

A win for the library

Acquisitions (monographs and serials) and cataloguing team members of the collec-

tion management division, University of Southern Queensland, were awarded a certificate, a medal and

\$5 000 for two years continuous improvement. The team members have increased the volume of work

and taken on extra tasks, without increasing the staffing level. Recent statistics have shown 180 per cent



Taisoo Kim Watson and team members receiving the Award from the vice-chancellor, Professor Leal

A quality service

Jennifer Vaughan, Wagga TAFE Library

I attended the *TAFE libraries: a quality service?* conference sponsored by the ALIA TAFE NSW Section.

The theme of the conference was quality, with the introductory speakers defining quality and subsequent speakers describing their experiences in establishing quality systems in their organisations. Jan Gaebler declared that for her the key to implementing quality was focussing on people as the greatest asset in an organisation.

Lynn Hard, chief librarian, University College, Australian Defence Force Academy delivered the keynote address, setting the tone with his comments that in library

schools in the 1960s quality was not mentioned — probably because the position of libraries in society was valued and unquestioned.

Lynn's comments on quality are pertinent, pragmatic and well worth repeating:

- The ultimate test of the quality of a library is whether users get the information they need when they need it.
- Rather than 'cope' with budget reductions, eliminate services farthest from the library's core activities rather than attempt to provide the same spectrum of service and reduce efficiency.
- Staffing is the most im-

portant component in the organisation.

- Technology is a tool and should be dependent on a library's service objectives rather than become them.

Kathy Grgric (Griffith University) and Marion King (Holmesglen TAFE) presented papers based on their research and implementation of quality systems into their libraries. Kathy assured us that total quality management requires strong leadership but is worth the time and resources. The conference was a wonderful professional refreshment and an excellent inspiration. I enjoyed it enormously, learnt hugely, networked enthusiastically and look forward to the next one. ■

improvement in placing orders for new books and 140 per cent in cataloguing as well as processing 208 extra new subscriptions. The library clients have access to new materials and serials much faster.

All team members have attended six library quality sessions and have been encouraged to explore alternatives and improve procedures in all tasks, however small. Team members have supported and helped each other to schedule work activities and have become more responsible and accountable for their own input and output.

The \$5000 award will be used for further staff training. Congratulations to all members of the acquisitions and cataloguing team. Team members express their appreciation for the support of lending services section team and all other library staff.

Taisoo Kim Watson
Associate librarian