

## Quality Improvement Plan 2008/09

REF (from SAR or Strategic Objectives)	Issue or Objective	PI/Target	Specific actions required to achieve the necessary improvements	Respon sibility	Timescale and Milestone Dates	Monitoring Arrangements	Expected Outcome	Final Outturn 08/09 (to be completed during Quality Assurance Meetings)
College Development Plan 2008 – 11 5.2 SAR 1.1	Evaluation of The Loop project  Increase the percentage of stock issued via the Paragons	Survey report produced  85% of issues via self-service	Online student survey carried out and analysed  All customers referred to the Paragons Remove all existing blocks Academic staff encouraged to get library cards	CMcA  GL & team	May 09  Sept 08 on	Unit Quality meeting  Unit Quality meeting	Results affect planning of Loop2 Staff spend more time with students	Survey carried out. Report being worked on
SAR 1.1	Regular quality audits of the space carried out	Continuous high service standards	Update audit tool Carry out in-house audit Audit with Public Library staff Attend PTTLs course	GL & team Anna Stevens RH	Nov 08 Mar 09 May 09	Meetings CMcA GL Unit Quality meeting Meetings CMcA GL	High service standards	Audits carried out
SAR 3.2	Improve staff skills in relation to presentations/user education sessions  Planning for the new main campus Loop	Improve quality of presentations  List of service requirements	Analyse survey results plus centre usage stats plus personal observation	CMcA GL & team	Jan 09  Mar 09	Meetings CMcA GL  Loop Team meetings	High standards user education programme  Loop2 fit for purpose	RH successful completion  Initial work carried out Project on hold
College Development Plan 2008 – 11 5.2 SAR 2	Planning for new centre at Central Blackpool	Plan produced  New staff structure in place	Meetings with Architect Internal team discussion  New structure agreed with SMT, HR, Unions and staff in line with college procedures	CMcA DR EN  BJ CMcA	Sept 08 on  May 09	Meetings CMcA EN DR & team  Meetings with HR & Unison	Centre fit for purpose  Quality of new service	Centre under construction  New staff structure agreed
SAR 1.1	RFID tagging of stock	All stock tagged	Staff workstations set up Staff training Stock tagged	EN DR Central LR staff	Nov 08 Dec 08 Jan 09 on	Meetings CMcA EN DR	Stock ready for new centre	Tagging completed

SAR 3.2	New programme for user education sessions – Ansdell LRC, The Loop, Palatine Building LRC, Central Blackpool	Number & spread of in-depth sessions Feedback	Training for new staff Programmes set up Analysis of number of sessions/per School Analyse feedback from evaluation forms Joint workshops with Health staff Exemplars of good practice	EN GL DR EP CMcA EN & team EN GL CMcA	Sept on  Mar 09 & June 09	Unit Quality meetings	High standards user education programme	Training given Programmes set up
SAR 3.2	Analyse information Skills at Level 3 and first year degree level	Success of sessions Discussion of Information Skills Grid			Oct 08 on	Project meetings	Improved liaison with School of Health, Care & Early Years	Final report and presentation to CMs, CLS
SAR 3.2	Co-ordinate user education programme with work of HELMs	Integrated support for students	Meeting to define areas of responsibility	CMcA EN June Farebrother EN	Oct 08  Nov 08 on	Team meetings Unit Quality meeting	Improved service for HE students	Marie Whiston Action Research Project
SAR 3.2	Introduce Informs for library instruction	Clear & concise online instructions	Pilot use for one area of library information	EN	May 09	Team meetings	Improved online support for students	EN attending 1 day Informs seminar
SAR 3.2	TextHelp training frontline LRC staff	Staff able to assist students using TextHelp	Training sessions all centres	EN DR GL & teams	Dec 08	Team meetings	Improved resource instruction  Improved support for students	Staff have attended training. Little demand from students.
College Development Plan 2008 – 11 5.2	Planning for new Fleetwood Campus LRC	List of service requirements	Discussion with staff  List produced	CMcA ML & team	Mar 09	Meetings CMcA ML & team	New centre fit for purpose	Initial discussion. has taken place. Staff visit to The Loop
SAR 3.2	Systems development	Improved online environment for students & staff	Review LMS strategy  Demonstrations from leading Library suppliers  Meetings with Anne Ellis, Blackpool Public Library  Bid for resources to support new strategy	CMcA EN GL DR JB TB CNS  CMcA	Oct – Dec 08  Nov 08 on  Nov 08  Mar 09	e-Systems Group	Better service for students	All major systems looked at. Ex Libris Primo chosen

