

Board of Management Students, Staff & Equalities Committee

Date of Meeting	Wednesday 16 January 2019
Paper No.	SSEC3-D
Agenda Item	7
Subject of Paper	Libraries and Learning Technologies Update
FOISA Status	Disclosable
Primary Contact	Joe Wilson
Date of production	11 January 2019
Action	Note

1. Recommendations

- 1.1 The Committee is asked to note the Libraries and Learning Technologies Update.

2. Purpose of report

- 2.1 To provide an update to the Students, Staff and Equalities Committee on the ongoing activity and recent achievements of the Libraries and Learning Technologies teams.

3. Context

- 3.1 The Library and Learning Technologies teams are responsible for driving and supporting the use of learning technology across the College, managing and promoting access to a broad range of resources, and developing the digital and information literacy skills of staff and students.

- 3.2 We are an integral part of the CityLearning4.0 model, and contribute to a number of government, national, and local agendas around digital skills, inclusion, and widening access.

- 3.3 The teams play an integral part in delivering key elements of the College enhancement plan

- Provide relevant training to teaching staff to develop classroom practice in line with the requirements of CityLearning4.0
Impact - to enhance delivery and to engage students within the classroom / To promote retention and attainment.
- Develop communities of practice to share pedagogical practice which further enhances learning and teaching.
Impact - to ensure that teaching staff reflect on classroom practice and broaden their range of teaching styles.
- Digital Learning requires to be more fully embedded in delivery within all curriculum areas to make effective use of the resources available in the classroom.
Impact - to promote student engagement in lessons and to ensure that students have the skills required for further study.
- Teaching approaches are traditional in some subject areas, delivery needs to be developed so that it is more personalised to the needs of the learners.
Impact - to enhance classroom practice and promote student engagement.

- 3.4 We also lead on embedding innovative practices through involvement in collaborative projects with partnership organisations, and by evaluating and sharing information on emerging technologies.

4. Impact and implications

Learning technology:

Learning Technologist Support

4.1 We continue to experience a high staff turnover in this area. Learning technologist skills are in demand and we have stabilised this to a degree by working with HR enhance our staff retention rates. We lose staff to learning technology initiatives in neighbouring universities and in some cases to teaching posts in this and other Colleges.

4.2 Over this reporting period we:

- Aligned our operational plan to the needs of Citylearning4.0;
- Managed and delivered a refreshed and upgraded the Moodle component of MyCity in partnership with the IT team ,this substantially improving the overall reliability of the system;
- Refreshed the training programmes available to all staff. This including a range of workshops around the Google Education suite of products;
- Became one of a select number of UK FE institutions with a unique Google Education Domain;
- Secured and managed the roll out of the Jisc Digital Capability Study;
- Produced a new set of training and support materials to support the roll out of Onefile;
- Became members of the Blended Learning Consortium;
- Managed the re-procurement of Turnitin and refreshed associated training and support materials.

4.3 Won around £150K of external funding for a range of programmes:

- £60K to deliver skills sessions around digital learning for the National Manufacturing Institute of Scotland (Nov18- June 19) funding SDS
- £40K (part of bigger 120K) University for Industry (UFI) funded project to explore e-portfolios , digital certification and blockchain (Aug18-June19)
- £40K UFI scoping project to develop app for supporting adult literacies (Nov18-Nov19)
- We leveraged £5K from Google in the form of credits towards Google Educator Level 1 and 2 certification (June18 – June19)

