



LIBRARY & STUDY CENTRE

Digital Capabilities Strategy 2019-22

Date: April 2019
Author: Mishka Fielding & Rebecca Parkes
Review: April 2022



Contents

1. Context and rationale.....	2
2. Vision.....	3
3. Priorities.....	4
4. Aims.....	5
5. Implementing the digital strategy.....	8
6. Monitoring and evaluation.....	8
7. Action plans for digital priorities.....	9
8. Appendix.....	10
9. References.....	11



1. Context and rationale

1.1. Loreto College's Library and study centres (LSC) are a valuable resource that underpins teaching and learning. The College provides one traditional-style Library learning space and three separate study centres, each with a unique layout that offers facilities to support a variety of learning styles.

1.2. The purpose of this strategy is not only to support the College in its priorities (Appendix 1) but to also ensure that the Library and Study Centre department is digitally capable to equip our students with transferable skills, enhance our learners' experience, and to strengthen the excellent work done by subject departments. The strategy will also be used to generate increased efficiency in the day-to-day tasks of the department, thus allowing the team to be on hand in supporting the college community, and meeting the needs of its service users.

1.3. In 2019, an audit of the Library and the study centres carried out by the LSC manager revealed that whilst some information and technology needs were being met for stakeholders such as staff and students, there was much room for growth. Amongst other things, the audit highlighted that the current Library management system was outdated, the internal website was not fit for purpose, and current electronic resources were unavailable externally. In addition to this, the skill-set of staff in the use and promotion of digital resources was limited.

1.4 To bring the department and the service in line with recent changes in the sector regarding digital proficiencies, we have devised a digital strategy. To be used alongside the departmental development plan, it will support the cross-college digital strategy to ensure we remain competitive and sustainable.



2. Vision

- 2.1. The department's vision is to deliver a Library and Study Centre service which supports our learners, and provides them with the ability to extend their knowledge and learning beyond the classroom. To guarantee this, we will provide:
- 2.2.
- a) Facilities that allow this to take place seamlessly with up-to-date technology and high-quality digital content, in centres that encourage improving digital literacy for life beyond sixth form
 - b) A central platform for our resources, with a robust authentication infrastructure that allows for increased inclusivity and accessibility to our online resources
 - c) Increased accessibility through a cloud-based management system that will enable users to manage their own user account via a desktop application and a mobile app
 - d) Online resources and eBooks that are up-to-date, relevant and in line with curriculum needs
 - e) Offer digital skills training and interactive online workshops
 - f) A fully-trained team who can collaborate with curriculum teams to establish how to use technology to further improve our student's experience, and support our learners in the use and application of our digital resources.
 - g) An LSC team that will be competent in analysing metrics in order to further our digital learning and development, and ensure continuous improvement



3. Priorities

3.1. Due to the scope of bringing the service up to date, the three-year strategy is divided into two phases: priority one from 2019-21, and priority two from 2021-22:

3.1.1. Priority one – Upgrade, update and upskill (2019-21)

Priority one looks at upgrading technology where possible, updating the online resources we host, and upskilling the team in order to support staff and students in the use of digital services and resources.

(College priorities 1, 2, and 3)

3.1.2. Priority two – Demand, deploy and deliver (2021-22)

The second priority sees our newly skilled team deployed in a variety of ways to a range of areas to deliver on our service users' demands thus meeting their digital expectations.

(College priorities 1, and 2)



4. Aims

4.1. From our vision we have developed our strategic aims. Using the guidance from Jisc, we have been able to utilise a framework that will allow us to build our digital capabilities to support staff and students in the following six areas:

4.2.

1. ICT infrastructure and proficiency
2. Information, data and media literacies
3. Digital creation, problem solving and innovation
4. Digital learning and development
5. Digital communication, collaboration and participation
6. Digital identity and wellbeing

4.3. Priority 1: Upgrade, update and upskill (2019-21):

4.3.1. Phase one - priority one; upgrading technology, updating the online resources, and upskilling the team.

4.3.2.

1. ICT infrastructure and proficiency

- a) Work in collaboration with the IT Department to implement authentication software that will allow inclusive and extended accessibility to our online resources
- b) Invest in a cloud-based library management system accessible internally and externally to increase end user interaction
- c) Provide digital learning environments with a mix of hardware and software that will encourage ICT engagement, and prepares our learners for employment in a digital world
- d) Supply assistive technology where possible in our centres and for our resources
- e) Keep our users safe and on task whilst in our care

2. Information, data/digital and media literacies

- a) Equip staff and students with information literacy skills to help navigate our online resources thus creating a confident user of social and digital media
- b) Provide a good selection of digital resources in different formats to support teaching, independent research and different learning styles
- c) Provide a single access point for our online resources and digital workshops
- d) Support our college community in the use of emerging technology and digital communications



- 3. Digital creation, problem solving and innovation**
 - a) Collaborate with the Developers to offer bookable online inductions and workshops
 - b) Create interactive and accessible multi-media for inductions and workshops
 - c) Provide a 'click and collect' service for physical resources via an online portal
 - d) Collaborate with IT to implement a 'chat-bot' for real-time response and problem-solving
 - e) Utilise functions in the library management systems to increase efficiency

