

Advancing with the second survey

The Benchmarking project has advanced to the second survey cycle. The details of this stage of the project have been included in Discussion document 3 and this was released to the partners for their consideration and agreement. Following the distribution of the document a series of online meetings were held between the partners to discuss and confirm the project process and timetable.

It has been agreed to extend this stage of the project over the next 15 months to provide time for each partner to come to the project as resources allow. The timing was also scheduled to coincide with the Matariki Humanities Colloquia at which each partner can share in the development of the project and where further

information exchange can take place.

The second survey will focus on the student experience and specifically the provision of the library space that supports the student experience.

It has been acknowledged that each partner is at a unique stage in the provision of maintaining and developing the physical facilities that support the student experience. Hence, each partner is being invited to choose a specific innovation / project to share information on.

As was learnt from the first survey cycle, reporting on one service component and a single aspect of that component will help to keep the process manageable for each partner.

Meeting on the agenda



A benchmarking meeting has been scheduled at the Matariki Humanities Colloquium to be held at Otago University in December 2014. At this meeting representatives from each Library have been invited to participate in a discussion to share in the development of the project. The discussion will consider the proposed questions in the survey with a view to finalising these.

Representatives have been invited to confirm and outline the project that they will be reporting on in the survey. Following this meeting the confirmed questions will be distributed.

Each Library will then respond to these with reference to the project they have chosen to report on by the 29th May 2015.

This newsletter was compiled by the Matariki Network of Universities
Library Benchmarking project team,
ask.library@otago.ac.nz

Survey questions up for discussion

The proposed questions for the second survey have been posted to the online collaborative workspace.

Time has been allocated in the project to allow for each partner to consider and discuss these questions before they are finalised. This discussion will take place during a meeting at the Matariki Humanities Colloquium to be held at Otago University in December 2014.

It is proposed that these questions be designed to allow for sharing more information about assessment activities undertaken across each Library.

This process will provide more data to support the development of a Library assessment capability maturity model and contribute directly to the project aim of considering how we measure effectiveness.

Project reaches a wider audience

An article outlining the findings of the initial stages of the project has been published in the Journal Performance Measurement and Metrics.

It is evident that news of the project is reaching a wider

audience and others are keen to learn about the project.

The article is ranking as one of the journals most popular, with over 100 downloads since it was published in July 2014.

Hart, S. and Amos, H. (2014), "The development of performance measures through an activity based benchmarking project across an international network of academic libraries", Performance Measurement and Metrics Vol. 15 no1/2 2014. DOI 10.1108/PMM-03-2014-0010

Contacts update

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Two new contacts have been appointed to the project.

The Queens University contact is now Michael Vandenburg, email: michael.vandenburg@queen-su.ca Michael is the Associate University Librarian. In this role he provides leadership for strategic planning, development, and assessment of the library's information infrastructure.

The Uppsala University contact is now Cecilia Petersson, email: cecilia.petersson@ub.uu.se Cecilia is the Deputy Head at the Library. In this role she is responsible for areas within Communication, Information, and Skills Development.

The project team acknowledges the valuable contribution provided by the previous contacts, Michele Chittenden (Queens) and Pia Bodå, (Uppsala).