



Beyond Building Trust – Co-design and Co-delivery

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Nottingham Trent University

- Post 92 university
- 3+1 campuses
- 24.1k FTE student
- Antecedents 1843
- £260m t/o
- 3.1k FTE staff



Nottingham Trent University Library



- 3 libraries
- 100 FTE staff
- 2¼m visits
- 1½m journal article downloads
- £6.7m budget
- NSS 91% (2011 76%)
- 5½m e-book views
- 12k students @ library sessions

Nottingham Trent University Students' Union

- NUS Officer Team of the Year 2014
- NUS HE Students' Union of the Year 2015
- NSS 2017 69% (+12% sector average)
- Sabbaticals
 - President (meets VC once a fortnight)
 - Vice Presidents, including one for Education
- 750 Course Reps



Your Library

Boots (City) | Brackenhurst | Clifton | Online | Mobile

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Co-design

- Formal

- Structured analysis and structured, transparent follow up of surveys
- Course Committees
- Students' Union "Big Ideas"
- Suggestion "Boxes"
- Student Sabbaticals & University managers monthly meetings
- New services/ amended services
 - Student representation on project boards/ chair project boards

- Semi-Formal

- Head of Libraries fortnightly meetings with Students' Union VP Education
- Library "Bright Ideas" competition with rewards
- New services/ amended services
 - Plans etc discussed with students at early stage

- Informal

- Social media
- Daily interaction with students  staff "Quick Wins"



Co-design Examples 1

- Problem: students leaving bags & coats to reserve study spaces
- New policy
 - Jointly devised and refined
 - Jointly approached other services to help design implementation
 - Jointly submitted to Committee for approval
 - SU led on promotion
 - Jointly evaluated
- Problem: access to Mac software
- Pilot
 - Jointly identified key stakeholders and organised options appraisal meeting
 - Jointly developed plan for immediate implementation
 - Jointly promoted
 - Jointly evaluated
 - Jointly organised next steps meeting & follow-ups with key stakeholders

Co-design Examples 2

- LLR Strategy Development
 - Debate with SU course reps print vs e-
 - Sabbaticals' critique of LLR and other library web sites

- Resources Lists' Enhancements
 - Identify characteristics of "good" lists from student perspective
 - Video with software vendor featuring a NTU student and a "good" list
 - Promotion to academic staff

Co-delivery

- Students employed to deliver key, added value services
- Different perspectives
- Many students prefer advice & help from their peers
- Role models of “successful students” (diversity important)
- Mentors gain confidence, employability skills and experience



Co-delivery Examples

- Academic Skills Delivery (“Skills for Success”)
 - Team of liaison librarians and 35 – 40 student peer mentors
 - Workshops, 1:1 appointments
 - In 2015-16, student mentors over 500 workshop and individual sessions
 - Student mentor input helps shape and develop the service
 - “Skills for Success” title chosen by SU
- Marketing Placement Students
 - One year placement, usually every year
 - Effective social media development and engagement
 - User perspective
 - Brings skill and experience set not normally available in library

Critical Success Factors

- Integrated, mutually reinforcing and structured engagement approach
- Being open and transparent (warts and all!)
- Open to fresh ideas
- Recognise value of complementary skills and levels of experience
- Gain and retain student representatives' trust
 - Having a good Students' Union helps
 - Frequent interaction
 - Rapid response to issues raised through Student:
- Institutional culture of student involvement
- Trust students!
 - They rarely let us down



What Hasn't Worked So Well

- Some library staff feel professionally undermined
- At times tactical responses when strategic responses more appropriate
- Reduction in influence of academic staff
- Variability in student employees' diligence and skills
 - But can be managed

"Thank you and your team for always supporting our students"
(NTSU VP Education)

"I have won the Vice-Chancellor's award (2016) for the School of ... I wish to acknowledge the contribution of my role within the student mentor program as being partly responsible for achieving this award... Thank you for the opportunity to assist in the lives of others"
(Student Mentor)

"I can see that my university (more than others that I see) is actively reinvesting the money back into the facilities and the students. They have transformed our Clifton campus, increased library hours, revamped Boots library, among other things. It's great to see that our university is actively using our money to help us rather than it going somewhere that we don't see. Also, over the past few years, the things that are needed on the course (e.g., books and journals, etc.), have become more readily available in the library, either by having more available copies or by having a lot more online access to materials." **(NSS 2017)**



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Thank You!