

Library Service Benchmarking Framework

Are you too busy to improve?



The Concept...

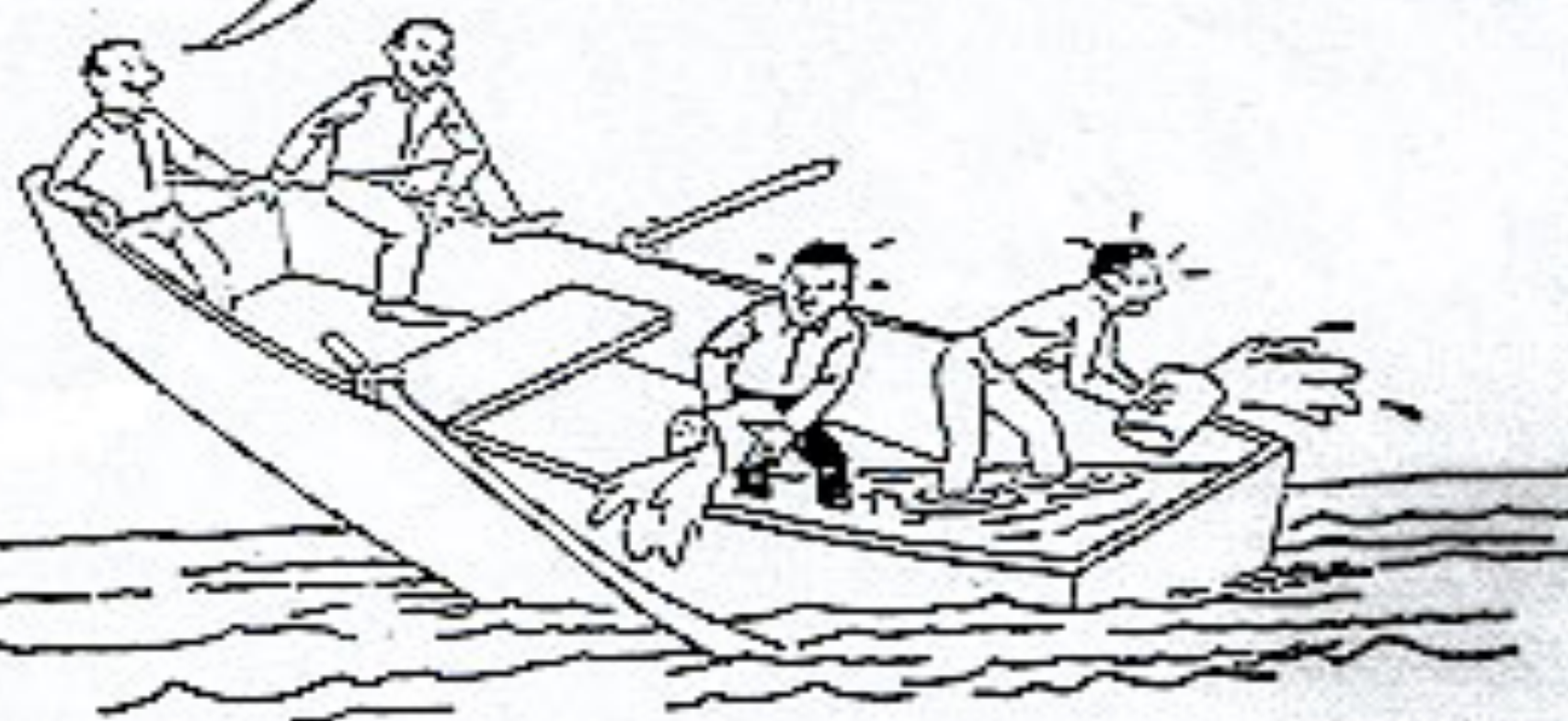
- Your improvement programme designed to help you deal well with the challenges of our time...survive & thrive!
- Encompasses recognised leading models, concepts and tools
- No assessments or 'badges'!
- No imposed improvements
- Simple!
- Flexible and adaptable – you tailor your approach
- Self-assessment at the heart
- Encourage and trigger peer-supported improvement and collaborative working
- No end to this journey!

....show us
your procedures!!

