

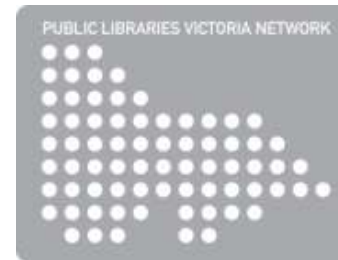
Being The Best We Can

A self-evaluation
and improvement
process for libraries

Melanie McCarten
State Library of Victoria

Euan Lockie
ACIG

Origins





Objectives

- Provide tool to help libraries evaluate service quality & impact, & inform action plans
- Consolidate previous evaluation work:
 - Collection audit
 - Building audit
 - Local history collection assessments
 - LBC public library user survey



Project approach

- Develop framework
- Pilot
- Review
- Extended pilot
- Review
- Publish
- Rollout

Pilot libraries





Three basic questions

- How well are we doing?
- How do we know?
- What are we going to do now?



Framework

- Provides criteria for evaluation
 - 5 key result areas
 - 3 themes for each key result area
- Helps organise evidence

Providing gateways to information, learning & leisure

- 1.1 Sufficiency, range & suitability of resources
- 1.2 Arrangements for access
- 1.3 Staff knowledge of information tools & user support



Building individual skills, capability & wellbeing

2.1 Lifelong learning in the library
context

2.2 Providing & promoting 21st century
literacies

2.3 Encouraging a reading culture





Developing social capital

- 3.1 Welcoming civic space & sense of belonging
- 3.2 Supporting social connections & reaching out to communities
- 3.3 Working in partnerships





Demonstrating leadership

- 4.1 Leadership & innovation at all levels
- 4.2 Planning & community engagement
- 4.3 Building organisational capability through people



Designing, managing & improving systems & processes

- 5.1 Implementation of policies & procedures
- 5.2 Obtaining & using resources
- 5.3 Evaluation & continuous improvement





Self-evaluation steps

- Decide scope
- Orientation
- Workshop – preliminary evaluation
- Refine evaluation, gather evidence
- Draft report
- Peer review
- Final report
- Follow-up presentations
- Implement improvements

Workshop





Star ratings

- ★ ★ ★ ★ ★ Sector leading, world class
- ★ ★ ★ ★ Major strengths
 - ★ ★ ★ Important strengths, some gaps
 - ★ ★ Satisfactory core service, weaknesses impact users
 - ★ Limited core services, significant user impact

Peer review





Outputs

- Documented assessment of services
- Improvement plan
- Report to stakeholders



Uses

- External
 - Tell the library's story
 - to the community
 - to the Board
 - to Council
- Internal
 - Engage staff
 - Plan
 - service development
 - new services
 - priorities





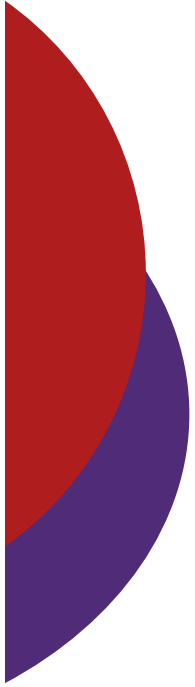
Benefits

Libraries

- Takes stock of performance
- Measures progress towards objectives
- Identifies key strengths
- Identifies areas for improvement
- Helps set action priorities

Staff

- Increases service understanding
- Increases feeling of ownership
- Engagement in planning
- Professional development



Final thoughts

- A process, not an event
- Owned, not imposed
- An art, not a science
- Size doesn't matter
- Inclusive
- Effective

Questions?



www.publiclibrariesvictoria.net.au
www.slv.vic.gov.au
www.acig.com.au