

Mercian Staff Development Group Meeting
Tuesday 15th June 2021

Minutes

Agenda Item		Notes	Actions	
.1.		<p>Present</p> <p>Matt Cunningham (Loughborough), Jodie Heap (UCB), Emma Hollinshead (Aston), Gaz Johnson, Teresa Jordan (Minutes) (UoB), Kirsty Kift (Coventry) , Sarah Pittaway (Chair) (Worcester), Chris Porter (Newman), Kate Marshall (NTU), Vicky McGarvey (Staffs), Jenny Rooney-Kennedy (Warwick), Ann-Marie Lee (UCB), Susan Rodda (Bishop Grosseteste, Lincoln), Jon Grainger (Wolverhampton), Scott McGowan (Keele), Gail Redmond</p> <p>Apologies</p> <p>Alison Pope (Staffs), Heather Green (Warwick), Ruth Stubbings (DMU), Cheryl Coveney (OU) Mary Betts-Gray (Cranfield) Jo Aitkens (Leicester)Liz Mallett (Lincoln), Paul Cavanagh (Nott), Vicki McGarvey, Heather McBride Wilding (Northants.), Ruth Stubbings Stephen Parton (Keele), Paul Mahoney, Steve Parton</p>		
2.	Minutes/matters arising from meeting on 15 th March 2020	<p>The Minutes were agreed as an accurate record.</p> <p>All actions were completed with the following updates:</p> <p>2.1: Buddy System TJ and GJ had met and discussed the format of the Buddy form and the performance of the system overall. The form collects the appropriate data in an open way. It was discussed whether their should be particular focus areas at particular times of the year but it was felt that the strength of the scheme is that any member of staff, at any level and at any time in the year can request a buddy for any reason.</p> <p>There have been 5 Buddies requested this year. This is in line with the previous 4 years.</p> <p>Agreed that promotion needed to reach out to staff.</p> <p>Agreed that there needs to be a focus on gaining feedback from Buddys and their Buddees in order to inform the way ahead.</p> <p>Agreed that the scheme will be actively promoted at this time of year in particular on an annual basis.</p> <p>2.2 : Trans Awareness Training Agreed to add to the programme for next year as was sold out this year and very cost effective.</p> <p>2.3 : ASBD Sessions NTU/Loughborough/Newman have short videos which can be used.</p>	<p>Write a summary promoting the scheme to be shared by all reps and on the website.</p> <p>Review sessions to go into the 2021-22 programme at next mtg in September.</p>	<p>TJ</p> <p>ALL</p>
3.	SP Chair's Update	3.1. Nothing to report		

4.	GJ	Mercian Officer update	4.1 See report circulated prior to the meeting		
5.	MC	Conference Update	<p>5.1 'Adaptability and Growth in Times of Adversity' 9 papers submitted to date. Request for more. An opportunity to reflect on the last 18months on a service delivery level but alos in terms of staff experiences. Late prospective contributors please contact Gaz / Damian directly by email as may be able to push back the deadline somewhat. Meeting scheduled for the 22nd June 21</p>	Update this group after the meeting.	MC
6.		2020-21 Programme Update	<p>6.1 'Managing difficult customer interactions' (KM) Diana Edmonds Session was well received however Diana used WebEx which was unfamiliar to several attendees (who declined to attend the test session to learn how to use it.) and this was an issue.</p> <p>6.2 ' Library Bookings in a Lockdown Landscape' (TJ/KK) 22 attended. 100% Good or Excellent feedback. Learning points : ensure there is an opportunity to network and run a longer session as there was a lot to take in.</p> <p>6.3 'Trans Awareness' (CC) Tomorrow's session is fully booked. A cost effective session which could be repeated as part of next year's programme as it was over subscribed.</p> <p>6.4. Management of sessions Agreed to potentially run popular sessions on more than one date. Discussed the need for reps to act as hub at their instituion for bookings in order to ensure that access is maintained for as many institutions as possible for each session. Allocate a minimum of one space per institution per session. Once initial spaces have been filled then usually go back out to other applicants.</p>	Review the guidance for host institutions and reps running courses.	SP
7		Evaluation of Programme 2020-21	7.1: Any analysis to be compiled and shared with the group.		CC
8		Programme Planning for 2021-22	<p>8.1: See programme outline attached</p> <p>Padlet was used to identify kep focus areas. Ten sessions were proposed. Proforma to be compiled with all of the sessions listed and key information to be added to this by reps re who would be prepared to lead the session and when.</p> <p>Proforma to be returned to TJ by Friday 3rd July 2021.</p> <p>Where there is a need TJ will inform the relevant institutions so that they can agree a way forward.</p>	<p>Send proforma out to reps</p> <p>Compile programme and circulate.</p>	<p>TJ</p> <p>All</p> <p>TJ</p>

			Final decisions to be returned to TJ by Monday 19 th July.		
9		Institutional Updates	These were submitted and circulated ahead of the meeting, with a few reports being shared subsequently.		All
10		AOB	<p>10.1 : Staff Rep Groups (JRK) Query regarding how these are run provoked several responses:</p> <ul style="list-style-type: none"> - Some institutions do not have staff rep groups - Warwick: Coffee/Chat online but staff don't always want to raise issues in a group. - Coventry : One of the weekly training hours is dedicated to this although this year a monthly newsletter has replaced these. - BCU : Monthly staff update meetings and line managers' forum - Newman and Bishop Grosseteste : benefit of smaller institutions where everyone knows each other and this is one informally and carefully so as not to necessarily identify who has raised an issue. <p>10.2 : Support Group for staff taking further qualifications : Masters in librarianship for example. (GR) Keele, Newman and Coventry all have staff also studying or who have recently completed studies who may be interested in being part of this.</p> <p>10.3: Request for information regarding what support is provided for staff who undertake further study/training KM) Several institutions offered to share their institutional policies regarding funding training.</p> <p>10.4: New Vice Chair needs to be elected at the next meeting. All expressions of interest to SP please.</p>	<p>Contact these institutions and coordinate a group</p> <p>Share funding policies for staff training.</p>	GR
11.		Forthcoming Meetings	September 2021		

MSDG Programme of Events 2020-21 : Update 15 th † March 2021				
Session	Date	Host	Who	Ongoing/Completed/Cancelled?
All the Same But Different: 'Reopening Libraries in a Covid World'	20.8.20	Loughborough UoB	Matt Cunningham / Teresa Jordan	Coffee morning Completed No further ASBD events this year : to be restarted for 2021 – 22.
Online induction during COVID	29.01.21	Aston University	Emma Hollinshead/Clare Langman/Andy Doyle	Completed
Online recruitment of staff	Early May 2021	Open University Worcester UoB	Cheryl Coveney Priah Mehta Teresa Jordan	
Booking Systems and Managing Occupancy Bring and Share	24.3.21.	Leicester/Cranfield Coventry/Newman/ Loughborough/UoB	Paul Smith/Kirsty Kift Chris Porter Mike Garner Kathy Sadler Matt Cunningham Teresa Jordan	Crowd Control : Library bookings in the lockdown landscape Invitations sent out 10 tickets sold to date
Customer Service Excellence Award	16/12/20	Coventry	Kirsty Kift	Completed
Trans Awareness		Open University	Cheryl Coveney	Ongoing : Potential event end of May/June 2021. Awaiting response from trainer.
Diana Edmonds Managing difficult customer interactions	14.4.21	Worcester	Sarah Pittaway : Kate Marshall	Confirmed. Bookings email sent 15.3.21