



CoLRiC Impact

CoLRiC Impact is a regular e-bulletin that showcases exemplary practice and innovation across the FE and Sixth Form College sector. As a CoLRiC member you are invited to submit your own examples of good practice for publication to the CoLRiC community. All contributions that demonstrate the value and impact of libraries and learning resource services are welcome: case studies, reports, reviews, exemplar documents, features on local projects, national initiatives, cross sectorial collaborations and any good news stories you want to share. CoLRiC is written by the CoLRiC membership for the CoLRiC membership, and will engage colleagues, initiate discussion and support the exchange of ideas.

Welcome to the second issue of CoLRiC Impact for 2019. This bulletin showcases a digital initiative from Bournemouth & Poole College expanding access to learning resources for apprentices and remote users.

This issue also includes an update on our annual survey, executive committee news and a call for CoLRiC members to apply to join the committee. Volunteering offers fantastic career development opportunities during a challenging time for the Further Education and Sixth Form College sector.

Book now: Please also ensure that you and your colleagues book to attend our conference on Friday June 21st 2019. During the event we will be presenting CoLRiC's prestigious Best Practice Awards and the Jeff Cooper Inspirational Information Professional of the Year Award. Information about how to nominate teams and colleagues for these high profile awards is included in this issue.



Supporting apprentices and other remote users of the Learning Resources Centre at Bournemouth & Poole College

Academic libraries in the UK are grappling with how best to provide support for the growing number of apprenticeship courses. In the FE sector this challenge is particularly acute and falls into the following areas:

- Range of academic levels
- Range of subject matter
- Access to resources

Apprentices whose courses may not fit into the standard academic year will need access to flexible information skills programmes and LRC services.

What we set out to do at Bournemouth & Poole College



We decided to create a comprehensive blended learning resource that could be accessed remotely anywhere anytime. After canvassing academic departments and other stakeholders, we reviewed our existing programme, identified gaps and found creative solutions to fill them. We also benchmarked our services with those of other FE colleges and universities.

Eliminating barriers

To eliminate barriers to finding information, we redesigned the LRC's Moodle VLE pages as a central repository, requiring minimal scrolling with target information no more than a few clicks away. Introducing drop-down lists enabled us to condense essential information for the first-time user, while intuitive quick-link buttons provided instant access to information sources for regular users. The redesign was also colour themed to provide a visual link as the user drilled down into the site for information, making it much easier to navigate.

Guides & Info Skills

FINDING INFORMATION



LIBRARY SKILLS



RESEARCH SKILLS



Innovation

We took advantage of free versions of software packages, including [Screencast-O-Matic](#) and [PowToon](#), to create a range of targeted online support material:

- Virtual inductions tailored to the needs of remote users
- How-to video guides to finding and using electronic resources
- Info-skill tutorials covering effective research strategies, information evaluation and referencing
- Quizzes and games to make learning fun and reinforce key learning points

Before embarking on the production of any new resources, differentiation and learning styles were considered and we liaised closely with tutors to accommodate students with special needs.

A dedicated apprenticeship portal on the LRC's Moodle VLE provided a step-by-step guide to finding information both within the LRC and online.

