St Helena Hospice

Information Audit Report

Executive Summary

St Helena Hospice was successful in bidding for project funding from the *Help the Hospice* to undertake an Information Audit of the Millie Hare Library. Two Information Audits were completed, one for staff and the other for patients and family members. The project ran from April – December 2004.

The aim of the project was to ensure that the Millie Hare Library was providing an effective and efficient service and was fit for practice in the twenty-first century

The objectives of the project were to
- Evaluate the effectiveness and relevance of current activities
- Identify gaps in service provision
- Review ways to improve current services
- Identify activities that should cease as no longer being relevant to the Hospice

The sample population for the staff survey were selected at random as cross-section representation of the workforce. In total 105 people, paid staff and volunteers, participated in the survey. The patients survey was a random selection of people, who were in attendance or using the hospice's services during a given fortnight in November 2004. A total of 19 patients and family members agreed to be involved in the patient survey. Both audits took the form of questionnaires. A team of library volunteers completed structured interviews that sought the views and opinions of the sample populations.

The Staff Questionnaire was divided into categories to reflect the work activities of the
- Awareness of the Library and its facilities and services
- Staffing
- Services
- Book stock and Reference collection
- Journals
- Videos
- Inter-library loans
- Copyright
- Content pages
- Articles
- Literature searches and databases
- Internet and website
- Open questions sought opinions on
  o Missing subject areas
  o How to better serve the community
  o Further comments

From the staff perspective the overall the responses showed that users were generally satisfied with the services provided by the Millie Hare Library.

The Patient Questionnaire focussed on the awareness, access and usage of the library and information services. Overall there was a low awareness of the Library Services and the fact that they were available to patients and family members.

Both questionnaires raised points for further investigation. For the Millie Hare Library these include raising awareness of the library service for both the staff and patients; review of journal holdings; review of video collection; extending access to library services for staff and patients; and introducing a current awareness service.

The Information Audit raised a number of points that were referred to the St Helena Hospice for further consideration. These include enabling web access to Hospice services from the Bookshops and other sites by means of computer terminal; providing leaflets about the Millie Hare Library to a range or outlets including GP surgeries, public libraries and other public places; and enabling access to palliative care information services for a wider audience

The Information Audit completed a comprehensive review of the services offered by the Millie Hare Library. As a result an inventory has been given of areas that need further investigation and various gaps in the service have been identified. The Millie Hare Library has a reputation for being proactive in supporting the needs of the users and providing a high quality service in palliative care information. It is important that the standards are maintained and that the Millie Hare Library should be fit for practice in the twenty-first century. In February 2005 a presentation was made to the Hospice Board and charity sponsors outlining the findings. A final report has been submitted to the Hospice for its consideration.

Dr Aileen Wood
Project Coordinator
Summer 2005

University of Wollongong

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Excellence
Transform

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Before QSE
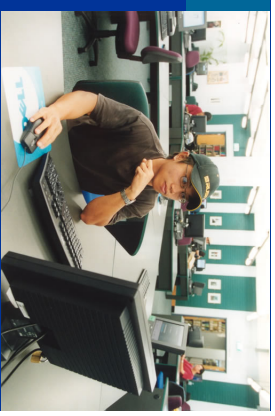
Quality and Service Excellence

Characteristic of its time:

