KEY: Lending Services
Collection Services
Information Services
LMT (Library Management Team)
Reflection - all

Judgment Questions	What do we do well?	What don't we do so well?	Suggestions for improvement?	What have we done since? Did it work? What next?
KEQ 1 How well do students achieve?	Student searching Direction – Subject Librarians Library hours Accessibility to computers Good customer service Provide appropriate resources in a timely manner: Identify – Purchase – Organise; Staff and Student recommendations Research tools are robust and appropriate to need – Catalogue, databases and website Responsiveness of CS to order resources Computer Room Assistants Face to face contact and support No. of online resources and subject guides Mission and vision statements Effectively manage services and resources - Strategic direction - Hours open - Resources match due to liaison relationships	Don't provide enough textbook copies to meet demand and student needs Hours that L2 Info Desk is manned Opening hours 24/7 distance support Distributed site support Short course/non-base support Opening hours match	Purchase less supporting texts and order more required texts Lease textbooks Lobby to extend opening hours (with appropriate staffing) Amend some opening hours e.g. 10.00am-10.00pm 2 days a week Less reliance on network and more support available online Use of Emit/Facebook Interactive video guides Library packaging EHIS Marketing Promotion of quality library services	**Student friendly environment** for those 1st time tertiary students – children, cellphone zones, diverse staff – multi lang skills, limited fines, artwork Space & computer access for our local students to study away from home, Artwork, Learning Commons project. Library student focused – all staff helpful Displays reflect more than just this lib – Mental Health – new Super city libs etc Resources include wider interests - Pasifika readers, NZ lit, Colour coding - lang resources to match SLC **Subj librarians** key to access lib resources, info lit classes, support research needs at all levels – incl Interloans, Endnote APA, **Prof Dev** – planning structure for all staff Feedback from sessions to improve quality **Student Surveys** – tweaked each semester to monitor changes **Project shift –** reorganisation of resources integrated and now located on one level, discarded those that no longer met needs. Signage changed. Feedback good :– video loans up by 32%- Anecdotal accounts of discovering more resources

				Recommendations from project– annual weed, assess TLRC, evaluate usage of cassettes **Hours:** Monitoring number of students using VA library – if more, present case for funding for longer hours. 2x late nights for pt time students **Resources (**shifting to online to match institute 50:50 texbooks (online v print) and for remote sites) **:** EBL, Online standards (monitor usage to validate choices), Montie safetycare videos, EHIS, interactive map Work on streaming (etv, clickview. Work on Wimba & other online tools **Remote sites** – develop online resources, courier services – 246Queen St + lib visits & to Maritime, Floriculture, Broadway **Website** – Upgraded July to improve ease of access, Subj guides (worked with academics) Need to promote more – work on marketing **Communication** – website, Facebook, Student Portal, Articles, library sessions, work with staff
KEQ 2 **What is the key value of the outcomes for stakeholders including students**	See KEQ 1 "Optimum learning environment" concept Presentation Room (S206) Information Commons – and dept specific software available on some computers Group Study Rooms Wireless access (L2 and VA Library) Databases – EBooks - EJournals SmartCentre Cultural diversity of staff Qualified information professionals Knowledgeable staff – strong	Wireless access coverage not great Information Commons – insufficient space Limited space to cater for different learning styles Distributed sites Not enough group study areas, student computers, and laptop access	Expand wireless coverage "Loan a laptop" concept Learning Commons Distributed sites service delivery development Surveys Federated Searching Service Level Agreements See KEQ 1	**IT responses to earlier surveys: -** Wireless coverage – to be extended to all floors Trial laptops Increased computer numbers x12, 6 on Level 2 ,Level 4 - quiet study **Resources** (as above – EHIS EBL etc) **Project Shift** **Learning Commons** project to identify ways to create a more informal learning spaces with flexibility for group work **Surveys** – to identify the "what" needs changing To implement **Service Level agreements** with depts. **Use of conferences/ workshops** – telsig & shar-e-fest - **proactive** ,share best practice

