

QUALITY WORKING GROUP

Proposal for the consideration of Consortium members on a refocusing of QWG activity

Introduction

At our meeting on November 26, the group spent some time reviewing progress on the production of a toolkit to assist member libraries in the implementation of space related projects, costing exercises, benchmarking etc. The current Consortium Action Plan details some associated actions which were defined earlier in the year. We concluded that much of the work we were proposing overlaps with the work of the SCONUL Space Planning Group and the unique elements of our work would require time and effort disproportionate to the outcomes.

We also spent some time examining the remit and action plan of the SCONUL Quality Assurance Group to ensure that we weren't duplicating their work and in an effort to determine a unique area of activity for the Consortium group.

Proposal

We would like to present the following proposals for the consideration of Consortium members. This would be the key focus of the action plan for the QWG and could be broken down into chunks of discrete activity, some of which could be undertaken on a task and finish basis. Approval for these proposals was sought and gained from the December Steering Group meeting and we are now seeking ideas from Consortium members on possible further areas of work with a consensus on priority areas.

Delivering quality, customer focussed first line services:

- Audit induction of new staff/cpd – who does what, what works etc
- Audit of service charters
- Audit of newly defined roles, jds etc for 1st line staff

This could be linked with an examination of the requirements of the new Customer Service Excellence award with a view to developing a data bank which would allow members both newly embarking on this or migrating from Chartermark to share their expertise in e.g. the completion of templates.

National Student Surveys

The SCONUL Group is already doing some work on lobbying HEFCE to utilise some more detailed questions on Library Services in the Learning Resources section in the NSS. We would like to propose contacting the SCONUL group with a proposal that the Consortium Group does some equivalent work on the National Postgraduate and International student surveys.

Quality Maturity Model

We have already proposed that the group plays a role in examining ways in which the Quality Maturity Model currently being devised by Frankie Wilson might be implemented and we still see this as an important future task.

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