- Conservative

- Risk averse

- Cautious

- Internally focussed

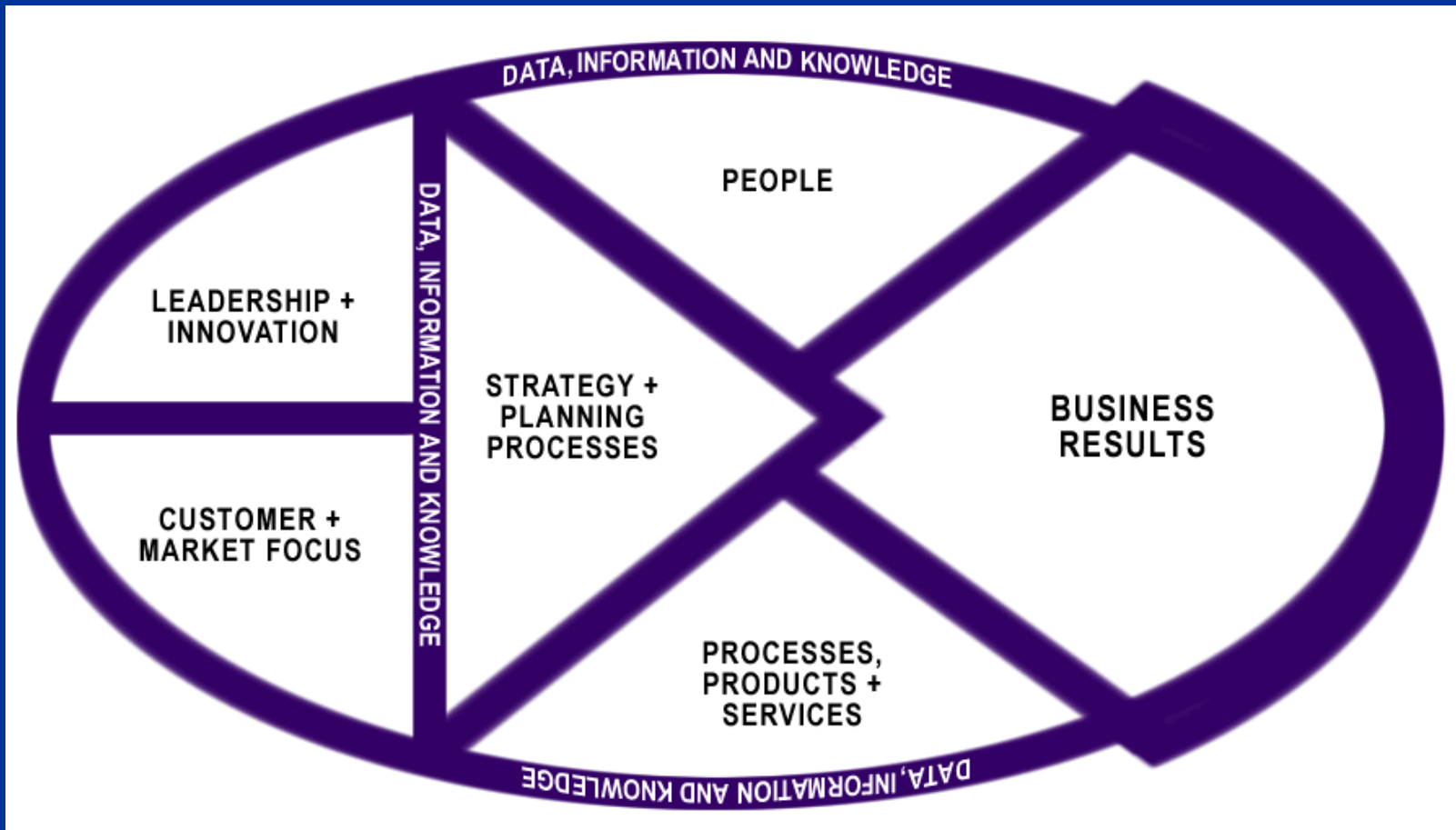Library
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Quality and Service Excellence

