



Being The Best We Can

A self-evaluation
and improvement
process for libraries



Being The Best We Can

- Public Libraries Victoria Network & State Library of Victoria
- A tool to assess & improve services
- Adapted from Scottish framework



Pilot libraries

- Yarra Plenty Regional Library
- Melton Library & Information Service
- Bayside Library Service
- Campaspe Regional Library
- Central Highlands Regional Library Corp.
- East Gippsland Shire Library
- Goulburn Valley Regional Library Corp.
- Greater Dandenong Libraries
- Port Phillip Library Service



Three basic questions

- How well are we doing?
- How do we know?
- What are we going to do now?



Benefits

- Takes stock of our current performance
- Measures progress of our services towards objectives
- Identifies key strengths
- Identifies areas for improvement
- Helps us set action priorities



Framework

- Criteria for evaluation
- Five 'key result areas' (KRAs)
- 'Themes' explain each KRA
- Help organise evidence



Service users' perspective

1. Providing gateways to information, learning & leisure
2. Building individual skills, capability & wellbeing
3. Developing social capital



Internal perspective

4. Demonstrating leadership
5. Designing, managing & improving systems & processes

Review steps

- Decide scope
- Orientation
- Workshop – preliminary evaluation
- Refine evaluation, gather evidence
- Draft report
- Peer review
- Final report
- Follow-up presentations
- Implement improvements





Excellent

Outstanding delivery of core & enhanced services

Sector leading

World-class



Major strengths

High standard services

Any weaknesses do not impact on users' experience



Important strengths

Weaknesses do not have substantial adverse effect on users

Weaknesses are recognised & action is being taken to improve



Satisfactory provision of core services

A few strengths & examples of good practice

Weaknesses have some adverse effects on some users



Limited range of services or weaknesses in a core service

Weaknesses have a significant impact on the quality of the users' experiences

After the workshop

- Collect evidence
- Review initial assessments
- Compile draft report
- Send report to peer reviewers
- Arrange peer review visit

Outputs

- Better understanding of services
- Improvement plan
- Report to stakeholders



Report to stakeholders



Effective self-evaluation

- A process, not an event
- Owned, not imposed
- Inclusive
- An art, not a science
- And... size does NOT matter

Questions?

