

Learning Resources Unit Quality Meeting

2.30 pm Monday 8th December 2008
Chris McAllister's office, Bispham Campus

Present Tony Butler, Dave Gooch, Gwen Law, Jane Lord, Eileen Norris,
Elaine Pritchard, Deborah Ratcliffe, Chris McAllister

		Actions
1.	Apologies Apologies were received from Moira Lalor.	
2.	<p>Matters arising</p> <ul style="list-style-type: none"> • Issues regarding possible linking of Symphony to Intellident self-service have been deferred while possible new strategies for LMS discussed • Instructions for secure print on copiers – draft now available for discussion <p>Fleetwood issues</p> <ul style="list-style-type: none"> • CNS Helpdesk hours – support now available on Monday evenings from Central Blackpool • Copyright problems at Fleetwood – copier moved, copyright instructions now included in student inductions • Students can now view converted DVDs <p>Central Blackpool issues</p> <ul style="list-style-type: none"> • DR has attended Art and Design meetings. Usage of centre by Art and Design students is now increasing <p>Staff overdue books</p> <ul style="list-style-type: none"> • Decision from Heads at AMT that fines would no longer be charged for staff. Heads wish to be informed if staff retaining stock for long periods. 	DG to circulate
3.	<p>Reports</p> <p>Reprographics</p> <ul style="list-style-type: none"> • Volume for all categories of copying up except for black and white in the Print Room which is down 2% on the same period last year • All Print Room jobs completed within the agreed timescales except where negotiated separately with the customer. <p>Moodle</p> <ul style="list-style-type: none"> • Moodle use by students and staff continues to increase • Very good initial response to Moodle online training course. <p>Fleetwood</p> <ul style="list-style-type: none"> • New Saturday opening hours a success <p>The Loop</p> <ul style="list-style-type: none"> • Student behaviour greatly improved • Problems with password use by Engineering students now sorted • Percentage of stock going through the Paragons has increased from 41% to 62% but has been affected by poor quality of some student cards • Students now asking for a range of help with their own laptops at Fleetwood and in The Loop – referred to CNS when queries not linked to network login and use of wireless network. <p>Central Blackpool</p> <ul style="list-style-type: none"> • Lack of colour printer – Palatine Building. Next year all students will have access to colour printing in the new centre. 	

	<ul style="list-style-type: none"> • Delays in RFID tagging due to lack of correct cable • Art and Design students asking for longer opening hours but hourly count numbers low early mornings and evenings • Management stock now available in Palatine Building • South Building continues to be very busy. <p>Ansdell</p> <ul style="list-style-type: none"> • 8.45 opening piloted in response to student requests for longer opening hours but no take-up at present • Is it possible for staff to reset student passwords? <p>General</p> <ul style="list-style-type: none"> • Increase in use of Athens partly due to new Construction database • Need to evaluate use of UnityWeb against subscription costs for next year. 	<p>DR continue to monitor</p> <p>CMcA discuss SMU again</p> <p>EN/CMcA</p>
4.	<p>Unit QIP progress</p> <ul style="list-style-type: none"> • Use of new Quality Audit Tool for The Loop - format currently under discussion • Co-ordinating work of LR staff with that of HELMs - EN has run a drop-in IT workshop. 	
5.	<p>Service Standards</p> <ul style="list-style-type: none"> • December snapshots carried out but data not yet analysed. 	
6.	<p>Any major issues from external or college reports</p> <ul style="list-style-type: none"> • No issues reported. 	
7.	<p>Feedback from learners and other stakeholders</p> <ul style="list-style-type: none"> • Students' poor experience when visiting Lancaster University Library now referred to Catherine Hill. • Students attending the Student Forum at Bispham reported problems with noise and lack of computers. 	
8.	<p>Any other business</p> <ul style="list-style-type: none"> • There was no further business. 	