

## LIBRARY

### QUALITY IMPROVEMENT PLAN

#### Version 2 - OCTOBER 2017

#### 1. The Edward Murphy Library: Space and Accommodation

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 College needs to address the chronic shortage of space – by far the most significant issue for users and staff – to facilitate staff in the effective and efficient performance of their roles and duties.	A commitment to the expansion and improvement of library facilities is articulated in the research pillar of the College Strategy. This should also be central to any campus development plan.	An Bord; College Management	March 2017;  Pending campus development draft plan	
1.2	Poor storage conditions of collections in portakabins are affecting current and long-term preservation of material. More appropriate storage facilities are urgently required.	The overall risk to library collections has been entered in the Risk Register. Minor repairs have been carried out on the roof of the portakabin although conditions remain highly unsuitable.  A plan for the relocation of collections at risk should be drafted and time-tabled; these assets should be valued and insured against loss.	An Bord; College Management; Librarian	Autumn 2016; Summer 2017; URGENT	

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1.3	Look at a reconfiguration of space to introduce new zones to facilitate different learning styles (quiet / social / flexible / browsing areas)	The library has developed a plan to reconfigure existing space that requires input from IT Support and Maintenance and some financial resourcing.	Registrar; Librarian; EML staff; Facilities Manager	Spring/ Summer 2018	
1.4	The ratio of seats to users (1:20) needs to improve substantially. An acute lack of study spaces is in evidence when compared with most other third level libraries where the ratio is 1:10 or below.	Given the current limitations of space, there is no capacity for improving this ratio. Physical expansion of the library is necessary to respond to this recommendation.	An Bord; College Management; Facilities Manager	Timing contingent upon expansion of the library	
1.5	The lack of adequate space for collections is a major drawback in their usage, particularly for art and design students where access to visual material is central to inspiration, creativity and originality in studio practice. The College urgently needs to address the main issue of space in the EML to rectify this issue.	Additional and dedicated rooms in proximity to the library should be made available for housing the library collection.	An Bord; College Management	Timing contingent upon campus reconfiguration or development	

**2. NIVAL: Space and Accommodation**

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
2.1	The PRG recommends that NIVAL is relocated to a more suitable and spacious facility. This would facilitate enhancing both internal and external engagement with the resources and a more suitable location could lead to a more active exhibition programme promoting the collection and the unique, rare and culturally valuable resources.	A commitment to the sustainability of NIVAL as an active space for research and engagement has been articulated in the College Strategy. Government funding has been offered toward on campus relocation of NIVAL. The library urges An Bord to approve the plan and accept of this grant as a matter of urgency.	An Bord; College Management;	March 2017; URGENT	
2.2	Improve the visibility of NIVAL on campus to both visitors and to students and staff of NCAD. Ensure proper and clear directional signage throughout the campus and at the front gate.	Expenditure on design and execution of permanent signage needs to be approved by the Registrar/Director.	Director; Registrar	Autumn 2017	
2.3	The poor storage conditions of collections are affecting current and long-term preservation. More appropriate storage facilities are urgently required (with temperature/humidity controls and flood protection).	A commitment to safeguarding the collections in appropriate environmental conditions needs to be a priority of any capital development plan.	An Bord; College Management;	URGENT	

### 3. Staffing

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	Staffing needs to be addressed. Staff office space needs to be considered in the future. Staff are demoralised with the current issues related to the lack of space for the collections and poor storage conditions and this impacts on how they perform their roles effectively and efficiently. They are also acutely aware how the lack of space and good access to study facilities impacts on the users of both libraries.	A plan to reconfigure work stations to improve service provision and allow space for casual staff will be drafted. Some resourcing will be required to enact.	Librarian, Registrar	Autumn 2017 and ongoing when additional space is procured	
3.2	The PRG strongly recommends the following urgent restructure and increased staffing levels: <ol style="list-style-type: none"> <li>1. Full-time assistant librarian</li> <li>2. Full-time senior library assistant</li> <li>3. Re-grading of the NIVAL administrator to Assistant Librarian grade</li> <li>4. Digital media expert to enable digitization of NIVAL materials</li> </ol>	An Bord and College Management need to acknowledge the necessity to further professionalise the department’s staffing structure in order to provide a library service for the 21 <sup>st</sup> century.  Resourcing must be allocated toward progressing existing staff and for external recruitment where progression is not an option.	An Bord, College Management, Human Resources Manager, Librarian	Urgent	

