

Date

## **National Library Singapore**

### **DISCUSSION PROPOSAL**

#### **ESTABLISHING A FRAMEWORK FOR EXCELLENCE IN LIBRARY MANAGEMENT**

##### Background

The National Library Board (NLB) of Singapore would like to propose a joint development of a framework for excellence in library management.

##### Project Proposal

We have seen the development of library specific standards governing areas ranging from opening hours, accessibility of content to collection development. However, these standards pertain to specific libraries, and is of limited use to libraries that might wish to develop themselves on a journey of quality excellence. This journey of quality excellence is in relation to its management practices is modelled on those developed and used organisations to recognise performance excellence, such as the Malcolm Baldrige National Quality Award, the European Foundation for Quality Management Award, as well as the Singapore Quality Award which views quality excellence from seven areas. These are in the areas of *Leadership, Planning, Management of Information, People, Processes, Customer* and *Results*. The framework we are proposing to work on should provide guidance for libraries to improve their overall performance and be useable within library environments and not just be a generic quality excellence framework.

It is envisioned that a co-developed framework would reflect the special issues which libraries face, as well as peculiar issues faced by libraries at various stages of maturity, thereby making the framework relatable to all. It is also expected that the co-developed framework would incorporate best practices, as well as leading practices which would help guide improvements in the overall delivery of library services.

##### Scope of Proposal

It is proposed that a co-develop framework is initially presented at the coming IFLA 2013 WLIC for inputs and expressions of interest for relevant partners to bring the development of the framework further still, to possibly include case studies, as well as self assessment tools with a possibility of piloting the framework interested institutions.

Expression of Interest

We would wish to gather CONSAL member countries feedback and views on this development.

If member countries are interested to participate in this development, please provide details in the form attached in **Annex 1**.

For your support and assistance please.

Ngian Lek Choh

Director, National Library

Singapore

**Appendix 1**

**EXPRESSION OF INTEREST TO CO-DEVELOP FRAMEWORK FOR EXCELLENCE IN LIBRARY MANAGEMENT**

Name of Library : \_\_\_\_\_

Awards received to date:

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<b>Award Title</b> (Please provide title and year of award)	<b>Type of Award</b> (Please provide a short write up to describe the type of award)	<b>Remarks</b>
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