q Strong client focus
- Q Strategic vision and long history of planning and innovation
- Q Inherent sense of quality
- Q PMT and the new measurement system
- Q Staff performance management since 2000





Are there rules and standards?

**You cannot even
compete with yourself
without knowing the
rules**





What the HEQC is looking for

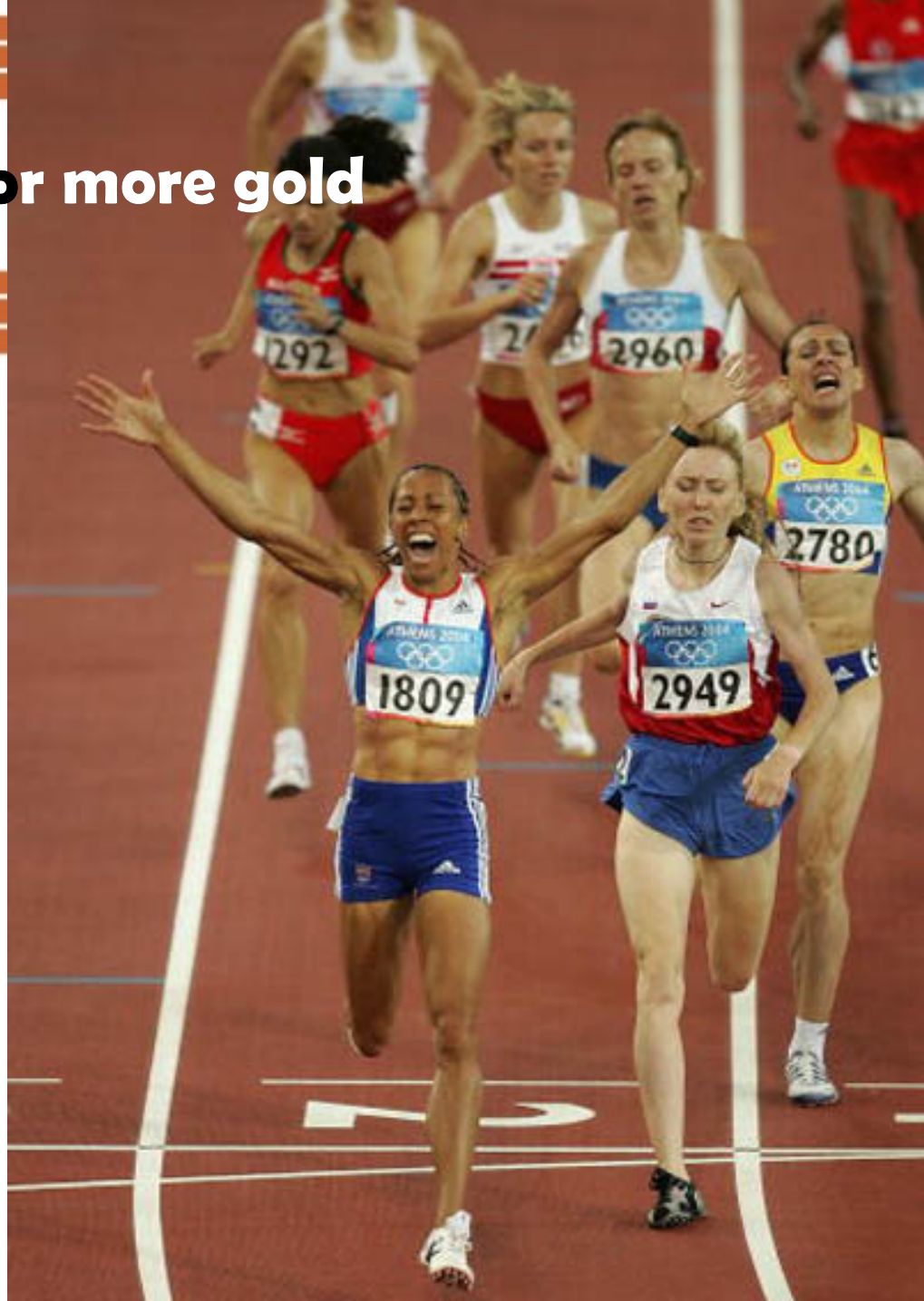
- Q HEQC's working definition of quality
 - Fit for Purpose*
 - Value for money*
 - Transformation*
- Q Investigating the quality of our quality programmes and auditing our ability to do self-evaluation
- Q A good report and supporting documentation
- Q They concentrate on the university's main processes and expect to find our contribution there





Training for more gold

What needed urgent attention?