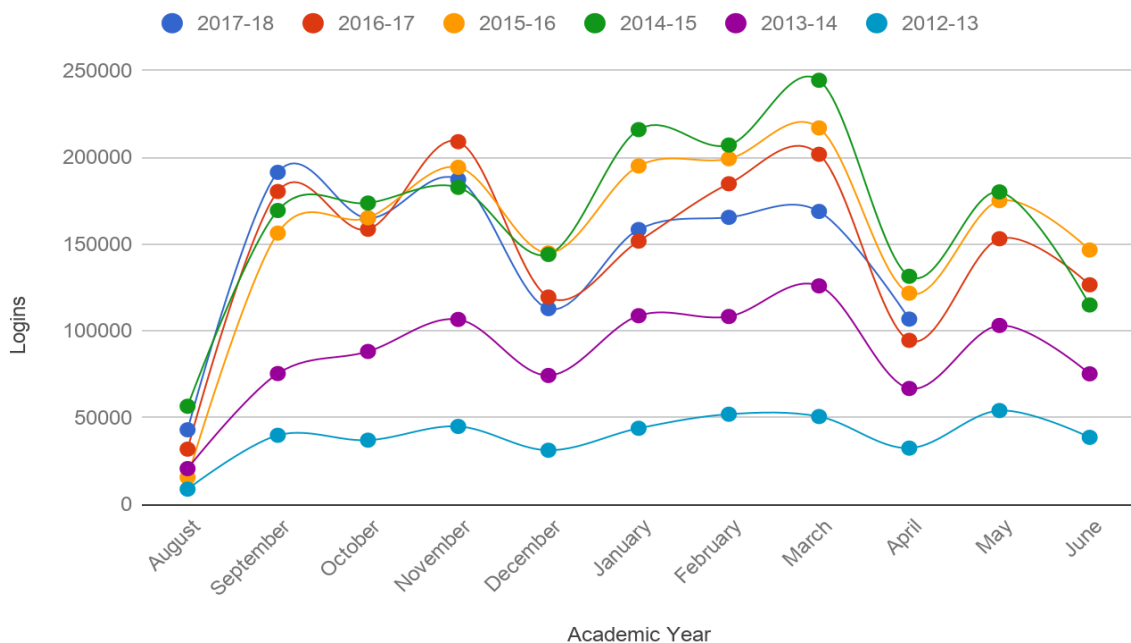
Delivery

4.4 In house support includes support for the LT help desk and a dedicated learning technologist in each faculty in addition the team offer support to all support areas.

- 4.5 Over 600 staff accessed our support in the current reporting period. We supported the creation of the organisational development and student services portals on MyCity and among other projects delivered was a 360 degree virtual tour of the College for the marketing and communications team.
- 4.6 The team continues to support staff skills around Mahara, Turnitin, Lab in a Box and a range of innovative digital tools to support new modes of digital learning.

MyCity

- 4.7 MyCity began as the College’s Virtual Learning Environment (VLE) and has been continually developed, year on year, into a portal for all our student-facing systems. Based on Moodle a virtual learning environment, usage and satisfaction rates among learners has grown year on year to 2016.
- 4.8 While we improved the reliability of the service through our upgrade work June-August 2018 we discovered that the reporting system had effectively been damaged by some upgrade work in the autumn of 2017. We know through student survey that students still report a high satisfaction rate with this service and we are currently working with IT to rebuild the collection of metrics for this system.
- 4.9 We continue to review this landscape with our IT colleagues, college staff and learners, for ways that we can improve the VLE platform and the available alternative systems.



Library Services

4.10 The library offers a comprehensive range of physical resources: including print books, journals and DVDs . All resources are catalogued in-house adhering to the latest cataloguing standards that allow all library users to easily identify resources that meet their needs. Library staff provide advice and guidance on how to find, access and use these resources effectively. Additionally we provide space for quiet and group study, access to PCs, Macs and laptops, printing, photocopying, scanning and a self-issue service.

4.11 The library offers a wide range of digital resources to support students and staff with online learning and teaching. These include online journals, e-books, media archives like Box of Broadcasts, and searchable repositories of images and music cleared for educational use.

- This session we have continued to explore the most cost effective means to access copyright materials for learning – we are working with the CLA on a new partnership for UK Colleges around copyright licensing. This has already generated substantial savings for the College and positions the College as the thought leader in Scotland on educational licensing for further education.
- We have extended the opening hours of the library in consultation with the students on weekdays and this will extend to Saturday mornings when we move in to the exam period April-June.
- We have expanded the range of digital resources available to learners – this including access to digimaps for nautical science and the embedding of a range of open text books in the digital catalogue.
- Key library metrics are now reported monthly and annually through the College dashboard.
- We have broadened the range of support offered by library services to support Citylearning4.0
- The Library team has moved to a digital first policy for all our library subject guides (<https://cityofglasgowcollege.libguides.com>). The team has created over 100 digital guides to resources and collections both internal and external to the library for students and staff. To view a complete list of the digital collections and databases, visit: <https://cityofglasgowcollege.libguides.com/az.php>
- The team have created generic guides covering topics such as [copyright](#), [study skills](#) and [referencing](#).

- The library has invested in Cite them Right (CTR). CTR explains what plagiarism is. CTR supports staff and students with referencing and citation knowledge development. Members can try Cite them Right. <https://www.citethemrightonline.com/> and use your network username and password if logging on from home.

Other Projects

4.12 Koha is our library management system, manages all our collections and transactions. The Help Desk at CoGC provides front line support and development across all three Glasgow Colleges [9 Libraries] for the Koha Library Management System. Our annual membership is circa 43,000 users.

4.13 The library team have led on building relationships with both Wikipedia and Creative Commons two global organisations. The College has hosted workshops on behalf of these organisations and we now have a number of staff trained to deliver support on their behalf.

The Future

4.14 The teams will continue to provide support through the 2017-25 plan and, in particular, will contribute to the planning, implementation, and delivery of a number of transformative initiatives:

- **City Learning 4.0:** will be underpinned by excellence in digital capabilities and is likely to support increased online delivery and the development of advanced technological skills.
- **The Centre for Technical & Professional Education:** designed to pioneer innovation in learning and teaching by driving the adoption of new pedagogies and technologies.
- **The Student Experience Strategy:** particularly the physical and online learning environment, but also across other aspects reliant on digital capabilities and access to technology.

4.15 This report details just some of the excellent work currently being undertaken by the Libraries and Learning Technologies teams and highlights their critical contribution to the planning and implementation of our new emerging model for Education.