Te Whakatere

the newsletter of the Matariki Network of Universities Library benchmarking project

Queen's University hosted a rich and rewarding Colloquium

A further opportunity to learn from each other's activities and practice

Delegates standing in Alan G Green Fireplace Reading Room, Stauffer Library, Queen's University during the Matariki Humanities Colloquium, Kingston, Ontario, Canada. October 2015.
Photo courtesy of the Queen's Office of Vice-Principal (Research).

The third Matariki Humanities Colloquium, *Religion across the Humanities*, was hosted by Queen's University, 1-3 October 2015.

The event brought together scholars and librarians to share insights about the current state of their specific disciplines in an international setting, to make connections with other specialists in their fields, to examine the resources and best practices at other Matariki institutions, and to advance scholarship in the humanities.

There were two streams during the Colloquium; one for the academics to explore themes within the area of religion across the humanities;

and another for Librarians focusing on support for the humanities, in particular the digital humanities. Social events and visits to the Libraries across the Queens Campus provided opportunities for both groups to come together.

During the Colloquium a meeting of the Libraries benchmarking project was held to share what was learnt from considering the second survey responses and determine future project strategies.

Overall, 14 academics and 11 librarians from the partner universities attended the event.

Project meeting delivers

The third face to face benchmarking project meeting was held during the recent Matariki Humanities Colloquium.
The meeting enabled further shared development of the project. This involved reviewing the results for the second survey, planning for the third survey, and identifying strategies to foster collaboration including sharing project administration tasks across the Network. Specific details of these developments are included in this newsletter.

Advancing assessment practices

During the recent project meeting Librarians shared what had been learnt from considering the responses to the second survey. In doing this all Libraries agreed that they had some way to go to advance their assessment processes; with several identifying the need to identify evaluation processes and determine how results would be reported at the initial stages of planning projects.

Furthermore, a structure of the library assessment capability maturity model (LACMM) was determined, utilising the elements of the assessment cycle, identified by Bakkalbasi, Sundre & Fulcher (2012)[1].

A template of the model has been released with the survey questions and each partner has agreed to populate this with examples in each survey cycle. As the project progresses the LACMM will be developed as a living model.

The value in the shared development of a LACMM was acknowledged by those attending the meeting as a means for each library to identify a development path to improve assessment practices and overall address the benchmarking project's research question, *"if we support the academic endeavor, how do we measure our effectiveness?"*

1. Bakkalbasi, N., Sundre, D. L., and Fulcher, K. F. (2012), "Assessing assessment: a framework to evaluate assessment practices and progress for library collections and services", in Hiller, S., Kyrillidou, M., Pappalardo, A., Self, J., and Yeager, A. (Eds.), Proceedings of the 2012 Library Assessment Conference, Association of Research Libraries, Charlottesville, VA, pp. 533-537.

Engagement extended

Several ideas to extend engagement across the Network were agreed to at the Queen's Colloquium.

The first idea involved setting up an email list to facilitate information sharing and provide an archive of these discussions. This was launched in November with the University Librarians and those in quality roles in each

Library signed on to the list (MUNLIBS).

The second idea was to make better use of online video conferencing; in particular to foster networking of staff in similar roles across the Network libraries. The aim here is to advance sharing expertise and engagement in discussion on points of interest.

Third survey underway

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Network Libraries have agreed to proceed to a third benchmarking survey on the topic **Planning for change to support research, not in isolation but in partnership with others**

Each Library will now respond to the survey questions with regards to a specific project that is representative of overall service provision; with responses due by the 6th May 2016.

The survey timetable has been adapted to best accommodate differing academic calendars and scheduled to allow for discussion of the results at the next face to face benchmarking meeting to be held in Durham between the 5th and 7th September 2016.

Quality Matters

Collaborations continue to converge beyond the Colloquium

Several ideas and innovations that were shared during the Colloquium at Queens' have started to take hold across the Network.

Benefits from the start

A key learning from the benchmarking meeting for the libraries was that they need to plan the assessment processes at the start of projects. To enable this Otago have already made a change to their project planning framework.

In learning about UWA's 'project on a page' during the meeting at Queens, Otago have adapted this into a Business improvement proposal form. This new form is the initial project document where business improvement owners are required to identify the project deliverables, outputs and benefits. If the proposal is approved by the Library executive then as the project develops a benefit realisation plan will also be a required document in the process. The benefit realisation plan will outline how the benefits of the project will be measured and reported.

Assessment plan a priority

UWA have also taken steps to embed assessment at the start of planning. With the redevelopment of the Reid Arts and Business Library about to commence, Jill Benn, University Librarian, has given the directive that an evaluation plan must be developed as part of this project so that performance measures are planned and linked to the project outcomes and strategies.

The assessment plan is drawing upon the JISC Designing Spaces for Effective Learning: A guide to 21st century learning space design.

Rare book links partners

During the social events at the Colloquium Professor Andy Beresford, from the School of Modern Languages and Cultures at Durham University, and Cecilia Petersson, Deputy Head, Subject Library Division of the Uppsala University Library shared in a discussion on the Cancionero de Upsala, a book of Spanish music printed; of which Uppsala University Library holds the only known copy.

Professor Beresford commented that "this is actually a rare early printed edition…. and it's important because it's the only 15th Century poetry collection with full musical notation." Consequently, he is making a special visit to Uppsala University Library in December 2015.

During his visit he will present seminars about his research, the impact of the book, and others held in the Library collection. He will also take part in meetings to promote awareness of how to establish different projects and co-operations across the Matariki Network.

The book has been made available online as part of Uppsala Library's digitisation program. Refer http://urn.kb.se/resolve?urn=urn:nbn:se:alvin:portal:record-55063.

New contacts join project

Jennifer Taxman at Dartmouth College Library is replacing David Seaman as the project contact for Dartmouth. David has recently taken up the position of Dean of Libraries and University Librarian at Syracuse University. In her role as Associate Librarian for User Services, Jennifer leads the user services program, including: access and delivery services; education, outreach, and marketing activities; and information, research and liaison services across the library system.

Katie Mills and Alissa Sputore at University of Western Australia (UWA) are replacing Dawn McLoughlin as the project contact for UWA. Dawn remains in her role as Associate University Librarian, Research and Learning Support at UWA. Alissa and Katie share a dual Assistant Library Manager role with responsibility for the development of strategies to communicate, market and assess the effectiveness of the services, resources and initiatives of the University Library, as well as to develop capacity and enhance performance in these area. Alissa and Katie report through to Dawn in this new role.

The project team acknowledges the valuable contribution provided by the previous contacts.

Optimum time to document the role

A benchmarking project contact role description has been written up and distributed to those who represent their library in the shared development of the project. The description provides a background to the project and outlines the tasks and responsibilities expected of each of the project contacts. Project manager, Simon Hart, commented that "the role has evolved as the project has developed; we now have an annual survey cycle process, and with a number of new project contacts on board this is the optimum time to document the role."

New newsletter in 2016

As collaborations across the Network of Libraries are developing beyond the benchmarking project it has been decided that this will be the last project newsletter per se.

The newsletter will continue to profile the benchmarking project but will be extended to include information relevant to the wider Network of Libraries.

To date the newsletter has been produced by the project team at Otago. As part of sharing the workload for administrating the project UWA have generously agreed take over the responsibility for producing the newsletter.

This role will be shared by the new project contacts at UWA, Katie Mills and Alissa Sputore. They will use the MUNLIBS email list to solicit content from each Network partner.

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