

Learning Centres in practice: the future for academic libraries?

Graham Bulpitt

Summary

- Setting the scene: the broader picture
- Learning Centre vision
- Integrating services
- The impact on staff
- The design of space
- Planning for the future

The UK higher education landscape

Higher Education White Paper 2011



- ✦ New funding regime
- ✦ Information for students
- ✦ HE market opened to new providers
- ✦ Student number control

The higher education funding gap

Funding
- 18%

GAP

Costs
+3%

Welcome to the National Student Survey 2011

January and February see the launch of the National Student Survey (NSS) 2011 at most Higher and Further education institutions across the UK. Entering its seventh year, the NSS is your opportunity to give your opinions on what you liked about your time at your institution/course as well as things that you felt could have been improved.

Student feedback is used to compile year on year comparative data that is:

1. published on Unistats.com where prospective students and their advisors can use the results to help make informed choices of where and what to study
2. useful to your university, students' union or college to facilitate best practice and enhance the student learning experience.

You and your answers remain anonymous at all times and your contact details are only used for the purpose of the survey.

The survey is administered by Ipsos MORI, an independent market research agency.

Take Part...

Enter The Survey

Ipsos MORI

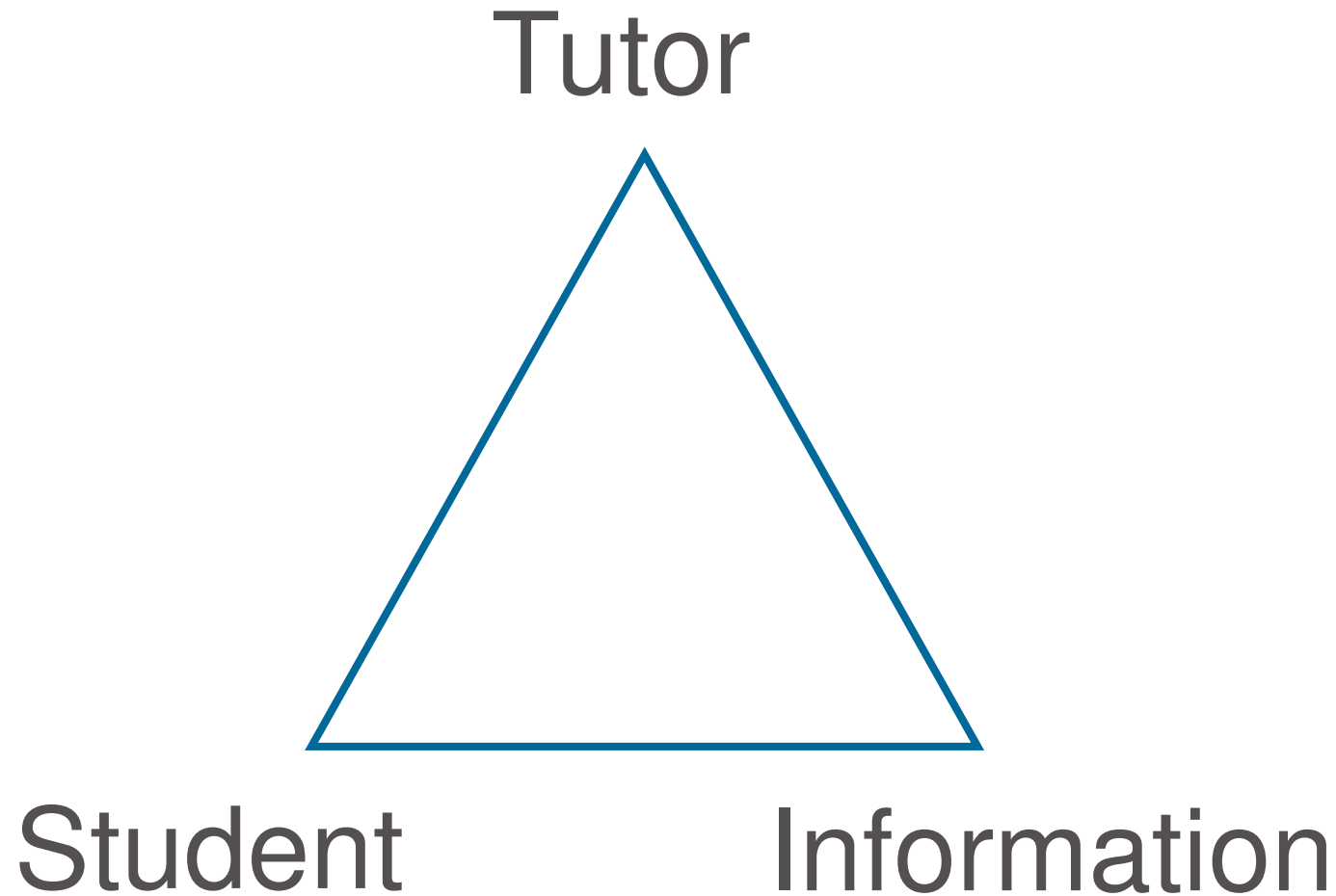
HIGHER EDUCATION
FUNDING COUNCIL
FOR ENGLAND
hefce

