

Sustainable Service Growth Through Workforce Development

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**Put your hand up if you ever felt you
could be challenged more in work?**



What motivates you most at work?

Social interaction and friendships

Learning and personal development

Pay

Recognition and appreciation

A sense of purpose

Making a positive
difference to others



Intentions

Staff voice in decision making

Belonging and inclusion

Workforce development to improve services

Sustainable services

Actioning Great Place to Work feedback

Job satisfaction



Building agility and re-imagining CPD

Building Connections

- Randomised coffee trials
- Social activities
- Craft sessions
- Book clubs
- Wellbeing walks

Learning Across Teams

- Repository validations
- Reading list management
- Updating Kortext Data

Increasing Ownership and Responsibility

- Involvement in decision-making
- Opportunities to lead projects
- Share your shelf
- Circulation policy review

Expanding Skills and Confidence

- Presenting at conferences
- Planning webinars
- Planning rotas
- Writing papers for leadership
- Shadowing recruitment interviews
- Minute taking



Wellbeing with intention

June Wellbeing Events

Calendar invites have been sent for our schedule of wellbeing event

- Meditation & Breathwork Session** - Tuesday 2nd June 12pm-1pm
invitation to secure your place
- Coffee Lab Catch Up** - Friday 12th June 10.30am-11am
- Wellbeing Walk** - Wednesday 17th June 1pm-2pm (meet in foyer)
- Sacks Pub Social** - Tuesday 23rd June 5pm onwards

Share your shelf



Quarterly book clubs



Hosted by the Library

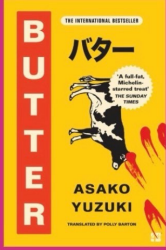
Book Club



Join us to discuss
Butter by Asako Yuzuki

12th August 13:00 - 14:00
Library Ground Floor

Students and staff are all welcome
Tea, coffee and biscuits provided



Papers for Leadership Team

Tackling our User Services objectives (2024/5)

This paper presents the User Services team’s approach to meeting our business objectives. In particular, it highlights how we adjusted to be more responsive and improved day-to-day efficiency, which was crucial to success.

Kick-off

Over the last academic year, the User Services team was tasked with advancing five core business objectives:

1. Develop efficient routes of enquiry, sharing feedback with the team and management
2. Provision easily accessible devices with clear messaging on how to use them
3. Analyse and map the student journey to understand their use of the library
4. Deliver clear and consistent messaging around study spaces across campus
5. Increase engagement with webpages and social media, promoting our key offers



The Impact

Expanded Capacity (Less with more!)

Job satisfaction

Utilised talent by peer to peer learning

Distributed expertise and pressures across the service

Reduced single points of failure

Enabled staff through decision making

Built sustainability through future ready workforce

Developed staff looking for career progress in and outside of Aston



It's been ... years!

1998 - Shelving Assistant

2003 - Job share Clerical Assistant

2008 - Full time Public Services Assistant

Currently - Full time Library Assistant



Growth of the role

Reading lists

Project groups

Social media

Book club

Adobe

Rota planning

Book swap

Social events



Impact of changes

For me

For the team

For the service



How did the team feel about taking on the additional responsibilities?

What aspects of the additional responsibilities have you found most rewarding?



Thank you for listening

Do you have any questions?

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