"The collective opinion of customers creates the library's reputation for service quality …. library managers must look for better ways to measure and describe the quality of their services …"
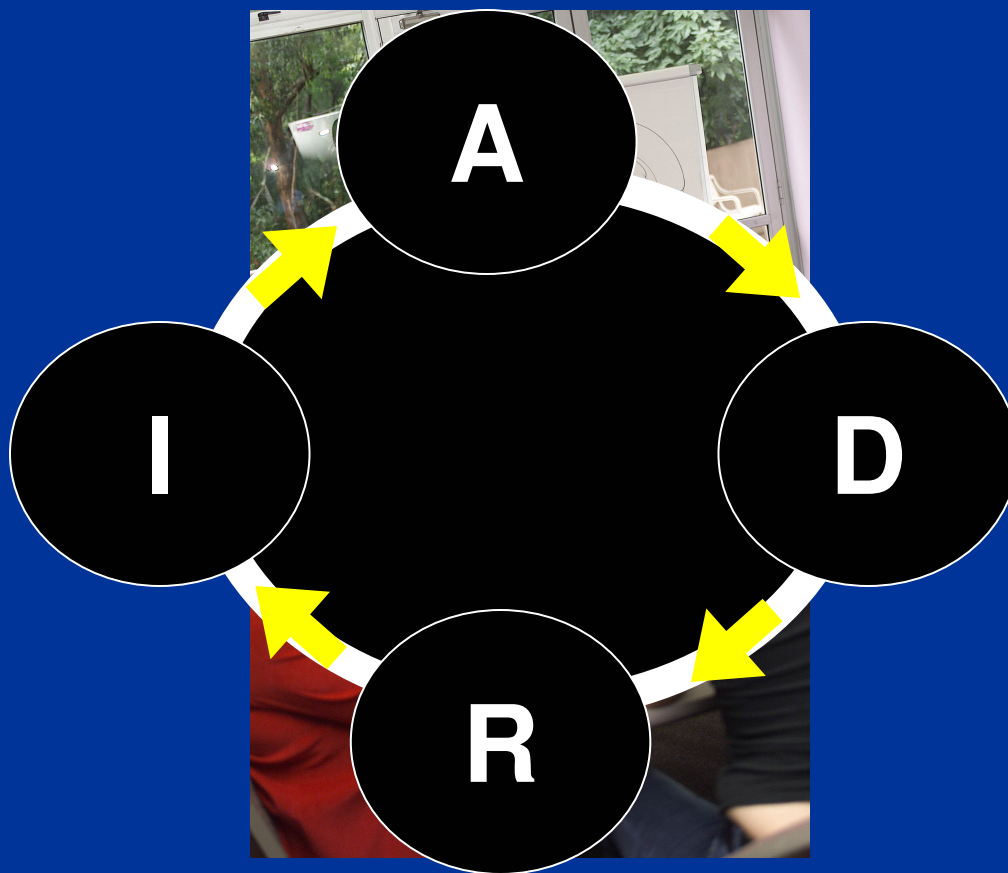
Hernon & Altman, 1998

Australian Business Excellence Framework

Quality and Service Excellence

Agenda for change

Strategies for managing quality services

- Clearly defined performance indicators – linked to stakeholder needs and expectations
- Adaptation of recognised standards of excellence
- Making quality the responsibility of everyone

Quality and Service Excellence

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Quality and Service Excellence

Values & the Ideal Culture

- Behaviours that would support *'a culture of quality, service, excellence'*

  e.g. *Initiative*: actively seeking information to improve our processes and services

- Encouraging the integration and internalisation of the Values and associated behaviours

Attributes of all staff

Quality and Service Excellence

Contributes effectively as a team member	•Shows commitment to **team improvements** by contributing to decision-making and planning processes
Channels communication effectively	•**Submits information** for reports in the required format and within set timeframes
Integrates quality into work activities	•Displays commitment to **continually improving** all aspects of work •Contributes suggestions to **improve processes and services** •Understands the management framework of **VMG, CSFs, KPI** •Endeavours to provide service to **maintain standards** and **reach targets**

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We welcome your compliments, comments and complaints feedback.
You will receive a response within two working days. Where appropriate, feedback and responses will be posted to the "Latest Feedback Responses" page. If you wish to receive a personalised response, please provide your email address.

Please move your mouse over a category name to see more information on it.

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Nature of Feedback :	Please select... ▼ (Required)
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Location :	Please select... ▼ (Required)
Client Type :	Please select... ▼ (Required)
Feedback :	[ ]
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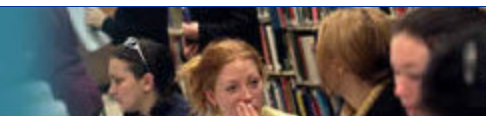
EBooks
Subject : Compliment

Feedback :
Submitted : May 26, 2005

Clients Name :ben
Faculty : Arts Location : Wollongong Campus Client Type : Other : alumni
Public : false
Type : External Compliment

I must admit that I have been knocked off my socks this morning in discovering a few e-books relevant to my research on the library catalogue. They are so easy to use and instantly gratifying that I would like to say that I support the purchase of more ebooks in the future. Do they cost a lot more or are they harder to get? What is stopping more ebooks from being available to students? Once again though, congrats on the ebooks that are available.

