Reporting for
Better Budget Allocation and
Improved User Experience

By Cristina Ruiz de Asua (Academic Librarian)
Nescot College

- Small-medium college in South East England
- FE and HE college with over 7,000 students
- Vocational courses in areas such as:
  - Animal management
  - Arts & Design
  - Business
  - Early Years
  - Computing
  - Construction
  - Creative Media
  - Hair and Beauty
  - Health and Social Care
  - Osteopathy
  - Performing Arts
  - Public Services
  - Sports
  - Teacher Education
The Learning Resources Centre

- 17,000 print books and 1,000 e-books
- E-journals
- 220 study spaces
- Different study facilities
- 100 PCs and 12 laptops
- The LRC is open Monday to Friday all year round. Testing weekend opening during term time.
- Team of 7 people.
- Develop LRC and college strategic plans
- Analyse and improve student experience and academic performance
- Maximise the use of our resources
- Student satisfaction and retention
- Budget allocation: shape the development of the LRC collection
LRC Strategic Plan (2016-2019)

1. Improve and increase our digital presence
2. Upskilling students to make them more self-sufficient
3. Meet the needs of distance learners
4. Monitor usage and measure KPIs
Main developments since 2018/19

1. Upgrade the IPAC and creation of a LRC Online Portal (http://ipac.nescot.ac.uk/)
2. Creation of updated and dynamic reading lists for all courses
3. Comprehensive Information Literacy Programme
1. IPAC DEVELOPMENT

- Limited content
- Limited search options
- Basic cataloguing
- Limited and basic subject fields
1. IPAC DEVELOPMENT

- Transition from Horizon to Enterprise in order to create an LRC Online Portal
- Integration of library and database content in our own unique catalogue
- Multiple search fields
- Customization of our catalogue to create rooms and gather all relevant resources by subject/course.
1. IPAC DEVELOPMENT 2019–present

- Creation of an informative, interactive and dynamic LRC Online Portal including:
  - LRC Virtual tour
  - LRC Information
  - New Monthly resources lists
  - Database content integrated on IPAC
  - Multiple search options
  - Course subject resources
  - Automated book search by unit
1. IPAC DEVELOPMENT                                  2019—present

Course subject resources include:

- Direct live access to library content by unit/module
- Interactive reading lists in Harvard Reference system
- Recommended journals
- Specialist databases
- Digital magazines
- Subject classification numbers
- Useful websites
- Guidance on referencing
- More…
1. **IPAC DEVELOPMENT**

- **Results:**
  - Standardised design and easy access to all resources
  - All reading lists managed and updated by LRC team (in liaison with teaching staff)
  - Closer relationships and more effective two-way communication with academic staff
  - Efficient and open access work-space for students, teachers and librarians
  - LRC interface on the landing page of Nescot website
  - Training focused on digital, academic and advanced search skills
2. READING LISTS

FD Healthcare Play Specialism Year 1
Reflective Skills and Practice Assessment

Recommended reading:


Online

Shelved at 378.198 BEE

Shelved at 610.7301 BEE


URL: e-journal


Online


URL: e-journal

Shelved at 361.32 HAR

Shelved at 610.7301 BCC
E-book
2. READING LISTS

- Liaison with teaching staff

- Content based on:
  - Recommended resources from validating bodies
  - Current research topics
  - Lecturers recommendations
  - Librarians expertise
  - LRC current stock and resources
  - Book suppliers

- Addition of a reading list code/s during cataloguing process

- Addition of the reference to the reading list/s
2. READING LISTS

- Results:
  - Easy access to updated reading lists
  - Engagement with other learning resources
  - Encouragement to further reading / research
  - Increased usage of learning resources
3. INFORMATION LITERACY SKILLS PROGRAMME

- 3-hour workshops including:
  - LRC Online Portal
  - Literature searching: the importance of using a variety of resources
  - How to start a search: breaking down a topic
  - Search strategies: Nescot’s databases and advanced search (books, e-books, journal articles and Internet)
  - Reading and understanding an academic paper
  - How to avoid plagiarism
  - Harvard Reference System

- Programme tailored to course content and level
- Aligned to current essay or research project
3. INFORMATION LITERACY SKILLS PROGRAMME

Results:

- Support our students and help them to get better grades

Skills gained:

- Digital skills
- Academic skills
- Research skills
- Employability skills
- Skills for life

- Increased usage of learning resources
Using reporting to improve student experience

- Key metrics:

  1. Developmental data
     - No. of courses included in the LRC Online Portal
     - No. of reading lists available and updated

  2. Information Literacy Skills sessions
     - No. of courses and students attending on campus and online
Using reporting to improve student experience

- Key metrics:

3. Access to online platforms/resources

- LRC Online Portal (Google Analytics)
- Virtual Tour (ThingLink)
  - No. visits
- Athens:
  - Accounts (Totals, Authentication and Usage)
  - Resources
Using reporting to improve student experience

Key metrics:

