EVENTOS

III JORNADAS CRAI.

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2005

Putting Learning and Support in the Centre

The Leeds Met Library Model / Section 5

crue Universidades Españolas
Red de Bibliotecas REBIUN

Putting learning and support in the centre: the Leeds Met Library model

Section 5

REBIUN Workshop on Management of Learning Resource Centre Services, Granada, May 2005

Jo Norry
Head of Learning Support Services
Leeds Metropolitan University

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Evaluation

- Ethos of evaluation and continuous quality improvement
- Benchmarking against others
- Obtaining and using feedback from customers
- Evidence of impact
- Usage statistics, national comparisons (SCONUL)

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Continuous quality improvement

- Charter Mark award
- Service standards – setting and monitoring
- User feedback
  - Surveys (Library, University, national)
  - Customer comments cards
  - Course committees
  - Students Union
- Benchmarking – consortium, LIBQUAL survey (SCONUL)
- Mystery "shopping"

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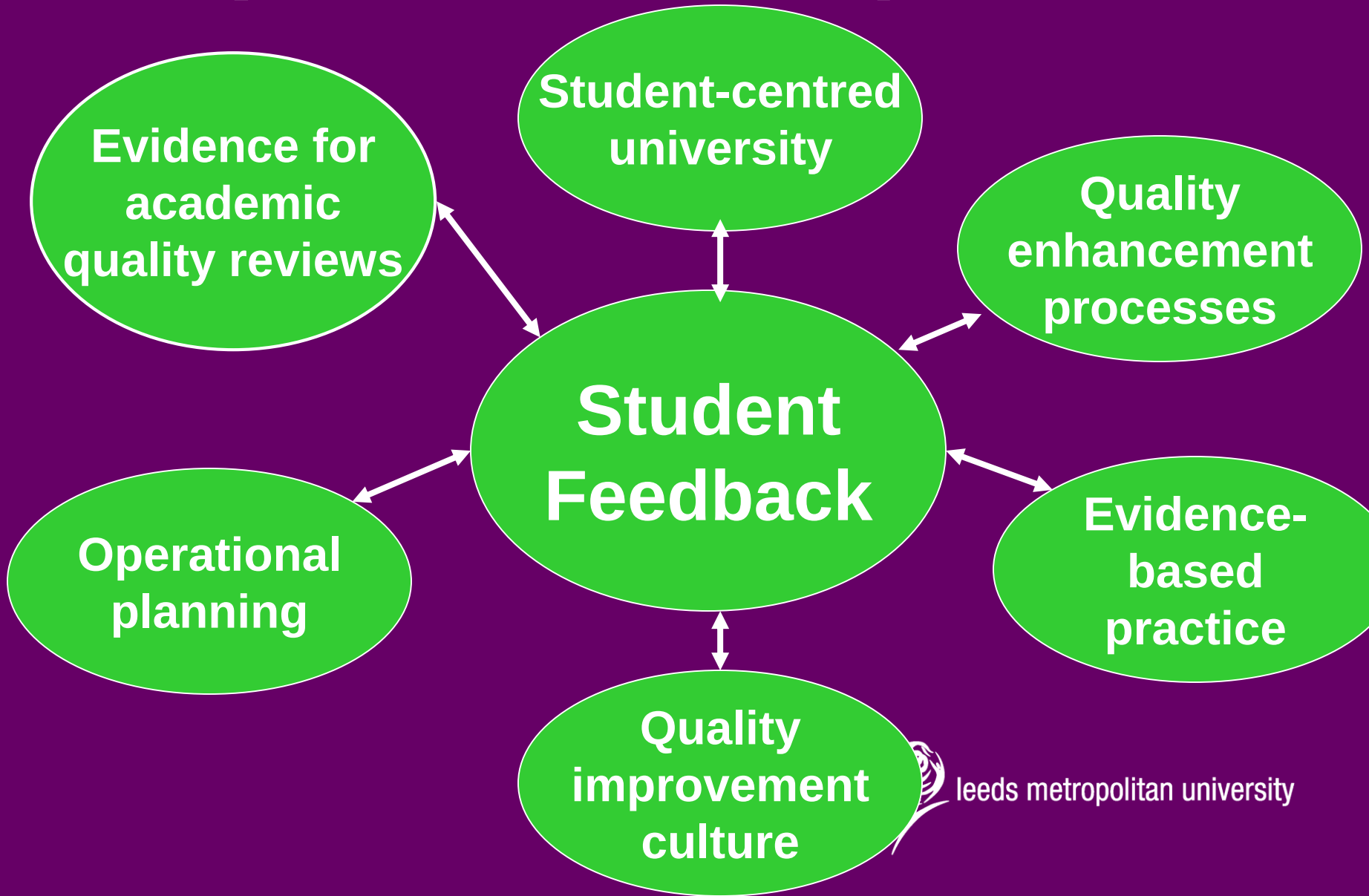
Why is feedback important?



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Obtaining feedback

University-driven

- Annual student survey
- Course committees
- Focus groups
- Student representatives
- Annual quality reviews
- Quality Assurance Agency

Library-driven

- Surveys
  - user satisfaction
  - services, e.g. 24hour opening
- Customer comments
- Focus groups
- Meetings with Students Union
- Liaison groups

“In the team’s view, Learning & Information Services makes a significant contribution to the University’s success in achieving its aim of becoming a student-centred institution.”

