



# A wind of change in libraries : QUALITY

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# What is quality ?



#OCLCEMEARC19



**#OCLCEMEARC19**





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# University Claude Bernard Lyon 1

Science and technology

Health

Sport

Training of teachers

46 000 students

2 800 teachers and researchers

5 000 international publications



## Our library network

9 libraries

Staff : 130

Budget : 4,5 M €

Opening hours : 90 h /week



# A short history of quality...



**#OCLCEMEARC19**

## The origins of quality in Lyon 1

### An analysis from 2004 :

Numerous libraries

Working on their own

Different services

Different levels of skills...

- A global need of harmonization
- A quality procedure



## At the beginning :

- The need to be user focused
- A survey : bad points, points to improve



## Two solutions :

- A MAGIC TOOL
- TRAINING !



# Online quality repository « Référentiel qualité accueil »



The screenshot displays the 'INTRANET DU SCD' interface. At the top, a blue banner reads 'INTRANET DU SCD'. Below it is a navigation bar with the following items: 'LOGISTIQUE', 'RÉFÉRENTIEL QUALITÉ ACCUEIL' (highlighted with a blue arrow), 'PERSONNEL', 'FORMATION CONTINUE', and 'PILOTAGE'. A search icon is visible on the right. The main content area is titled 'Référentiel Qualité Accueil' with a 'Fermer' button. It contains a grid of menu items:

|                          |   |
|--------------------------|---|
| ▶ Mémos - Service public | ▶ Collections                                     |
| ▶ Informatique           | ▶ Consignes d'ouverture, fermeture et de sécurité |
| ▶ Inscription            | ▶ Prêt  |
| ▶ Services               | ▶ Formation des usagers                           |

## **A wide range of improvements :**

- Cross-functional organization
- The expansion of opening hours
- Online services
- A better communication
- Training for our users

# One step forward : ISO certification

## **A new challenge**

- A quality policy to define
- New trainings for all the staff
- ISO 9 001 certification not only for the front line services

**And a real recognition for the staff !!**

First certification in 2015  
The second one in 2018 !



Plan  
Do  
Check  
Act

What did it change for us :

- User focused organization
- New projects
- Assessment
- Improvement
- Internal audits
- Training, training, training !



We encourage people to tell us if they're satisfied or not !



Quality : a great adventure ! Join us !





**EMEARC19 CHANGE THE GAME**

**THANK YOU**

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