

## CAUL Achievement Award Nomination Form

Select the appropriate category or categories:

**COMMUNICATION & INFLUENCE**

To provide leadership in relevant higher education developments and information policy, and communicate activities to key stakeholders;

**CONTRIBUTION TO LEARNING AND TEACHING**

To facilitate the members' role in supporting and maximising learning and teaching outcomes and contributing positively to the student experience;

**CONTRIBUTION TO RESEARCH**

To facilitate the members' role in supporting and maximising research outcomes;

**INFORMATION RESOURCES & SCHOLARLY COMMUNICATION**

To maximise access to information resources and facilitate libraries' wider scholarly communication and information management roles; and

**DELIVERING QUALITY AND VALUE**

To promote continuous improvement and best practice in pursuit of internationally recognised high quality library services and operations.

**Institution:** ..... CURTIN UNIVERSITY LIBRARY .....

**Name /-Team details:**

Name: KAREN TANG	Position: ASSOCIATE DIRECTOR CORPORATE SERVICES
Phone number: (08) 9266 7152	Email address: k.tang@curtin.edu.au

**Nominees are aware of the nomination (yes / no):** ..... YES .....

**Nominated by:**

Name: IMOGEN GARNER	Position: UNIVERSITY LIBRARIAN CURTIN UNIVERSITY LIBRARY
Phone number (08) 9266 7205	Email address: i.garner@curtin.edu.au


**Achievement statement:**

(Statement not to exceed 1 page).

SEE ATTACHED.
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(Supporting documentation not exceeding 2 pages may be attached).

**University Librarian's supporting statement:**

Comments: REFER ACHIEVEMENT STATEMENT	
Name: IMOGEN GARNER	Signature: 
Date: 29/10/2012	

**Notes to nomination process:**

1. Please complete one form per individual and per team. For team nominations please list each member of the team on the one form.
2. Please make sure spelling of names, areas and email addresses of nominees and nominator are correct.
3. Nominations must be supported by the relevant University Librarian.
4. Nominations must include a statement (no more than one A4 page) which demonstrates how the nominee's contribution supports the achievement of the CAUL strategic agenda and states specific and identifiable reasons for the award nomination. This statement should be clear, concise and compelling.
5. Please email nomination to the [CAUL office](#)

## **ACHIEVEMENT STATEMENT**

Karen has made a major contribution to the achievement of CAUL's goals in delivering library quality and value. She has drawn on her experience in establishing Curtin Library's comprehensive quality framework to promote quality assurance and assist other librarians to evaluate and improve their own quality programs.

### **Curtin quality program**

The quality framework Karen developed for Curtin library was amongst the first in Australia. Karen used her exceptional analytical skills to bring together in a comprehensive, consistent, ADRI\*-based program, the library's approach to planning, performance and benchmarking, and several supporting plans. Karen has engendered an understanding of and commitment to quality among Curtin Library management and staff, moving the library's quality program away from reliance on her as an individual to an accepted, shared library responsibility. The standard and value of Karen's work was recognised by the university which featured it in the Portfolio it prepared for the 2008 AUQA assessment of Curtin.

Karen has shared the quality documentation she had developed and the process by which the program evolved with others nationally and internationally; through the Curtin Library and Libraries of the Australian Technology Network (LATN) websites and papers and presentations Karen prepared for ALIA, IATUL and the Northumbria (York, U.K.) Conference on Performance Measurement.

### **LATN**

In 2005, Karen and Leanne Levinge were engaged by LATN to undertake a benchmarking study of quality assurance within LATN libraries. The study was so useful it was repeated in 2010. The latter study found several instances where LATN members had adopted and adapted quality initiatives identified in the 2005 report. The reports, including links to sample documents referred to within them, were shared through the LATN website and Karen brought them to the attention of a wider audience through papers on them for ALIA, AARL and the Northumbria Conference.

Karen has been pivotal in furthering LATN members' understanding of two of the major performance measures in use in Australian libraries, the Insync and LibQual+ surveys of library quality, and in utilising the results of these surveys for benchmarking across LATN members. In 2008 she initiated an extended analysis of members' LibQual+ survey results. In 2010 she negotiated with Insync Surveys Pty Ltd to achieve a *Performance Ranking Report* to facilitate comparisons across LATN and CAUL libraries, and her detection and reporting to Insync of errors in its data analysis led to methodological corrections and the gratis provision to subscribers of an additional report. Karen prepared a thorough and balanced paper comparing the Insync and LibQual+ surveys, which she in turn made available to CAUL libraries.

### **CAUL**

Karen was elected a participant member of the CAUL Quality and Assessment Advisory Committee (CQAAC) in 2011. For CQAAC Karen extended her work on LibQual+ and Insync through a comparative study of the portals for these surveys, which has been used to achieve improvements to the Insync portal. She has contributed to the examination of new performance measures by assisting with a bibliography on assessing library value and impact, and completing an investigation into the MINES survey, soon to be made available to all CAUL members. She is currently investigating alternatives to the CAUL Materials Availability Survey.