n u s
national union of students

Ipsos



A learning and teaching model



The employers' view



“Graduates now need those skills that employers value, such as team-working, problem-solving, customer service and a positive attitude.”

Richard Wainwright, CBI,
The Times, 4 Oct 2008.

Kingston University London

“Kingston remains one of the best deals in higher education. Its record on teaching quality puts it in the vanguard of the modern university sector...more apply to Kingston than to any other London-based university.”

Sunday Times. Good University Guide 2007



Kingston University: Profile

- 22,000 students
- 1,900 staff
- 5 Faculties and 23 Schools
- 4 campuses
- Annual budget: £200m



Faculties

- Art, Design and Architecture
- Arts and Social Sciences
- Business and Law
- Science, Engineering and Computing
- Health and Social Care Sciences

Kingston University: distinctive qualities

- focus on students
- wide range of programmes of study
- scholarship with focused research
- collaboration and partnerships
- distinctive culture
- size, location, quality

Learning Centre vision

Hospital libraries

“Local librarians begin to plan the transformation of library spaces from the current collection focus to learning spaces...”

The National Health Service library policy review. TFPL, 2004.

“The heart of the university is no longer found in its lecture theatres and seminar rooms but in the learning resource centre...”

Professor Sir Peter Scott, *The Guardian*, 29 September 1998



The future of Library Services: a briefing and consultation paper



Kingston University
January 2004

Aim

“Information Services provision underpins all University activities...and the focus for the department’s work will be to ensure that the potential of information and ICT is fully exploited in the University’s learning, teaching, research and business operations.”

[IS Departmental Plan 2008/09]

Information Services: ambitions

- place department at centre of university's learning and teaching
- exceed student expectations
- provide a lead for collaborative working
- environment which encourages library staff to succeed
- establish professional reputation for department's work

LRC user survey 2011

- 39% visit LRCs daily
- 53% visit weekly
- 42% have used overnight
- 90% believe LRCs provide a good service
- 94% own a laptop



10-year plan

- developed by Information Services and Finance
- links University Strategy > drivers > IS activities > resources
- informed by benchmarks
- continuously updated
- Agreed ratio for provision of staff

Information Service Statistics, Ten year projections	
A	Combined Site Totals
Summary	
Profile of Activity	
Opening Hours	
Current Opening - Hours per week term time [all sites]	Total term time [all sites]
Current Opening - Hours per week non term time [all sites]	Total non term time [all sites]
Extended Opening - Hours per week term time [all sites]	Total term time [all sites]
Extended Opening - Hours per week non term time [all sites]	Total non term time [all sites]
24Hrs Operation - Hours per week term time [all sites]	Total term time [all sites]
24Hrs Operation - Hours per week non term time [all sites]	Total non term time [all sites]
LRC Area m2	
NUP Space requirement @ 0.7m2 per student FTE	
Number of Study places currently in LRC's	
Follett Standard Study Places - 1 place per 6 students	
Number of open access workstations	
Workstations required - 60% study places with computing	
Number of study-place-hours per week - Term Time - Current	
Number of study-place-hours per week - Term Time - Extended	
Number of workstation hours per week - Term Time - Current	
Number of workstation hours per week - Term Time - Extended	
Number of Staffed points	
Number of Staff PC's (Including Laptops)	

Self-service



Integrating services

- All front-line staff trained to support computing as well as information enquiries
- Preceded convergence of two departments
- Confidence an issue, not competence



Hosting of drop-in sessions

September 2006

Careers Services
Dyslexia support
MathsAid
KU Students Union
Student funding
Academic skills support
Accommodation
Study Abroad



Service desk model

November 2007

- First-line support integrated
- Remote: telephone, email and Web
- Face-to-face in LRCs
- Escalation to second and third-line as required
- Provided more variety and job satisfaction for staff



Staff skills and expertise

- Systems developer
- Metadata analyst
- Project manager
- Librarian
- Teacher
- Business analyst
- Intellectual property rights adviser
- Graphic designer
- Administrator
- Multimedia developer
- Archivist
- Web designer
- Systems engineer
- Accountant
- Photographer
- Web designer
- Records manager
- Human Resources adviser