Engagement

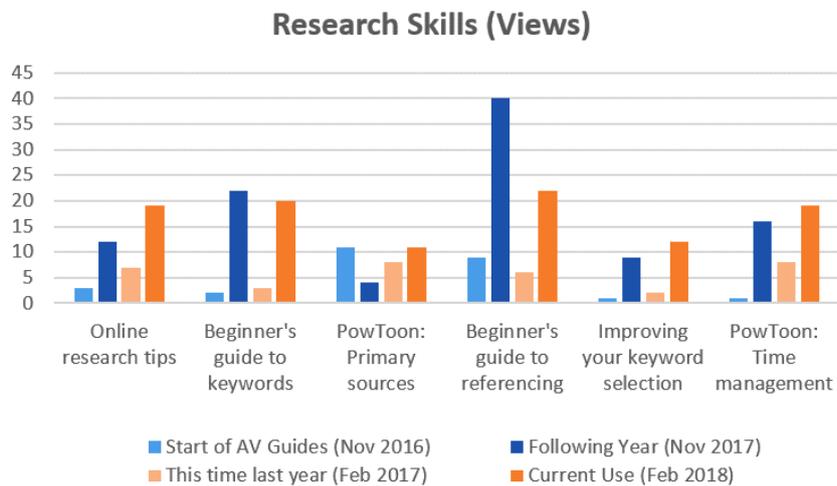
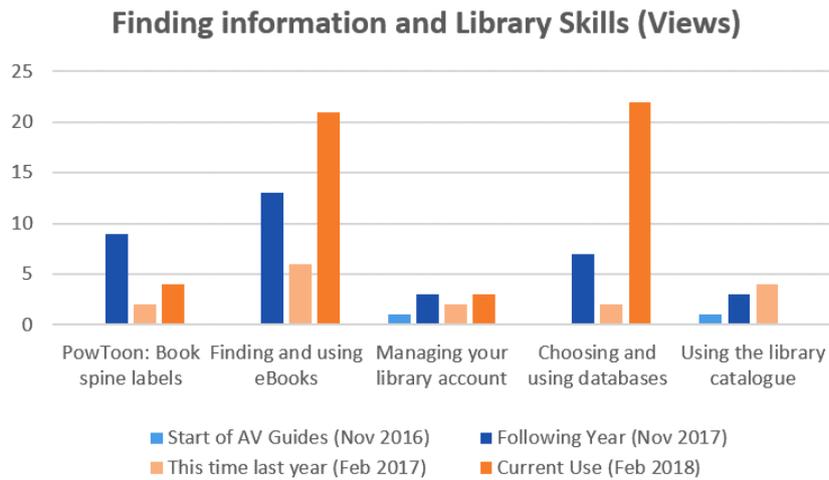
Liaising closely with the Apprenticeship team, we provided a range of outreach info-skill sessions, both on- and off-site. The flipped-learning technique incorporating prepared online resources prior to sessions, allowed apprentices to better contribute to classroom discussions and complete learning activities.

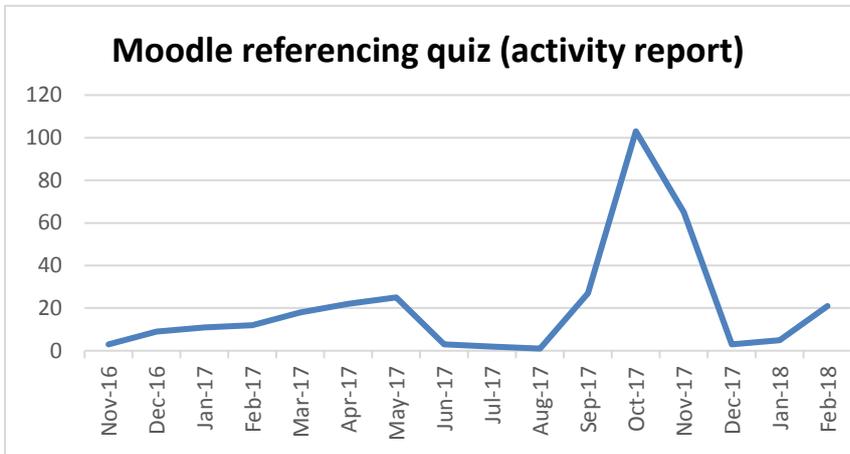
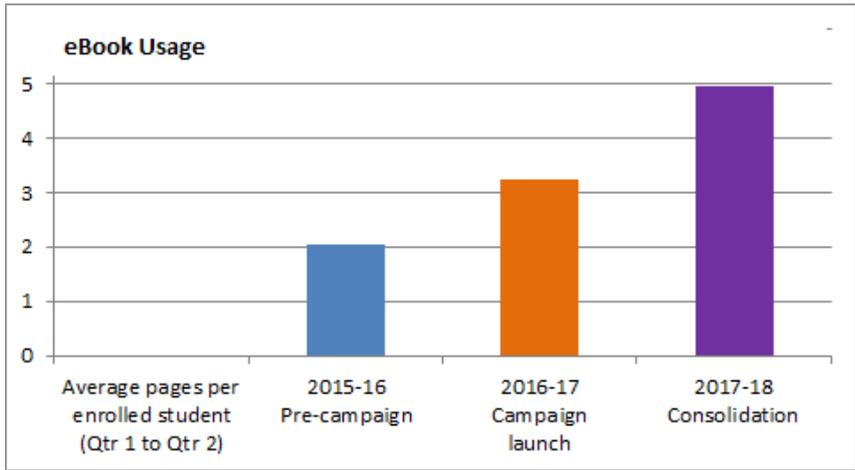
We embedded the LRC's Twitter account as a customer-service platform using a blend of content that included practical information with trending hashtags to promote services, facilities and our diverse

collections. In addition, we are planning to feature a Chat facility, which will provide a real-time helpline for apprentices.

