

Learning Resources Service Commitments
2008/9

Our Purpose

To actively provide a wide range of learning resources, services, facilities and support to appropriate to the needs of the college community, and to contribute to the excellent teaching and learning activities of the college.

Service Commitment Measures

Mystery shopper, Internal Audit, Internal Customer Surveys, Learner Surveys, Collections Audit Trails, Booking Information, Workshop Feedback, Usage Statistics

<u>Our Service Commitments</u>	<u>Service Standards</u>	<u>Outcomes</u>	<u>Stakeholders</u>
<p>Our stakeholders can expect:</p> <ul style="list-style-type: none"> ○ <i>Excellent standards of Customer Service</i> 	<ul style="list-style-type: none"> ● All phones will be answered within five rings. ● All staff will wear name badges at all times. ● We will treat all our customers equally and with respect. ● We will own and resolve customer issues. ● We will use the college's administration protocols (email, letters, telephones) ● We will reply to written customer comments within 10 working days. ● We will provide a professional, informed, helpful 	<ul style="list-style-type: none"> ○ <i>Customer satisfaction and high professional reputation</i> 	<ul style="list-style-type: none"> ○ <i>Students</i> ○ <i>Visitors</i> ○ <i>Customers</i> ○ <i>Staff</i> ○ <i>Employers</i> ○ <i>Governors</i> ○ <i>Funding Bodies</i>

Excellence 90% of the time

Good 80% - 89% of the time

Satisfactory 70 – 79% of the time

Inadequate under 69%

	<p>and courteous service to fully support the needs of our customers.</p> <ul style="list-style-type: none"> • We will clearly display our service standards and code of conduct. • We will respond to individual customer requests for usernames and passwords (network, VLE, Athens) within 2 working days of the request. • We will ensure that access to Learning Resources is as flexible as possible, including evening and weekend access to the Learning Centres, and 24 hour access to online learning resources. • Within the LRC opening hours all centres will be staffed 100% of the time. 		
<p><i>A wide range of excellent learning resources, services and facilities</i></p>	<ul style="list-style-type: none"> • We will provide appropriate and up to date learning resources (i.e. books, journals, newspapers, online resources, multimedia, etc.) to support the college teaching and learning activities. <ul style="list-style-type: none"> ○ Requests for physical resources will be satisfied within 5 weeks of the original request. ○ Urgent requests will be satisfied within 1 week of the original request ○ All requests for online and print journal/database subscriptions will be 	<ul style="list-style-type: none"> ○ <i>High quality resources, services and facilities resulting in customer satisfaction and excellent teaching and learning experiences</i> 	<ul style="list-style-type: none"> ○ <i>Students</i> ○ <i>Visitors</i> ○ <i>Customers</i> ○ <i>Staff</i> ○ <i>Employers</i>

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	<p>considered and responded to within 10 working days.</p> <ul style="list-style-type: none"> ○ We will operate to a Collections Development Policy to ensure that all learning resources are relevant and up to date. ● We will consistently provide networked computers with appropriate software, and online information resources through the Web platforms, Internet, Intranet, email and Virtual Learning access to fully support the needs of our internal and external customers within Learning Resource Centres (LRC) opening hours. ● We aim to provide portable audiovisual, computer equipment and presentation facilities where it is required to support the college teaching and learning activities, within 5 working days notice of the request. ● Usernames and passwords will be generated within one working day of notification of a student's enrolment and will be distributed during the Learning Resources workshops to ensure that all students have up to date network and VLE access. ● We will provide photocopying, printing and scanning facilities to all staff and students within the LRC Opening Hours. 		
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	<ul style="list-style-type: none"> • We will provide appropriate space for staff and students to study, including group and individual/quiet study space which can be booked and sufficient drop in computer provision to meet customer demand. • We will ensure that the Learning Centres are 100% accessible to all, ensuring that reasonable adjustments are made to meet the needs of all learners with an awareness of inclusive learning and the Disability Discrimination Act. 		
<p><i>Excellent guidance, support and training in using Learning Resources and e-learning technologies.</i></p>	<ul style="list-style-type: none"> • We will provide all students with an interactive, informative and full induction which will include a virtual tour and workshop, prior to the commencement of their course. Annual evaluation will be completed in order to feed into future developments. • We will aim to provide individual basic training in how to use hardware and digital media within 1 working day of a customer's request, in order to fully support the college teaching and learning activity. • We will continuously promote, develop, train and support e-learning and the use of the College Virtual Learning Environment (VLE) to all staff and students. • We will deliver IT, Essay writing, Bibliographic referencing and Information and research skills 	<ul style="list-style-type: none"> ○ <i>Thorough awareness of Learning Resources throughout its customer base, including knowledge of how to effectively make use of learning resources to fully impact on teaching and learning activities.</i> 	<ul style="list-style-type: none"> ○ <i>Students</i> ○ <i>Visitors</i> ○ <i>Customers</i> ○ <i>Staff</i> ○ <i>Employers</i>