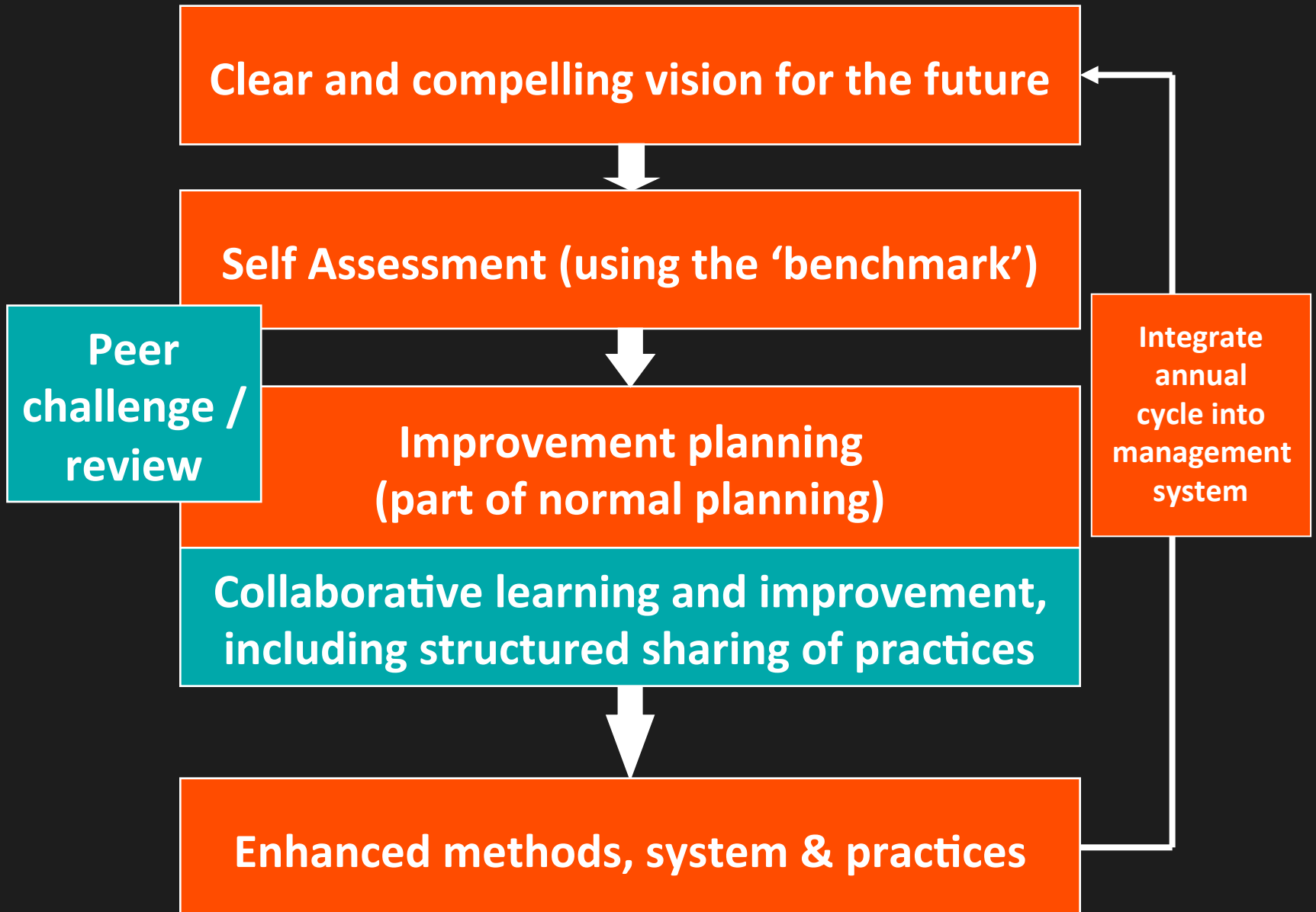
....here are your new
procedures!!



*I'm sure glad the
hole isn't in our end...*



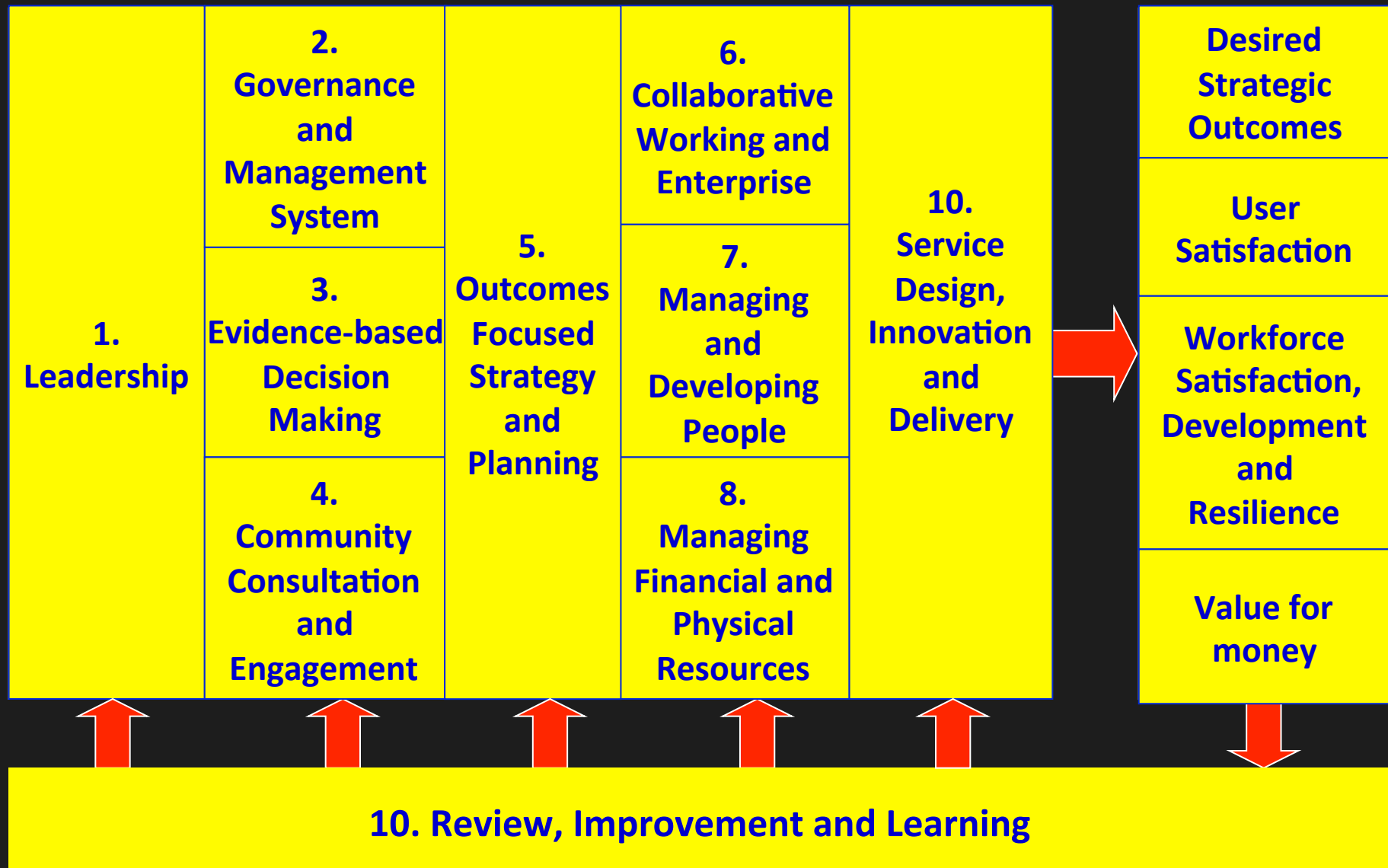
The approach...



