University of South Africa
- worldwide influence

Open Distance Learning Library
Quality measures across:

- 10 Branch Libraries on African Continent
- Mobile Libraries
- Services on Mobile Devices
- Postal Services
- Online Services
- 2,800,000 Items
- 103,000 e-Books
- 91,000 e-Journal Titles

INTEGRATED QUALITY EVALUATION: STRUCTURE

- Unisa 2015 Revisited
- Quality Assurance Policy
- Integrated Quality Management and Assurance Framework
  - Quality Management
    - Teaching and Learning
      - Quality Improvement, Professional Development, Research and Development processes
    - Research and Postgraduate Education
      - Quality Improvement, Professional Development, Research and Development processes
    - Community Engagement
      - Quality Improvement, Student Support, Programmes, Licensure, Accreditation
  - Quality Assurance
    - External Institutional Audit and Programme Review
  - Quality Impact Assessment to achieve performance goals and effective student learning

QUALITY INSTRUMENT TEACHING AND LEARNING: LIBRARY

Interaction of all stakeholders to set standards and evaluate performance

- Standard setting
- Evaluate achievement of standards
- Design and development of learning materials
- Delivery of a quality learning experience

Additional standards applied for ODL Library

- Committee for Higher Education Librarians of South Africa (CHELSA)
- Standing Committee of National and University Libraries (SCONUL)
- International Federation of Library Associations (IFLA)
- Standards for distance libraries - Association of College and Research Libraries (ACRL)