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	<p>workshops as part of the college post level three provision.</p> <ul style="list-style-type: none"> • We will offer a programme of learning resources workshops (Springboard) throughout the year • We will ensure that documents published on the Learning Resources Web pages are DDA compliant • All Learning Resources documentation will be checked for DDA compliance. 		
<p><i>An innovative and progressive approach to Learning Resources provision and delivery, which proactively involves all curriculum areas of the college.</i></p>	<ul style="list-style-type: none"> • Senior Learning Resources staff will be appropriately qualified and will undertake continual professional development to ensure that their managerial and professional skills are kept up to date. • Learning Resources will be managed in accordance with the College’s Human Resources Procedures. • All Learning Resources staff will undertake annual staff development and where appropriate, staff will be encouraged to undertake industry relevant qualifications in order to provide a quality service to our customers. • We will aim for all members of the Learning Resources team to undertake professional placements on a tri-annual basis in order to benchmark against professional standards and practice within the sector. 	<p><i>Customers ensured that they will receive a first class, innovative and up to date Learning Resources service.</i></p>	<ul style="list-style-type: none"> ○ <i>Students</i> ○ <i>Visitors</i> ○ <i>Customers</i> ○ <i>Staff</i> ○ <i>Employers</i>

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	<ul style="list-style-type: none"> • On commencement in post all Learning Resources staff will receive a thorough induction to the service and procedures and they will be assigned a mentor to guide and support them throughout the probationary period. • All aspects of the service will be continually developed with particular focus given to e-learning, e-resources and digital media, in order to achieve best practice and fully support the College. • Learning Resources will participate in college and sector wide events, ensuring that resources and services are promoted to full effect and where appropriate funding is secured. • We will publicise our core services, facilities and resources through professional, informative, attractive and user friendly publicity materials in conjunction with the College's Branding Strategy • We will actively survey all customers on an annual basis, listening, evaluating and acting on feedback, comments and suggestions to ensure that we are meeting user needs and continue to deliver a customer driven service • We will assess our services and facilities against national standards and welcome regular assessment by peers and external assessors 		
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	<ul style="list-style-type: none">• Learning Resources liaison teams will be proactive in communications with curriculum areas through attendance at Assistant Manager and Programme Leader Meetings once a term and the production and dissemination of Learning Resources Information and Liaison Plans.• We will promote user support workshops to curriculum areas and encourage them to make full use of the services available in order to be of optimum benefit to their students.• We will inform curriculum areas as to the budget allocated to them for purchase of Learning Resources material to support curriculum delivery and development.• We will promote our collections development policy within curriculum areas.• We will continually support the development of e-learning in all curriculum areas.• We will ensure that Learning Resources Web pages are subject focused, accessible and maintained on a weekly basis.		
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Authorised by:	Helen Nellist	Date:	25 July 2008
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