

Corporate Area Self-assessment Report 2007/08

Area Learning Resources

SAR Grade Profile

05/06	06/07	Proposed SAR grade 07/08
2	2	2

Introduction

Blackpool and The Fylde College has resource centres on each of its main campuses – Fleetwood in the north, the main campus at Bispham plus Central Blackpool and Ansdell to the south. As the college moves towards creating separate FE and HE Campuses and a possible new campus for Fleetwood, the Learning Resources service is piloting new types of learning centres based on self-service with zones where students can pursue their studies either on their own or working in groups, in relaxed or more formal settings.

The first of these new centres is The Loop at Bispham. Designed for the large numbers of 16 – 18 year old students now pursuing full-time courses on that campus, The Loop offers a number of new services. Stock is arranged in subject areas to make it easier for students who may not be familiar with the Dewey system to find resources in their subject. Fiction, graphic novels and magazines are available for browsing in the centre or for loan. Stock is issued and returned using two Intellident Paragon kiosks. Support for this process is provided by staff at a standing ‘pod’ near the entrance area or from the main Infopoint.

Students can book themselves onto computers and choose from twenty minute, one hour or two hour sessions. A clear guide to student behaviour has been produced showing the different zones and their uses. Students can borrow laptops for use in the centre and this service has proved very popular and is now being extended to South Building LRC, Central Campus. Live music sessions have been provided once or twice a term to attract non-users into the centre. An electronic whiteboard has been installed in The Loop classroom so that students can use the room for practising presentations. Video-conferencing equipment is now available for use by staff and students.

Some of the lessons learned in the design and operation of The Loop are forming the basis for the planning of the new central services building at Central Blackpool Campus and will be reflected in the future planning for the new Fleetwood and main campus LRCs.

The Unit also provides some e-learning support for the college in terms of

- System administration for Moodle
- Further development of an online How to Moodle course as well as training
- The central provision and loan of some types of e-learning equipment.

The college Reprographics service is also run by the Unit. The provision of digital copying is now available throughout the college with larger numbers of copiers available following the phasing out of the majority of laser printers.

Management structure and Staffing Profile for Area

Total Staffing

27

Key Managers

Head of Learning Resources

Chris McAllister

Deputy Head of Learning Resources

Eileen Norris

Learning Resource Centre Manager Bispham & Fleetwood

Gwen Law

Learning Resource Centre Manager Central Blackpool & Ansdell

Deborah Ratcliffe

Learning Resources Adviser Ansdell

Elaine Pritchard

Learning Resources Adviser Fleetwood

Moira Lalor

Reprographics Manager

Dave Gooch

Deputy Reprographics Manager

John Sullivan

Moodle Administration & Development

Tony Butler

AV Technician/Moodle Administration

Simon Graham

Moodle Training

Joanna Butler

Qualifications held

- B. A. (7) including B. A. Library and Information Management
- B. Sc. In Information Technology
- B. Sc in Graphics Technology with Chemistry
- ND Graphics
- Diploma in Librarianship (1)
- Associate of the Library Association (1)
- NVQ Level 2 in Library and Information Services
- Library Assistant's Certificate
- Level 2 Certificate in Learning Centre Support (Tal&nt) (2)
- Cert. Ed. (2)
- City and Guilds 730 (1)
- City and Guilds 7302 Level 3 Certificate in Delivering Learning
- City and Guilds 725 Direct Trainer (1)
- LeTTOL
- Graduate Certificate in Education and Training
- First Year Graduate Diploma in Education and Training Management
- HND Computing
- HNC Computing
- City and Guilds Levels 2 and 3 in Information Technology
- ECDL (7)
- ECDL Level 2
- ECDL Excel Advanced
- IBT 11
- IBT 111
- CLAIT Level 1
- CLAIT Level 2
- NEB Supervisory Management
- City and Guilds Radio & Television servicing (1)
- HND Architectural Studies and Interior Design
- OND in Technology
- Level 3 Certificate in Web Design and Applications

Key Successes of the Year	Key Issues/Barriers in the past year
New staff structure for LRCs embedded	
Opening of The Loop Learning Resource Centre, Bispham Campus - successful introduction of self-service	Some quality and user education initiatives in The Loop deferred due to lack of time and staff sickness. Student Guide to Behaviour and zoning renegotiated with student user group.
Increases in issues by 9% at Fleetwood LRC and 24% South Building LRC, Central Blackpool Campus	Issues and enquiries at Palatine Building LRC down 26% Age profile of stock pool <ul style="list-style-type: none"> • 62% over 6 years old • 27% 15+ years old Lack of Management stock – South Building LRC
Increase in Athens use 60%, 37% more users	
Increase in use of Moodle by students and staff by 8.54% Pilot online How to Moodle course delivered to 15 college teaching staff.	
	Delays in upgrade of SirsiDynix system to Symphony

