

Rough Guide to

Internal Quality Assessment

October 2006

Rough Guide to Internal Quality Assessment



Q. What is an IQA of Library Teams?

A. An Internal Quality Assessment (IQA) is a discrete process designed to improve current practices within a Library Team. It is a dialogue between a Team and the Library. The intention is to:

- provide a mechanism to evaluate activities in Teams;
- provide Teams with an opportunity to evaluate strengths and weaknesses in their services, and to identify obstacles to achieving their objectives;
- propose appropriate changes for consideration by the Teams and the Library;
- provide the Library with a means of assessing Team-based systems for assuring standards;
- help the Library to identify potential areas for improvement, and to enable it to identify and disseminate "successful practice" between Teams.

IQAs are based on principles developed at Edith Cowan University. The model is represented in the diagram below.

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Q. What gets assessed?

A. The quality methodology covers the following areas:

- Core activities;
- Leadership;
- Stakeholders (clients);
- Staff;
- Alignment with Strategic Plan;
- Using data and management of information;
- Improving outcomes.

Each area is considered on the basis of PIRI: Plan (what we aim to do), Implement (how we do it), Review (what was done less well), Improve (doing things better).

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Q. Who will conduct the IQA?

- A.** The IQA Team (IQAT) will comprise an Associate University Librarian, a Team Manager, and other staff as required.

The AUL represents the Library Executive, and is sponsor of the process. A key role of the AUL is to provide a set of issues/areas of concern which the IQAT should take note of or explore, and to guide assessment away from fruitless lines of enquiry.

Managers will lead the process. Team members will assist with the process.

The Planning & Quality Co-ordinator (PQC) acts as 'quality process facilitator' (QPF). The QPF will work with members of the IQAT as required.

Involvement in the IQA process will also serve as opportunities for staff development in quality assurance.

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Q. What is the Self-Evaluation Document?

- A.** The Self-Evaluation Document (SED) is a statement prepared by the IQAT, under the guidance of the AUL, following discussion with the relevant Team.

The SED is central to the process.

Headings for the composition of the SED are:

- Core activities;
- Leadership;
- Stakeholders (clients);
- Staff;
- Alignment with Strategic Plan;
- Using data and management of information;
- Improving outcomes.

The SED should go beyond description by providing a sense of the areas (a) where developments have recently taken place, (b) where there are still outstanding areas of concern for the Team, and (c) make recommendations for improvements.

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Q. What documentation will the assessment process be based upon?

A. A range of documents is required in order for the process to be a success.

This includes:

- Self-Evaluation Document (SED);
- statistical data;
- minutes of Team meetings;
- literature produced in the conduct of Team business (e.g. handouts, leaflets, manuals etc);
- Library Strategic Plan
- desktop research on recent trends & best practices.

Documentation is to be used as a means for self-reflection by the Team.

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Q. Please explain what is meant by 'Quality Process Facilitator'

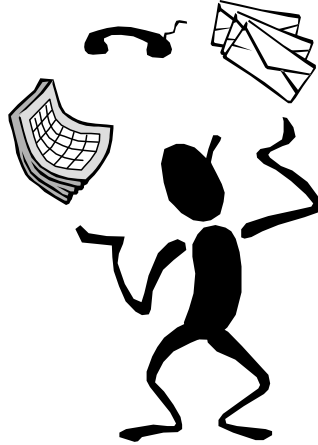
A. The quality process facilitator (QPF) guides the Team through the assessment process.

The Planning & Quality Co-ordinator acts as the quality process facilitator.

The role of the QPF is primarily to assist members of the IQAT

The quality process facilitator is not directly involved in drafting the SED.

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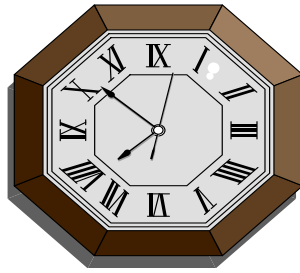
Q. Will this require a lot of resources and management; what help would be available?

A. PQC and the Team's AUL will assist the Team in preparing its SED.

Most documentation should already exist.

Teams may wish to use time during their usual team meetings to discuss their SED.

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Q. What does the overall timetable for the assessment process look like?

A. Areas of work within each team forms the basis of the schedule of assessments. Upcoming assessments will be included in annual Performance Plans.

The assessment:

- a pre-meeting is held between the IQAT and the quality process facilitator;
- the SED is written.



Following the assessment:

- the SED is considered by LMT and LE;
- the Team is also asked to submit a status report on recommendations one year after the assessment.

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