Impact

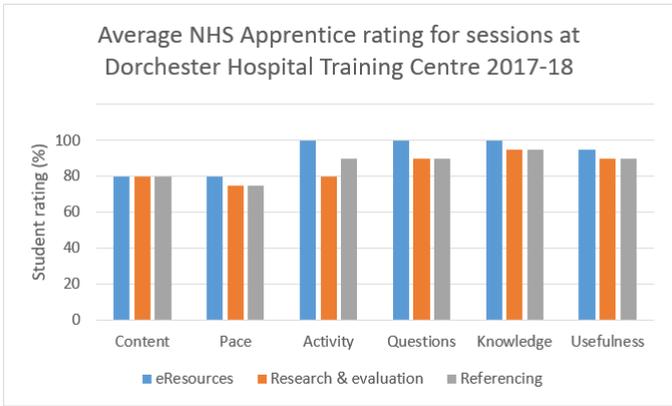
Usage has increased as the programme has been rolled out. Video guides and eBooks have seen year-on-year increases (see graphs, below), while the online induction has a like-for-like increase of 161%. The LRC Twitter account doubled its number of followers over the first twelve months.





Update

We piloted our apprentice outreach programme with NHS students at Dorchester Hospital in the 2017-18 academic year and sought feedback towards the end of the programme. We received very positive responses from students and tutors, who appreciated us travelling to deliver sessions at the Dorchester Hospital Training Centre. Overall, the programme rated well in an anonymous student questionnaire.



Apart from introducing students to academic writing and methods for remotely accessing appropriate resources, another important outcome of these outreach sessions was to help the students, who would normally have no need to travel to our main campus, engage more with the college and become part of the college community.

One issue that we have not been able to overcome is that we do not have access to the apprentice VLE, OneFile, so we were unable to upload session PowerPoints and appropriate LRC resources and support materials to individual apprenticeship courses. However, we were able to show students the resources on our VLE, Moodle, and they found the English and maths resources particularly useful.

The LRC worked closely with the tutors and the hospital librarian to enable students to access relevant resources and to develop a good support network. It is clear that there is a need for LRC support for offsite apprentice students and the NHS-targeted sessions were well received.

For more information please contact:

Debra Farrell
Manager, Learning Resources Centre
Bournemouth & Poole College
farrelld@bpc.ac.uk

Ofsted consultation – please send us your feedback

As many of you will know, Ofsted has drafted a new Handbook for inspecting further education and skills providers. The plan is that the new Handbook will be put into practice from September 2019.

This draft is now out for [consultation](#).

The consultation period ends at 11.45 pm on the 5th April 2019.

What stands out in this draft is the absence of any mention of libraries or librarians in the entire Handbook. CoLRiC plans to respond to Ofsted, and we would like all our members to help us articulate this response. It is crucial that we evidence the value and impact of library and information professionals on organisations; the role that libraries and learning resource centres play in supporting learning and teaching.

We would appreciate a response from you to be returned to the CoLRiC Administrators **no later than 10 am on Friday 29th March 2019**. If you could respond before then we would be grateful.

We recognise that this timeline is very tight, but we really do believe that the more feedback we share the better. Of course, if you wish to respond as an individual or as an organisation you have an extra week to provide your feedback.

CoLRiC annual survey

After consultation and discussion, CoLRiC's Executive Committee has agreed not to continue with the PII Survey in its current form. Instead we are working on designing a new Survey which we hope will be easy for our members to respond to and which will continue to generate valuable, usable data for our members.

We want to make sure that the data collected and used provides as true a picture as possible of usage, especially in the light of changing student attendance patterns - apprenticeships, T Levels, four-day timetables, and so on. The new Survey will take account of college libraries digital offers as these figures will be useful for members in bidding for digital services and to take into consideration benchmarking data used by other institutions, particularly SCONUL, so that there is a wider service context for our data.

Therefore the 2018 PII Survey is the last Survey to appear in that format. But please look out for an announcement about our new Survey.

How are you making a difference? Announcing the 2019 CoLRiC Best Practice Awards

CoLRiC is committed to acknowledging and celebrating exemplary practice and innovation across the FE and Sixth Form College sector. In honour of our 25th anniversary last year we awarded two of our prestigious Best Practice Awards (BPAs) to Exeter College's Information and Digital Practitioners team and to the Library at Northampton College for effectively engaging students in numeracy skills.

CoLRiC is now accepting applications for two 2019 BPAs, in celebration of creativity, resourcefulness and enterprise in libraries and learning resource centres across the sector.