- LRCs provide first-line support for Student Services provision
- On-demand student documentation
- Self-help kiosks and leaflets
- Referral to specialist support

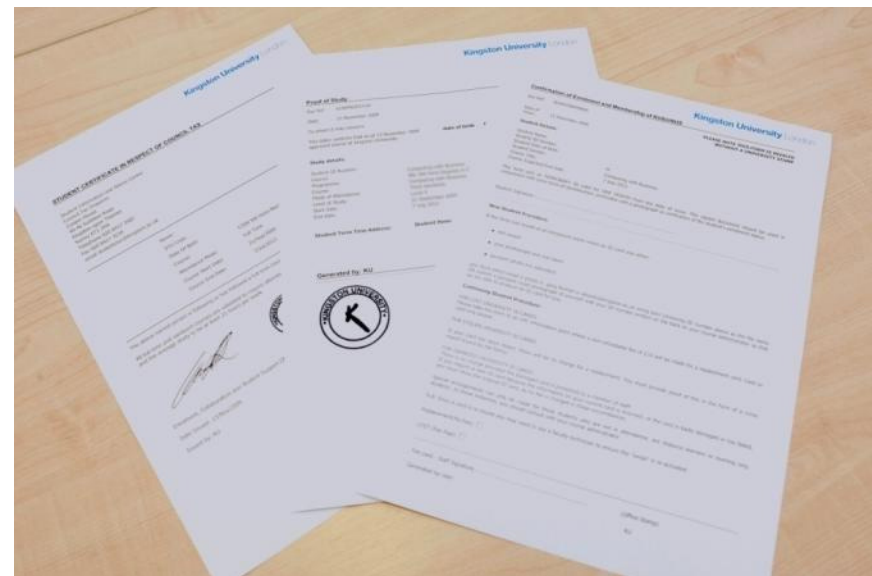


Practical help for students

Identity cards



Documentation



Roving support for students

September 2010

“..student support which is offered at the point and place of need rather than at a fixed Helpdesk...staff are out and about proactively seeking queries and supporting students.”

3000 enquiries each week



Questions, Questions, Questions....

- Can I have a new ID card?
- I'm a Sconul Access member – can I borrow books?
- Are my reservations in yet?
- Why can't I log into my account?
- Can I buy the study pack for my Maths module?
- What do I do? I have been invoiced for three books?
- How do I use the catalogue?
- How do I print my work?
- Can I have a council tax exemption letter?

Questions, Questions, Questions....

- Can I have the microphone for the main hall?
- How do I book a group study room?
- Have you found my USB?
- Can I book a data projector/camcorder/still camera/PA and microphone?
- How can I find a dissertation?
- Can I borrow a stapler/pen/scissors/ruler?
- Can you help me with scanning?
- I can't find this book on the shelf, can you help?
- Where do I hand in my assignment?
- Can you help me find this journal article?

Questions, Questions, Questions....

- ✦ I can't access this online journal from home, can you help?
- ✦ I can't connect to the internet in my halls of residence, can you help?
- ✦ I can't access my email/blackboard, can you help?
- ✦ I've changed my address, can you show me how to change my details?
- ✦ Why am I suspended?
- ✦ What time are you open until today?
- ✦ When does 24 hour opening start/finish?

Questions, Questions, Questions....

- How can I borrow books from other libraries?
- Can I borrow books from the British Library?
- I returned this book but it's still showing on my account?
- Can you tell me my library PIN?
- Can you show me how to use the self-issue machine?
- Is there somebody I can speak to about careers/funding/dyslexia?
- Can I borrow SPSS?
- Can I get a discount for Windows 7?

The impact on staff

Extended roles for LRC staff

“Since Learning Resource Centres are open for extended periods, library staff are often the first port of call for students who require help. This demand for help often goes beyond traditional library enquiries and it may be appropriate for staff to extend their learning support skills.”

Kingston University. The future of Library Services, 2004.



