# UOW Library Quality Journey

## Pre 1994
- Strategic planning
- Staff development
- Performance management
- Job enrichment
- Team building
- Prospect 2001

## 1994
- **Quality, Service Excellence program launched**
  - Deputy University Librarian assumes responsibility for program
  - First QITs formed - Shelvetrek, Library Resources
  - TQM & facilitator training
  - Focus groups with clients

## 1995
- **Year of the Client**
  - Client Services Committee formed
  - Major Client Survey
  - Values developed
  - Quality Steering Committee formed
  - 2nd vision document 'Prospect 2005'
  - QITs – Client Service, Serials, Space Exploration, Ready Reserves

## 1996
- Organisational self assessment
- CSFs & KPIs developed
- **Achievement in Business Excellence**
  - Quality Coordinator appointed
  - QIT - Communication

## 1997
- AQC feedback plan implemented
- Financial indicators of performance
- Benchmarking projects commenced
- Strategic planning process reviewed
- QITs – Information Access, E-team

## 1998
- Organisational self assessment
- Review of values and the Ideal Culture
- Benchmarking - Leading & Managing Improvement
- Strategic Realignment Project
- **Finalist Australian Quality Awards for Business Excellence**

## 1999
- Review of planning framework
- Benchmarking
  - Internal Communication, Strategic Planning
  - Staff training & development, Employee Satisfaction
- AQC Study Tour
- E-Team
- Innovation policy
- Review of vision, mission, goals, CSFs and KPIs
  - New planning framework
  - Organisational self assessment
  - Vision documents reviewed and new scenarios developed
- **Awarded Investors in People standard**

## 2000
- Knowledge Management Policy
- QIT - Client Feedback
- Client Perception of Value
  - Collaborative project
- Benchmarking Wollongong City Council
- Inter-team communication review
- Client Survey
- Application for Australian Business Excellence Award
- AQC Study Tour

## 2001
- **Future Sustainability**
  - Continued Business Improvement & Innovation through ABEF, competitive and cross-industry benchmarking
  - Positioning for global course delivery support
  - Resource optimisation
  - ICSS Self Assessment
  - Australian Business Excellence Award Winner

## 2002
- Scenario planning 2010+
- Organisational realignment to optimise resources and expertise
- Review of performance indicators and executive information requirements
- Client satisfaction survey - Rodski
- Investors in People reaccreditation
- BIT - Review of Staff Perceptions Survey
- Benchmarking projects
- Costing of services within ABC models
- Client Service Charter

## 2003
- Review of Values and Ideal Culture
- Review of core training
- Investors in People Award
- Staff Perceptions Survey
- Materials Availability Survey
- Closed Reserve – Client Survey
- BITs - Portal Evaluation
  - Webserver
  - Client Feedback

## 2004
- Offshore library services review
- Organisational self assessment
  - International Customer Service Standard
- Communication of plans and policies review
- Mystery Shopper
- Client Satisfaction Survey – Rodski
- Client feedback database launched
- AUQA preparations
<table>
<thead>
<tr>
<th>Year</th>
<th>Events</th>
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| 2005 | Organisational self assessment – ABEF  
Employee Opinion Survey  
Materials Availability Survey  
Document Delivery Survey  
Quality workshops in Dubai  
University AUQA audit  
PIF review  
Mystery shopper  
ILIP recognised as effective practice by ACRL  
**Gold Award – Investors in People – Best iIP Government Agency or Institution** |
| 2006 | Scenario planning 2015+  
Library Client Survey – Insync  
Overseas Students Library Client Survey  
Chat to a Librarian – survey  
Investors in People reaccreditation  
Teaching and Learning grant  
Inclusion of two good practices in AUQA’s Good Practice Database  
**Team Effectiveness Survey**  
**Investors in People Certification**  
**Research Quality Framework Trial**  
WorkCover Audit  
library-info4u – email list  
Realignment Access & Client Services  
Three Professional Cadets  
Short Loans Survey  
Induction Kit Review |
| 2007 | Building extension officially opened  
Group study room online booking system for clients  
Improved borrowing conditions for clients  
Rollout of new online Library tours  
Remote sites given greater planning autonomy  
Improved functionality and aesthetics of client communications  
Consolidation, improvement and standardization of statistical data  
Insync Client Survey  |
| 2008 | Major review of ILIP  
Competency-based training modules for Client Services  
International Student Barometer Survey  
Review of leadership competencies  
Leadership in Business Excellence Training  
Institutional benchmarking project with UTAS  
Full deployment of the Balanced Scorecard  
New reporting format for University Executive  
Inaugural Innovation Grant  
BIT – Academic Outreach  |
| 2009 | First Australian organisation to receive silver accreditation under Investors in People  
Client Satisfaction Survey  
Scenario Planning 2017  
Main Library building improvements  
Academic Outreach  
Streamlined & integrated catalogue search facilities  
The Information Skills received the Vice-Chancellor’s Award for Outstanding Service for General Staff  
Online feedback database upgraded and replaced with Ask a Librarian  
Former University Librarian, Felicity McGregor, was made a Fellow of the University |
| 2010 | **Building extension officially opened**  
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**Consolidation, improvement and standardization of statistical data**  
**Insync Client Survey** |