National College of Ireland

Services Quality Review

Action Plan & Response

Norma Smurfit Library

<small>**<MAY/JUNE 2012>**</small>

Quality Assurance Review

1   Feedback and Action Plan, June 2012

This marks the culmination of the quality assurance review which the Library carried out in 2011/2012. The process was completed in January 2012 and the panel visit took place on the 6ᵗʰ March 2012. The Library is indebted to the panel members [Lorna O'Connor, Deputy Librarian, Dundalk Institute of Technology; Padraic Cuffe – Ex- Academic Administration and Student Affairs Manager; Trisha Patton, Assistant Librarian/Information Officer, Irish College of General Practitioners; John Logue Student Representative, UCD]

Overall, I am very satisfied with the quality assurance process that we carried out in the Library, given that we did so with no additional resources and that we learned a great deal about the day to day operation of the Library and the ways the Library is perceived by students, staff and external users. The comparison with other Libraries was very useful and gave much food for thought and one of the most interesting insights which I personally had was that the Library of the NCI does not always have to work alone and there is assistance available, if we ask for it.

The key areas that stand out to be addressed over the next 3 years are:

- User Education and Information Literacy: the move to digital information/resources has increased the need and demand for basic, structured and informative information/digital literacy skills by all users of the NCI Library
- To keep abreast of information advances so that the NCI Library can adopt new technologies when it is pertinent to do so.
- Draw up a human resources plan for the Library, with the opening hours and demands on staff being taken into consideration and to have this in place by September 2014.
- To promote and market the NCI Library, internally within the College and externally.

We hope to work through all of the points in the action plan, however we are know that this may not always be possible, due to events that may occur in the future. Where and when we can act on the action plan we have done so and will continue to do so.

The Quality Assurance Review would not have been possible without the assistance of a lot of people who gave generously of their time. Firstly I would like to thank Anne Ambrose College Librarian, Dublin Institute of Technology, Aungier Street; Ted Lynch, Institute Librarian, Waterford Institute of Technology; Jane Buggle, Deputy Librarian, Dublin Business School; Liam O'Dwyer, St. Patrick's College, Drumcondra, Senior Library Assistant.

I would like to thank all the library staff who were involved in this process: Timothy Lawless, Assistant Librarian; Maeve Byrne, Senior Library Assistant; Stephanie Doyle, Information Project Officer; Gerard Farrell, Library Assistant; Joseph Dooley, Library Assistant; Keith Brittle, Library Assistant; Marian Farrell, Library Assistant; Sinead Corcoran, Library Assistant. Finally, I would like to thank John McGarrigle, Registrar; Sinead O'Sullivan, Director of Quality Assurance and all other colleagues at the National College of Ireland for their support.

Mary Buckley, Librarian, National College of Ireland, Mayor Street, IFSC, Dublin 1
Email: mbuckley@ncirl.ie   Telephone: 01 4498590

2   Terms of Reference

1. The review will consider the present and future performance of N.C.I. Library and Information Services in terms of its stated objectives as a college service, as well as commenting on the feasibility of its plans for the future.
2. The review will be conducted in the context of the strategic plans of the college, the schools and of other administrative departments.
3. The review will examine the User Experience of the Library Services at the College
4. The review will also be conducted in the context of the standards and guidelines offered by the European Association for Quality Assurance in Higher Education
5. The quality of library services will be considered with reference to national and international trends, best practice in the sector, published research and benchmarking activities the library has entered into.
6. The specific areas of the library service under review are:
7. Broad areas of library operation; lending and inter library loans, online databases and Web resources, collection development and management, acquisitions, cataloguing and periodicals, user education, planning and management, disability services and external professional relationships .
8. Review of the adequacy of library facilities, buildings and environment.
9. Review of the organisational structure, training and deployment of staffing resources.
10. Review of the library service to off-campus students.

3   Recommendations & Response

The Library has considered the recommendations from the Quality Review Panel, the following is a summary of its response and proposed actions. Recommendations 1-10 fall within the remit of the operational management of the library, whilst recommendations 11-12 encompass wider College issues.

3.1   Library Management

Recommendation 1

Named liaisons with Schools for programmes/subjects should be appointed in order to facilitate more effective communication with Schools. Library representatives should attend School meetings on a scheduled basis.

Response: Library representatives should attend School meetings on a scheduled basis. The action from this is to start process, set up Library Liaisons; check with Deans in Schools to establish a communication forum. Measurement would include checking what improvement(s) have occurred in January 2013; April 2013. Involvement of Librarian Library Staff; assistant librarian; senior library assistant; Deans in Schools; Programme Directors: Faculty

Dates: In place by September 2012 :   Completion Date: February 2013

Recommendation 2

Electronic delivery of inter-library loans should be explored e.g. British Library. Electronic delivery service, the Subito service,

Response:The action from this looked at electronic availability in Britsh Library & Subito Demand led articles from various publishers via internet (Library credit card) involvement of Librarian; Assistant Librarian. Measurement would look at the reviewed options on 3 separate options (document in QA folder, Librarians' Drive)Compared 3 options: Prices are relatively similar, copyright costs can add additional expense to online materials: Decision to not use Subito but to stick with current practice (access on demand) and use British Library 24 hour service when required.

Dates: Completion Date: May 2012

Recommendation 3

Explore methods of marketing and communicating new and existing services to users e.g. use of Blogs, email, etc.