We're looking for applications from teams that can demonstrate the value and impact of their service provision in any capacity. The world is your oyster in terms of topics, but examples may include initiatives embracing:

- Digital/information literacy
- Reading and numeracy
- Curriculum development
- Organisational/External collaboration
- Restructuring teams/Redesigning roles
- Marketing and social media
- Publications and guidance
- Student and teaching staff engagement
- Virtual/web services delivery

How do you apply?

- Any College library/learning resources service that is a current member of CoLRiC is eligible to apply for a Best Practice Award.
- Email colric@colric.org.uk to request an application form and guidance document.
- One application will be accepted from each organisation, authorised by the Head of Service and Vice Principal (or equivalent).
- The initiative or service showcased in your submission must have been operational for at least six months.
- Entries will be shortlisted by the CoLRiC Executive Committee and winners chosen by an independent external judge.

What will you get out of this?

Winners will receive a trophy, certificate and cheque for £150 to spend on library and learning resources. You will also:

- Receive national recognition for your contribution across the FE and Sixth Form College Sector
- Be featured in our e-bulletin CoLRiC Impact
- Be given the opportunity to deliver a brief presentation at our 2019 Conference in Birmingham on Friday June 21st.

Timelines

- Submissions open from Monday 25th February 2019
- The closing date is Friday 26th April 2019
- Two winners will be chosen from all submissions and notified by Friday 31st May 2019
- The awards formally will be announced at the Conference in June.

Do you work with a colleague who has made an exceptional contribution to the workplace?

Announcing the 2019 CoLRiC Jeff Cooper Award for Inspirational Information Professional of the Year

'To be acknowledged by one's peers is the greatest professional compliment.' Jeff Cooper

In honour of our 25th anniversary last year, CoLRiC awarded the Jeff Cooper award to the learning resources service 'For Your information' (FYi), part of the Learning Resource Centre at Blackpool Sixth Form College. The prestigious award is named in honour of CoLRiC's founder, and FYi received

it because the service had placed itself at the heart of the College's strategic aim to support the development of independent learning. At the presentation, Helen Crowther, Library Manager at Blackpool SFC, commented: 'FYi demonstrates a clear desire to change the lives of students through raising the awareness of information and empowerment through gaining knowledge.'

As we look ahead to the next twenty-five years, CoLRiC has decided to relaunch the Jeff Cooper Award and present it every year to an individual who demonstrates a similar desire to change lives and empower students.

We're looking for nominations for a colleague in your Library/Learning Resource Centre team who you admire and who has a proven commitment to:

- Meeting the needs of students in any capacity: academic, personal or vocational
- Engaging with, and cultivating, productive collaborative partnerships with academic staff and student support services

The nominee can be at any level in level in the service, from library assistant to senior manager.

They need to be:

- Inspirational and enthusiastic
- A team player and/or leader
- Creative, resourceful and enterprising
- Dedicated to going that extra mile to deliver excellence and innovation

How do you apply?

- Any College library/learning resources service that is a current member of CoLRiC is eligible to apply for the CoLRiC Jeff Cooper Inspirational Information Professional of the Year Award
- Email colric@colric.org.uk to request a nomination form
- One application will be accepted from each organisation, signed by the proposer and authorised by the Head of Service. (If the Head of Service is proposing a colleague, it should be authorised by the Vice Principal or equivalent.)
- All submissions will be reviewed and shortlisted by a panel made up of members of the CoLRiC Executive Committee. An independent external judge will choose the winning entry from a shortlist.

Guidance

The nomination should be accompanied by a qualifying statement or citation articulating the individual's exceptional contribution to the service and organisation beyond their job description or role. The word count is 500 words or less.

- How have they enhanced service delivery?
- How have they engaged staff and students?

- How have they raised the profile of the service internally and externally?
- What projects or initiatives have they contributed to or led?
- What professional development activities have they undertaken in pursuit of service enhancement?

Two supplementary documents can accompany the submission. For example, a CV or project overview.

You cannot nominate yourself for this award.

What will the winner get out of this?

The winner will receive a trophy, certificate and cheque for £150 to spend on library and learning resources. You will also:

- Receive national recognition for your contribution across the FE and Sixth Form College Sector
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If you require further advice and information, please contact the CoLRiC admin team at:

colric@colric.org.uk

CoLRiC Conference - 'The Road Ahead - Being Stronger Together'

“Libraries play a critical role in supporting organisational goals and strategies. Our resources and services have demonstrable value and impact helping create and sustain an institution-wide lifelong learning environment.”

Mirna Peach and Corinne Walker, the Co-Chairs of Council for Learning Resources in Colleges

CoLRiC is delighted to announce that bookings are now open for its 2019 Conference: “The Road Ahead – being stronger together.” The event will acknowledge and celebrate exemplary practice and innovation across the FE and Sixth Form College sector.