SAR 3.2	Migrate from Athens to Shibboleth	Single sign-on for students	Staff training for LR staff	EN	July 09	Team meetings	Improved online service for students	Available September 2009
SAR 3.2	Investigate and discuss use of social networking software in relation to resources  Create suitable blocks to link to new student and staff home pages	Blogs, RSS feeds and bookmarking software used for updating and sharing of resources	Identify suitable social networking software for pilots  Set up identified software as blocks for student home page	CMcA EN JB Iain Wallace EN JB	Jan 08 on  Mar 09	Team meetings	Improved online service for students	Staff training/ Mahara blogs and Twitter
SAR 3.2	Increase purchase and use of e-books	10% Increase in number of e-books available as appropriate	Compare existing platforms  Log take-up and use of e-books  Pilot e-books for FE platform	EN  EN  EN	Oct 08  Dec 08 Mar 09 June 09  When available through Ebsco	Team meetings Unit Quality meetings	Improved online service for students	All new stock considered
SAR 2	Submit an application for the Beacon Award sponsored by CoLRiC	Win the Beacon Award sponsored by CoLRiC	Write and submit application based on The Loop project	CMcA JL, BR	July 09	Team meetings	Recognition of the innovative nature of The Loop project	Report ready for submission
SAR 3.1	Continue to support increased use and usability of Moodle	User feedback  Simplified user access  Number of staff attending course  Number successfully completing  Evaluate online course	Pilot use of Individual Learning Plans  Support successful implementation of Identity Management  Update online How to Moodle course  Recruit 50 staff 30 staff successfully complete  Evaluate course	TB DW  TB  JB CMcA  JB JB  JB	Oct 08 on  Jan 09  Nov 08  Nov 08 July 09  July 09	Unit Quality meetings  e-Systems Group  ELT Strategy Group	Improved online environment & student use	Now superseded by e-Tracker  Awaiting CNS completion August 1st  Course created  30 staff have completed successfully

	Pilot introduction of Mahara e-portfolio software	Successful use by FD Communication at Work students	Training for FD staff & students Create online training/support materials	JB JB TB	Spring term 09			Students using Mahara for CVs
SAR 3.1	Improve support for point of need copiers	Less problems reported	Visit all point of need copiers once a month  Train expert users to recalibrate esp colour machines	DG & team  DG	Monthly	Unit Quality meetings	Better use of copiers by staff	System now in place
College Operational Plan 2008/9 10	Planning for Print Room, new main campus	List of service requirements	Staff discussion List produced	CMcA DG & team	Jan 09	Meetings CMcA DG & team	Print Room on new campus fit for purpose	Visit to Preston College Print Room. List of requirements produced
	Consider use of the Quality Toolkit for Libraries instead of SAR documentation	Documentation benchmarked against sector services	Review documentation – English, Welsh and Scottish toolkits  Discuss Jane Lord  Add additional quality indicators for Moodle Reprographics Extra column – Every Child Matters	CMcA EN  CMcA EN  CMcA EN TB DG	August 2009	Unit Quality meeting	Documentation more detailed and specific	
SAR 1.1	Staff development for new HE Campus team	High quality service standards	2 day staff development with Alastair Mitchell-Baker, Tricordant		June 09	Team meetings – Central staff	High service standards	Sessions 6 <sup>th</sup> 7 <sup>th</sup> July
SAR 3.2	Virtual tour HE Hub LRC	Virtual tour available for students & staff	Digital images of new centre Tour compiled using Camtasia	DR SG	Sept 09	Meetings CMcA DR SG	Improved online information for students Improved library use	Paul Rogers will take photos
College Development Plan 2008-11 5.2	Post-occupancy evaluation survey	Survey report produced	Online student survey carried out & analysed	CMcA DR	Feb 10	Unit Quality meetings	Improved planning process	
SAR 1.1	Regular Quality Audits/Central	Continuous high service standards	Carry out in-house audit Carry out audit with external staff	DR	2009/10		High service standards	
SAR 1.1	Consider self-service/remodelling of				2012		Improved	

	centre for Ansdell LRC Desktop conferencing/video conferencing project		Setup systems for online course delivery	CMcA SG JB	2009/10		service to students	Video conferencing no setup Elluminate JB, KS & S A-J training
SAR 2	Achieve Grade 1 status	Summarise service improvements	SAR and SAR validation	CMcA & team	Sept 2010	SAR validation		