What is CoLriC?
CoLRiC is an independent organisation dedicated to enhancing the quality of learning resources services in further education and sixth form colleges and the HE in FE sector.

CoLRiC was founded in 1993 and membership has grown to over 150 college learning resources services throughout the United Kingdom.

CoLRiC offers a range of activities which invite members to share good practice.

Enabling members to ask questions in a safe environment.

Providing benchmarks of standards for the sixth form and FE sector.

A community of Library professionals.
<table>
<thead>
<tr>
<th>Managing Change</th>
<th>Flexibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>• New Curriculum</td>
<td>• Developing fixed learning environments</td>
</tr>
<tr>
<td>• Challenging resources</td>
<td>• Acquiring new roles and responsibilities</td>
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<tr>
<td>• Reduced staffing levels</td>
<td>• Enhancing the curriculum provision</td>
</tr>
<tr>
<td>• Larger student population</td>
<td>• Developing standards of service and performance indicators</td>
</tr>
<tr>
<td>• Increased expectations from staff and students</td>
<td>• Peer Accreditation Scheme</td>
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<tr>
<td>• Developing new staff roles</td>
<td></td>
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<tr>
<td>Information Literacy</td>
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</table>
The CoLRiC Focus

- Meeting user needs
- Sharing good practice
- Raising quality
- Raising the profile of the Library within the institution
- Raising the profile of the Library nationally
We Support You By..

- Providing networking opportunities for members through a lively email forum - JiscMail
- A members' area of the website and regular events;
- Annual surveys to support benchmarking; promoting best practice
- Producing a regular newsletter with member contributions
- Events held around the country, attended by FE colleges and Library Organisations
- A series of awards; including Best Practice Awards
- A rigorous peer assessment process for college learning resources services.
Role of the Librarian

- Varied roles
- Leadership
- Strategic /Management or not
- Merged service or not
- Involvement in wider college or not
- Library/learning resources only or multiple responsibilities.
Themes and Issues

• What is the quality of our service?
• How do we know?
• Is there some way to go?
• How do we get there?
Training Assessors

• Application
• 4 days of training
• Usually 2 weekends: Friday 5pm to Sunday 1pm
• Probationary assessment
• Professional Development

CoLRiC
Council for Learning Resources in Colleges

Championing quality in Library and Learning Resources services in the Further Education sector
Peer Accreditation Scheme  PAS

- Criteria
- Assessment
- Report
What do Library Managers gain out of the process?

- Dedicated Self Assessment
- Professional External assessment
- Raise the profile of the service
- Influence your manager
- Strategic Planning Tool
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<td>8.30-8.45</td>
<td>Assessors arrive and in base room for preliminary discussions between themselves</td>
<td>Meet and greet by Head of Library</td>
<td>College Reception, S.3.814 – base room</td>
</tr>
<tr>
<td>9-9-15</td>
<td>Brief tour of the LRC; introduction of <strong>LRC staff</strong></td>
<td>Head of Library</td>
<td></td>
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<td>9.15-9.45</td>
<td>Meeting with <strong>Manager</strong> of Learning Resource Centres</td>
<td>Senior Manager of Support Services</td>
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<td>10-10.30</td>
<td>Meeting with <strong>Vice Principal</strong>, Resources. <strong>Quality Manager</strong></td>
<td>Joe Blogs and Mary Kelly</td>
<td>S.5.908</td>
</tr>
<tr>
<td>10.30-11.45</td>
<td>Visit to HM LRC: Coffee and informal discussion with teaching staff and students</td>
<td>Jenny Smith, LRC staff, curriculum staff and students</td>
<td>HE HUB Felicity to transport</td>
</tr>
<tr>
<td>12-12.30</td>
<td>Back to the Hub:</td>
<td>Meeting with main grade lecturers x8</td>
<td>S.3.814</td>
</tr>
<tr>
<td>12.30-1 pm</td>
<td>Meeting with <strong>curriculum staff</strong> –X12</td>
<td>Section Heads for all curriculum areas x12</td>
<td>N.3.616</td>
</tr>
<tr>
<td>1.00 – 1.45 pm</td>
<td>Lunch and informal discussion with students</td>
<td>Level 1 – foundation degree students</td>
<td>N.3.620</td>
</tr>
<tr>
<td>1.45-2.15</td>
<td>Meeting with <strong>key staff within the service</strong></td>
<td>E-Services and Systems Librarian, E-Learning Content Developer, Web Master, IT Infrastructure and Operations Analyst, and LRC staff.</td>
<td>N.3.616</td>
</tr>
<tr>
<td>2.15-4-30</td>
<td>Assessors prepare feedback report and review documentation</td>
<td></td>
<td>S.3.814</td>
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<tr>
<td>4.30</td>
<td>Assessors feedback and allocation of grade: Senior Management Group</td>
<td>David Cameron (Principal), Boris Johnson, Deputy Principal, Alex Fergusson; Head of Quality, Head of Library</td>
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**Sample Timetable for CoLRIc Peer Assessment**
In Context

