**LEARNING AND TEACHING SUPPORT STRATEGY**

**ACTION PLAN 2013**

| **ACTION** | **PERFORMANCE INDICATOR** | **EVIDENCE** | **RESPONSIBILITY** | **TARGET DATE** | **ON DEPARTMENT ACTION PLAN** | **ACTION KPI** | **DEPT. DATE** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Develop integrated service offering for teaching staff with Learning and Teaching Centre  | Service offering available to all teachers | Summary of services available on Library website and communicated at Faculty meetings | DUL, AUL (S), AUL (R) | July 2013  | Services | Implement L&T strategy and provide client oriented service mix: in the Library, in a faculty and online, responsive to client needs and expectationsReview Library Impact Statements processes and work with academics to simplify and streamline timely inputs | Dec-13 |
|  |  |  |  |  | Resources | Learning Resources core services maintained and enhanced where possibleEnsure interdepartmental support available for Learning Resources workflowsEnsure Learning Resources web page information is up to dateDocument Supply continue to transition to e-preferred purchasing formats for Off campus clientsEnsure interdepartmental support available for Document Supply workflows | 21-Dec-13 |
|  |  |  |  |  | LP&D | Update website to include Learning & teaching support information as requiredAdvice and support provided as required | 31-Dec-13 |
|  |  |  |  |  | Library IT | Implement Library Learning and Teaching Support strategy All mandatory departmental operational imperatives are completed | 31-Aug-13 |
|  |  |  |  |  |  |  |  |
| Develop integrated service offering for students | Service offering available to all students | Summary of services available on Library website and communicated through a range of communication channels | DUL, AUL (S), AUL (R) | July 2013 | Services | Implement L&T strategy and provide client oriented service mix: in the Library, in a faculty and online, responsive to client needs and expectationsService provision in' Zones' , Virtual Services, iLearn, Lib website and in the MUSE via digital screens reviewed and recommendations approved | Dec-13 |
|  |  |  |  |  | Resources | Core services maintained and enhanced where possibleEnsure interdepartmental support available for Learning Resources workflowsEnsure Learning Resources web page information is up to dateDocument Supply continue to transition to e-preferred purchasing formats for off campus clientsEnsure interdepartmental support available for Document Supply workflows | 21-Dec-13 |
|  |  |  |  |  | LP&D | Update website to include Learning & teaching support information as requiredAdvice and support provided as required | 1-Jul-13 |
|  |  |  |  |  | Library IT | Implement Library Learning and Teaching Support strategy All mandatory departmental operational imperatives are completed | 31-Aug-13 |
|  |  |  |  |  |  |  |  |
| Develop online support for each step in learning workflow  | Library learning resources available online | Increased number of online learning resources availableAt least one online learning video produced | Services, Resources | July 2013 | Services | Project proposal for Review of all IL offerings (incl LibGuides) developed, review conducted and recommendation and implementation plan approved Investigate compulsory library orientation skills program (e.g. quiz) for all undergraduates | Dec-13Oct-13 |
|  |  |  |  |  | LP&D | Update website to include Learning & teaching support information as required Advice and support provided as required – YouTube etc | 1-Jul-13 |
|  |  |  |  |  | Library IT | All mandatory departmental operational imperatives are completed | 31-Aug-13 |
|  |  |  |  |  |  |  |  |
| Integrate learning resources into iLearn at students’ point of need | Library learning resources available within iLearn, embedded at point of need | Number of online units with Library learning resources embeddedStudent feedback | Services, Resources | July 2013 | Services | Service provision in' Zones' , Virtual Services, iLearn, Lib website and in the MUSE via digital screens reviewed and recommendations approved |  |
|  |  |  |  |  | Resources | Implement Library component of Equella (iShare) as part of the iLearn Project | 31-Dec-13 |
|  |  |  |  |  | LP&D | Update website to include Learning & teaching support information as required Advice and support provided as required  | 1-Jul-13 |
|  |  |  |  |  | Library IT | All mandatory departmental operational imperatives are completed |  |
|  |  |  |  |  |  |  |  |
| Develop iShare as the repository for resources required for learning and teaching | Essential readings available in iShare when students require them | Percentage of online units with essential readings available in iShare | Resources | Dec 2013 | Resources  | Implement Library component of Equella (iShare) as part of the iLearn Project | 31-Dec-13 |
|  |  |  |  |  | Library IT | Required action items are completed within agreed timelines for iShare project | 31-Jul-13 |
|  |  |  |  |  |  |  |  |
| Investigate use of existing data to demonstrate correlation between use of Library and academic success  | Investigate use of existing data to link student use of Library resources to students’ academic grades  | Potential options for use of data, including costs, presented to Library Strategy Group  | UL, DUL, Services, Informatics | Sept 2013 | LP&D  | Liaise with Informatics, in partnership with Library senior staff, to identify and cost options for the use of Library data sources to assess the impact of student use of Library resources on academic grades |  |

\*Please note Business Services did not have any actions for this strategy

\*\* Also please note that MRes videos/products and services have been captured in the Research Support Strategy action plan for 2013