

## Learning Resources Unit Quality Meeting

2.30 pm Friday 27<sup>th</sup> April, Main Committee Room Bispham Campus

**Present** Joanna Butler, Tony Butler, Dave Gooch, Victoria Kelly, Gwen Law, Jane Lord, Eileen Norris, Elaine Pritchard Deborah Ratcliffe

		Actions
1.	<p><b>Apologies</b> Apologies were received from Chris McAllister and Moira Lalor. The meeting welcomed Victoria Kelly, Internal Quality Auditor.</p>	
2.	<p><b>Any outstanding matters arising from the minutes of the last meeting</b></p> <ul style="list-style-type: none"> <li>• Instructions for secure print on copiers have been circulated. Any comments to DG.</li> <li>• Feedback from CNS – It is not possible to allow LRC staff to reset student passwords</li> </ul>	All
3.	<p><b>Quality Improvement Plan</b></p> <ul style="list-style-type: none"> <li>• College wide survey planned for early May. Loop post-occupancy survey postponed till June</li> <li>• Ongoing problems with the Paragons reading some barcodes but 74% stock issued through self-service during March. High Wycombe contacted – experiencing similar problems with barcodes.</li> <li>• Blackpool Public Library staff carried out Mystery Shopper exercise during April.</li> <li>• RH has now completed the PTTLs course. Needs evaluating. Some content not relevant.</li> <li>• Planning for new HE centre – Closure date for Palatine LRC from Estates now urgent.</li> <li>• RFID tagging completed in Palatine LRC. South Building will have completed by the end of April.</li> <li>• Action Research Project – questionnaire data now available and being worked on.</li> <li>• Some team members have still not completed TextHelp training. Names to Sioux Atkinson-Jowett.</li> <li>• Systems development – Ex Libris chosen. Bid being prepared for Finance.</li> <li>• Migration from Athens to Shibboleth ongoing. EN to contact CNS regarding availability of detailed usage statistics.</li> <li>• Lists of e-books waiting to be ordered. !0% increase will be achieved.</li> <li>• New Beacon prospectus available July.</li> <li>• Moodle –identity management should be ready for September.</li> <li>• Moodle v.2, which should contain plugin to Turnitin, delayed. Not likely to be launched before Spring 2010.</li> <li>• First online Moodle course delivered by JB – 7 students dropped out due to lack of time or change in commitments. Course will need to be reworked again before second course is offered in October.</li> <li>• Mahara will also be used by FD History &amp; Heritage and will be demonstrated to the School of Hair &amp; Beauty.</li> </ul>	<p>CMcA</p> <p>CMcA</p> <p>EN</p> <p>GL/DR</p> <p>EN</p>

	<ul style="list-style-type: none"> <li>Print Room – 90% of work now completed in one day. 20 staff training sessions offered during monthly visits.</li> </ul>	
4.	<p><b>Reports</b></p> <p><b>Moodle</b></p> <ul style="list-style-type: none"> <li>Student activity exceeded 10% target by 8%</li> <li>Moodle 1.95 available Summer 2009.</li> </ul> <p><b>Print Room</b></p> <ul style="list-style-type: none"> <li>The team received a Highly Commended under the college's Corporate Award scheme.</li> </ul> <p><b>Ansdell</b></p> <ul style="list-style-type: none"> <li>72% increase in borrowers and 15% increase in issues. However computer usage and headcounts down.</li> </ul> <p><b>Bispham</b></p> <ul style="list-style-type: none"> <li>64% increase in borrowers. 1% rise in issues. However, FE issues have risen by 25%.</li> <li>44% drop in BL article requests. Students have better search skills due to indepth sessions with LRC staff.</li> </ul> <p><b>Central Campus</b></p> <ul style="list-style-type: none"> <li>17% increase in Palatine issues and 39% increase in South Building issues.</li> <li>Management stock under used in Palatine</li> <li>Art &amp; Design stock edit almost complete – Carr Head might take withdrawn Art books.</li> <li>MyPC taken out of South Building due to login problems. EN has e-mailed Chris Bailey for progress. Needs to be ready for new build.</li> </ul> <p><b>Fleetwood</b></p> <ul style="list-style-type: none"> <li>Borrowers increased by 45% and issues by 15% due to additional January intake of LJMU FD students and Saturday opening.</li> <li>New indepth session to be trialled with May intake of students.</li> </ul> <p><b>Athens</b></p> <ul style="list-style-type: none"> <li>95% increase in passwords issued. Largest increase in students from Schools of Construction and Art &amp; Design. 85% increase in no. of logins.</li> </ul> <p><b>Interlibrary loans</b></p> <ul style="list-style-type: none"> <li>92% increase in requests but also 92% increase in abandoned requests. 79% increase in article requests.</li> <li>EN to discuss renewal of UnityUK subscription with CMcA.</li> <li>If renewed, EN suggested additional UnityUK training during Staff Development Week.</li> </ul>	<p>DR</p> <p>EN</p> <p>EN/CMcA</p> <p>EN</p>
5.	<p><b>Service Standards</b></p> <ul style="list-style-type: none"> <li>All areas carried out December and March snapshots.</li> <li>It was felt that the book ordering standards had not been fully tested due to this year's budget restrictions.</li> <li>It was agreed that next year snapshot dates would move to the first</li> </ul>	

	week in November and February. The June date would remain the same.	
6.	<b>Any major issues from external or college reports</b> <ul style="list-style-type: none"> <li>No issues reported</li> </ul>	
7.	<b>Feedback from learners and other stakeholders</b> <ul style="list-style-type: none"> <li>FD Hair &amp; Beauty students had asked for more reference copies of key texts.</li> <li>They had also commented that the LRC was being used as a classroom by groups and had become very noisy. Rooming seems to be an issue at Ansdell. EP to discuss with CMcA.</li> <li>Art &amp; Design staff have expressed concern over the staffing of Central, particularly during the February half term. DR to look at usage figures for the last 3 half terms.</li> <li>Weekend papers reinstated at Palatine due to student requests.</li> <li>EN confirmed that it was not possible to request SCONUL membership – only open to Universities and HEIs.</li> <li>John Swannie to contact Cath Hill regarding progress with Lancaster over previously reported student visit.</li> </ul>	EN  DR
8.	<b>Any other business</b> <ul style="list-style-type: none"> <li>JL thanked The Loop team for their help in running the E-tracker video conference.</li> <li>JL reminded the team that Bob Gelling was awaiting responses on questions for the Corporate Survey.</li> <li>SAJ would be willing to run Microsoft 2007 training for all teams during Staff Development Week. The Gaming Academy already has 2007 installed. EN to discuss with CMcA.</li> <li>October online Moodle course – staff names to JB.</li> </ul>	CMcA  EN Centre Managers