3.3	Explore the possibility of making links with SILS (School of Information and Library Studies) in UCD to offer work on the collection as possible student projects.	The library has examined the practicalities and benefits of taking on supervised interns. Internships will be proposed if and when staffing levels allow for adequate supervision.	Librarian, NIVAL Administrator	Spring 2017	
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**4. IT**

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	Explore the possibility with IT staff of establishing a self-service kiosk for laptop loans.	The library considers this a luxury service requiring maintenance, technical support, insurance and security that cannot be met by the department.		Closed	
4.2	Consider removing the PC's from library space to facilitate reconfiguration of space.	The library asserts that the provision of word processing facilities is not a library function and will not endeavour to replace any PC's that do not assist in service delivery (ie. Use of the OPAC, user education, facilitating printing).		Closed	
4.3	Increase collaboration between Library and IT staff in the delivery of services.	An additional member of the IT Support team with designated responsibility for supporting the library is desirable. Alternatively, the JD for Library Assistants should be rewritten to include proficiencies in IT.	Registrar, Librarian, IT Manager, Human Resources	Spring 2018	
4.4	PRG recommends investment in a new platform/user interface to enable search optimisation and seamless access to online resources.	The library has formed a working group that meets quarterly to research options for improving access to online resources. Additional funding must be ring-fenced for recurring annual subscription and support.	Librarian, Assistant Librarian, Registrar, Director	Autumn 2017 / Spring 2018	

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4.5	Explore future development and potential of the LMS to improve routine tasks. In addition investigate the option of looking at the acquisitions module and other benefits of the LMS to streamline and automate Library workflows and reduce the administrative burden for key tasks and processes.	Full training in the use of LMS modules will be sought from the provider. These new processes will be tested against current practice to determine workflow efficiencies.	Librarian, Assistant Librarian, Library Secretary	Autumn 2017 / Spring 2018	
4.6	Look at ways to improve EML library and NIVAL information on the College website.	The library's working group on improving access to online resources is exploring ways to improve the display of information on the library pages.	Assistant Librarian, Library and NIVAL staff	Spring and Autumn 2017	
4.7	Provide A5 sheets with login passwords for the various online resources. Include this information in the student handbook.	Library staff have created a zine-style information booklet distributed to First Years and available to all to download. This will be a model for similar handouts for targeted library services.	Issue Desk and Learning Centre staff	Autumn 2017	

**5. NIVAL Resources**

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	Consider renaming NIVAL to include the use of the word ‘archive’ in the title to distinguish it from the Library.	This is a complex issue and regarded as unnecessary at this time. The NIVAL brand has been hard earned over 20 years and any name change would involve a re-launch and assertion of identity.		Closed	
5.2	Increase awareness among academic staff of NIVAL resource through brief introductory sessions. Work collaboratively with academic staff on educational projects using the NIVAL collections.	Advances in this area have already been made with successful projects in DHMC, Communication Design, Sculpture & Expanded Practice, and TAA. NIVAL will consider hosting annual School-specific open days for staff to be included in the academic calendar.	Librarian, NIVAL Administrator, Library Liaisons, Heads of Schools.	Spring 2017 and ongoing	
5.3	Investigate opportunities to digitise the collection which will facilitate increased promotion and profile of the rare resources and improve access to the unique materials housed in the Library, both internally and to the wider international academic community.	The College needs to demonstrate a commitment to promoting NIVAL’s collections by resourcing a permanent post of Digital Collections Officer to oversee digitisation initiatives, explore collaborative partnerships, and seek external funding. A resourcing request was submitted in Feb and revisited in Aug 2017 but not response has followed.	Director, Registrar, Librarian, Human Resources	Initiated in Spring 2017 and awaiting a response	



