USQ library continuous improvement programs

Team members of the collection management division of the University of Southern Queensland introduced continuous improvement practice in 1994.

During five sessions of library quality programs, library staff identified and suggested a number of continuous improvement projects to carry out in 1995. Following are the results from the acquistions and cataloguing teams.

A survey on 500 samples showed that the acquisitions team have searched Bibliofile and ABN data bases for catalogue records, and placed orders, for 90.7 per cent of total requisitions within 30 days of receipt. The remaining 9.3 per cent took longer than 30 days to order either because of their specialised nature or insufficient information provided.

Only 11.4 per cent of orders have been fulfilled within 30 days. Forty two percent of orders have taken longer than 70 days to materialise, with twenty three of these orders taking longer than 135 days, the longest period being 639 days. In nearly all cases, these poor performing items are pre-publication orders with overseas suppliers. The twenty best performing items were provided by a Brisbane supplier for Australian and overseas materials. Once the materials reach the library, 99.8 per cent have been accessioned within 10 days.

The cataloguing team have also made a spectacular improvement in the cataloguing tasks since March 1995. Productivity has increased an average of 120 per cent over the last six months. The Survey on 500 samples showed that the team members have completed cataloguing of 93.7 per cent new purchased materials within 30 days, by using imported catalogue records or original cataloguing. In the case of government publications and donated materials, 85 per cent of materials were catalogued within 30 days. Within 15 days, 95.7 per cent of catalogued materials were processed and ready for the library clients.

Congratulations to all team members for their good spirit and positive input.

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To network, or...

The WA School Library Section recently held a CD-ROM demonstration at St Hilda's Anglican School for Girls', where Sandra Naude, Senior School Librarian, has installed a CD-ROM network.

Sixty-five people attended the meeting which is indicative of the enthusiasm shown by school libraries in their efforts to educate and inform using the latest technologies .

Sandra described the network which includes two CD-ROM towers connected to ten work stations in the senior library, three in the junior library, one in the computer room and one in the boarders' prep area.

Sandra described why she felt is was necessary to move from stand alone CD-ROM work stations to a network, and the considerations that had to be taken into account when setting it up. Criteria included location of the network, location of work stations, network licences, selection of CD-ROMS, staff workload (as setting up and maintaining a network is very time consuming), staff training, and student training.

It was a most informative meeting and for those wondering whether to network or not, perhaps their decision making has been made a little easier.
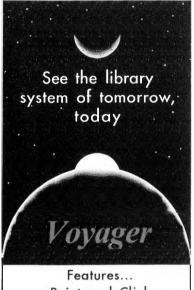
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