	customer service focus Success and academic performance and lifelong learning environment Physical spaces, Info Commons, Study rooms, and Presentation Room EBL – innovators in delivery of services Resources and services match needs			and experiment **Collaboration** with other libs **Collaboration** with LTC, Student life & LSC-map, Wimba, **Marketing** - need to develop to promote lib resources **Staff** – workshops for both lib + acad staff – Prof development Teaching papers for IS team **Super city** – need to develop relationships & build on current ones – esp Otara Lib
KEQ 3 How effective is the teaching?	Search skills and instructing in use of catalogue etc. N/A Find out chat students/staff know and need to know and tailor sessions to these needs Business cases for innovative resources	N/A Sessions for students in remote sites or on courses with online-only access Online resources Video-streaming	N/A Library staff attend key meetings with teaching staff, go to classes, increase online presence, work more closely with LSC, LTC, Student Life etc. Communication	**Library increasing online presence** Work with Wimba software Website redesign – aim to be clearer, easier to use. Feedback requested – minor tweaks Surveys Streaming issue for videos – eTV & clickview? EHIS – need to evaluate success once setup Prof Registration – evaluation / reflection/ongoing improvement
KEQ 4 How well do programmes and activities match the needs of students and other stakeholders?	Books, Serials, and Electronic resources match what is taught Classes – databases use CS responsiveness to students and staff resource needs "Rush" cataloguing One Week Loan, Reference, and Desk Copies catalogued promptly "Added value" of CS processes Services and resources bought for specific courses in consultation with teaching departments Targeted sessions relevant to	Copyright expertise Finding out when/how courses change – resources also need to change Search results not useful to students and staff e.g. Some databases not specific enough Distributed sites	Use Legal and Compliance brains Develop in-house expertise re. Copyright Library news slot?? Distributed sites Subject librarians – involvement in programmed committees and other embedded activities	**Programme Development Committees** Huge investment of time by Subj librarians attending these meetings – sourcing relevant resources, developing strategies to help support students. Shift in focus this year - crucial **Copyright:** develop skills use resources incl Legal & Contracts. Contacted APRA for Creative Arts courses 2011 **Subj guides** developed in consultation with Academic staff – ongoing tweaking to match curricula. **Assignment guides** developed in collaboration with academics **Subj librns** take classes at remote sites &

	course e.g. Databases See KEQ 2			evenings when needed Inst Libn initiated &is on **working party** to identify requirements of Remote sites **Statistics** Review of databases stats to identify use & relevance to courses **Annual review** of print journals as subs renewed **Stocktakes** **Weeding projects** **Project Shift** match resources to courses **Purchasing more online** resources to support Tertiary precinct campus – e.g. legal **Ongoing communication** with staff by Subj librns – new books, catalogues, news updates
KEQ 5 How well are students guided and supported?	Very well – library usage backed by statistics Subject Librarians Provide supplementary reading, e.g. Study skills, Writing a CV, Interview skills, and Time Management. "Children-friendly" environment All new staff are contacted and encouraged to come in for a personal library tour Orientations for new students help them with finding and using relevant resources	Library physical environment needs to be updated Physical environment not well suited to learning needs of students Library signage needs work Contact with staff outside main campus sites See KEQ 1	Redesign spaces – revamp and reorder library foyer and Level 1 entrance and Level 2 foyer Front-entrance sign Communication between departments and library Online presence Need online tutorial – e.g. working with LTC to develop this Learning Commons Mobile technology	**Project manager** appointed to identify library needs -Learning Commons, Prof dev & Technology - gaps identified in these areas. Builds on successful implementation of Project Shift Use of **staff & student surveys** to ensure that needs are identified and changes relevant. Scoping exercise initiated –redevelopment of library layout. Systems librarian working with IT staff re RSS feeds etc to support **mobile technologies** (EBSCO & Proquest have mobile interfaces). **New academic staff** "captured" from lists of new appointments + staff inductions. Friendly faces of lib staff -Lib staff approachable. Aware that we need to be alert to new ways of technology & how our patrons will use it. – **Prof dev –**Support for Prof registration & study

KEQ 6 How effective are governance and management in supporting educational achievement?	Attempt to answer surveys Library policies are documented, publicly available and are regularly reviewed and are "adhered to" Equity of access is of prime concern External (within MIT) relationships: Institute Librarian e.g. Academic Board Systems Librarian – ICTS Representation on EEO, TIASA, and WorkSafe committees; Representation on Working Groups involving Jasper, Ricoh, SmartCard developments External (outside of MIT) relationships Ownership of building maintenance Lead in Health & Safety processes Library policies used in development and applications of policy and as exemplars for national training e.g. Collection Development Policy	Sometimes workloads prevent policy reviews External relationships – silo thinking?	Build review time into planning and scheduling Communication and Strategic Planning – more time needed for these two processes	Project manager appted – to identify best investment of money & to provide impetus for planning & strategic development from outside library routine work Accreditation committees talk to library staff Library staff heavily involved with Programme committees Library impact statements required for all courses Identification of needs for remote sites e.g. Middlemore & Uni of Waikato students studying on this campus Copyright advice Lib annual report Lib strategic plan APA & plagiarism .e.g. VA book Work with other libraries: Polytech group email list, networking at lib sessions