Staff responsibilities

Senior Information Advisor	Lead area of work or project, using specialist skills or knowledge Deal with enquiries requiring specialist knowledge
Information Advisor	Day-to-day management of activity Work independently to support users, referring if necessary
Information Assistant	Contribute to LRC operational tasks Deal with first-line enquiries

Career structure for information staff

- includes broader range of responsibilities
- embraces variety of skills and experience
- encourages career progression
- aligns with other staff groups in University
- underpinned by new staff development framework



Integrated support roles

For front-line staff:

- improved job satisfaction
- excellent student reaction
- extended individuals' skills

Supported by:

- training programme
- campus supervisors and extensive backup
- help-desk systems



Kingston University London

StaffSpace

[Home](#)
[Documents and Lists](#)
[Create](#)
[Site Settings](#)
[Help](#)

Dashboard
Home

Section Site

Documents

Pictures

Lists

Discussions

Surveys

Dashboard Feedback

Dashboard

ICT Support in the LRCs
 How to guide

ICT Tools
 Change passwords / Touchpaper / SITS / GPAS

Bookings
 Seminar and equipment bookings

Membership
 Access - SCOUNL, ATRC

My Touchpaper
 Your support calls

Passwords, codes and keys
 For staff only

Helpdesk Support
 Customer Services Information

Machines
 Photocopiers, GPAS, microfiche, printers etc.

Notices and Signs
 Templates, out of order signs etc.

Buildings
 Maps, FM desk log.

Finding Information
 Subject, referencing, publications

Student Behaviour
 Rules, code of conduct, guidelines for staff

Referrals

LRCs telephone list
Find your DDI

Library contacts/Subject librarians

Integrated student support

Helpdesk training notes

Student offices/Student support officers

How to get a

Info

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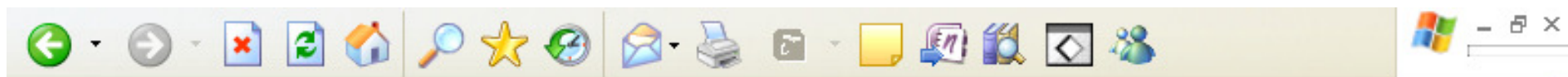
Stu

Tin

Sta

KU

Local intranet



Kingston University London

Online Student Information System



Logged in to OSIS as: 31323

[Logout](#)

| [OSIS \(Staff\)](#)

Basic Admissions Information

▸ [View MCR Information](#)

Information Points

[Information Point Letters](#)

Student Profile

Use the facility below to view a summary of student details.
Enter the student's ID number and click 'View Student Profile'

Enter Student Code

Student Code

List

Clear

View Student Profile

Timetables

▸ [View a Student's Timetable](#)

▸ [View a Room Timetable](#)

▸ [View a Tutor's Timetable](#)

▸ [View a module timetable](#)

▸ [View an event timetable](#)



Local intranet

Welcome - LANdesk IT Business Management Console

FileViewSettingsShortcutsActionWindowsHelp

OpenIncidentReference

Shortcut Bar

Support Staff

New Incident

New Change

New Messageboard Item

Knowledge Search

New Support Article

Support Articles

Find an Incident

Find Incident for User

Find Change Request

Find Asset

List Users by Room

List Proxies

Support Staff Directory

Support Teams

My Workload

My Team's Workload

Other Teams' Workload

Calls Last Updated by Me

Helpdesk Portal

Support Staff

Welcome to Console KU07451

My Team's Changes & Incidents

Other Information:

Ref	Category:	Assigned:	Call Details:
I:262892	Shibboleth	Grove, Matthew J	I am currently having problems logged into their site via the kin
I:263074	Misc	Grove, Matthew J	Hello, I created a Refworks bibliograph
I:263135	Subject	Grove, Matthew J	Top of Form Your KU Username:...
I:263506	Shibboleth	Grove, Matthew J	Hello, ...
I:263679	Shibboleth	Grove, Matthew J	Dear Sir/Madam, ...
I:263730	Shibboleth	Grove, Matthew J	Hi, ...
I:264446	RFID Self Service (Intellident)	Grove, Matthew J	Returns bin of Small self service fix the problem. Receipt printer

Go toPage 1 of 1Total Records: 7

Preview

Customer Username: K0837557

Customer Name: Williams, Mathew

Job Title: Biomedical Science

Phone: STUDENT

Email: k0837557@kingston.ac.uk

Room: Penrhyn Road

Department/Faculty: School Of Life Sciences, Faculty Of Science

Call Details: I am currently having problems opening opening journals in science direct once im logged into their site via the kingston log in procedure. I have contacted sciencedirect who believe it may be problem this side concerning proxy or VPN factors. As im a part time student who lives 2 hours away by car you can understand how

Incidents & Changes by Team Member

07

06

05

04

03

02

01

Grove, Matthew J

KU - Change Requests

Id	Summary
762	SITS Change Request
761	Microsoft Windows Patches
760	Style changes to Blackboard related to FADA branding
759	PSE Change/Work Request
758	SITS Change Request
757	Apply patch to blackboard xythos

