

LIBRARY
QUALITY IMPROVEMENT PLAN
JANUARY 2011

1. Library Services

Recommendation in Peer Review Group Report		Department Action to recommendation	Responsibility	Time-frame / Status (From - to)	Issues for Decision by An Bord (if applicable) / Management Response
1.1	The Library should focus on its core mission and reconsider whether it should have a function in providing ancillary services such as language classes and careers information.	Valuable in their time, these ancillary services are no longer required by the College and have been discontinued.	Edward Murphy	2010	.
1.2	Without exception, users praised the responsiveness of the Librarian and his staff to their professional needs. Over time it may be necessary to formalise procedures given the pressures on the library staff, e.g. relating to acquisitions, retrieval from stores etc.	Many of the Library's practices and procedures have evolved fairly informally in reaction to prevailing conditions. We would be wary of suffocating personal/collective and, often generous, initiatives through a more rigid bureaucratic structure. However, given the growth of the collection and services and the increasing complexity of information provision, we will examine and, possibly implement some more formalised structures. Increased responsibility for policy, budgets, acquisitions, and practical issues, might be devolved to relevant areas of service within the Library.	All Library Staff	2011-2013	

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1.3	There is a need to provide on-going user education for the various resources of the Library including e-resources and consideration of means of delivery such as on-line courses/podcasts and information sheets on how to use the OPAC, Athens etc. Information literacy is crucial for a digital generation and the library has a key role to play in developing students as independent learners.	The Library will make increased use of electronic media in providing information about Library resources. Initially, the different sections of the Library will produce a series of information sheets in PDF form, which will be accessible through the Library web pages. In conjunction with other departments in the College, the Library will explore the most effective ways of utilizing Moodle/Blackboard as part of its user education and research support services.	Gemma Bradley Marta Bustillo Karl Hunter Donna Romano and other designated staff College IT	2011-2013	
1.4	There is a need to develop library management information systems to inform evidence-based policy and practice.	Since the completion of the QA there have been improvements in this area. For example, Library loan statistics are now being collected on a weekly basis and we plan to explore further ways of analysing the Library's performance and trends. Ideally, we would use Talis Decisions , the Talis performance management product. However, there are cost implications. As well as the initial cost of the module and on-going licence fee, we would need to have a second server in place to host this. It may be that developments in the strategic alliance with UCD will help address this issue.	Edward Murphy Gemma Bradley College IT	2011-2013	The library will seek some funding for the initial cost of the module through the quality improvement fund.
1.5	Collaboration on a range of services might be provided in conjunction with other libraries through organisations such as CONUL.	The College's alliance with University College Dublin is likely to provide many opportunities for collaboration and synergy over the next few years. The Library will also explore the possibility of forging stronger links with the CONUL consortium.	Edward Murphy Gemma Bradley	2011-2013	
1.6	There is a need to introduce a system which will draw the attention of graduates to the availability of external reader facilities.	We will be addressing the availability of this service on the Library webpage. Towards the end of their final year, we will circulate students about this. We will also liaise with the Director's secretary, who manages the Graduate Network scheme, about improved advertising of the service.	Edward Murphy Gemma Bradley	2011	

2. Library Resources – Space and Facilities

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2.1	The Library should be seen as an integrated unit with flexible access to and borrowing of print, media and other learning resources.	All materials can be borrowed on the Library system. While remaining cognizant of security concerns, the Library will endeavour to make all materials as accessible to users as possible.	Edward Murphy Marta Bustillo Gemma Bradley		
2.2	Many users seem unaware of the excellent resources available in the Visual Resources Centre. This needs to be made more visible and accessible.	We have opened up this area physically, through the new website, the cataloguing of material, and by word of mouth. We will continue to promote this service.	Marta Bustillo Edward Murphy	2011	
2.3	There are insufficient power sockets in the reading areas of the library.	We will examine this with the Building's Officer.	Vincent Kehoe Edward Murphy	2011	
2.4	The library chairs are uncomfortable.	New, upholstered chairs have been purchased.	Edward Murphy Fiona Hodge	2010	
2.5	Table space per reader is quite limited.	The Library space is unsatisfactory with regard to both readers' comfort and materials accessibility We will liaise with College Management on this.	College Management Edward Murphy	2011-2013	
2.6	Concerns of part-time students regarding the availability of photocopying cards need to be addressed.	Since the QA process, the availability of photocopy cards to part-time students has improved. However, we will continue to monitor the situation.	Issue Desk Staff	2011	

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2.7	There is a need to develop a disaster management plan.	The Library will produce a comprehensive Disaster Management Plan.	Karl Hunter Katie Blackwood	2011-2013	
2.8	A possible solution to space pressure, including storage, might be the rental of external storage. Specialist storage solutions could be researched.	We will examine this. Greater de-accessioning of material from the Library will happen.	Edward Murphy	2011-2013	