Sickness Rates

05/06	06/07	07/08
5.95	9.94	4.08

Learner Involvement

<p>How is the learner voice heard?</p> <ul style="list-style-type: none"> • Attendance at Student Forums • The Loop Student Group • The Loop MySpace page has 94 friends • Moodle Evaluation Survey • Moodle Comments and Suggestions Forum • Attendance at Course Review meetings • Attendance at School Quality meetings 	<p>How are the learners kept informed of changes as a result of their feedback?</p> <ul style="list-style-type: none"> • Any changes are fed back at subsequent meetings • Lunchtime focus group meetings to discuss Moodle Evaluation Survey • Moodle Forum to respond to comments
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<ul style="list-style-type: none"> • Comments and Suggestions Slips 	
<p>What has changed/improved as a result of listening to learners' voice?</p> <ul style="list-style-type: none"> • New Student Guide to Behaviour in The Loop • 64 suggestions for music to be played in The Loop received and actioned plus 3 suggestions for stock (via the MySpace page). New stock ordered • Increased study tables in The Loop • Extra stock purchased for South Building LRC 1319 titles plus 6 new journals • Room 30, South Building available for computer use when LRC full • Duplication of Management stock for courses at Central Blackpool • Assistance given to students setting up laptops to use the wireless network • Moodle Student Forum for comments setup • Message of the Day posted on Moodle for so that all college network users, including those on the Apple network, can view it. 	<p>How are you planning to improve the capture of the learners' voice and views in 08/09?</p> <ul style="list-style-type: none"> • Post-occupancy survey of The Loop February 2009 • Continued lunchtime music sessions which attract students who would not normally use The Loop

Every Child Matters Outcomes

Every Child Matters Themes	Examples of how the service contributes to these outcomes
1. Being Healthy	Stock items available for students as requested eg Access stock Student computer booking system for limited periods promotes healthy use
2. Staying Safe	Supervision of computer use, limit use of chat rooms and some websites
3. Enjoying and Achieving	Full access plus support where necessary is given to students with learning difficulties and/or disabilities Visits from students who are based at Seaside Help with information skills and library use Free allowance for inter-library loans
4. Making a Positive Contribution	Enabling students to become confident and comfortable using libraries Increased use – submission of assignments online
5. Achieving Economic Well-being	Stock items relating to managing on a budget, setting up your own business available

Section 1. Service Standards for the Area		
Ref		Responses
1.1	Please outline the way in which these have been monitored throughout the year	Daily logging of statistics or snapshots
1.2	The results of the monitoring i.e. which standards have been fully met, which have not been met and why.	Standards set and agreed during the year. <ul style="list-style-type: none"> • Print Room, Moodle and AV standards met • Unable to test LRC standards for the June snapshot due to pressure of work in ordering new stock.
1.3	Please indicate how you have consulted your internal and external customers on the relevance of these standards	via AMT
1.4	What changes or amendments are you planning for the service standards?	Still in a pilot phase

Section 2. Feedback from users of your service

Ref		Responses
2.1	SPOC Survey question 25 Happy with learning centre and the computers	<p>7% above national benchmark</p> <p>'I enjoy visiting the loop (Academic Studies student)</p> <p>'South building library is rubbish' (Tourism, Leisure & Hospitality student)</p> <p>'The South Building library needs improvement, all the library has a limited number of books'</p> <p>'The LRC facilities and the advice given by staff members there is second to none, although it would be helpful if South Building Central Campus was open later than currently, say till 9 pm' (Tourism, Leisure & Hospitality student)</p>
2.2	Corporate Staff Survey 2007	89% positive responses
2.3	Lancaster University External Examiner's Report Form Foundation Degree and B.A. (Hons) in Sport Development	'There is a distinct lack of books and space to store them within the Palantine(sic) campus. This really is an issue that needs to be positively addressed.'
2.4	National Student Survey Results 07/08 The library resources and services are good enough for my needs I have been able to access general IT resources when I needed to	<p>Mean score agree 71%</p> <p>Mean score agree 84%</p>
2.5	How have you responded to the feedback received (this may include your QIP out-turn report). What changes are you planning to address any feedback received?	<ul style="list-style-type: none"> • Extra stock ordered South Building LRC • Later opening hours planned for new HE centre 2009/10 • Planning and development of new services on

		Central Campus
2.6	<p>Summary of compliments and complaints</p> <p>Have any of these influenced changes to be made in any of your services or procedures?</p>	<p>3 complaints received</p> <ul style="list-style-type: none"> • Live music in The Loop • Travel and Tourism stock, South Building LRC • Phone renewal of books unsatisfactory – procedures altered as a result of the complaint.

Section 3. Assessing impact/improvement of the service for staff and learners

Ref		Responses
3.1	How does this service contribute meeting College Strategic objectives?	<p>The service</p> <ul style="list-style-type: none"> • provides information, media and services to support the activities of the college and to support a variety of different learning styles • promotes skills in independent learning, information handling and use of technology • provides an integrated service throughout the four main college campuses based on a single management structure whilst providing services which reflect local need • good feedback from College Corporate Services survey.
3.2	Three examples of how the service has a positive impact on the learner experience.	<ul style="list-style-type: none"> • Provides places where learning can take place either individually or in groups • Provides help and support for students finding and using information • Provides help and support for students using computers and computer software • Well qualified and highly respected staff in all sections of the Unit • Contribution to rising student success rates, increasing HE numbers and HE students achieving high grades • Staff no longer limited on copier use.