5.4	Explore collaboration with the School of Information and Library Studies in UCD.	Opportunities for credit-bearing internships and work placements will be explored with UCD SILS.	Librarian, NIVAL Administrator	Autumn 2017/ Spring 2018	
5.5	Explore outreach and external relationships with other educational and cultural institutions.	As a facilitator of research, NIVAL builds external relationships with practicing artists and research-active organisations. Opportunities to strengthen and expand existing relationships are continuously explored. However, the level of proactive engagement with external bodies is largely dependent upon adequate resourcing.	Librarian, NIVAL Administrator	Ongoing and dependent upon adequate resourcing Implemented	
5.6	Actively increase awareness of NIVAL and its collections with other educational and cultural institutions nationally and internationally.	NIVAL will host an annual Open Day targeted at HEI's and NCI's to coincide with the end of year degree show and included in relevant publicity. Both libraries contributed to the ARLIS UK & Ireland international conference hosted by the NGL.	Librarian, NIVAL Administrator	Annually in June; July 2017 Implemented	

**6. Services and Operations**

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	Consider retrieving books and materials from storage at certain days and times rather than every day. This would be a more efficient use of staff time and be more effective for student collections.	This has been trialled and proven insufficient. Instead, the schedule of storage retrieval has been expanded to meet user need.		Closed	
6.2	Recommend a self-issue system, which would reduce staff time on the Library desk covering routine tasks and allow these staff to be deployed in other areas of the Library or take on new more value-added tasks and projects.	The library is not in favour of this recommendation. The information needs of art & design students are complex and frequently benefit from discussion with library staff. Verbal exchange of information on the collections is central to the Issue Desk service and for this reason all staff are subject specialists. Issue Desk staff report that most requests for service assistance and research queries are raised during check-out and return of books. A self-issue system would reduce opportunities for one-to-one contact with library staff.		Closed	
6.3	Recommend Radio Frequency Identification (RFID) and the installation of a new security and access system in the EML.	This recommendation is welcome as control and security of collections, especially items in storage, is of constant concern. However, significant investment in equipment and		Closed	

		human resources is required to enable this. This is considered a luxury service and not a priority for resourcing.			
6.4	Establish closer and more formal liaison between the Library and the Schools. The Library Board meets once a year; the PRG recommends it meets more frequently and that all Schools ensure that a nominee attends. There should be no requirement for all Library staff to attend though management attendance would be essential. Introduce a rota to ensure all staff have the opportunity to attend a meeting every 1-2 years, this will improve fairness and parity for all staff.	In the academic year 2017/2018, there will be two meetings of the Library Board. The recommendation that Heads of Schools who are unable to commit to membership of the Library Board nominate a local representative has been agreed at Academic Council and representatives have been appointed.	Librarian, Library liaisons	Implemented Spring 2017	
6.5	Information literacy should be expanded over the academic year with follow-up sessions during the year to ensure engagement from students with the academic programme. This should not be confused with orientation and induction sessions at the beginning of the academic year.	A series of user education sessions has been promoted to staff and students through the Learning Centre and Visual Resources Centre. These include introductory and advanced instruction in digital resources, Artstor, bibliographic referencing, citation software, and file management and are available to book or as drop-in sessions.	Librarian, Assistant Librarian, Learning Centre, Visual Resources Centre	Implemented Spring 2017	
6.6	Explore the use of an online staff newsletter for library communication.	The library is exploring the use of the College's digital notice boards in preference to an online newsletter. Feedback indicates	Librarian,	Autumn 2017	

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		that staff are inundated with email and de-prioritise non-essential communication.	Issue Desk, Learning Centre		
6.7	Explore collaborations with other institutions to enable access for NCAD students to a wider range of interdisciplinary resources, especially online materials such as journal articles through academic access schemes e.g. SCONUL, ALCID.	The library has been a member of ALCID for more than a decade. Given the current limitations of space and financial resources membership of SCONUL is not feasible at this time.	Librarian, Library Secretary	Membership of ALCID implemented.  Membership of SCONUL closed.	