

QUALITY STANDARDS AUDIT - MARCH 09

THE LOOP LEARNING RESOURCE CENTRE

Building Rapport – conveying professionalism and being sensitive to a client’s needs			
What to assess	Evidence/Comments	Action	Score
Staff acknowledge people as they enter the library – eye contact No- 0, Yes-3	“The Pod” has improved acknowledgement in entrance/social area.	At Pod and Info desk- be aware of what is going on – in front and behind- help each other when busy.	3
Staff maintain friendly, open body language and keep customer radar on No-0, Yes-3		Tackle problem of working gear in social area if possible before student gets further into LRC.	3
Staff are able to identify Hunters and Gatherers and adopt their behaviour accordingly No-0, Yes-2			2
Staff have name badges clearly on display No-0, Yes-2			2
Staff grooming professional – neat, clean and tidy No-0, Yes-2			2
Staff acknowledge clients with a nod or a ‘goodbye’ No-0, Yes-2	Not always possible when very busy.		1

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Building Rapport score			13
(Out of 14)			

Consultancy Skills – providing clients with what they require

What to assess	Evidence/Comments	Action	Score
In person....			
Staff use a calm and interested tone to convey attentiveness			2
No-0, Yes-2			
Staff are 'there' for the client and are not distracted by their surroundings	Difficult when other students around area/ too noisy.	Use other staff when busy – ring back info desk/ office.	1
No-0, Yes-2			
Where appropriate staff carry out a rigorous reference interview using open and closing questioning		Generic enquiry skills – question pro-forma for new staff.	2
No-0, Yes-2			
Offer range of formats	Offer Inter Library Loans/ subject list.	Further searching – take details – give student time scale. Produce Large format version of ILL form.	2
No-0, Yes-2			
Where appropriate staff take clients to the service or source rather than pointing			2

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No-0, Yes-2			
Staff check the client is happy with the response and offer more help if required		Ask staff with subject knowledge. If tutor has told student to ask for specific book/info and not found – contact tutor. Photocopy any book lists – give to appropriate staff.	2
No-0, Yes-2			
Over the phone....			
Staff use a calm and measured tone to convey attentiveness			2
No-0, Yes-2			
Staff are 'there' for the client and are not distracted by their surroundings		If busy, transfer to Office/back desk. Ask other staff to help.	2
No-0, Yes-2			
Where appropriate staff carry out a rigorous reference interview using open and closing questioning			2
No-0, Yes-2			
Staff check the client is happy with the response and offer more help if required with a contact number or name to return to		Take their details and ring back if necessary.	2
No-0, Yes-2			
By e-mail...			

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Staff communicate fluently in terms of grammar, punctuation and tone No-0, Yes-2	Professional approach – not personal.	Check before sending for grammar/spelling. Create folder of e-mail templates on LRC/BIS.	2
Staff take the lead from the client's approach in terms of formality No-0, Yes-2	Remain professional.		1
Staff check the client is happy with the response and offer more help if required with a contact number or name to return to No-0, Yes-2		Copy Gwen in to any concern/follow up e-mails.	2
Consultancy skills score (Out of 26)			24

Common goals			
What to assess	Evidence/Comments	Action	Score
Staff are aware of the hot issues of the day No-0, Yes-2		Any urgent jobs, -tell Gwen to enable timetabling for day/week.	2
Staff are clear who is the leader of the current shift			1

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No-0, Yes-1			
Shift manager has briefed colleagues in current priorities and anticipated issues.			3
No-0, Yes-3			
Shift manager is able to handover key information at shift end to avoid re-work or misunderstanding.		Routine jobs – answerphone, post, walk rounds- inform Gwen if any problems.	3
No-0, Yes-3			
Staff are aware of their performance targets and of their current performance			2
No-0, Yes-3			
Common goals score			11
(Out of 12)			

Creating a good impression – the opportunity to present a professional service.