Go toPage 1 of 66ords: 654

KU-Message Board

Message Title	Message
---------------	---------

Go toPage 0 of 0 Records: 0


ReadyKU07451 : Library Systems



Customer Services Information

Home





Documents

Pictures

Lists

Money

Opening and closing

Environment

Borrower records

Visitors

Item circulation

Items collected from the Counter

Other services for students

Services for staff

Talis finance

Support for students with disabilities

Special Collections

Room and equipment bookings

Membership

Borrower records

- Can students borrow without their ID card?
- How do I issue to a borrower with no Alto record?
- What do I do if a borrower has forgotten their PIN?
- How do I create a Talis (bridging) record for a new member of staff?
- How do I create a Talis (bridging) record for a new student?
- Why are students suspended?
- What do I do if I am notified that a student has died?
- How do Healthcare Faculty CPD students get network passwords and borrower cards?
- How do I deal with Clearance students?

[Add new link](#)

Opening and closing

- What do I need to know for opening up?
- What do I need to know for closing up?

[Add new link](#)

Membership

- How can I find information about SCONUL Access and other membership schemes?
- What are SWan students and what resources can they

Quick links

- Forms
- Supervisor
- CS contacts
- ICT Support in the LRCs
- How to edit this site
- NC Reception links

[Add new link](#)



Updates & reminders

Student 13/11/2009 09:56
comments on
the Uni bus
service ! NEW
by

Osman, Sara J

We can print forms for students who want to comment on the Uni bus service. Details are [here](#).

[Add new announcement](#)



ICT Support in LRCs Home

Modify My Page ▾

- Documents**
- Support_Materials_2009-10
- Pictures**
- Lists**
- StudySpace
 - e-mail
 - Faculty Helpdesks
 - Logging calls on TouchPaper
 - Network Failure
 - Printing
 - Saving work, scanning work,
 - Student Halls
 - Other services for students
 - Wireless
 - OSIS and Enrolment
 - Passwords
 - CPT Support
 - Materials
 - Faculty Specialist machines in LRCs

Passwords ▾

- Why can't I login?
 - Continuing students and memorable information
-
- ▣ Add new link

StudySpace (BlackBoard) ▾

- How do I access StudySpace?
 - How do Nursing CPD Students access StudySpace?
 - How can I find my missing modules on StudySpace?
 - How do I submit my work on StudySpace?
-
- ▣ Add new link

e-mail ▾

- I cannot access my e-mail.
-
- ▣ Add new link

Logging calls on ITBM ▾

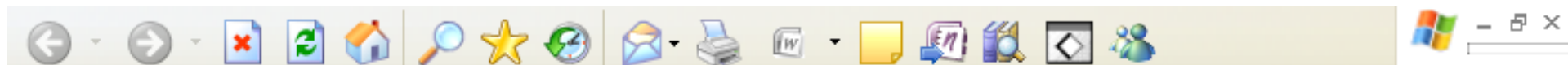
- Can you escalate this call?
 - What is happening with my call?
-
- ▣ Add new link

Printing ▾

Quick Links ▾

- Dashboard
 - ICT Tools
 - Support site on www.kingston.ac.uk
-
- ▣ Add new link





Information Point

Home



Quick Launch

Documents

Pictures

Lists

[Contacts](#)

[ID cards](#)

[Enrolment - new and returning students](#)

[Timetables](#)

[Funding](#)

[Disability & dyslexia support](#)

[Careers & employability](#)

[Childcare facilities](#)

[Complaints procedure](#)

[Disciplinary procedure](#)

[Sport & recreation](#)

[Health & counselling](#)

[Accommodation](#)

[Chaplaincy and](#)

International Students Advisory Centre

- [Where can an international student get support?](#)
- [How do international students extend their visa?](#)

[Add new link](#)

How to guides for staff

- [How to produce an ID card](#)
- [How to change the ribbon on an ID card printer](#)
- [How to map the x drive](#)
- [How to print letters from eVision](#)
- [How to remove headers and footers from eVision letters](#)
- [Why won't a letter print?](#)

[Add new link](#)

Enrolment - new and returning students

- [How do I enrol?](#)
- [Why can't I log in?](#)
- [When do I enrol?](#)
- [What should I bring to enrolment?](#)
- [Why can't a student re-enrol?](#)
- [Enrolment schedule 2009](#)
- [Where can I find information about faculty induction?](#)