3. Staff

Recommendation in Peer Review Group Report		Department Action to recommendation	Responsibility	Time-frame / Status (From - to)	Issues for Decision by An Bord (if applicable) / Management Response
3.1	The deployment of staff within the library might be reviewed to encourage greater flexibility and to reduce dependence on individual staff members and to ensure optimal use of staff.	There is, already a considerable amount of flexibility within the cohort of Library staff. However, in tandem with 1.2, we will examine further possibilities.	All Library Staff	2011-2013	
3.2	There appear to be times when there is only one member of staff on duty and this might be reviewed.	We have always believed that this situation is unsatisfactory, from both a security and service provision point of view. Consultations will be held with College Management about this.	College Management Edward Murphy	2011-2012	
3.3	There is a need for a staff development policy which takes account of the current situation and the future needs of the Library, especially the IT needs.	In collaboration with the College's Human Resources Department, the Library will prepare a staff development policy document. The College will provide financial support for the implementation of its recommendations.	Gemma Bradley Trevor Peirce	2011-2012	
3.4	Staff could look at external opportunities for staff development such as the Erasmus exchange scheme or CONUL.	Within the scope of College regulations, the Library will facilitate staff in participating in external work experience schemes	Edward Murphy	2011-2013	
3.5	More regular staff meetings might be considered. Late opening once a month could facilitate such meetings.	We will implement a calendar of additional staff meetings.	Edward Murphy	2011	

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3.6	The PRG recommends that the grading of the senior posts of the Library and NIVAL be revisited in line with their equivalents in Ireland and internationally.	Grading issues concerning the Library and NIVAL will be discussed with College Management.	College Management Edward Murphy	2011-2013	Such discussions are subject to an embargo under the Employment Control Framework
3.7	Annual performance management appraisals and career development pathways should be introduced.	With the proposed increase in staff meetings, we will be in a better position for reviewing and planning Library operations.	All Library Staff	2011-2012	

4. Library Collections

Recommendation in Peer Review Group Report	Department Action to recommendation	Responsibility	Time-frame / Status (From - to)	Issues for Decision by An Bord (if applicable) / Management Response
4.1 The backlog of book cataloguing should be cleared and the books moved from the Librarian's office to the library shelves. The task of cataloguing the backlog could be either outsourced, short-term staffing brought in, existing staff trained to catalogue or student placements offered to LIS students in UCD.	Due to current financial constraints the Library is not in a position to employ extra staff. Additional members of Library staff are being trained to catalogue.	Gemma Bradley	2010-2013	
4.2 The DVD collection should be catalogued on OPAC to allow borrowing through the Issue Desk.	The DVD collection is currently being catalogued and it can be searched on the OPAC. DVDs can be borrowed from the Visual Resources Centre or at the Library Issue Desk.	Gemma Bradley Marta Bustillo	2010	
4.3 There needs also to be a policy and systematic provision for de-accessioning.	The formulation of a de-accessioning policy has already commenced. The main tenet for this will be the usage statistics for the item over the past 10 years. However, a more subtle judgement of importance, for future needs will also have to be included. The strategic alliance with UCD may have a considerable bearing on an NCAD de-accessioning policy.	Edward Murphy	2011-2013	
4.4 A decision needs to be reached regarding the future of the slide collection with due regard to the rarity of aspects of the collection.	Except for important archival material, the slides have now been de-accessioned. It would be our intention to digitise, at some stage, the images that remain.	Marta Bustillo Donna Romano Edward Murphy	-	
4.5 Consideration might be given to systematic lodging by students in electronic form of their theses/dissertations.	A policy on an electronic format for theses/dissertations would be welcomed by the Library. Consultation will take place between the Library and College management on this.	College Management Edward Murphy	2011-2012	

5. NIVAL

Recommendation in Peer Review Group Report		Department Action to recommendation	Responsibility	Time-frame / Status (From - to)	Issues for Decision by An Bord (if applicable) / Management Response
5.1	The PRG noted the intense pressure on space in both the main Library and in NIVAL, and the less than ideal archival storage conditions in NIVAL. Given the Library's national standing, NIVAL's international importance and the College's stated commitment to both resources, Ireland now needs to invest in a state-of-the-art building to house these facilities.	The College is examining other locations for NIVAL.	College Management Edward Murphy Donna Romano	2011-2013	
5.2	Consideration might be given to a formal management structure for NIVAL to include both internal and external membership.	The College and it's partner, the Arts Council, will examine this proposal.	College Management Edward Murphy Donna Romano	2011-2013	
5.3	Supervision of NIVAL researchers must be ensured.	This supervision has now been put in place.	Donna Romano	-	

6. Library Relations and Communication

Recommendation in Peer Review Group Report		Department Action to recommendation	Responsibility	Time-frame / Status (From - to)	Issues for Decision by An Bord (if applicable) / Management Response
6.1	The PRG suggests that feedback mechanisms such as a forum for library staff to meet student representatives be set up to inform library policy.	The Library fully agrees with this and welcomes all feedback. We will institute a Library user forum.	Edward Murphy All Library Staff	2011-2012	
6.2	The survey of Library users, carried out for this Review, might be repeated on an annual basis and the results of the survey published.	We found the survey done for the QA process very useful and will repeat this on an annual basis.	Gemma Bradley All Library Staff QA/QI Officer	2011-2013	
6.3	The Library should be encouraged to investigate the use of web 2.0 for information and promotional services.	Web 2.0 functionality is currently utilized on the Visual Resources Centre website. It is intended that it will also be used on the Library web pages and the NIVAL website, which are currently under development.	Edward Murphy Gemma Bradley Marta Bustillo Donna Romano	2011	
6.4	Communication should be maintained between Library and NIVAL staff.	The new location of NIVAL has meant less communication between the Library and NIVAL. This is unfortunate and we will consider ways to address the problem.	Edward Murphy All Library Staff & NIVAL Staff	2011	