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What to assess	Evidence/Comments	Action	Score
Library sign and opening hours clearly visible and clean. No-0, Yes-2	On window.	Will be on TV screen/light box.	2
A Floor plan is visible at transition zone No-0, Yes-1			1
The reception area is free of visual clutter No-0, Yes-3			3
Any failed lighting has been reported No-0, Yes-2			2
Pleasant aroma No-0, Yes-2		Not appropriate to use air freshener/ students with asthma, etc.	1
The reception area is free of negative posters and signs No-0, Yes-2			2
A member of staff is designated as the key point of welcome	Pod staffed at busy times. Other times when staff available.		3

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No-0, Yes-4			
One key message is promoted to clients near the entrance		Power point on TV screen inside entrance. Key messages – changed regularly.	3
No- 0, Yes-3			
This message has been changed this week...			
No- 0, Yes-2			1
Creating a good impression - score			18
(Out of 21)			
Final Impressions – Desks- the professional, uncluttered look			
What to assess	Evidence/Comments	Action	Score
Desks are clutter-free (current files excepted)		Move yellow notes, etc. at end of day. Move lost property – inform student if possible. Tidy cupboard weekly.	2
No-0, Yes-2			
View for clients is free of work tools		All work tools on back desk.	2
No – 0; yes- 2			
Final Impressions			4

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(Out of 4)			
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Space management. A comfortable place - making the library visit as smooth as possible			
What to assess	Evidence/Comments	Action	Score
Sufficient work tools (e.g. stationery and staplers are available) No-0, Yes-2			2
Technology (IT and Photocopiers) are well maintained and in working order No-0, Yes-2		Check stapler on colour printer.	2
Browse space (2M) around fittings, RFID units and furniture No-0, Yes-2			1
Comfortable seating areas – not close together with plenty of comfort space between seats No-0, Yes-2			2
Library maintains a comfortable		Staff control temperature/ air con. on Mezz floor as	2

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temperature for working		needed.	
No-0, Yes-2			
Library is well cleaned and free of stains			1
No-0, Yes-2			
Air quality is well maintained and windows are regularly opened			2
No-0, Yes-2			
A comfortable place.			12
Score (Out of 14)			

Displays – highlighting key messages and services

What to assess	Evidence/Comments	Action	Score
Displays are produced to a professional level	Power point on 2 screens.	Purchase more book/journal display stands.	1
No-0, Yes-1			

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<p>In book displays, books of interest to the majority are at eye level</p> <p>No-0, Yes-2</p>		<p>Use empty shelves for themes/new books, etc. display.</p>	<p>2</p>
<p>Notice boards promote topical material in logical groupings</p> <p>No-0, Yes-2</p>		<p>Date posters on student notice board.</p>	<p>2</p>
<p>Notices for library events and promotions promote three key benefits</p> <p>No-0, Yes-2</p>		<p>Outside screen to promote resources, etc.</p>	<p>2</p>
<p>Notice boards are uncluttered</p> <p>No-0, Yes-2</p>			<p>2</p>
<p>Display score</p> <p>(Out of 9)</p>			<p>9</p>

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Action areas			
What to assess	Comments	Action	Score
Building Rapport			13
Consultancy Skills			24
Common goals			11
Creating a Good Impression			18
Final Impression			4
A Comfortable Place			12
Displays			9
Total (Out of 100)			91

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Action Plan			
Action	Responsibility and measure of success	Resources required	Date
Create folder of e-mail templates on LRC/BIS	Team – improve communication with Academic staff and standardise e-mails regarding professional approach.		July 09
TV screen on outside wall.	GL – follow up from last Audit.	Estates	asap
Purchase book/journal display stands	GL – better display of current copies of journals and new books.		April 09
Produce enquiry skills training aid for new staff.	Team – ensure good practice in training new staff.		Summer 09
Produce new edition of guidelines for academic staff regarding use of The Loop and student code of conduct.	Team – liaison with Academic staff and better communication.		Summer 09

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