Links

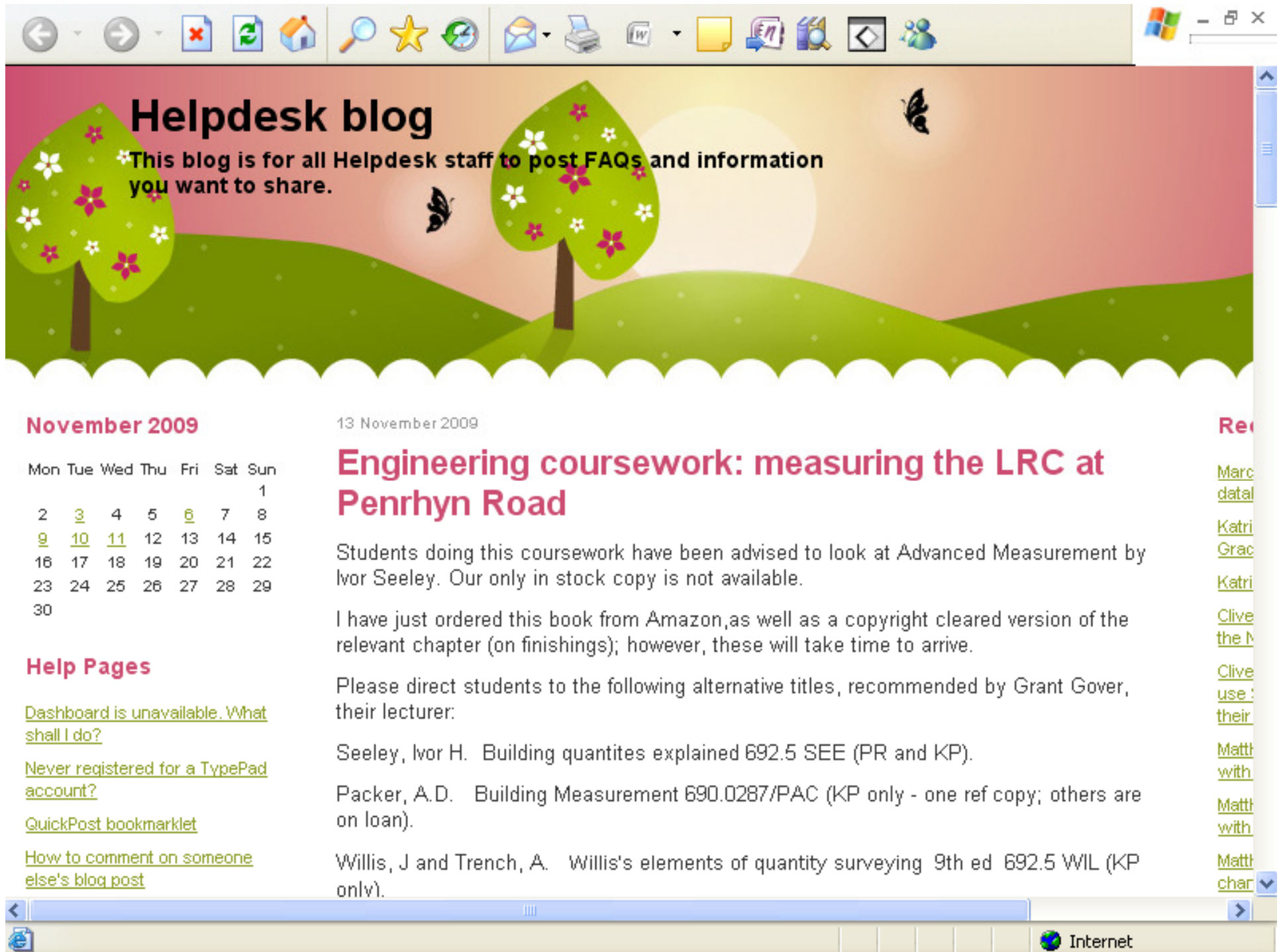
- [Contacts](#)
- [Forms](#)
- [Student letters](#)

[Add new link](#)

