



Council for Learning
Resources in Colleges

IMPACT

2020 - 2021 Issue 4

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**The voice of
Further Education
and Sixth Form
College Libraries
and Learning
Resource
Services**

EDITORIAL – HELEN SHERWOOD

As another challenging academic year ends thoughts inevitably turn to the next one. One minute I'm thinking 'end of term' and the next every other sentence seems to contain the words 'ready for September'. In this issue we are turning the clock back by delving into the CoLRiC website archive. We also reflect on the challenges of changing jobs during a pandemic. We have a full round up of the latest CoLRiC News.

Whether you went for the staycation, holidaying in the UK or paying close attention to the traffic light system I hope that you are feeling refreshed and ready for whatever the new academic year throws at us.

There are known knowns. These are things we know that we know. There are known unknowns. That is to say, there are things that we know we don't know. But there are also unknown unknowns. There are things we don't know we don't know.

A WORD FROM OUR CHAIRS

In the immortal words of Donald Rumsfeld "There are known knowns; there are things we know we know. We also know there are known unknowns; that is to say we know there are some things we do not know. But there are also unknown unknowns—the ones we don't know we don't know". I think that sums up this year very well. We seem to be living in unknown unknown times!

It's hard to know where to start! I suspect this academic year, for most of us, has been the most challenging one we have ever faced, both professionally and personally. I know it has been for me. How do we plan when we live in a time of such uncertainty? What happens when the rules change overnight and we don't know what we're going to face when we come into work in the morning? What are we going to face in September? So many questions and very few concrete answers at the moment. So much can change in such a short space of time.

I think our sector is one of the most resilient, creative and flexible ones – after all we've had to be haven't we? With everything that has been thrown at us over the years! And this is no different, we've had to be adaptable and find inner resourcefulness just to survive. This year our annual awards are focussing on and celebrating creativity and resourcefulness in trying times. Hopefully, you'll find some inspiration when the winners are announced.

Don't forget that CoLRiC is always here to help and support our members, particularly when times are tough.

Mirna Peach and Corinne Walker, Co-Chairs, on behalf of the Executive Committee



COLRIC NEWS

Welcome to the final issue of Impact for the 2020/21 academic year. It's a time to celebrate all that we have achieved over a challenging time and to look forward to a new academic year.

The CoLRiC 2021 Awards

CoLRiC is committed to celebrating innovation and ingenuity in the delivery of library and learning resource services.

For this year's CoLRiC Awards, we were particularly keen to recognise excellence and innovation in how services have responded to the pandemic. We asked you to share your inspiring and creative teamwork and initiatives, that reflected the adaptability of learning resource services in adverse circumstances.

We want to thank all of you that sent in entries for our 2021 Awards. We have thoroughly enjoyed reading your nominations and will share the news from our judging panels with you in September.

CoLRiC community - staying connected

A key membership benefit of CoLRiC is access to our [private discussion forum](#), hosted by JiscMail. Registration with JiscMail is free and employees at any member College can join using their work email address.

It's a great place to ask a question, elicit feedback on a topic, initiate a research project, share a document or simply sound off about any issues that are concerning you. The forum underpins the CoLRiC community and is often cited as a key source of support for library and learning resource services professionals across the FE and Sixth Form College sector.

The topics on our members only discussion forum are a fascinating snapshot into the everyday, the strategic and the problem solving and include:

JISCM@il

- ❖ Ideas for team building events
- ❖ Guidelines for staffing and budgets
- ❖ A request for advice on library booking systems to help manage user numbers
- ❖ How to subscribe to online journals
- ❖ A discussion on selling withdrawn stock items
- ❖ Requests for recommendations for book return bins and touchscreen catalogue kiosks
- ❖ News about the Reading Agency's Quick Reads initiative

We're also seeing more job opportunities on the forum and encourage you and your colleagues to share these with our members.

An update from the Executive Committee

We are absolutely delighted to welcome two new members

to our Executive Committee (EC).

Mishka Fielding is the Library and Study Centre Manager at Loreto Sixth Form College. Previously at Bolton Sixth Form College, Mishka now works at Loreto Sixth Form College where she manages the library/study centre. Her particular areas of professional interest are marketing, the transformation of library services and curriculum engagement. She is a tutor for year 12 and year 13 students.





