

Full agenda for benchmarking meeting

There is a full agenda for the upcoming benchmarking project meeting.

The project management team has been working with the hosts at Dartmouth College to make arrangements for this inaugural meeting. The meeting will provide scope to review the project and to share in the next stages of its development. Setting the scene to build upon the

- What can we learn from the administration of the first survey?

Following this the topic and questions for the next survey will be considered.

Time has also been set aside to learn more about the assessment processes used across each Library. Each partner will be asked to

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collaboration that has been achieved thus far will also be an important focus.

The initial part of the meeting will provide an opportunity to review the first survey process and results. This will include addressing the questions:

- What did we each do with the data from the first survey?
- How do we each promote engagement in the project within our Libraries?

share examples of assessment processes and programs.

These activities will contribute to developing a shared response to the project's research question: "If we enable and support the academic endeavor how do we measure our effectiveness?"

Landmark meeting



The Leslie Center for the Humanities and Dartmouth College Library will co-host the first face to face meeting of the benchmarking project during the second week of September 2013. This will take place as part of a wider conference on Research and the Humanities. This conference will bring colleagues from the Matariki institutions in dialogue with one another about the current state of humanities-oriented research. There is a full agenda for the conference with a mix of workshops, presentations and social events. At times this will include three streams: a Humanities group; a Librarians group and a Library benchmarking group. The overall aim is to exchange ideas about current practices and best practices at each institution, and to gain an outcome-oriented view towards areas of resource sharing and collaboration.

Project progress highlighted

Two recent Library conference presentations have enabled the project team to share the development of the project and engage with the wider profession.

Details on developing the project featured in the paper "International collaboration for quality" presented at the 34th IATUL conference in Cape Town, South Africa. In presenting this paper Howard Amos, project director, mapped the initial stages of the project against the collaboration continuum. This continuum acknowledges the important stages of establishing contact to communicate commonalities. It

Information on the preliminary results of the project and its potential future direction were included in a second paper "The development of performance measures through an activity based benchmarking project". This was presented by Simon Hart, project manager, at the 10th Northumbria conference on Performance Measurement in Libraries and Information Services in York, England.

In this presentation he indicated that it is intended that further survey cycles are undertaken with a focus on activities that support wider institutional strategic

Amos, H. and Hart, S. (2013), "International collaboration for quality: A case study of fostering collaboration across an international network of University Libraries through an activity based benchmarking project", Proceedings of the 34th Annual IATUL conference. Available from: <http://docs.lib.purdue.edu/iatul/2013/papers/48/>

Hart, S. and Amos, H. (2013), "The development of performance measures through an activity based benchmarking project across an international network of academic libraries", Paper presented at 10th Northumbria International Conference on Performance Measurement in Libraries and Information Services, York, England. Available from: <http://unitube.otago.ac.nz/view?m=Bdc64xKCBP6>

also considers what occurs after collaboration, moving towards convergence, where there is potential to transform services and operations.

imperatives. By sharing more detail about assessment processes used across each library and further work on measuring the effectiveness of

Matariki Network Secretariat handover



Sarah Todd, Pro Vice Chancellor International at the University of Otago, is currently in the process of handing over the role of the Matariki Network Secretariat to Jemima Lloyd, Assistant Director, University Relations at Durham University. At this time the Benchmarking project team wish to acknowledge the support and commitment that Sarah and her team has given to the project; in particular during the initial stages of its development. Sarah has effectively lobbied to keep the project on the agenda across the Matariki Network of Universities.

activities will allow the testing of the application of a maturity model for quality improvement of library assessment practices. He concluded that this will offer a development path, and a better understanding of progress, to demonstrate value and provide evidence of successful outcomes.

This newsletter was compiled by the Matariki Network of Universities Library Benchmarking project team, with input from Elizabeth E. Kirk from Dartmouth College Library | ask.library@otago.ac.nz