

First survey responses shared

Learning from each other's activities and practice

All partners across the Network have provided responses to a series of questions in the first phase of the benchmarking project. The questions related to the Library's activities and practices that support the transition of first year students to University life. Each Library has responded to these questions in relation to a specific cohort.

In reviewing the responses Project Manager, Simon Hart, has commented that "overall, amongst the diversity of programs and activities represented, a strong commitment to the needs of clients is demonstrated by all Libraries."

The cohorts all varied in size and scope. Most Libraries have reported on discipline specific groups, whereas two

have reported on groups that have distinctive characteristics, e.g. students with disabilities, and students living locally (not in residential colleges).

The administration of the project is flexible to provide time for each partner to contribute to the project. He said "We need to recognise that across the international partnership each Library operates within a different academic calendar and faces competing priorities. Just look at the richness of the responses...such great activities and practice shared."

The responses are available within the online collaborative workspace for each Library to access.

Quality forum streamed

A forum on the progress of the Library benchmarking project will be held at the University of Otago on the 16th October 2012 3:30pm NZST. This forum will be hosted by the University of Otago Quality Advancement Unit who provided seeding funding for the project.

The forum will include Howard Amos and Simon Hart from the project team, and Jon Purcell, Durham University Librarian. Howard will outline the background to the project and explain how it was established; Jon will provide a perspective on participating in the project; and Simon will present some of the projects findings to date.

This forum will be streamed live and recorded to enable the Matariki Network partners to refer to it.

The streaming link will be emailed to the partners in advance of the forum and the recording made available as a resource on the online collaborative workspace.

Summary of responses

University	Cohort	Size	Participation rate	Activity / Program
Dartmouth	New first year students	1113	45 – 100%	First year open house, a fun and lively event highlighting the people, services and resources of the library; Dimensions; International student orientation; Writing courses.
Durham	Classics	90	100%	A compulsory module, including a scholarly skills lecture and exercise embedded into course- assessment and feedback are linked to student search strategies
Otago	Local (non-residential)	430	42%	An academic orientation exercise within an interactive lecture theatre context with peer support and resource booklet
Queens	Students with disabilities	241	Not available	Adaptive technology lab services, provision of alternative document formats, reference service and extended loan periods
Tübingen	Medicine Law Education	182 380 137	Not available	Standard introduction into library usage, a modular learning programme, and invitations by lecturers into courses
Uppsala	Physiotherapy	65	100%	Lessons about Library services, knowledge organisation, advanced article search and reference management
Western Australia	Medicine	220	Online tutorial: limited Teaching session: 100%	An online tutorial (Beginner research and information network) and teaching sessions with tutors related to student assessment

A more extensive analysis of the responses is provided in Discussion document No. 2; A report of the initial survey: a roadmap for measuring effectiveness. This has been circulated to the partners for their consideration. It outlines the next stages of the project and seeks agreement on the shape and direction across the partnership. It is recommended that a face to face meeting of the partners in 2013 will advance the project and build collaboration.

Durham University Librarian visiting Otago

Contributing to quality review.

Jon Purcell, Durham University Librarian, will join an upcoming review at the University of Otago as the international panel member. The panel will undertake a quality review of the University of Otago Library's support for teaching and learning.

This review will be the first of three that considers aspects of the Library's service provision as part of ongoing continuous improvement. The second

review will consider support for research and the third will consider the Library's support infrastructure; these will take place in 2013 and 2015 respectively.

The reviews are part of the University's internal review process administered by the University's Quality Advancement Unit.

Jon will join a team of Otago University staff and students

and review the Library's services over a three day period in October 2012. The recommendations from the review panel will inform future planning in the Library.

Jon has said that he is particularly looking forward to visiting Otago, as the landmark Information Services Building, which houses the Central Library, was an inspiration in the recent redevelopment of Durham's Main Library



University of Otago, Information Services Building (opened October 2001)



Durham University, Main Library East wing (opened April 2012)



This newsletter was compiled by the Matariki Network of Universities Library Benchmarking project team.
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