Terri Kudrath-Charnal is Learning Resources Facilitator at Oldham Sixth Form College. She previously worked at the Hathershaw College before moving onto Oldham Sixth Form College in 2019. She is trained as a Google Educator (Level 2) and is also an EdTech Demonstrator, providing assistance and support to colleges and schools around the country as part of the government EdTech Demonstrator programme. Terri joins us as a co-opted member of the EC. She will be working with Chris Hall as a key contact for our sponsors and with Mishka Fielding on membership engagement.

How can you become more involved in CoLRiC?

We'd love to hear from members who would be interested in joining our Committee for one year as a co-opted member. These positions are open to new professionals and/or people who are new to the sector, who want to gain committee experience. They would be mentored by a committee member, with the option to move to full membership after a year. There are so many areas you can be involved in – from web development and IT support to working with our sponsors or planning events, or working on publications.

MediaWatch

Inclusive teaching

Miranda Melcher (King's College London) appears on the latest Jisc podcast and has written a teaching guide for Jisc called '[Teaching to Include Everyone: A Practical Guide for Teaching Neurodiverse and Disabled Students](#)' (link takes you to a Google doc). [You can access more of her work on her website.](#)

E-books for FE

[Jisc's latest e-books for FE newsletter \(August 2021\)](#). Jisc is reporting a 51% increase in e-book usage over the previous academic year.

A book for book lovers

The British Library has published [The Book Lover's Bucket List](#). The book takes the reader on a literary journey through the British Isles, and features urban and rural sites of historical and contemporary interest.

CoLRiC website

The CoLRiC web project team is still working towards launching a new website. It will highlight key CoLRiC resources and services, emphasising the important role CoLRiC plays in supporting the FE/Sixth Form College community, championing quality across the sector and supporting organisations in evidencing the impact and value that our members bring to teaching and learning support and the student experience. We will keep you informed and updated throughout this project via our regular member email bulletins. The new website will be a work in progress, and we will be asking you all for feedback to help us develop the resource over time.



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The voice of Further Education and Sixth Form College libraries and learning resource services

"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 CoLRiC.



colric@colric.org.uk

DONALD MITCHELL - A TRIBUTE- Andrew Eynon, Grŵp Library & Learning Technology Manager, Grŵp Llandrillo Menai.

Donald Mitchell, one of the founding members of CoLRiC, was tragically killed in a cycling accident in December 2020. Although Donald had not worked in the FE library sector for over a decade he is still widely known and fondly remembered by those working in the sector, particularly in Wales.

Donald was a leading figure in the early days of CoLRiC, although the demands of the day job restricted his involvement in later years. Donald, who hailed from Scotland, managed the library service at Pontypridd College (later known as Coleg Morgannwg and now part of Coleg y Cymoedd) from 1987-2008. He was one of the last 'tutor librarians' – FE librarians employed on teaching staff terms and conditions. During his time in Pontypridd Donald became a leading figure in FE librarianship across the UK.

Donald was a member of the CoLRiC Executive from 1998-2004. He edited the CoLRiC Newsletter from 1998-99 before becoming Chair of CoLRiC in 2000 (a position he held until 2004). Donald was instrumental in developing CoLRiC's Peer Accreditation Scheme and he was an active peer assessor. In addition, he edited the second edition of the successful CoLRiC Working Papers.

Prior to helping set up CoLRiC, Donald was a member of the National Committee of the Colleges of Further & Higher Education (CoFHE) group of what was then the Library Association (now CILIP). Donald was heavily involved in organising CoFHE conferences and he edited the proceedings of each annual conference between 1993-96 - in those days the conference papers were formally published. He also edited *Library design: principles and practice for the college librarian*, published by CoFHE in 1992 - this remained one of the key works of FE library design for many years.

It was at one of those CoFHE conferences, at York University in 1993, that I first met Donald. He was already one of the most well-known FE librarians in the UK but he still took time out to share his experience with new professionals like myself. However, it was not until I started work in the Welsh FE sector in 1999 that I got to know Donald well.

Donald was a powerhouse in terms of Welsh librarianship. He was instrumental in setting up Fforwm Llmab (Heads of FE library & learning resource services in Wales) in 1998 which was chaired by the National Librarian of Wales. Donald was honorary secretary from 1998-2000 – the secretary being the driving force because the Chair was more of an honorary role. Donald used the group as a vehicle to promote CoLRiC (the invitation for the inaugural meeting was on CoLRiC headed paper!). This early intervention surely accounts for the high level of CoLRiC membership in Wales through to today.

