CAUL Achievement Award 2012 Acceptance

The Power of *More Than One*

Karen Tang
Associate Director Corporate Services
Curtin University Library
EXAMPLE 1

• CAUL MATERIALS AVAILABILITY SURVEY (CMAS)

• MINES FOR LIBRARIES

• ALTERNATIVES ?
EXAMPLE 2

- THE INSYNC SURVEY AND PORTAL
  FOR ANALYSING AND BENCHMARKING
  CLIENT SERVICE PERCEPTIONS
EXAMPLE 3

- LATN QUALITY ASSURANCE BENCHMARKING
- QUALITY MATURITY MODEL (QMM)
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POINTS TO PONDER

- Is “materials availability” still important?
- Is an alternative to CMAS available? worth developing?
- How can Insync portal data be exploited for the benefit of CAUL members?
- How can Insync portal best performers assist others?
- Could the LATN QA Benchmarking study usefully be implemented elsewhere?
- Where do CAUL libraries sit in the Quality Maturity Model (QMM)?
- Does the QMM provide a useful roadmap for future quality development?
- How do/should CAUL libraries assign responsibility for quality and assessment?