Creating a quality agenda

- Q QM knowledge and skills
- Q Reflection
- Q Performance indicators taken seriously
- Q Client and stakeholder perceptions
- Q Benchmarking and self-evaluation





Reflection : MI Roundtables

- Q So what!
- Q What's measured gets managed
- Q PMT team started a new process of data collection and analysis
- Q MI Roundtables





Performance indicators taken seriously

- Q Not just “statistics with attitude”
- Q PI Relay Sept 2003: 18 staff members in 3 teams
- Q Performance indicators for some of the 2004 strategic goals
- Q Plotted against the Balanced Scorecard



*UP success defined as...

The University of Pretoria strives to be

- a leader in higher education that is recognized internationally for academic excellence
- a university that is known for international competitiveness and local relevance
- a university of choice for students, staff, employers
- a university with an enabling, value-driven culture
- the premier university in South Africa

**AIS contribution
to UP success ***

Requirements for PI's

- Relate to goals and objectives
- Easily understandable
- Interpreted uniformly over the institution
- Demonstrate the extent of the institution's effectiveness
- Indicate trends over time: need for consistency
- Developed cooperatively
- Consensus over their acceptability and reliability
- Relevant data must be readily available and accurate
- Should be developed as a set rather than as single units

Clients

- *To deliver an indispensable service to doctoral students and their supervisors*
- *To ensure that UP students become information literate and are able to function optimally in the information/knowledge society*

PERFORMANCE INDICATORS

Doctoral students

- Benchmarking our product/service package for doctoral students against selected local and overseas universities
- Number of D students per information specialist
- Market penetration: % D-students who are registered AIS clients
- Client satisfaction determined by a survey
- Electronic articles downloaded per potential and registered client
- Interlending requests per AIS "research client"
- Survey of usage of information organization packages such as Reference Manager: students and information specialists
- Staff readiness: survey of attendance of research methodology courses.
- Theses on UPeTD

Information literacy

- Training sessions, numbers of students
- Market penetration: % undergraduates who are registered AIS clients
- Number of library visits per potential client
- Books loaned per registered client
- Client satisfaction determined by a survey



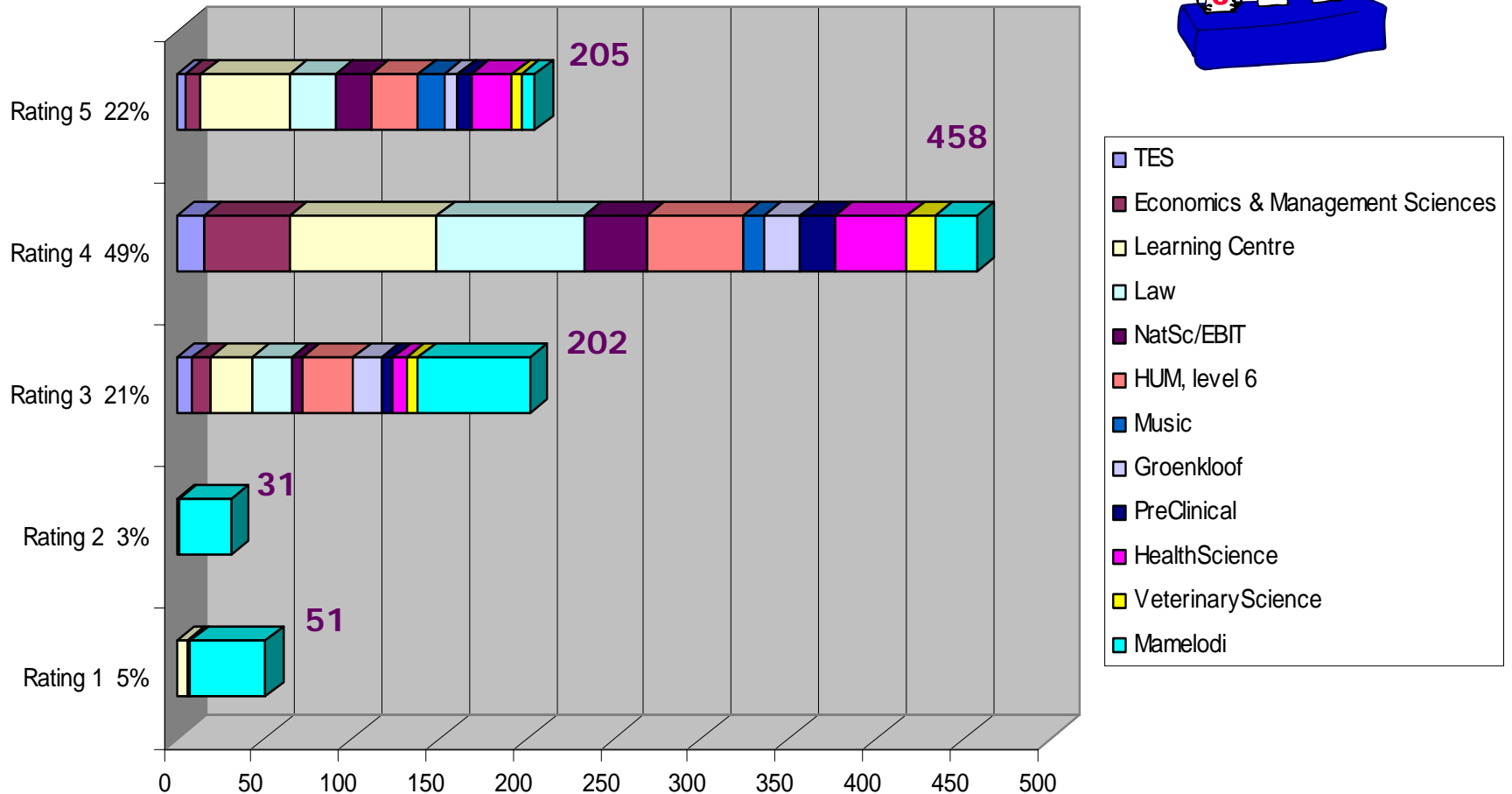
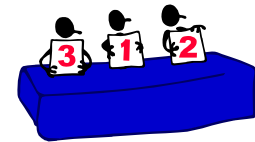
Client and stakeholder expectations and perceptions