This group was superseded in 2003 by a new group with a similar remit created by Ffowrm now Colegau Cymru - the Welsh Association of Colleges. Donald was also a prime mover in this group and a contributor to the first Welsh FE learning resources quality toolkit published in 2005. Donald was also active in cross sector library groups – serving on several groups including the national committee of the Welsh Library Association (now CILIP Cymru) and the Consortium of Welsh Library & Information Services (the forerunner of the Welsh Government's library division – CyMAL/MALD).

I last saw Donald in person at the 25th anniversary CoLRiC conference in 2018 where he had been invited as a past chair - he had lost none of his old enthusiasm for the profession. There are very few characters of Donald's professional stature left in the FE library sector and he will be sorely missed.

THE CoLRiC WEBSITE ARCHIVE - A CHANCE TO LOOK BACK....BEFORE WE MOVE FORWARD - Helen Sherwood, IMPACT Editor.

We are getting closer to launching a brand-new website. CoLRiC has had a website since 1998. We still have access to the archive, and it felt like the right time to dip into twenty-three years of content.

Welcome to



Council for Learning Resources in Colleges

Communication

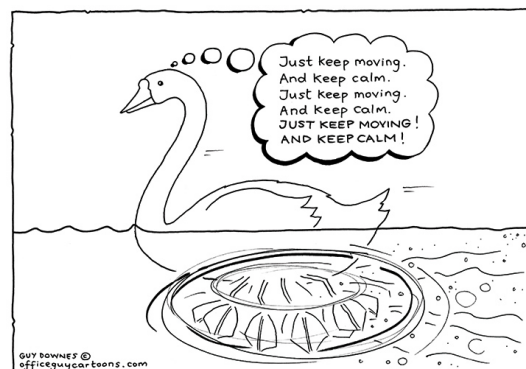
The original website had a link to the CoLRiC Newsletter. This was a cross between the Impact of its day and the regular email updates that you get from our wonderful Admin team. A new editor was very open about the prospect of taking on extra work introducing a newsletter with,

‘Hello from your new editor. My line manager and my team all consider me slightly insane to have taken this on. I only hope I can maintain previous standards, and also prove them wrong’

A few years later the Executive Committee continued to be open about the process of delivering content to a deadline.

‘Welcome to a belated 22nd issue of the newsletter. As you are all aware the Committee all have day jobs as well as trying to run the affairs of CoLRiC. Unfortunately, at times of heavy workload things can slip. However, normal service (as they say on television) has been resumed. Please accept our apologies for the delay in producing this issue’

The current approach is elegant swan on top, legs kicking furiously underneath. We leave the timely content (the regular email updates) to the professionals. Impact is now spread as four issues across the full calendar year, giving us long lead in times and room for some (behind the scenes) adjustments. Content of interest to our members is always welcome and details of how to submit in 2021-22 can be found on the back page. CoLRiC Impact reflects our CoLRiC Community, with content written by our members and our sponsors. It continues to allow a space to share stories, experiences and ideas.



Advocacy

In 2004 CoLRiC was linked to parliamentary lobbying. The following news was posted on the website in July 2004.

LOBBYING. CoLRiC has always done a certain amount of lobbying of people and organisations, to try and convince them of the importance of learning resources services in colleges. This year we have hired a firm of professional consultants with close associations to Parliamentary and NGO lobbying to keep us in touch with developments, committee meetings, reports, and anything else that may be pertinent. We then follow up the leads by writing to the right people at the appropriate moment. Although the influence of CoLRiC over the years is tangible, we felt it was time a push was made for the policy-makers to become more closely involved. This is initially a year-long project which will raise the profile of college LRS, and it is hoped lead to a better understanding and more inclusion in discussions, at a level where influence can be directed to college managers, inspectorates and others who may have an influence on the future of LRS in colleges.

A follow up was posted in 2005.

LOBBYING. The initial thrust of our Lobbying project has come to a close. The whole project was particularly successful when we went to see Members of Parliament. We saw one from each party: the Liberal Democrat and Labour Members were particularly supportive, approaching the Chief Inspectors of Ofsted and ALI on our behalf, and devising Parliamentary Questions that were asked and answered, before the calling of the election put a stop to any further action.

