

Quality Management in Mérida Public State Library: an extensible local experience



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The beginning

- 2008: Extremadura's Regional Government started a quality management project using EFQM.
- Every administration department had to choose a centre or institution to put this model into practice.
- The Public State Library in Mérida was selected as a suitable place for the project.

Some information about Mérida Public State Library

- Opened in 1999
- The newest of the three public state libraries in Extremadura
- Placed in Mérida: 55.000 inhabitants
- 70.000 documents (in different media)
- 140.000 loans/year
- 200.000 visits/year
- 20.000 library members

First steps

- Selecting a group of 8 participants composed by:
 - Head of the library
 - Qualified technicians (librarians)
 - Assistant staff
- All of them with a high knowledge level about the library.
- They received a special training about EFQM model and self-assessment process.

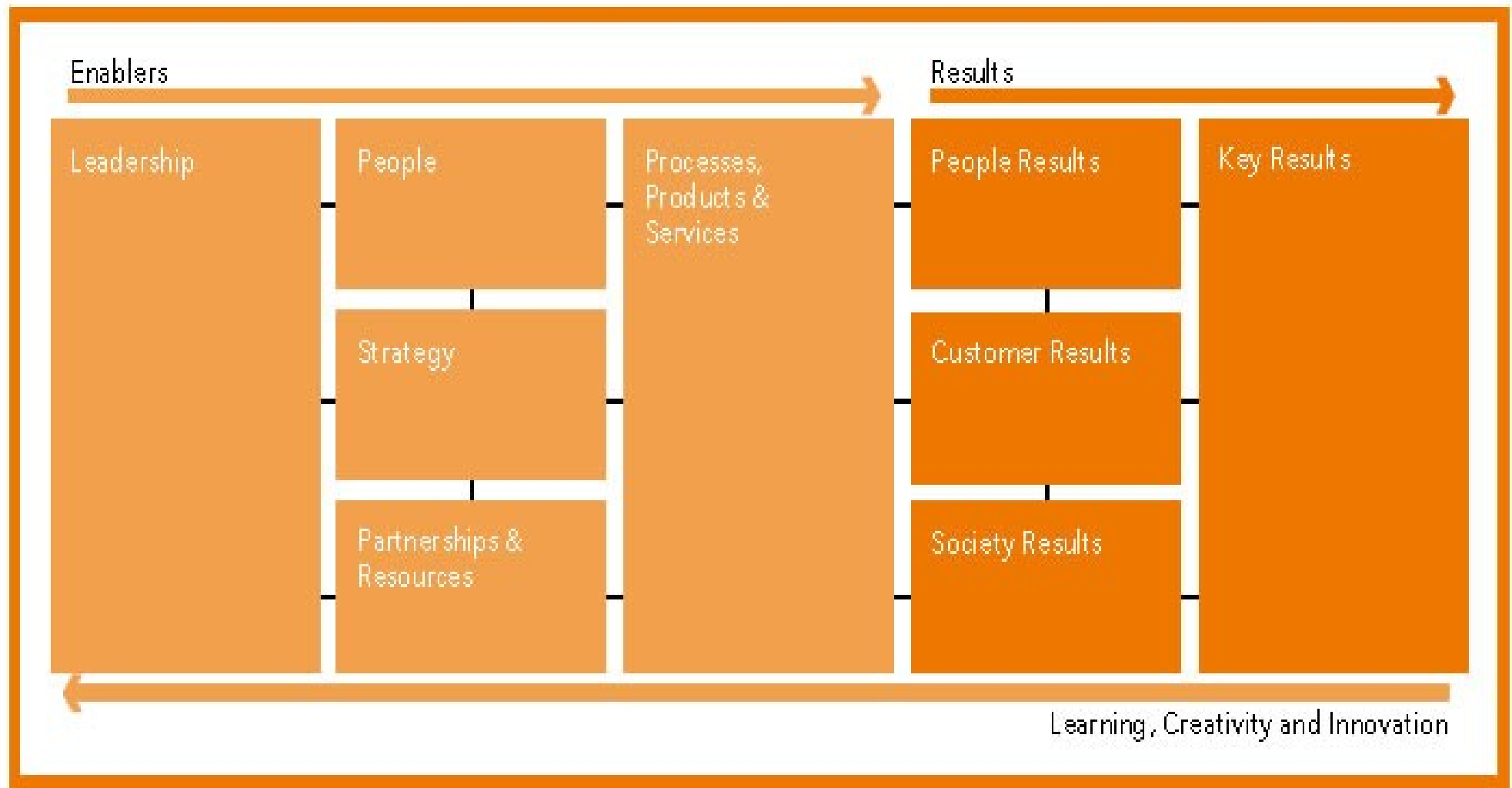
About Self-assessment

- **Self-evaluation** is a global and systematic exam of “ways of doing” and results in the organization that allows us to identify improvement areas for the future.
- It is only a **diagnosis**, not an improvement
- Let us identify **strengths** and **weaknesses** as improvable points in the library.

The practical application

1. The use of a **questionnaire** to give a score to different aspects.
2. A relation of **improvement areas** by general consent of the participants.
3. The selected improvement areas should be confirmed by the head of the organization, who gives **priorities**.
4. The results should be in a continuous **checking process**.