- 4. Digital learning and development**
 - a) Audit team skillset, identify gaps and seek training and CPD courses to reduce barriers to enhancing our digital capabilities
 - b) Increase flexible working and efficiency through the use of digital tools and resources
 - c) Create a great digital learning experience for our learners through the effective use of newly acquired skills

- 5. Digital communication, collaboration and participation**
 - a) Join other working groups both internally and externally to share best practice and remain innovative
 - b) Regularly collaborate with teaching departments regarding current and new digital resources to support teaching and learning
 - c) Offer staff and students the opportunity to digitally manage their own library account
 - d) Engage in effective methods of digital communication to complement our face to face interaction

- 6. Digital identity and wellbeing**
 - a) Provide information to staff and students about staying safe online and when using digital applications and communications
 - b) Support personal and work-based goals through positive promotion of online tools

4.4. Priority 2: Demand, deploy, deliver (2021-22):

4.4.1. In staying with the JISC themed aims for the remaining phase, priority two focuses on meeting user demand through deploying the LSC team to deliver on whatever is required. In achieving these aims, the LSC team will be **confident** and **competent** to:

4.4.2.

1. ICT infrastructure and proficiency

- a) Liaise with IT regarding new College-wide technology and ensure the LSC team are up to date with training on the use and application of any technological developments which directly impact learning environments
- b) Guide students on the use of all hardware and software available in the learning environments, and tackle minor IT problems



2. Information, data/digital and media literacies

- a) Recommend subject-specific and cross-curricular resources to support teaching and learning, and support students to navigate through online resources and assess information in terms of its relevance, value and credibility
- b) Support students to analyse and interpret data from online sources, and support in its application to assignments, coursework and projects
- c) Analyse and interpret departmental data in order to initiate new targets, monitor effectiveness and measure impact
- d) Support students and staff in the use of a range of digital media supplied by the college

3. Digital creation, problem solving and innovation

- a) Support users to create digital material, generate departmental promotional material for events and promotions, and maintain internal webpages to maximise engagement
- b) Create digital content which can be accessed virtually and externally to support teaching and learning
- c) Recommend apps and web sites to ease workload and increase efficiency for students and staff

4. Digital learning and development

- a) Complete digital CPD, and have one working lunch per term to share best practice, network and upskill
- b) Receive JISC/MS training and receive digital badges to highlight their skillset, so as to be recognised by the college community as 'go-to support' in terms of digitally facilitating teaching and learning
- c) Offer digital workshops for staff and students on a variety of topics, supporting transferable skills useful for education and employment

5. Digital communication, collaboration and participation

- a) Work with teaching staff to book subject-specific resource inductions and workshops both in-class and online
- b) Generate regular marketing material, disseminated via an eNewsletter and displayed on screens, social media and the blog
- c) Regularly post on social media, share posts from other official college accounts and external organisations which promote health and wellbeing and educational priorities
- d) Carryout analytics of social media sites, website and online resources to inform decision making and new initiatives

6. Digital identity and wellbeing

- a) Ensure all digital communication is branded and professional, and distributed for the benefit of students and the wider college community
- b) Maintain an internal reputation as being digital leaders in the college
- c) Provide an online space for staff and students which contains information about general digital safeguarding



5. Implementing the digital strategy

- 5.1. To ensure the achievement of our aims, strategic objectives will be integrated into the annual departmental development plan (DDP) and reviewed once a term. For each strategic improvement area, a member of the team will be allocated ownership where they will have the responsibility of executing tasks, collaborating and providing feedback on their actions.

6. Monitoring and evaluation

- 6.1. This strategy will be reviewed in September 2022 when generating new aims and objectives for the next phase in improving our digital capabilities.

- 6.2. Data will be collected in the following areas:

- i. Staff and student end of year surveys
- ii. Via the student council
- iii. Opinion polls with the LSC student forum
- iv. Workshop/induction satisfaction feedback
- v. Suggestion forms

- 6.3 The dataset will be analysed, interpreted and success and impact of the strategic aims will be presented to the Principal and the governors in the form of the quality report and self-assessment report, respectively. Additionally, we will also feed back to staff with a Red, Amber, Green (RAG) rated 'You said..., We did...' response. The results will also form part of the strategic development plan for the following year.

Action plans for digital priorities

Click [here](#) for the strategic objectives



Appendix 1: College priorities for 20-21

- 1. To develop the whole person in preparation for their next steps by providing a responsive, inclusive and aspirational educational experience that is underpinned by the values of Mary Ward, as part of an educational community, where each person has the experience of being loved and valued as a sacred individual created by a loving God.*
- 2. To sustain and improve standards in teaching and learning by promoting excellence throughout the curriculum to re-establish positive and above-benchmark levels of progress, improve punctuality and maintain pass rates, retention rates achievement rates and student satisfaction.*
- 3. To effectively and efficiently manage resources, processes and personnel, within the timeframes laid out in the College calendar, to enable the pursuit of our educational objectives.*



References:

<https://www.Jisc.ac.uk/guides/key-questions-college-leaders-should-ask>

<https://www.Jisc.ac.uk/guides/developing-organisational-approaches-to-digital-capability>

<https://www.Jisc.ac.uk/guides/how-to-shape-your-digital-strategy>