A serene sunset scene over a beach. The sun is a bright, glowing orb on the horizon, casting a long, shimmering reflection across the wet sand. The sky is a mix of soft oranges and yellows. In the foreground, a large, dark, weathered piece of driftwood lies diagonally across the sand. The ocean waves are visible in the background, breaking against some rocks.

What for?

The Library Services Benchmarking Framework



**“If you don’t know where you are going,
any road will do!”**

Alice in Wonderland



What is Self Assessment?

- **Formal, systematic, regular review**
of
 - **All areas of the 'organisation'**
against
 - **Excellence Criteria**
by
- **A team from your organisation**
Resulting in
 - **Plans for improvement**

The underlying belief....

“All organisations and partnerships) have strengths and all have areas where improvement is necessary.

The acceptance of this in an open, mature and positive way, without fear of failure, is vital for every organisation!

Successful organisations don't worry about this or cover it up...they work on improving with a passion!”

What makes Self Assessment valuable?

- **Consensus agreement of high-level areas for improvement**
- **Builds improvement projects into service plans**
 - **Formal recognition of strengths**
 - **Other 'soft' benefits....?**

Self Assessment is not...

- External assessment done by your staff

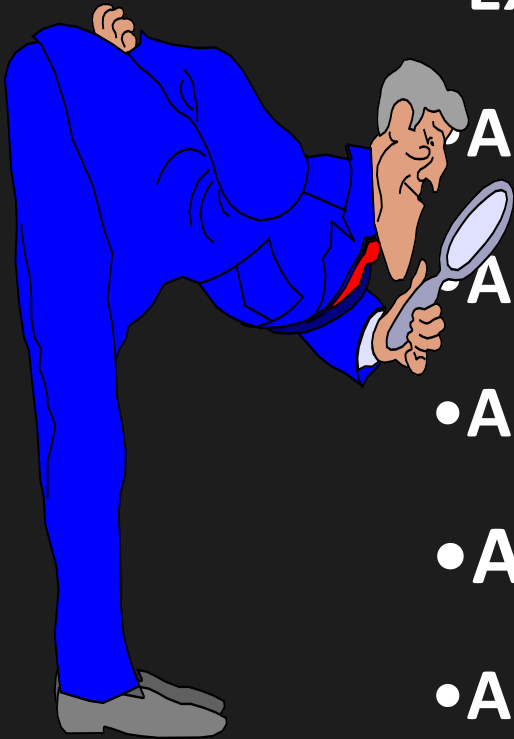
A way of demonstrating performance

- A 'badge-chase' or 'trophy hunt'

- A paper-chase!

- A checklist

- About 'failure'....it is all about success!



Self Assessment Protocol...

- Honesty
- Confidentiality
- Not about personal performance
 - Not criticism of people
 - Not criticism of organisation
 - Not about “failure”
 - Not about “problems”
 - No blame
 - Not “perfuming the pig”.

Improvement Planning Principles...

“If you always do what you’ve always done, you’ll always get what you’ve always got”!

- Must be about changes to collective behaviour
- Focus
- “Begin the end”
- Clear and specific (what has changed)
- Project plans
- Improvement team techniques.



**“The future depends on
what we do in the present”**

Mahatma Gandhi



Steve-wood@talktalk.net