### **International**

Through her conference papers and attendance Karen has brought to international attention the work on quality being done within Australian libraries. At Northumbria, she was invited to present an Australian perspective to workshops on use of the balanced scorecard and LibQual+ and her paper for the Northumbria proceedings has been selected for publication in the international journal *Performance Measurement and Metrics*. At Northumbria, she was commended for building on the theoretical work of Wilson & Town in developing a Quality Maturity model for all libraries

[\*ADRI : Approach-Deployment-Results/Review-Improve]

## **PUBLICATIONS, PRESENTATIONS AND OUTREACH**

All documents, or links to them, are available through Curtin's institutional repository:

[http://espace.library.curtin.edu.au/view/person/Tang\\_Karen.html](http://espace.library.curtin.edu.au/view/person/Tang_Karen.html)

Some documents are also available elsewhere, as noted.

### **Curtin Library Quality Program documents** (also available on LATN website)

Curtin Library Quality Program

Curtin Library Planning Framework

Curtin Library Performance Framework

Curtin Library Benchmarking Framework

### **LATN Quality Assurance Benchmarking reports** (also available on LATN website)

Tang, Karen & Leanne Levinge. 2006a. *Quality Assurance within ATN libraries: a LATN Benchmarking Project. Interim Report.*

Tang, Karen & Leanne Levinge. 2006b *Quality Assurance within ATN libraries: a LATN Benchmarking Project. Evaluative Report.*

Tang, Karen. 2010. *Quality Assurance within ATN Libraries: a LATN Benchmarking Project. Analysis of the Results of the 2006 and 2010 LATN Reviews.*

### **Conference presentations and papers**

Levinge, Leanne & Karen Tang. 2006. The impact of leadership on library quality: Outcomes of a benchmarking project between ATN libraries. *Proceedings of the ALIA 2006 Biennial Conference, 19-22 September 2006, Perth, Western Australia*  
[Paper and Presentation also available on the conference website]

Garner, Imogen & Karen Tang. 2009. A quality assurance and benchmarking framework in an academic library. *Proceedings of the 30<sup>th</sup> IATUL Conference, 1-4 June 2009, Katholieke Universiteit Leuven, Belgium.*  
[Paper and Presentation also available on the conference website.]

Tang, Karen. 2011. Quality assurance improvements in Australian university libraries. *Proceedings of the 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services, August 2011, York, United Kingdom.*  
[Paper and Presentation also available on the conference website.]

### **Journal articles**

Tang, Karen. 2012. Closing the gap: the maturing of quality assurance in Australian university libraries. *AARL: Australian Academic and Research Libraries*. 43(2): 102-119

Tang, Karen. 2012. Quality Assurance Improvements in Australian University Libraries. *Performance Measurement and Metrics*. *Publication in process.*

### **Reports**

LibQUAL+ LATN Results: Extended Analysis (2009) #

Comparison of LibQual and Insync (2011) # and ##

Insync and LibQual+ Portal Comparisons (2011) with Appendix # and ##

Return on Investment and Value of Libraries – Bibliography for CQAAC (2011) ##

MINES for Libraries: briefing paper for CQAAC (2012) ##

(# also available on LATN website; ## being made available on CAUL website)

## **SUPPORTING STATEMENTS**

**From Craig Anderson, University Librarian RMIT and LATN Member**

*I write in support of the awarding of the CAUL Achievement Award to Karen Tang.*

*Karen's work on quality assessment issues has been very helpful to me as University Librarian, and I believe to the ATN libraries as a group. Of particular note was a considered and balanced comparative paper on Insync and LibQual. Karen also coordinated an Insync ATN benchmarking study report in 2011. On two occasions (2005/6 and 2010), Karen has collated and described quality assurance improvements across the ATN Libraries. Karen's work is thorough and thoughtful and she adds much to the ATN group's quality focus.*

**From Margie Jantti, University Librarian University of Wollongong and Chair CQAAC**

*Karen joined the newly formed CAUL Quality and Assessment Advisory Committee (CQAAC) as a practitioner in 2011. While a number of nominations for practitioners were received, it was clear from the outset that Karen had much to offer; drawing on her extensive experience in quality assessment and benchmarking at Curtin and within the LATN group. She has not failed to impress. Karen is an active contributor to CQAAC, spearheading the development of an information paper on the points of difference and similarities between the CAUL Insync and the ARL LibQUAL+ surveys. This analysis provided the foundation for what ultimately became successful negotiations with Insync for the revitalisation of the CAUL Survey Portal. More recently, she has focussed her attention to an investigation of the ARL assessment tool MINES as potential vehicle to address the elusive replacement or companion to the CAUL Materials Availability Survey to address questions associated with assessing 'electronic materials availability'. The benefits of Karen's research into MINES are twofold: an understanding of this tool is low within CAUL. Karen has provided an overview of the intent and application of MINES, its strengths and limitations, which can in turn be used to make informed decisions on the veracity of the tool to address local problems. Secondly, the analysis provides some directions on how the issue of 'electronic materials availability' may be addressed at a more local level.*

*She is generous in sharing her knowledge and promulgating discourse in quality assessment and best practice. Karen is prolific in the number publications and outputs and she draws considerable attention when presenting at conferences, both locally and internationally. Karen gets things done. In an increasingly busy world, with competing demands, it is a challenge simply to address the 'day job'. Karen's contribution to CAUL through CQAAC has meant that we have access to information that allows us to get things done. I support this nomination without reservation.*