These days we use the word 'advocacy' to reflect our ongoing mission to advise and support. CoLRiC gathers the latest information and research to feed into and inform discussions. Our Executive Committee members also sit on various boards, representing CoLRiC in key areas affecting the sector. We will continue to advocate on our members behalf, feeding back to them, gathering their opinions and at times asking for their participation. CoLRiC is committed to raising the profile of the FE/Sixth Form College sector and advocating for those delivering vital library and learning resource services.

Continuing professional development

In 2011 CoLRiC was promoting free half day summer events to help people who couldn't get a full day off to attend external development events. Zoom was also founded in 2011 but it would be a few years before it brought a whole new dimension to event planning.

Council for Learning Resources in Colleges April 2011

CoLRiC Roadshows = FREE 1/2 day event

CoLRiC Roadshows: surviving in a cold climate

Free ½ day events near you

Last year's conference was difficult to attend for many people and for many reasons – not least of which, a full day away from work. So this year we have arranged a series of half day events in four cities around the country. Budgets are tight, so the events are free of charge for members of CoLRiC! For more information and a booking for click [here](#)
posted on 3rd Mar 2011 |

CoLRiC's 2020 conference was cancelled – for obvious reasons – and it may be some time before attendance at face-to-face events returns as the most popular choice for CPD or training events. Yet this doesn't mean that people aren't learning and developing their skills. For CoLRiC members, questions are answered and lessons learned are shared on our Jisc mail forum. Case studies and ideas are shared here in Impact of course. And CoLRiC monitors news feeds and channels to surface and share relevant and interesting content with our members. And when our new website is launched, you will be able to access and share additional content including templates, job descriptions, marketing posters and other materials to help you deliver the best possible services to your students and colleges.

And finally....

It is six years since these new Executive Committee members were announced. I wonder what happened to them.....

The CoLRiC Executive Committee is delighted to welcome new members:

Mirna Peach (Leyton Sixth Form College),

Corinne Walker (Oldham Sixth Form College).

CoLRiC Sponsors

Our sponsors are an essential part of our community.

The support we receive from our sponsors helps CoLRiC serve our members within the FE and Sixth Form college community as they continue to provide essential support and services to students, colleagues and their institutions.

Like our members, they have had to find new ways of working and collaborating in response to changing circumstances. They have developed new services, new products, and new ways of communicating with their customers. Their continued support of CoLRiC is greatly appreciated and we look forward to working with them as we move into a new academic year.

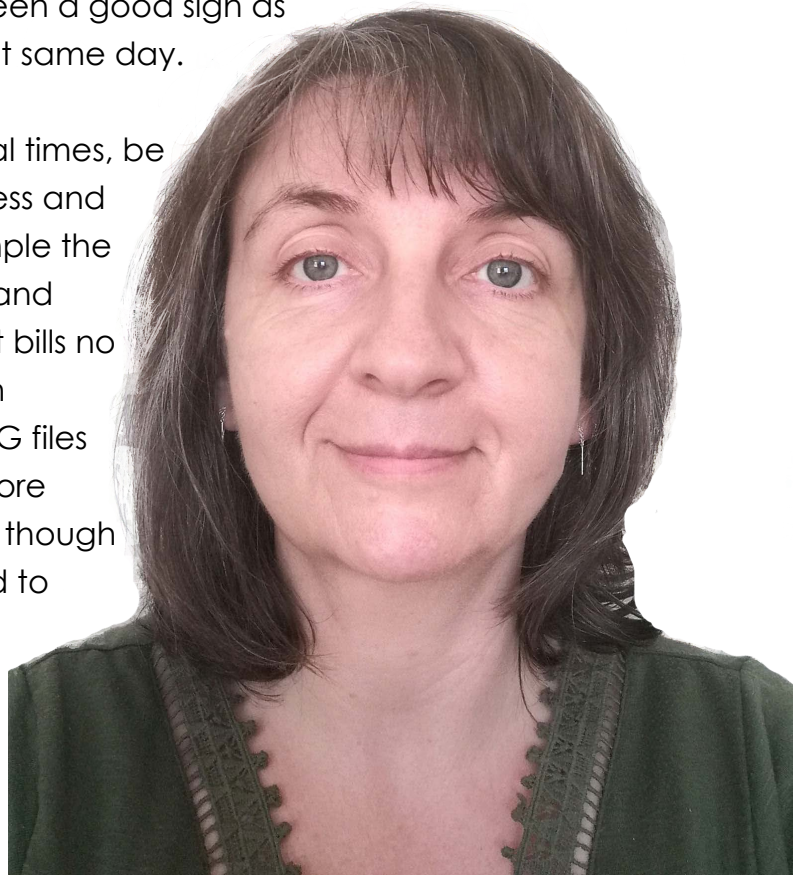


CPD - MOVING JOB ROLE DURING A PANDEMIC - Sam Goldsmith, Library Manager, The Manchester College

