Cross College Manager:	ANO
Responsibility:	Learning Resources
Reporting to:	ANO

Please refer to data where possible

Summary of key strengths:

Access to and range of high quality resources across College both paper based and online to support teaching and learning across the curriculum.

Benchmarks, Student focus groups/surveys, Course reviews, Department info forms, Dept meetings. Staff Survey, OFSTED Inspection report, Heritage Stats, Dept stats

- Introduction of RFID/Self Service – reduction of queues and waiting times
- xxxx books issued via Self Service machine
- Increase in laptop usage – issued xxxx times
- High level of usage with approx. xxxx visits per day
- Maintained high level of fiction issues
- Introduction of discovery service across the curriculum. 76% of these students found the lessons to be useful and 92% would continue using the these resources. Over the academic year xxxxx searches were performed in xxxx individual sessions.
- e-books for FE Collection was widely used with xxxx user sessions viewing xxxx pages in xxxx unique e-books.

'Good use is made of the Learning Resource Centre and the study areas' OFSTED IR

'Accommodation and specialist resources remain at a very high standard and provide a stimulating and vibrant learning environment' OFSTED IR

Highly skilled LR Team offering high levels of Departmental liaison, on-going programme of resource promotion and contributes to Cross College activities i.e. Open Days

Personnel logs, Library Calendar, Staff Survey, Student focus groups & survey, Benchmarks, OFSTED Inspection report, Heritage Stats, Library stats, Course reviews, Department info forms and action plans, Dept. meetings,

- Are staff welcoming and helpful in The Library? – xx% found them to be so – 2nd in cross college depts.
- xx% of staff are happy with the level/type of assistance offered by the team
- Introduction of discovery service across the curriculum. xx% of these students found the lessons to be useful and xx% would continue using the these resources. Over the academic year xxxx searches were performed in xxxx individual sessions.

Pleasant, safe, welcoming environment in The Library & Study Areas

Benchmarks, Student survey, Course reviews, Department info forms, Dept. meetings. Staff Survey, OFSTED Inspection report, Heritage Stats, The Library stats

- Avg xxxx visits per day
- Are staff welcoming and helpful in The Library? – xx% found them to be so – 2nd in cross college depts
- More flexible space with a variety of working areas

- Variety of events and author visits throughout the year

'Good use is made of the Learning Resource Centre and the study areas' OFSTED IR

'Accommodation and specialist resources remain at a very high standard and provide a stimulating and vibrant learning environment' OFSTED IR

Improvements made:

Use of space

A number of new spaces were created with the Summer refurbishment work – study garden, silent study, reading area, group work room, meeting room, large café & social area. The new spaces combined with mobile shelving gave a more flexible use and as a result we were able to run a programme of events and author visits.

Introduction of RFID/Self Service

With the introduction of Self Service this has seen a reduction in queues and waiting times at the counter. 4032 items were issued at the Self Service machine.

Discovery Service

The **** resource discovery service was piloted with x depts. and was a runaway success. During the year x subject areas took advantage of the Subject Specific induction lessons. xx% of these students found the lessons to be useful and xx% would continue using the these resources. Over the academic year xxxx searches were performed in xxxxindividual sessions. Discovery service was embedded into the VLE and work continues this year to embed into the curriculum.

Areas for improvement:

Induction

Due the refurbishment work in The Library over the summer, the annual revision of Induction was unable to be completed and with changes to how enrolment and induction worked across the college, meant that a slimmed down version of Induction had to be used. As a consequence it was rushed, poorly received and didn't get the key points across to the students. A full scale re-think about Induction is required.

Use of social media

We want to utilise the power of social media more to enhance promotion of services and engage with all our users. Staff will be receiving training and will be working with the Marketing & Communications team to utilise their expertise.