

# Mercian Staff Development Group

## Minutes of meeting 13<sup>th</sup> September 2016 at the University of Leicester

**Present:** Rob Davies, Ruth Chell, Janet Weaver, Chris Porter, Matt Cunningham, Ann Davies, Ruth Stubbings, Susan Rodda, Trish Fouracres, Sarah Pittaway, Kirsty Kift (Chair), James Fisher, Jane Mortimer (minutes), Angela Brady

### 1. Apologies for absence

Gaz Johnson, Elizabeth Warner, Sue Storey, Kay Jeffries, Kathryn Greaves, Andrea Lambon, Heather Green (James represented), Joe Foley, Heather McBride-Wilding

KK confirmed the new Lincoln rep has now been added to the mailing list. This had not been done in time for the rep to be invited to the meeting, for which she apologised.

### 2. Matters arising from meeting on 21<sup>st</sup> June 2016

- Overview of events held in 2015/16 complete and on the website.
- Evaluation – discussed in detail under admin matters.
- GJ still working with SCONUL to determine the process for the payment of external speakers. In the interim, requests for external speakers to be put through GJ. The meeting expressed concern over delays in paying speakers. **Actions:** GJ to continue working on process: KK to raise concerns over payment delays with Directors; ALL to highlight potential delays (up to 90 days) with speakers.
- Branding – MC suggested a logo had now been chosen by the Directors.
- KK confirmed she had reviewed the process map (produced by RD) for setting up events and this was discussed further under admin matters

### 3. Update from Mercian Officer

The report submitted by GJ in his absence was discussed.

- Conference - Emma (Walton) has been speaking with the Directors to recruit people to the conference group. 2 volunteers for the group received to date, 6 needed. First planning meeting will take place once sufficient members for the group. GJ, RD and others are attending the Northern Collaboration conference 14/15th Sept, an opportunity to explore the experience first-hand.
- Website - prototype is now live (although not publicly visible) and GJ is working on it with the team at Adaptive to get it ready for a (hopeful) launch at the 12th October. GJ is in the process of setting up sub-administrator accounts for the SDG sections. Final decision on a logo tied into this work. KK said she had not yet seen the website and would contact GJ to discuss **Action:** KK to follow-up with GJ
- Director visits - the only places/Directors GJ has not visited yet are Coventry, DMU, Warwick and Leicester. Hopefully done with this by the end of October/Early November (bar a visit to the new director at Staffordshire once they're appointed). GJ will be making a brief report to the Directors' meeting in October, and a fuller report later in the year on the areas of interest, overlap, challenge and triumph across the Mercian region.
- Special Interest Groups - there will be a fuller report on discussions around these at the October Directors meeting, but currently no clear answers questions on this subject. There are some discussions around a Collection Management Group among CM staff, and it looks like we will be having a Research Data Management Support Group established in the coming months (off the back of one of the SDG events). JM noted she had updated GJ on the Disability Forum.
- Directors meeting (12th October) - the next Directors meeting will be at NTU and will feature two members of Jisc staff in the morning, who are expected to be discussing topics including national level negotiations with publishers, Jisc's reconfigured regional support network and a review of Jisc core/non-core services. The afternoon will be normal Mercian business, but particularly addressing the need for new members of the Steering Committee (most notably the Chair) to step forward/be appointed in March 2017.

#### 4. Confirmation of 2016/17 programme

The programme for the year was agreed, as below.

All The Same But Different

Nottingham (new build) – APRIL

Northampton (new campus/new build) – NOV

Harper Adams (small campus/specialist service) - JUNE

Birmingham (new build) – FEB

**Action:** KK to check if Northampton's session would be centred around the new campus/build or not

Learning Exchanges

Topic	Description	Audience	Venue	Partner	Date
Circulation reviews	To feed into new LMS acquisitions, changing behaviours of users, fines behaviour etc.	Customer service managers, LMS teams	Loughborough	Lincoln, Wolverhampton	Nov 2016
Managing recruitment	Sharing experience of how to recruit differently. Alternative approaches.	Recruiting managers especially Library Assistant level.	Derby	Worcester, OU	April
Partner relationships and alternative services	Overseas, students at a distance, pop-up libraries etc. to include licensing issues.	Subject staff, electronic resources staff, managers	Northampton	DMU, Coventry	May
Ethnographics for service planning	External speaker	Anyone who is interested.	NTU	Warwick	March
What do Y1 students need to know – let's start afresh	A chance to pick apart what we do and whether this is still relevant.	Subject teams	Aston	DMU, Nottingham	Jan/Feb
Building design – lessons learned	Aim to create an online package of case studies to help fellow members with space changes and a 'dos and don'ts' list.	Staff involved in space planning	Coventry	Newman	Jan 2017
Getting yourself published/research cycle awareness	So Library staff can better understand the needs of researchers. Held over from 2015-16	Research support staff	Warwick	Loughborough, Leicester	June 2017

