



Library and Learning Resource Centre Policy

Policy Number:

012-2013

Academic Year:

2024/2025 Onwards

Target Audience:

All Students and Staff

Summary of Contents

Overview of how the Learning Resource Service will assist in the delivery of the curriculum by providing high quality, accessible learning resources.

Enquiries

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Review Information (Responsible Owner):

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1.0 Change History

- 1.1 Changes to this SOP are documented in Appendix 1 of this document. When reading electronic copies of this document, [you can click here to view the change history](#).

2.0 Purpose

2.1 Vision statement

The Learning Resource Service (LRS) is committed to the highest standards of education. It pro-actively and creatively supports learning, using forward thinking approaches in response to current and future learner needs to foster a culture of excellence.

2.2 Mission statement

The Learning Resource Service exists to deliver high quality, accessible learning resources, within an inclusive, supportive and responsive learning environment by developing and promoting access to information resources.

2.3 Role

The Learning Resource Service provides access to information and resources to encourage and enhance enterprise, innovation, discovery and creativity which effectively support teaching and learning.

3.0 Scope

- 3.1 This Policy applies to all SERC staff and students.

4.0 Aims

- 4.1 To provide a learning environment which offers equality of access to all learning resource facilities.
- 4.2 To provide access to advanced technologies and innovative learning resources and information services. (e.g. SERC provides full-text, 24/7 online access to a comprehensive and growing number of e-resources: e-books, e-journals and e-databases to support teaching and learning).
- 4.3 To raise the profile of the Library Collections.
- 4.4 To provide professional support for the learning, teaching and research activities of the College.
- 4.5 To manage resources effectively and efficiently.
- 4.6 To establish an environment conducive to study that facilitates a range of learning styles.

- 4.7 To encourage students and staff to use the Learning Resource Centres (LRC) and to develop their research and ILT skills.

To maintain effective links with college staff to understand and respond to changes in education approaches to learning and corporate policy.

To partner with the four schools to ensure all students become skilled in discovering and analysing information as they progress through their academic careers.

- 4.8 To maintain a process of continuous improvement in the quality of services and be responsive to changing user needs.

- 4.9 To update skill sets and carry out appropriate staff development.

5.0 Objectives

The vision, mission and aims will be achieved by focusing on the following key aspects of College services.

5.1 Strategic Management

- To support the College's mission statement and operate within its strategic plans.
- To provide professional advice and guidance to the College Management Team on the organisation and development of the Learning Resource Service and on the formulation of policy and working practices for the service.
- To set up a quality framework to assess service standards and provide a review and evaluation system to ensure continuous improvement.
- To collect management information that contributes to the strategic planning of the service.
- To maintain the framework and means for students to access electronic services through a dedicated intranet and digital library service.
- To ensure consistent financial planning and equitable distribution of funds for the acquisition of learning resources by managing and monitoring the service's budget.
- To provide opportunities for LRS staff to acquire the skills and expertise necessary to offer a high quality service.
- To liaise with local and national external organisations and to keep up-to-date with professional and educational developments.
- To ensure that users are adequately trained to exploit the information, educational or ICT facilities available and that further assistance is available on demand through a variety of means appropriate to their needs.
- To continually enhance and refine the collections for quality improvement.

5.2 Service Management

- Enhance the student experience with user-focused services and resources.
- To provide a fair, equal and impartial service that reflects diverse learning styles and new technological developments.
- To offer opening hours which meet the needs of learners.
- To ensure equality and ease of access to learning resources and facilities to provide for the special requirements of users .
- To provide a quiet and engaging learning environment for all users.
- To maintain wider consultation links with course tutors/teams to respond to changes in the curriculum for improved services.
- To select and acquire resources which meet the needs of learners and staff and maximise the use of existing LRC services.
- To organise materials and manage facilities to ensure the effective operation of the service.
- To provide an efficient library borrowing, reservation and inter-library loan service.
- To provide computer facilities to enable students to prepare course work.
- To fully exploit access to electronic resources and IT through the Intranet and Digital Library for 24/7 access.
- To offer resource based ILT support for teaching staff.
- To provide lecturers with bibliographical information on publications and an ordering service for library materials.
- To implement a marketing and publicity strategy for the service.
- To disseminate information to learners and staff on resources and services through induction sessions, ILT training and printed and electronic guides.

6.0 Process

The Learning Resource Service can only fulfil its role and achieve its aims and objectives if the College commits to the following:

6.1 Staffing

- The College will continue to recruit high-calibre, appropriately qualified staff to work in the LRCs.
- The College will maintain appropriate levels of staffing to ensure the delivery of a high-quality service for learners and staff.
- To maintain and develop the effectiveness of the Learning Resource Service, the College recognizes the importance of providing adequate time for staff development and training.
- Maintaining and developing LRS staff knowledge and skills by using the College's internal Staff Development and external programmes of organised training and individual learning, and giving a high priority to management development, team working, IT skills and customer care.

6.2 Finance

- The College recognizes the need to provide an appropriate level of funding, subject to budgetary allocations, to deliver and maintain the quality of service, necessary to support the curriculum.
- Adequate funding will be provided to allow developments in the service in line with developments in education.
- Learning Resource Services will receive appropriate capital investment to keep pace with changing technology.

6.3 Quality Assurance

- The College is committed to providing a high quality service for all users.
- The College recognizes the importance of creating a client-centred ethos in the LRCs.
- Formal class teaching, including use of IT facilities, will not be allowed in the LRCs, so they can provide an appropriate environment for independent learning and private study.

7.0 Responsible Owner

- 7.1 It is the responsibility of the Bangor Campus Manager that this policy is implemented, adhered to and reviewed.

8.0 Communication Plan

- 8.1 This Procedure will be uploaded to the College intranet and referred to in staff and student induction and training.

9.0 Review

- 9.1 This procedure will be reviewed biennially, or when the need for change has been identified.

Appendix 1: Document Change History

Version	Date	Change Detail
1.0	August 2023	Transferred to new Accessibility Template
1.1	October 2024	4.7 - Aims updated to reflect new school structure. 7.1 - Responsible Owner updated