Date: Friday 21st June 2019

Venue: University College Birmingham

Click [here](#) to download the full programme.

Click [here](#) to book online.

The event will feature a programme of plenary sessions and a keynote presentation from Liz McGettigan, Director of Digital Library and Cultural Experiences, SOLUS UK. There is also a choice of break-out workshops.

The focus of the conference is on sharing strategies to help us adapt and thrive during challenging financial times.

Liz McGettigan writes: “Libraries and learning resource centres are facing many challenges, not least the chronic underfunding of resources and staffing that have become ‘the new normal’ for most of us.”

How do we revitalise our libraries to deliver an engaging, exciting and collaborative future? How can we harness effective internal and external partnerships and support from the intersection of technology, business and people? How can we share ideas and build more collaborative communities?

Themes the conference will address include:

- Being creative in an uncertain world
- Delivering cutting edge digital services
- Embracing, managing and driving change

“The Road Ahead” will also celebrate innovation and team working with the presentation of CoLRiC’s prestigious Best Practice Awards, alongside the CoLRiC Jeff Cooper Award for Inspirational Information Professional of the Year.

Throughout the day there will be plenty of opportunities to network with colleagues and fellow CoLRiC members. Our sponsors will also be exhibiting and presenting their latest products and services.

To book your place [please click here](#).

If you have any questions, please contact CoLRiC's administrators Val Skelton and Gary Horrocks.

CoLRiC Executive Committee Update

Welcome to Rosemary Broadbent

CoLRiC is delighted to announce that Rosemary Broadbent has joined the CoLRiC Executive Committee. Rosemary is the new Learning Centre Manager at Calderdale College. She has a vast experience of working in libraries in a variety of fields including Sixth Form, FE, and HE in FE, having previously worked at Oldham Sixth Form College, Burnley College and University College, Oldham. She is committed to providing a quality customer service experience and has successfully taken previous institutions through the Customer Service Excellence Award and the CoLRiC Peer Accreditation Award.

An invitation to join the committee

Are you a CoLRiC member looking for an opportunity to collaborate with like-minded colleagues?

We are looking to enhance our Executive Committee with additional members, and we'd love to hear from you.

CoLRiC is run *for* members *by* members. Our Executive Committee is made up of volunteers who are committed to championing excellence in libraries and Learning Resource Centres in Further Education.

Why join us?

- Work collaboratively with like-minded individuals all committed to impact, excellence and making a real difference
- Committee work is an excellent way to develop a range of skills and work with - and learn from - a variety of people outside your own organisation
- Being part of a national committee can help raise your profile and that of your service within your own organisation

How we work

Our CoLRiC committee works collaboratively, agreeing responsibilities, roles and tasks and working in smaller groups or teams to deliver agreed targets and outcomes. The Executive Committee is supported by two administrators and meets approximately three times every year, usually in Birmingham. In 2019 we are introducing virtual meetings – our first virtual meeting will be held in February 2019. Your travel expenses are covered by CoLRiC, and lunch, refreshments and chocolate biscuits are provided!

What we are looking for

Applicants should be CoLRiC members and we welcome applications from under-represented communities/regions.

We are looking for 'all-round' members to join us, but we are also looking for colleagues who are specifically interested in:

- Working on our annual Best Practice Awards
- Providing support to and learning from our Treasurer
- Training to become an assessor as part of CoLRiC's prestigious peer accreditation scheme
- Providing technical and digital content support for the new website we plan to launch in the new year

We are also interested in working with new/early career professionals who are interested in the CPD value of committee work or who are in the process of CILIP chartership.

Interested? Here's what to do next

Please contact our Admin team expressing your interest in joining the team. Email:

colric@colric.org.uk Tel: 07879667347

We can send you more information and a brief application form. Please specify which areas you are interested in working with us on. We look forward to hearing from you!

CoLRiC encourages the submission of articles by all members for publication in CoLRiC Impact. To discuss ideas for articles in advance please give us a call on 07879 667347 or send an e-mail with a short outline of proposed content. To submit an article please email the following to colric@colric.org.uk: (a) an unformatted Word document; (b) any associated files or images; (c) any recommended further reading; and (d) any links to any external content to be embedded into the final e-bulletin. There are no limits on the number of articles or the word count. The CoLRiC administrative team will be responsible for formatting, editing and proof reading all contributions before publication. Please include the email addresses and job titles of all contributing authors. All authors will retain their copyright.

www.colric.org.uk