Response :
Date : May 31, 2005

Hello Ben
Many thanks for your positive comments on ebooks. The Library is very keen to purchase more ebooks and it is a strategic priority in order to meet the information needs of clients anywhere and at anytime. Ebook services that are suitable for use in libraries are not terribly numerous but they are increasing and we have a number of staff monitoring developments in this area in order to choose the most suitable products. I do hope you continue to find ebooks useful to your study and of course if you have any titles you think the Library should hold, please forward to us using the "Suggest an Item for Purchase" form under "Tell Us" on our website.

Ms Lyn Wailes
Associate Librarian Access Services

Additional Comments :

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QUALITY, SERVICE, EXCELLENCE

We are committed to meeting your service needs and to continuously improving the quality of everything we do.

WE WILL:

> respond to you at service desks promptly and courteously within 5 minutes
> make returned items available within 6 hours
> have 100% of obtainable items on reading lists held by the Library or on order
> have newly received resources ready for borrowing within 5 working days
> fill 90% of document delivery requests within 10 working days
> respond to urgent requests within 1 working day of receipt
> respond to suggestions and feedback which include a name and contact details within 2 working days

YOU CAN:

Help us to measure and evaluate our performance by giving us feedback, participating in Library surveys and improving our collection by recommending materials for purchase. Use the **Tell Us** link on the Library homepage:

www.library.uow.edu.au

CLIENT SERVICE
charter

Library
www.library.uow.edu.au

03/05-LW

Library Client Satisfaction Survey 2004

Results and Responses

The Library extends a big thank you to the members of the University community who took time out to say what they thought about our services and resources. The Library received 2724 completed surveys, 1716 (170%) more than in 2002. The Library has emerged well from the survey process, with students and staff indicating that improvement has occurred in the vast majority of surveyed items.

Find out more:

What you said the Library did well
The survey statement with the highest rating for Library performance was "Library staff treat me fairly and without discrimination". View the top ten in performance.

What you said was most important
The survey statement with the highest rating of importance for students and staff was "The Library collection is adequate for my needs". View the top ten in importance.

Where there is room for improvement
By comparing statements with high importance rating and low performance ratings, we can see where you think the Library can improve. Anything with a 'gap' score of greater than 2 is considered statistically significant. (In looking at the aggregated results, we only had one statement with a gap greater than 2). View the top ten gaps between importance and performance.

What the Library will do about it
See what is currently offered, what the Library is doing to further improve and tips on how to get the most out Library services and resources. View what you said and what the Library can do:

- Number of computer workstations is adequate
- Computer facilities equipment are adequate
- The Library's collection is adequate for my needs
- Individual seating is adequate
- Information resources (books, electronic, etc are easily accessed)
- Access to electronic databases is easily available
- The Library catalogue provides clear and useful information
- Photocopying facilities are adequate
- Prompt corrective action is taken regarding missing books and journals
- Opening hours meet my needs

Who completed the survey?
A total of 2724 surveys were completed and returned to the Library. This is 1716 (170%) more than in 2002. To find out more about who completed the survey, view the response table.

Quality and Service Excellence

Taking the mystery out of service excellence

Benchmarking

- Inside
- Outside
- Upside down

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Australian Business Excellence Awards

- Systematic approach to measuring & improving performance
- 3 cycles of data with positive trends
- Learning and willing to share learnings
- Culture can be sustained in the face of major change
- Set benchmarks for others

Quality and Service Excellence

Quality and Service Excellence

A persistent determination to be amongst the best in our class

Quality and Service Excellence

Key results:

- Customer satisfaction up by 15%
- 91% of customers rate the QUALITY of the Library as good – excellent
- Satisfaction with access to resources up by 26%
- Staff satisfaction up by 16%
- Processing times decreased by >50%
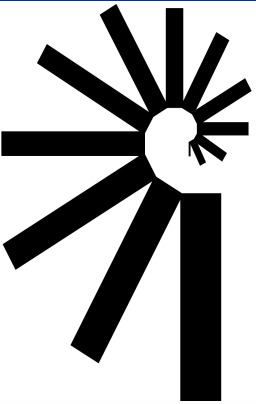- Significant cost savings $$$

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