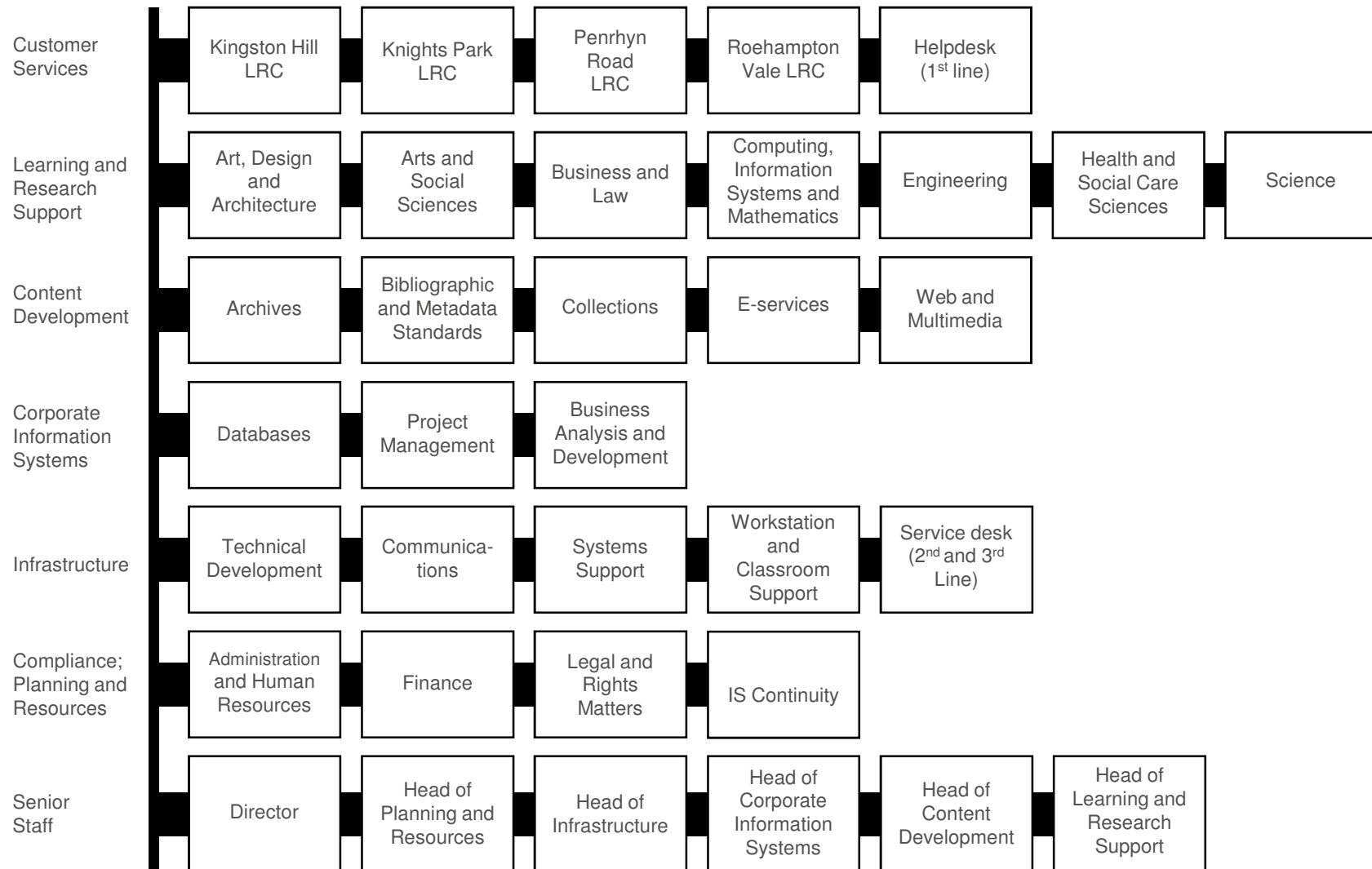
Recent updates

Student society room bookings 02/11/2009 09:14
by
Mahon, Graham

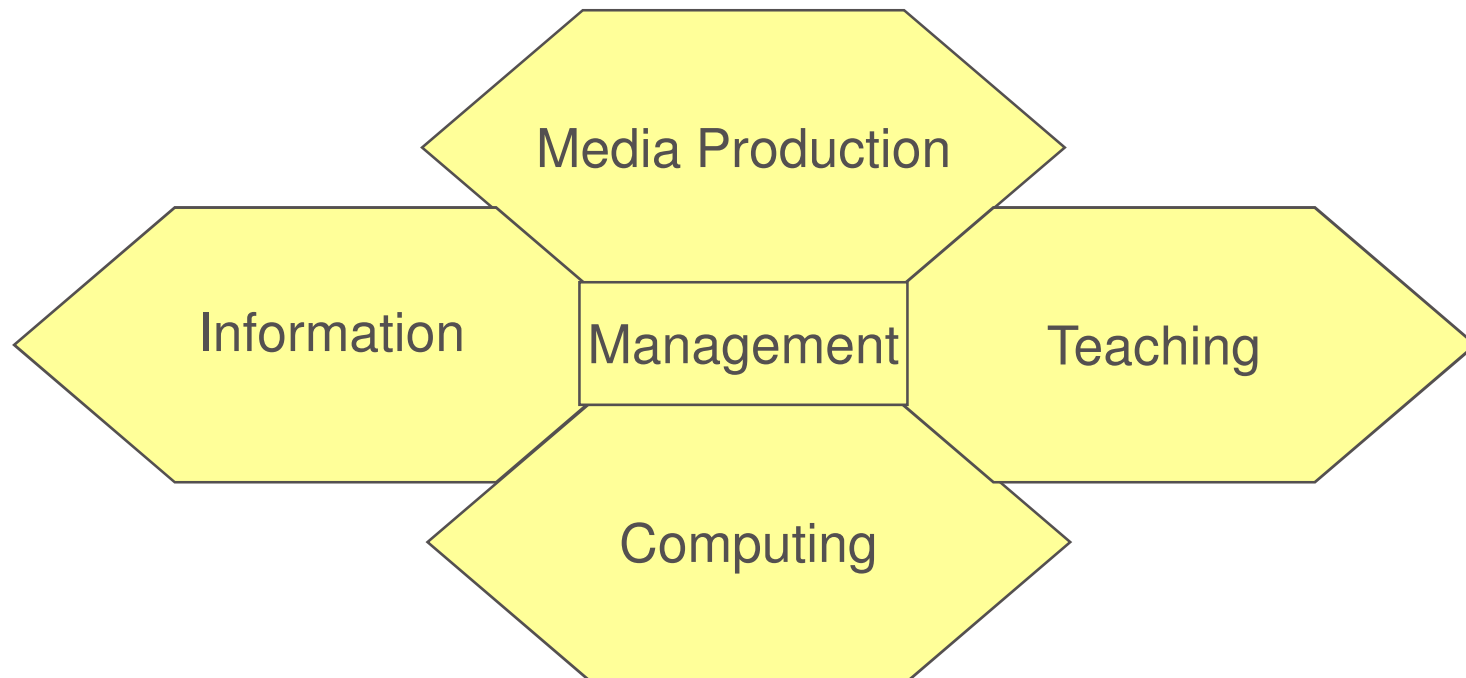




Information Services Team Structure



Staff development framework



Challenges

- match problem with appropriate help
- quality
- efficient and effective support models
- professional identity of front-line staff
- professional boundaries of services and managers
- career routes



The design of space

The design of library space

- ✦ Capture institutional spirit; reflect broader strategy



Augustine House,
Canterbury Christ Church University

The design of library space

- ✦ Capture institutional spirit; reflect broader strategy
- ✦ **Anticipate requirements of new generations of students**



Central Library, Imperial College

The design of library space



The Forum, Exeter University

- Capture institutional spirit; reflect broader strategy
- Anticipate requirements of new generations of students
- **Potential to integrate all student support**

The design of library space



Bedford Library, Royal Holloway,
University of London

- ▶ Capture institutional spirit; reflect broader strategy
- ▶ Anticipate requirements of new generations of students
- ▶ Potential to integrate all student support
- ▶ **Plan as part of network of campus learning spaces**

The design of library space



Dame Elizabeth Esteve-Coll Centre,
Kingston University

- Capture institutional spirit; reflect broader strategy
- Anticipate requirements of new generations of students
- Potential to integrate all student support
- Plan as part of network of campus learning spaces
- **Protect distinctive ethos of libraries**

The design of library space



Kings Place Library,