- Q Previous comprehensive survey in 2001
- Q Meetings with our best researchers
- Q "An hour in the life of the AIS"
- Q Postgraduate students survey
- Q Teaching and research staff survey



How did they rate us [1-5]?

*RATING: 1 = Poor - 5 = Excellent
(Average: 3,87)*





Benchmarking and self-evaluation

- Q Discussions with US (2003)
- Q Planned benchmarking of Inputs with US, UCT and WITS
- Q Australian visit: Monash, NLA
- Q Self evaluation and limited audit: Oct 2004





The real games: World Cup 2006

**Our real challenge lies
within our university**



**University of Pretoria
Academic Information Service**



Five focus areas

Q Quality as excellence

- [1] Information for learning
- [2] Information for research

Q Quality as value

- [3] Lean-and mean (Meermin)
- [4] Information to the community

Q eQuality for Equality

- [5] eInformation Service





Quality as Value

Q Sustainability

Budgetary constraints
Bypassing libraries
Affordable quality

Q Return on investment

The British Library value exercise
Campus initiative
Community of interest with UNISA,
RAU and WITS





Will Oscar run in Beijing?

**Quality as
Fit for Future**





Fit for Future



Open access and digital curation



eResearch



Cultivating a quality culture



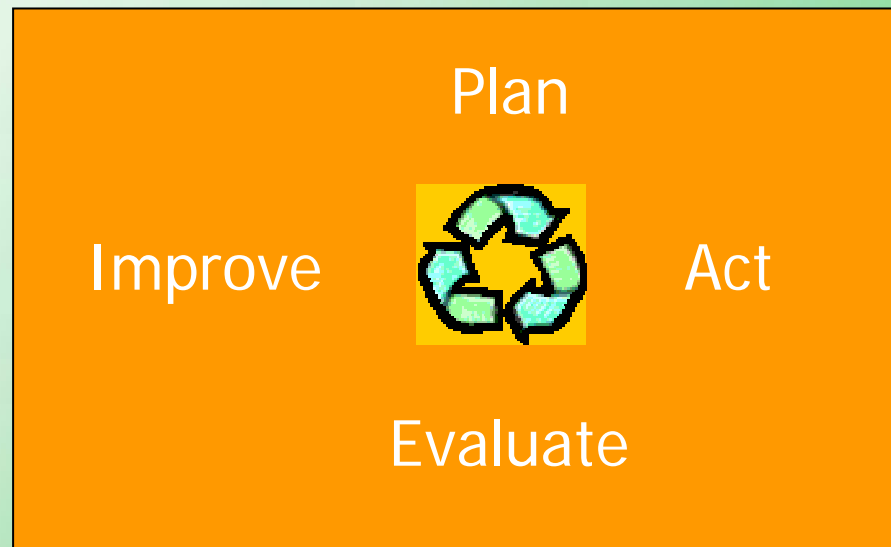
Quality Management and Strategic planning in tandem





QM and Planning in tandem

Q The Quality Cycle



<http://www-library.uow.edu.au/about/planning/qjourney.html>





Thank you!

*Please contact me if you would like to discuss these
issues*

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