MCLIP - Example of an evaluative statement 1

by Example Portfolio Content

This is an example of a successful evaluative statement from a chartership submission.

This example does not contain the whole portfolio, but just the evaluative statement. The numbers in blue are where the candidate linked their evidence pieces to the content in their statement.

Evalulative Statement

Criteria 1: Identified areas for improvement in their personal performance, undertaken activities to develop skills, applied these in practice, and reflected on the process and outcomes

9.1 Leadership Skills
12.1 ICT skills

My Individual Performance Review (IPR) objectives for the year 2014/2015 required me to participate and in some cases lead on several key projects. Therefore I identified in my IPR Competencies a need to develop my time management skills; in order to manage my varied workload; and leadership skills; in order to lead on projects. I attended a course on Time Management which enabled me to reflect on my current working practices and make significant changes. Following the course I was asked to provide feedback to the course leader on the changes I had made 1.1.

Some of the changes I identified involved developing my ICT skills. This included expanding my use of Microsoft OneNote.

I attended training on Microsoft OneNote. This has been an invaluable tool for organising notes and prioritising tasks and has made me work more efficiently.1.2 I have also recommended it to other colleagues and intend on submitting an article reflecting on its benefits for the CILIP Update in the future.
Although I had previous experience of leadership as a line manager, I felt that I needed to develop my leadership skills in terms of leading a project team. I attended the courses on Understanding Leadership and Leading and Motivating a team and I was asked to write a reflective piece to submit at my regular IPR review meetings. 1.3

The key skills that I have learned that I intend on applying in the future include establishing a team vision, recognising the traits of a team, considering individual skills and preferences and using these as motivation techniques. This has given me more confidence in how to delegate tasks appropriately. This also helped me to contribute to a recent CILIP focus group on a proposed Emerging Leaders programme. 1.4 This provided a useful insight into leadership in different sectors of the profession and was also a valuable opportunity to provide input into a course that I would be interested in pursuing in the future.

Criteria 2: Examined the organisational context of their service, evaluated service performance, shown the ability to implement or recommend improvement, and reflected on actual or desired outcomes
9.2 Strategic thinking and evaluation
10.1 Strategic planning
11.4 Service innovation, development and design

12.3 System design and development of systems

A key objective set out in the Library Action Plan for 2014 was the review of Enquiry Services in order to develop a model for service delivery for Summer 2015. This aligns with the University’s Strategic objective; Transforming Students and was a key objective set out in my IPR for 2014/2015 2.1

The review of enquiry services, in lieu of the merger of two of the University’s libraries, has required me to develop my strategic thinking and planning skills. I attended a course on strategic thinking as I felt that whilst I had previous experience of operational thinking, it was important for the review to think about why I was doing something and not just how I was going to do it. Since this course I have been more aware of my IPR objectives and how they relate to the Library Action plan. 2.2

I have also participated in an evaluation of the current service through customer journey mapping 2.3 and benchmarking 2.4. This has enabled me to contribute to a set of recommendations for a revised structure of the library service for 2015. 2.5
The whole review process has expanded my knowledge of my own service provision in terms of how users view our services but also provided valuable insight into different institutions service provisions. This was a challenging task that required me to utilise my research, strategic and operational skills. However I feel that it has been an excellent development opportunity for me and now that the proposal has been accepted for implementation in August 2015, I look forward to contributing to an improved enquiry service provision.

A key recommendation at the start of the review was to purchase new virtual enquiry software, LibAnswers. This was essential for the proposal to form a dedicated Enquiries team who would be solely responsible for the virtual enquiry service. The establishment of this service required research on other institutions in terms of operation and design, training on the use of the software and also development of service standards. This project brought together my interests in enquiries and technology and I was able to reflect on the experience by producing a case study for the Academic and Research Libraries West Midlands group to present at their recent study day. 2.6.

Criteria 3: Enhanced their knowledge of the wider professional context and reflected on areas of current interest
12.4 Social media and collaborative tools,
12.6 Networking skills

A prelude to embarking on Chartership, was attendance at Umbrella 2013 3.1 and Library Camp, London 2013, 3.2 both of which ignited my enthusiasm for attending conferences and networking events.

An objective set out in the Library Action Plan 2014 and my IPR was to develop an external focus. I wrote my first bursary application to attend the ARLG 2014 Study conference and was successful. This enhanced my confidence in networking and sharing experiences. 3.3 I was asked to share my experience of the event and the process of applying for bursaries by submitting an article for the Library newsletter. 3.4

Since then I have become a member of the ARLG West Midlands committee. This has provided valuable insight into the experience of other professionals. I was also asked to establish a Twitter account for the group for promotional purposes and to enable further engagement with the wider profession. 3.5

My individual use of social media has also helped to broaden my knowledge of the wider profession. Through tweeting at conferences such as
ARLG 2014 and the CILIP PPRG Marketing Excellence awards and creating storifies of these events, I have been able to summarise the key points to inform areas of my library. 3.6, 3.7

As an engaged Twitter user, I was asked to contribute to establishing a library Twitter account. This has led to an increased awareness of activities within the University and engagement with other institutions. I reflected on this experience by submitting a post to the CILIP Bloggers challenge. This helped to reflect on my professional use of Twitter and share how it could help other libraries. 3.8

In the future I would like to pursue establishing a knowledge exchange group within the library to share feedback on conferences, events and further reading. 3.9

**Word count: 997**

*(This submission used 19 pieces of evidence)*