



CURTIN UNIVERSITY LIBRARY

CAUL Achievement Award 2012 Acceptance

# The Power of *More Than One*

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# 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)**



# 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?