**Action:** All to set dates for events in the programme asap.

## 5. Admin issues

- The planning document, originally produced by Rob, was reviewed and various amendments suggested. It was agreed to have two documents, one for event planning and the other for MSDG meeting planning.  
**Action:** KK to re-draft.
- The Mercian Eventbrite site is to be used for the booking of events.
- It was agreed that we should fix MSDG meeting dates in advance, at the Spring meeting.
- Post event evaluations should be considered at each meeting
- A termly press release to advertise events is needed. **Action:** KK to ask GJ if he can pick this up.
- The meeting expressed concern over the capacity of the Mercian Officer to provide sufficient admin support to the group on one day a week. **Action:** KK will ask (at Directors meeting) what support it is envisaged GJ will provide.
- Evaluation – it was agreed we need a) post-event evaluation at the end of each event and b) an (online) impact survey, probably once a term – this to be piloted. KK, RS and RC discussed after the meeting the workflow for post-event evaluations and the questions to be included in the pilot impact survey
- It was also suggested we do a biennial survey on the work of the MSDG and also consider how we capture the views of new session presenters.
- KK agreed to draft the annual report and circulate to the group. This would be considered at the next Directors meeting. Included in the report would be headlines from the review of post-event evaluations undertaken by RC. **Action:** KK and RC
- The 'old' blog needs to be closed down. It is not clear if this has been done. **Action:** KK to check with CJ
- It was agreed that when reps change it is the responsibility of the outgoing MSDG rep to update the membership document on Google Drive. Also to post on the JISC mailing list that leaving and details of new rep (or gives Director's name if unsure of new rep).
- **The** chair of the MSDG Group would be elected at the March meeting, every other year. It was agreed an Admin Officer and Evaluation Officer were also needed to support the chair; draft role descriptor's would be produced and the issue picked up at the March 2017 meeting.

## 6. Mentoring scheme proposal

KK confirmed that the Directors are interested in a buddy scheme and have asked for a proposal. AB talked through her case study on the successful mentoring trialled by Aston and Wolverhampton. It was agreed that this could form the basis of a set of guidelines on buddying which could be housed on the MSDG website. It was suggested MSDG reps would act as facilitators for buddying, and that the scheme should be promoted via our events. **Action:** AB to re-work her case study into a proposal for consideration by the Directors Group.

## 7. Updates from members

Coventry – Ground Floor being refurbished. Shop to move out in New Year. Aiming for 24/7 for the start of term. Expansion of online courses. New building at Scarborough. About to introduce self-service laptop loans

Warwick – from October will be 24/7/361. Within next 2 years opening new campus in California. This will be first full year with new VC and Registrar.

DMU – new Director, Dave Parkes, just joined from Staffs – restructure and other changes likely to follow. Moved to 24/7 in vacations as well as term, which happened within the space of one day following demand from students and additional money from university. Pressure on space continues, which will only increase with recruitment strong again this year.

Leicester – pressure on space also. Moving into China and Kurdistan – talk of possible libraries in these locations. RD is chair of SAF:UIS and advised that the end of January 2017 meeting of the group may have a focus on learning an development.

Bishop Grosseteste – have a new User Education librarian. Opening hours extended to midnight. Proposal to move from Bliss to Dewey unsuccessful.

Keele – new library management system introduced, Alma. Also gone live with automatic renewals. Take-up of 24 hours opening, for medical school, has been low but will continue to be funded to operate it for another year.

Staffs – moved to automatic renewals and no fines. Following departure of Dave Parkes, there are interim arrangements in both IT and Library, with JW acting head of latter. Likely parting of ways between the two services, with the library hoping to be more closely aligned with the academics. Two new part time librarians appointed to lead on study skills.

Newman - current VC leaves in December, new VC in January coming from Lincoln. Laptop loans introduced. 5% retention on budget, which means 50% cut on book budget. Issues with acoustics in the new build. Building work on campus causing pressure on teaching rooms and requiring reduction in teaching activity. Issues with renewing casual contracts each year, HR say have to re-register them.

Loughborough – new website live, but with more work to do. Graham Walton has left and post to be advertised shortly. Excellent NSS scores. Overall, a quiet summer.

NTU – dropped by one point in NSS – access to book stock and study spaces the issues. 42 staff who don't do customer service work will move out of the Boots Library.

Aston – space issues. New VC starting. Over summer removed most of enquiry desk. There is now a dedicated enquiry/social media team – it will be a 'learning' team. Looking at peer to peer training and more bit-sized training of staff. Doing work on recording and impact of training. Recycling project with Estates.

Wolverhampton – major works on most campuses and a new campus at Springfield. Moving to new VLE, plus major digital campus projects. As a converged service this work involves most of the staff and a crisis management was declared in August. Coming through that now. Retendering for new service management tool. Have held onto vacancies to create internal capacity for new posts and will be recruiting shortly, including two new deputy posts.

Worcester – welcome week next week. Have a new las department. Will be tendering for new LMS. Working on pilot for tablets and core e-text books. Project on student learner journeys. Waiting to see if won SCOUNL design award for the Hive. Nominated for Times Higher award.

## **8. Next meeting**

At Birmingham. The week of 6<sup>th</sup> March was proposed, which KK would check with EW. **Action:** KK

## **9. AOB**

RS asked about practice with regarding self-service discharging.