- Single or small staff
- Who can assess?
- Will it be objective?
- What are your Critical success factors?
- Do you need benchmark as a baseline?
- What is your evidence base?
Evidence that can be used

• Provides objectivity
  – Overarching Critical Success Factor

Meeting user needs
  – User feedback
  – Verbal/ surveys/focus groups
  – Impact measures.
  Improvement of student work as judged by lecturers and also by students
Impact. The key success/performance indicator

- Raising standard of research/referencing
- Raising standard of other study skills
- Raising grades
- Opinion of students
- Opinion/data from academic staff/external partners
- Focus groups - students
- Surveys - academic staff and students
- Data collection pre and post study skills sessions of skill levels
Take up

• 46 Colleges assessed in total
• 7 assessed under the new scheme
What Next?

Idea!
• Contact the CoLRiC Administrator colric@colric.org.uk who will send details

Commit
• Become a member of CoLRiC and Register with the Scheme to receive the Criteria and Checklist of Evidence

Prepare
• Assemble evidence and let CoLRiC know when you are ready
Thank you for listening.

Any questions?
What is CoLRiC?
- CoLRiC is an independent organisation dedicated to enhancing the quality of learning resources services in further education and sixth form colleges and the HE in FE sector.

- CoLRiC was founded in 1993 and membership has grown to over 150 college learning resources services throughout the United Kingdom.

- CoLRiC offers a range of activities which invite members to share good practice.

- Enabling members to ask questions in a safe environment.

- Providing benchmarks of standards for the sixth form and FE sector.

- A community of Library professionals.

- 150 colleges are members, and this number is rising.

- Independent organisation – celebrating 25 years this year.
Mirna Peach

Head of Library Services at Leyton Sixth Form College

Part of the overall college Management framework, sitting on managerial committee, highly involved in decision making and strategic direction of the college

Massive focus on Independent Study skills – developing an online Academic Skills Certificate, differentiated to ensure students are ready for the next phase of their education or working life.

Overhaul of Library Management System, and stock

Creation of named subject librarians

Development of staff through CPD

Collaboration with curriculum areas – Heading Collaboration team to find ways of creating opportunities for curriculum collaborations

Widening student Engagement through enrichment opportunities, collaborations with universities

Co-Chair of CoL RiC
The CoL RiC Focus

- Meeting user needs
- Sharing good practice
- Raising quality
- Raising the profile of the Library within the institution
- Raising the profile of the Library nationally

Setting standards
Supporting the development of a relevant and up to date service
We Support You By..

- Providing networking opportunities for members through a lively email forum - JiscMail
- A members’ area of the website and regular events;
- Annual surveys to support benchmarking; promoting best practice
- Producing a regular newsletter with member contributions
- Events held around the country, attended by FE colleges and Library Organisations
- A series of awards; including Best Practice Awards
- A rigorous peer assessment process for college learning resources services.

A variety of ways we can support your services

Best Practice, this year’s awards based around three themes

Digital implementation/innovation
Information literacy / numeracy
Management
Role of the Librarian

- Varied roles
- Leadership
- Strategic /Management or not
- Merged service or not
- Involvement in wider college or not
- Library/learning resources only or multiple responsibilities.

The big challenge for any Librarian in the FE Sector today is relevance and importance

The role of the Librarian can be defined in various ways and may differ from one college to another. But there are commonalities and finding ways to move the service forward is a priority for all
Themes and Issues

- What is the quality of our service?
- How do we know?
- Is there some way to go?
- How do we get there?

Key question has to be what is the point of the service, relevance and is it making a difference?

- Is the service measured in any way?
- Is the measure internal or external?
- Is it benchmarked against anything?
  - Is the benchmark internal or external?
- What is the evidence base?
- If you think you don’t measure up, what can you do about it
Training Assessors

- Application
- 4 days of training
- Usually 2 weekends: Friday 5pm to Sunday 1pm
- Probationary assessment
- Professional Development

We have a team of assessors
Trained CoLRiC Assessors visit the college and evaluate the quality and impact of the Learning Resources Service using a constructed standard of an excellent service. This is in the form of a list of criteria against which the Service is compared. The Service is given a grade based on the evidence presented. The criteria can also be used as the basis of a self assessment of the Learning Resources Service.