Quality Assurance Agency Institutional Audit Report, 2005

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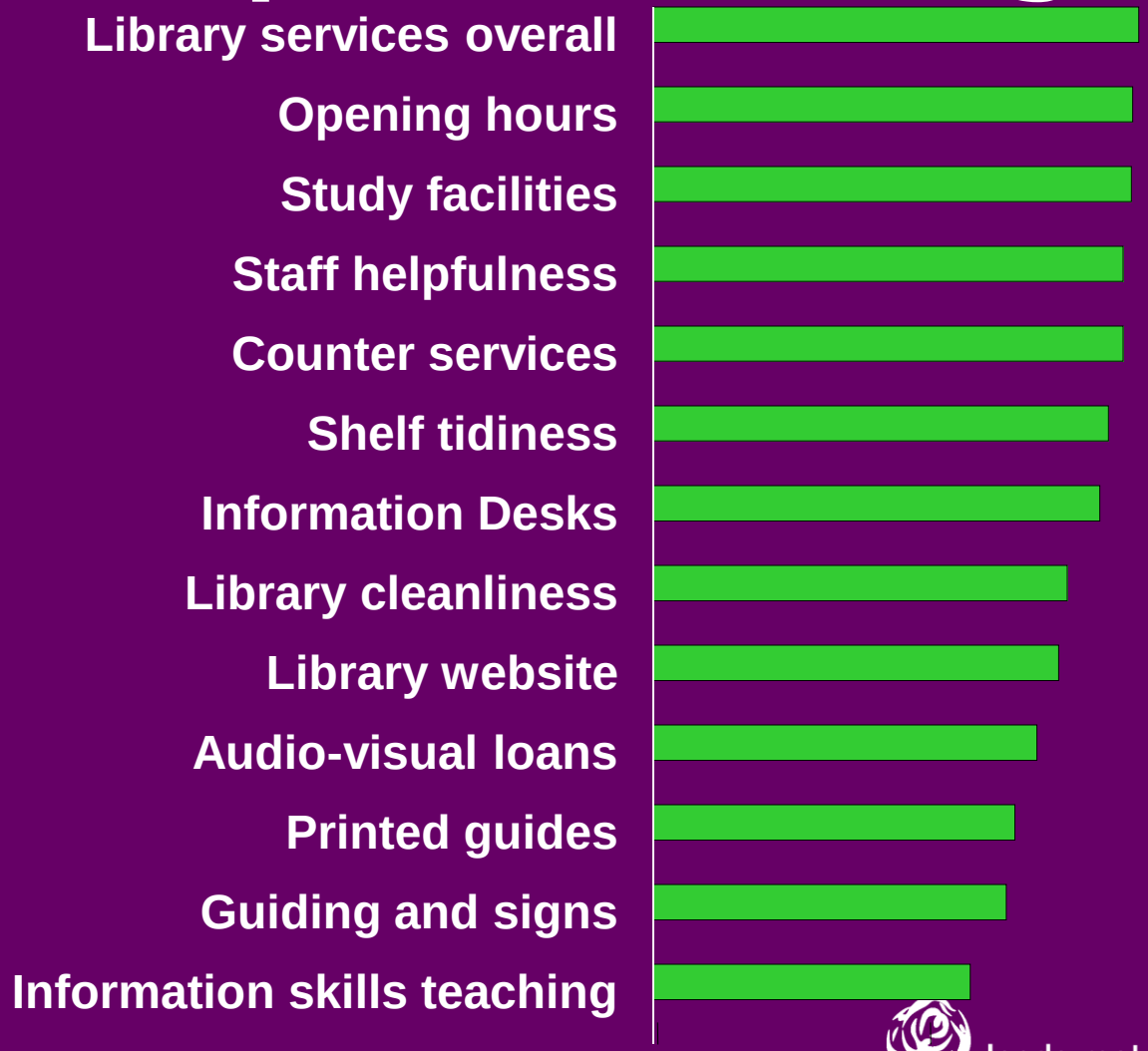
Library Survey – Users' importance ratings



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Library Survey – Users' priorities

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"LSS sets high standards, meets them and provides a high level of frontline customer service supported by efficient and effective support teams… Continuous quality improvement is clearly ingrained within LSS and customer service is second nature to staff."

Charter Mark Assessor

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Current issues

- Raising awareness of academic staff
- Sharing customer service ethos
- Accountability and justifying existence
  - University of Wales Bangor (April 2005)
- Value of information skills to "Google" generation
- User-friendliness of electronic services
- Services across long opening hours
- Managing day-to-day whilst developing new services

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SCONUL Top Concerns 2005

Access to services	Quality measurement	E-resources E-learning
Staff skills	Convergence Organisation changes	Funding
Change management	Space & buildings	Compliance with legislation

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The future

- How can we meet greater expectations when students pay higher fees?
- Will we need library buildings for the virtual library?
- Will we need librarians?
- What kind of support will students need?
- What is the most effective structure for library services?

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Putting learning and support in the centre

Questions?

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