4. Usage of Learning Resources
   - Book loans, renewals and requests
   - E-books (Counter reports: Total item requests by month and title, Turnaway titles)
   - Databases (Standard user report or counter reports: Number of searches, Total full text requests, top search terms report)

5. Collection Management
   - Books not used
   - New items added
   - Collection currency (published after 2000)
Using reporting to improve student experience

- **Key metrics:**

  6. Customer service
    - Occupancy
    - Enquiries
    - Password resets

  7. Surveys
    - Student satisfaction
    - How we can improve
Student experience and the pandemic

- **2019/2020**
  - 1\(^{st}\) term: IL Programme delivered to all HE courses
  - 2\(^{nd}\) term: IL Programme delivered to most FE courses
  - March-August 2020: 1\(^{st}\) Lockdown. Online LRC

- **2020/2021**
  - 1\(^{st}\) term: LRC open with restrictions. IL Programme delivered to all HE courses
  - 2\(^{nd}\) term: 2\(^{nd}\) Lockdown. Online LRC. ILS delivered online to most FE courses
  - April-August 2021: LRC open and lifting restrictions

- **2021/2022**
  - September-now: LRC fully open and no restrictions
Changes in reporting data since the pandemic and trends.

- Students have adapted well to the e-learning environment and blended learning.
- Increased usage of e-books.
- More e-books requested.
- More online support needed.
1. From Moodle to Google Classroom
2. Password reset self-service
3. Single Sign On (Open Athens)
Prominent presence of the LRC within the classroom

Better communication and more interaction with all students

Creation of tasks, questionnaires, etc.

Easy access to course work and content
Easy and direct access to most systems:

- Office 365
- Google Classroom
- E-resources
Simplified access to online resources, eliminating barriers.

**Single Sign-On**

- Simplified access to online resources, eliminating barriers.
Password reset self-service

- Quicker and efficient service
- Fully confidential
- Freed-up LRC staff time
Student retention strategy

1. Proactive support
   - ILS programme embedded and delivered at the start of the course
   - Offer one to one support

2. Flexibility
   - 24/7 Online LRC

3. Motivation
   - Tasks to engage and feedback provided
   - Visits to classrooms for Q&A sessions and troubleshooting
   - Talks to progressing students

4. Communication and liaison
   - Track course performance
   - Feedback on usage to tutors
   - Take part of Staff-Student Representative Committees
   - Communication via Google Classroom, email, phone, etc.
Budget allocation for resources

We use reporting as evidence:

1. To support courses where there is a high demand for materials
2. To increase number of e-books / licences / credits
3. To fill gaps in the collection
4. To update obsolete stock with new titles and editions
5. To resource areas that we know are going to be used
6. To buy resources that can be used across multiple subjects
7. To analyse and evaluate why some resources are not being used and respond accordingly
# Budget allocation for resources

## Turnaway Titles

<table>
<thead>
<tr>
<th>Ean</th>
<th>Title</th>
<th>Turned Away Count</th>
</tr>
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<tbody>
<tr>
<td>978159596098</td>
<td>First responder care essentials</td>
<td>33</td>
</tr>
<tr>
<td>9781392196817</td>
<td>BTEC level 2 certificate in business enterprise: (Learner handbook)</td>
<td>32</td>
</tr>
<tr>
<td>97815350242074</td>
<td>Theater of Lockdown Digital and Distanced Performance in a Time of Pandemic</td>
<td>21</td>
</tr>
<tr>
<td>9780191669927</td>
<td>Mentalization-Based Treatment for Personality Disorders: A Practical Guide</td>
<td>13</td>
</tr>
<tr>
<td>9781409098351</td>
<td>Beginning reflective practice</td>
<td>12</td>
</tr>
<tr>
<td>9781292515385</td>
<td>HuDBo: Organizational Behaviour</td>
<td>8</td>
</tr>
<tr>
<td>9781409073401</td>
<td>Foodborne microbial pathogenic mechanisms and pathogenesis</td>
<td>7</td>
</tr>
<tr>
<td>9781292153371</td>
<td>Artificial intelligence: a modern approach</td>
<td>4</td>
</tr>
<tr>
<td>9781000190331</td>
<td>Internet of Things and Secure Smart Environments: Successes and Pitfalls</td>
<td>3</td>
</tr>
<tr>
<td>9781292503933</td>
<td>Lifespan development.</td>
<td>3</td>
</tr>
<tr>
<td>9780201811522</td>
<td>Visible learning for teachers: maximizing impact on learning</td>
<td>1</td>
</tr>
<tr>
<td>9781844905478</td>
<td>The language of Winnicott - a dictionary of Winnicott’s use of words</td>
<td>1</td>
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1 - 12 of 12 items
Concerns about reporting

1. Accuracy
   - Only quantitative information, not qualitative.

2. Privacy
LRC Strategic Plan (2020-2023)

1. Continue investing on online resources
2. Include Library account on Single Sign on
3. 24/7 LRC
4. Virtual Librarian
5. Digital strategy
Many thanks,

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