# Measuring our success: delivering a quality medical library service

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# Imperial College Library

- Background and context
- Impetus for change
- Challenge for the future
- Strategic directions
- Organisational change
- Monitoring activities

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**Imperial College London**

# Monitoring activities - goals

- College and external research audits and quality assessments
- College and external teaching and learning audits, quality assessments and accreditations
- Regular review of collections

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- Audit space requirements
- Revise organisation of library services and review procedures, systems, roles and responsibilities
- Develop feedback and quality assurance processes set by College and external agencies

# Activities

- Service Level Definitions
  - Key Performance Indicators
- College library committees
- Customer satisfaction surveys
- Focus groups
- Feedback

- **Service level agreements**
  - National Health Service (Northwest London Strategic Health Authority
- **Annual statistical returns**
  - SCONUL – Higher Education
  - NHS
- **HeLicon Accreditation**

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# Research and Teaching

- Research Assessment Exercise (RAE)
- Quality Assessment of Teaching (QAA)

# Postgraduate Medical Education

- Royal Colleges Assessment
- PGME Contract Monitoring

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# Delivery of Healthcare

- Healthcare Commission