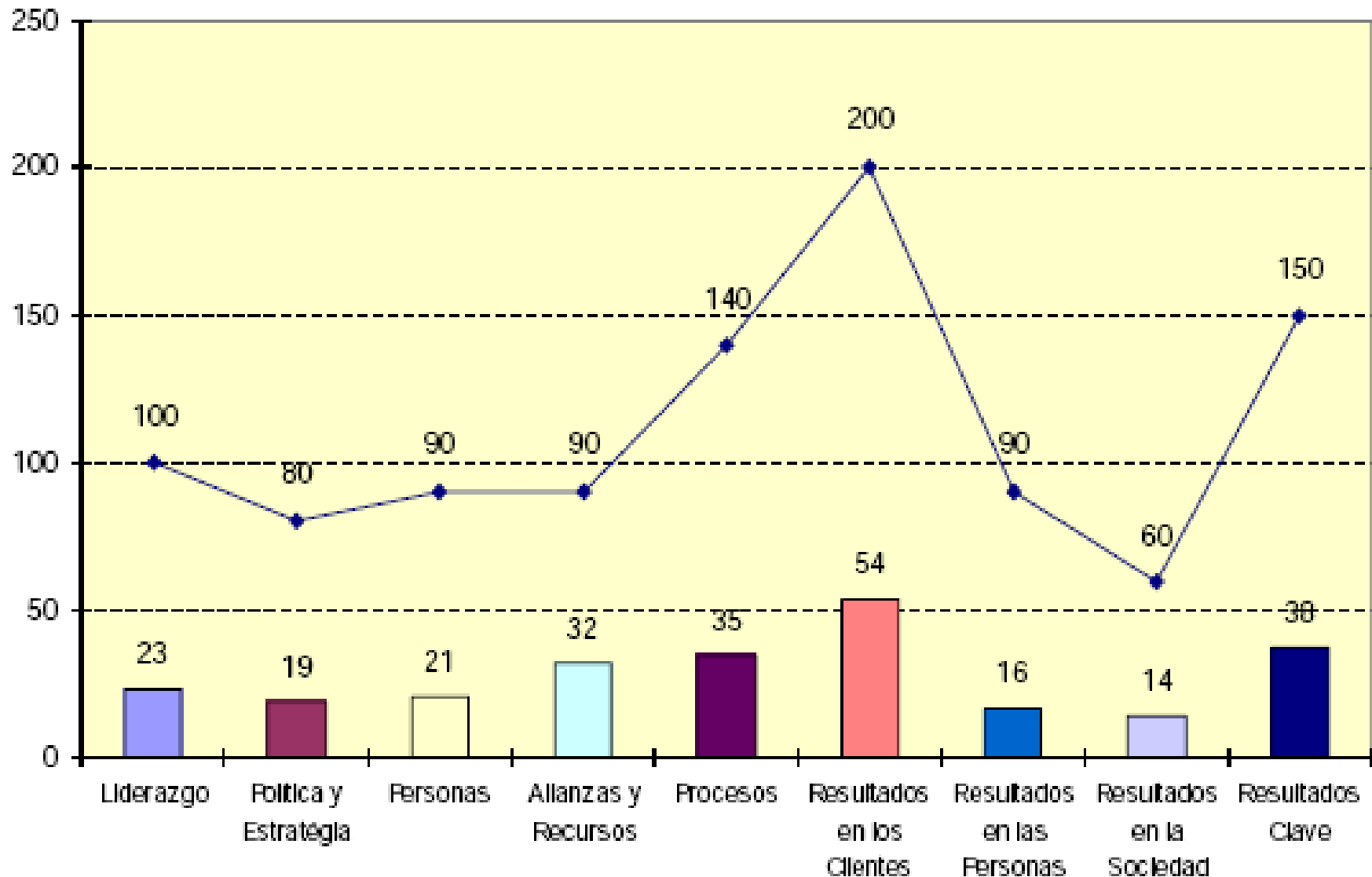
EFQM model



Quantitative results (I)

Después del consenso																				valor absoluto	punt. máx	punt. EFCM	
Preguntas																							
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20			
Liderazgo	16	22	20	23	28	21	17	24	37	32	18	19	28								23	100	23
Política y Estrategia	30	17	35	18	31	41	21	13	30	22	27	18	21	17	18	35	21				24	80	19
Personas	17	16	31	28	23	28	33	20	23	18	13	30	31	32	29	12	21	14	27	20	23	90	21
Alianzas y Recursos	13	17	16	19	31	45	44	44	50	47	46	41	55	32							36	90	32
Procesos	25	14	17	13	25	18	20	21	28	26	24	27	21	40	33	50	25	33			25	140	35
Resultados en los Clientes	15	29	29	26	16	32	30	27	24	35	19	35	33								27	200	54
Resultados en las Personas	21	17	12	24	23	14	12	19													18	90	16
Resultados en la Sociedad	22	20	12	29	35	21	14	28													23	60	14
Resultados Clave	24	24	17	22	25	26	19	32	31												25	150	38
TOTAL																						1000	252

Quantitative results (II)



Main improvement areas

1. Applying a work methodology to the different work processes of the library.
2. Improving communication using ICT tools.
3. Comparing with other libraries to detect the next improvement areas.

Recommendations

1. Undertaking a small number of improvement actions, according to the time you can spend on them.
2. The first projects should be simple projects with fast results.
3. It is important to inform and communicate every action to the staff at the beginning, during the development and at the end.

Qualitative results

- Transparency in external and internal management
- Frequency in the use of services
- Decrease of users complaints
- Motivation and participation of workers
- Efficacy and efficiency of the library
- Higher knowledge level of the library
- Put in value of workers and users rights
- Better work environment

A local but extensible experience

- The experience could be extended to other libraries.
- It could be a global project for the whole Public Libraries System.
- Never-ending and ongoing process.
- Intelligent investment in libraries for the future.
- Change of age: to put in value information services and libraries for society.

Thank you very much for
your attention! vielen Dank!