We are currently looking to train more Assessors.
If anyone is interested please contact the CoLRiC Administrator.
Peer Accreditation Scheme  PAS

- Criteria
- Assessment
- Report

Assessment against criteria closely relating to common inspection frameworks.
Assessment carried out by experienced members of your professional community trained by CoLRiC
Report with grade giving external benchmarking and supportive comments which you might choose to use for potential action planning for the future. 6 – 8 page report is produced

Because of this focus and the longstanding inspection frameworks – CoLRiC created and has run a peer assessment scheme for many years.

The scheme correlates closely to most standard inspection frameworks but also has criteria which we believe sets a standard for a high quality service which needs the current and changing needs of the institution.
What do Library Managers gain out of the process?

- Dedicated Self Assessment
- Professional External assessment
- Raise the profile of the service
- Influence your manager
- Strategic Planning Tool

1. You can self assess from the criteria on your own.
2. You could get your line manager to do the same and compare notes.
3. Use as a team building exercise get the staff to assess the service
4. The results of above will determine as a manager if you want to go for an assessment or plan for an assessment in a year or then follow it up with full assessment by CoL RiC assessors
5. All assessors are all experienced Heads of Service with appropriate qualifications and training
6. An assessment day raises the profile of your service as the Assessors will want to meet a range of staff from both curriculum and support areas of college, students, Senior Managers, and the College Principal
7. Often the staff and especially Senior Managers are surprised at how rigorous the process is.
8. Feedback at the end of the day, to senior management team including the Principal or from the report may allow you to influence your manager if it supports a topic under discussion.
9. The feedback will allow you to add to Strategic and local plans
• These four overarching sections are the most obvious areas to measure for learning resources services and inspection alike.

• Do you have effective leadership and management, what does that look like in your college?, Can you evidence it.

• Your resources include physical and online learning resources, the environment and of course the staff.

• How do you link in to teaching and learning, are you on the edge, do you have growing links, or are in completely integrated and indispensable

• Do you have smart quality assurance processes in place? What impact does your service have on your customers. What evidence do you have of this?
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1. The above is simply a reflection of testing the evidence gained through the folders sent in advance of the assessment day.
2. The grid demonstrates that the assessment day is an entire institution activity, involving students as well as business support staff, teaching and senior managers.
3. The service is not measured in isolation but in the context of the institution.
4. Students and academic staff’s perceptions of the service are tested alongside data.
5. Evidence is sought to determine how engaged the library team is with academics.
6. Lecturers evidence how the Library makes a tangible difference to the success of the students.
7. Feedback to the institution will involve the principal, senior managers and Library team.
8. A 6-8 page report is produced within 14 working days.
9. A busy but fun day.

A day to show off the best of your service both to assessors and your colleagues in college.
In Context

• Single or small staff
• Who can assess?
• Will it be objective?
• What are your Critical success factors?
• Do you need benchmark as a baseline?
• What is your evidence base?

CoLRiC: Who are we?

• Is the service measured/judged in any way? By whom?
• You can self assess but being objective can be subjective? You may judge the service good or bad (or somewhere between) and others may judge quite differently.
• Can you use a similar internal colleague to assess your service?
• Could you get feedback from other staff, students, an external agency e.g. QAA, or could delegates here peer assess your service against criteria on which you all agree?
• What is your evidence base?
• Do you use a benchmark?
• Do you have Critical Success Factors/Performance indicators/criteria to measure against? They want any guidance from us about success factors and impact measures***
• How do you measure the impact of your service?
• If you think you don’t measure up, what can you do about it?

• Hold thought until the end when you can have a discussion and share ideas
Evidence that can be used

- Provides objectivity
  - Overarching Critical Success Factor

Meeting user needs
- User feedback
- Verbal/ surveys/focus groups
- Impact measures.
  Improvement of student work as judged by lecturers and also by students

Hard evidence using both quantitative and qualitative data will help form an objective judgment of the service.
This can include
- Your users
- Your Peer group
- You

All of whom can be a critical friends.

How do you know your service is improving?
Impact. The key success/performance indicator

- Raising standard of research/referencing
- Raising standard of other study skills
- Raising grades
- Opinion of students
- Opinion/data from academic staff/external partners
- Focus groups - students
- Surveys - academic staff and students
- Data collection pre and post study skills sessions of skill levels

How do you know whether you have been successful?
Take up

- 46 Colleges assessed in total
- 7 assessed under the new scheme
If you are interested in finding out more about the scheme, or indeed interested in registering, please do contact our Administrator.
Thank you for listening.

Any questions?

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