Response:The action from this would be for the Library to develop Marketing Strategy for the service, involvement of Librarian; Assistant Librarian ; College Marketing Department. Run social media workshop for library staff (Facebook: Blogs: Wikki: Linkedin: Twitter 14th June 2012). Measurement would examine the increase in awareness of library services Increase in services by students/faculty: check usage figures of social networking pages for library when they are setup. January 2013

Dates: Completion Date: January 2013

Recommendation 4

Review revised loan periods to ensure that they are effective. Explore possibility of extending the 2 hour loan period to 4 hours and introducing a loan period between 2 hours and 2 weeks e.g. 3 days for heavily used items.

Response: The action will have the Library examine request item statistics from 2011 to 2012 to see if change in loan periods has impact on items being requested by students, involvement Librarian; Assistant Librarian. The measurement will look at the changes in the circulation statistics have increased since loan periods were changed, this has led to decrease in students looking to reserve items (Horizon Stats 2012) Decrease in 45% overall for 2012 in items being requested by users.

Dates: Completion Date: May 2013 [will look at figures again in December 2012 to see if trends continue, and will reassess the position at that time]

Recommendation 5

Investigate the use of security staff for noise patrolling

Response: The action taken by the Library will be to check with College personnel, (Premises and Registrar), involvement Librarian; Registrar; Facilities Manager. The measurement for this is to check with facilities manager/registrar and there is currently no extra finance available for extra security presence in library. Librarian In talks about extra presence in run up to and during exams period.

Dates: Completion Date: May 2012

Recommendation 6

Develop capacity for greater for greater delegation and succession planning within the library Staff

Response:The action will be to draw up plan for this eventuality, involvement Librarian; Assistant Librarian; Registrar; HR Department. The measurement for this action is currently uncertain, it will depend on staff changes, currently a position of information project office open, internal staff have applied for position, will monitor progress . Internal staff member was successful, additional staff will have to be recruited and interviews took place in June 2012.

Dates: Completion Date: December 2012

Recommendation 7

Consider an annual workshop/seminar series for all years of all programmes to ensure that learners can take advantage of services as and when they need to so

Response: The action will be to plan annual workshop or seminar November of each year, involvement Librarian; Assistant Librarian; Information Project Officer; College Marketing Department. Measurement will be through attendance at workshop/seminar, will monitor over 3-5 year cycle to gauge success

Dates: Completion Date: December 2012 and subsequent years to 2015

Recommendation 8

Monitor the balance between full, part-time and contract staff to ensure that service quality is not affected

Response:. The action will be to draw up new library staffing structure, involvement Librarian; Assistant Librarian; Registrar; HR Department; Finance. The measurement will be to implement plans for additional fulltime library assistants x 2 over next 3 year period (document in QA folder, Librarians' Drive) and to monitor user satisfaction

Dates: Completion Date: December 2012 and subsequent years

Recommendation 9

To have a revised standard operating procedures,

Response: the action was to review the process was rewritef all standard operating procedures. This involved all members of the team and as evidenced from engagement with both groups of library staff, the process appears to have made them more aware of the need to evaluate processes on an on-going basis with the involvement of all Library Staff. This recommendation was measured by the production of the Day to Day operation Manual

Dates: Completion Date: September 2011

Recommendation 10

Develop opportunities for general competency based training for all staff

Response: To develop a staff development plan for the Library. This action will be measured by a review of current performance review/goals and objectives and training plan to see if this can develop broader competencies for Library Staff. Involvement Librarian; Assistant Librarian: Senior Library Assistant; HR Department; Registrar; Finance. Library does draw up under performance review each year, goals and objectives and a training plan to accompany this. However Library training is very much budget dependent and this is currently very low due to economic circumstances

Dates: September 2013

3.2   Cross College Functioning
The following recommendations were made to the College as a whole as they encompass issues outside of the direct management of the library.

Recommendation 11

Whilst recognising the financial constraints of the College, that as soon as possible, the library space should be expanded in a manner to appropriately meet learners needs e.g. quiet zones, zones for project work

Response: In conjunction with the facilities manager, the Library will draw up plan for use of space in light of current restricted space availability. Library is at the limit of space available especially for students. Until the College is in a position to buy back College Residences and make additional space available there is very little that can be done. Further work can be done in publicising the study space already available in L3K for postgraduate students.

For Library staff it will be possible to extend some office space to the glassed off area next to Library. This room could be divided t into two with half for library staff and the other half as a study/meeting room. Involvement Librarian; Assistant Librarian: Senior Library Assistant; Registrar; Facilities Manager; Finance

Dates: Student/Library additional space from Jan 2015; Library office space Sep 2012

Recommendation 12:

That an active programme be put in place in order to ensure that faculty are encouraged to become more involved in the development of the library and its services and in ensuring appropriate communication between academic staff, library and learners

Library Response to Recommendations

Overall I think the recommendations are timely and can and will be implemented, however there are limitations to the work the Library can carry out based on the physical size of the Library, Library Staffing and Resources available to carry out the recommendations. The Library is currently in the process of carrying out some already completed, such as producing a policies and procedures manual; social media training; planning at implementation of communications between the Library and Faculty of the College etc..

In order for these recommendations to be implemented fully the good will of the College Staff and Management and in particular the goodwill of the Library Staff will have to be relied upon. The quality assurance review will further develop the professionalism of the Library Service and assist in the future development of Library resources given the current economic conditions.

Mary Buckley

May/June 2012