A wind of change in libraries: QUALITY

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What is quality?
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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...
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 »

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<th>Référentiel Qualité Accueil</th>
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<td>Mémos - Service public</td>
<td>Collections</td>
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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 !
EMEARC 19
CHANGE THE GAME

THANK YOU

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