In early 2020 I decided that things had to change in my work/life balance. My then employer seemed determined to have everyone in full time and was not going to learn anything from our new remote and far more flexible support role. I didn't feel safe, and I wanted a job that appreciated that some aspects of FE Library support could actually be more efficient and flexible when it wasn't measured by hours of the day at a location, but rather by outputs and impact. I began my job search, which was for the first time in my career countrywide - looking for remote or part remote working. I applied for five roles in a nine month period and had interviews for three.

Remote interviews can be technically challenging and it can be odd not to be able to look around, meet people and see if you feel comfortable there. In other ways remote interviews are less nerve wracking than face to face - there are no journey nightmares and you feel more relaxed at home. My first interview was plagued with technical issues with me having to move to a phone call mid-way through; so for the second and third I made sure I set up a phone hotspot instead of relying on my internet connection. I was nervous about the possible recurrence of the original issues and some home ones too - like my very vocal dachshunds! But "meeting" my two interviewers for this role I felt right at home, like I had known them forever and that must have been a good sign as I was thrilled to be offered the job later that same day.

As we all know HR operations can, in normal times, be a little fraught during the onboarding process and being entirely remote didn't help. For example the documentation needed for the Disclosure and Barring Service check (tricky in itself as most bills no longer use paper) had to be viewed live on screen and then photographed, sent as JPG files and then countersigned by the witness before being scanned again and sent to HR. Even though there were some frustrations, I still managed to "start" exactly the day after my existing contract ended in November 2020.



There followed a two day induction. For my first day I travelled to one site and met my boss and colleague once again (well for the first time actually)! We socially distanced, and wore masks and did the usual paperwork, I got my laptop and phone and I looked over lots of information about structure, procedure and annual planning. Then the rest of the two days were filled with visiting eight of the nine sites, many closed/empty due to lockdown with a few sites remaining open for vulnerable students. Many operations such as IT and HR were/are still entirely remote. I did not actually meet many of the wider team for many more months, and some, who were shielding, I now know quite well but have never met in person, which is very odd.

What did I miss? Well 6 months on and I still do not know all the procedures and software, this is due to not having a “base”, it’s amazing how much you must pick up from asking your colleagues in the same location. I also think it takes much longer to build working relationships and links with curriculum, some of which are still unaware of who I am and how I can help. It was tricky to find routines that work for regular 1:1s etc., especially when those team members are mostly service desk based. I think when we all worked more flexibly (like during full lockdown) this worked better than the mixed scenario of me being mobile and they struggling to find a spot for a Teams meeting, or even time for a face to face one. I think it’s vital to have conversations in person though, as you can really see how people are getting on, so now I use my on-site days to rotate around and make as many face to face meetings as possible, using my working from home days to catch up on everything else.

It really helped that I had done a similar role before and if I am honest, I am not sure how well it would have gone otherwise; but luckily I fitted right in and feel like I have been here for years. I have a very supportive manager, I feel safe, my work life balance is much better, and I know the organisation wants to take the best from what was learned during the lockdowns.

An unusual experience and one never (hopefully) to be repeated - let’s hope it was unique to the strange pandemic period as it was by far the strangest job change of my career, but I am glad I made the move.

THE BACK PAGE

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.

If you submit an article about the service at your college, please consider including a summary of key service information that will provide the reader with some context and help them to compare with their own college e.g. staffing numbers/types/opening hours.

Four issues of Impact are scheduled for the 2021-2022 academic year. Themes for the remaining issues are outlined below. If you would like to submit an article, please note the advice below and the closing dates for submissions.

November 2021 – Celebrating achievement - deadline 1st October 2021

March 2022 – Wellbeing – deadline 21st January 2022

May 2022 - All change – deadline 25th March 2022

July 2022 – End of year reflections – deadline 24th June 2022

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-newsletter. There is a word count limit of 1,200 on articles. Word count limits for other regular features will be confirmed with members ahead of submission. The CoLRiC Impact editorial 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.