University for the Arts

- Capture institutional spirit; reflect broader strategy
- Anticipate requirements of new generations of students
- Potential to integrate all student support
- Plan as part of network of campus learning spaces
- Protect distinctive ethos of libraries
- **Showcase the best of the old and the new**

The design of library space



Kings Place Library,
University for the Arts

- Capture institutional spirit; reflect broader strategy
- Anticipate requirements of new generations of students
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Planning for the future

Integration with learning and teaching

- Liaison roles
- Academic skills development
- Staff workshops
- Educational innovation projects
- Learning spaces as testbeds for new ideas
- Research and evaluation studies



Super-convergence: Services, LFHE case studies

	A	B	C	D	E
Library services	x	x	x	x	x
IT user support	x	x		x	x
IT services					x
Audio-visual and multimedia					x
Student services	x	x	x		x
Enrolment and induction	x	x			p

Super-convergence: Services, LFHE case studies

	A	B	C	D	E
Academic skills tuition	p	x	p	p	x
Course administration		x			p
Academic Registry	x			x	x
Educational development					x
Staff development		p			x

Further integration

- course administration
- hosting of services from more departments, SU
- helpdesk for remote students
- integration of service points
- framework for all student-facing support



Reflections: success factors

- collaborative, multi-professional teams
- academics receptive to others
- educational role of academic services staff
- supportive institutional frameworks
- share good practice
- multiple approach to institutional developments

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