

# Mercian Staff Development Group

## Minutes of the Meeting: 21 June 2016 at the University of Wolverhampton

1. Welcome and housekeeping from KK (Chair).
2. Apologies for absence: Elizabeth, Andrea, Sue (S), Ruth (S), Anne (D) (representative attended), Judith (representative attended), Christine (representative -David) Kay (representative attended) and Deborah.
3. Minutes of last meeting: approved.
4. Matters arising:
  - Programme update – Action: KK and RS to produce an overview of events held this year. For Administration of events (see below).
  - Evaluation – proposed to reduce current 3 stage process (evaluation, collation and adding to spreadsheet ) to 2 steps.
  - Annual survey – to be discussed under Administration below.
  - Payment of External speakers – Action: GJ to work with SCOUNL to determine the process for the payment of external speakers. In the interim, GJ to ensure outstanding invoice to be sent to Robin Green for authorisation and then to arrange payment.
  - Branding – KK raised at Directors meeting. Logos raised lot of interest with 2/3 designs being the most popular, although these still needed some further development - therefore, no decision made. It was agreed that a small token payment could be available for a designer to develop the favourites, incorporating key elements both groups preferred. Action: GJ to progress and ensure Directors decision obtained to ensure logo available for next year's programme.
  - Greater promotion/feedback of events required. Action: all to ensure photos, comments, blogs on events held made available on the website.
  - Events administration – Action: KK to audit the process map (produced by RD) for setting up events and provide to the group to confirm.
  - Weslink Wikki – Action: HG to check with AL that the Wikki has been closed down and any archive materials to be retained to be transferred to Google docs.
5. Update from Chair:
  - Directors meeting – approved topics of sessions for next year. Programme to be finalised (see below).
  - Mentoring scheme – interest confirmed in an informal scheme – there were training and time implications with a formal scheme. This could operate more like a buddy/support scheme which would encourage those in similar roles/level of responsibility/career path. Need to see how this will look – keen to have this.
  - Directors are happy with mix of sessions.
  - Special interest Groups – a Director to lead on these. However, the first SIG to be progressed, Disability Interest Group, there hasn't been much interest in a follow-up after the initial meeting. The next meeting is due September and will review whether this group will continue. Possible other SIGS on Collections and Data Management – GJ investigating how other SIGs will operate, i.e. as a formal group, task/finish or coffee/chat type of approach.
  - Conference – see below.
6. Programme 2016/17:

	Outline	Partners	Venue/Host	Timing	Speakers
Circulation Reviews	LMS retender – OCLC model movement to a CSM	Loughborough, Lincoln and Wolverhampton	Loughborough	November 2016	Internal speakers

	Circulation policies/Loan periods, fines, behaviours, etc.				
Managing recruitment	Sharing experiences and best practice	Derby, Worcester, OU	Derby	April 2017	Internal speakers
Partner relationships and alternative services	Licencing issues, pop-up provision	Northampton, DMU , OU	Northampton	May 2017	Internal speakers
	Further workshops	Wolverhampton – offer to primary/secondary schools	N.B West Midlands Combined University – Coventry, Wolverhampton and BCU	Part 2. Catering for partner relationships supporting them in use of these resources when distance learners, international via Skype, etc.	Internal speakers
Ethnographics for service planning  Possibly 1 day event		Nottingham Trent & Warwick	NTU	Possibly March 2017	Possibly external speaker (budget available)
What do Y1 students need to know – lets start afresh	A chance to pick apart what we do and whether this is still relevant	Aston DMU Nottingham,	Aston	January/February 2017	Internal speakers
Building design – lessons learned	Aim to create an online package of case studies/series of documents to assist with a new build or significant refurbishment. To include a 'dos and don'ts' list and possibly programme management hints/tips	Newman, Coventry, Wolverhampton	Coventry	January 2017	Internal speakers
Getting yourself published/ Research cycle awareness		Leicester, Warwick	Warwick	June 2017	Internal speakers

- Dates and locations to be confirmed at the next meeting, once approval from Directors has been obtained.

- Action: Programme to be advertised in all institutions, cascaded to all Library staff. Further details to be updated as events developed. Hosts to advertise around 1 month prior to event.

#### 7. All Same But Different visits::

- Northampton (new campus/new build) – November 2016
- Birmingham – February 2017
- Nottingham (new build) – April (avoiding Easter) 2017
- Harper Adams (small campus/specialist service) – June 2017.

#### 8. Mentoring scheme & networking:

- Buddying scheme trialled by Aston & Wolverhampton – has been beneficial. Action: case study to be developed from this example.
- Initial outline of a Buddy scheme determined:
  - Aims & expectations to share experience and to broaden experience
  - Each 'partnership' to run for up to a period of 6 months
  - For a specific issue or for an individual to gain/broaden experience and/or to obtain coaching/feedback
  - However, ground rules needed:
    - What it is, what it isn't
    - How it works: visit to the other institution once, other visits possible but may not be required, or to use phone, Skype, etc.
  - Agreed: to determine by Pilot for 6 months with volunteers. Action: Volunteers interested in buddying or want support to be identified.
- Potential to open up to wider University – such as Cardiff example for staff to do something different / open eyes up to something different.

#### 9. Conference:

- Conference Planning Committee to be convened by the Directors. To consist of 6 volunteers – 1 volunteer (Matt@ Loughborough).
- Timing: September 2017
- Structure/format – To start at 10am until 3pm, 1 hour lunch with 2 key note speakers, and c. 4 sets of parallel sessions
- Theme: Needs to appeal to all staff so should we survey staff to determine what would they like to see at the conference. Identified as possible outline: Looking at future trends. Nottingham had identified the following potential themes (provided by SS):
  - How do we provide an excellent service
  - How do we focus on the service and minimise underpinning admin
  - Continuous improvement/lean improvement
  - How do we provide the best support to our students, e.g. disabled, international
  - How do we use evolving technologies
  - How do we get the best people on our teams (and retain them)
  - How do you put students at the heart of what we do
  - Successful change
  - Staff development
  - Marketing/social media
  - Speed dating/buddying/matching
- Key note speakers
  - Possible 1 keynote speaker: Chris Powis – what I really want, managing the gap between desire and reality in Library spaces. Northampton, experience/development, i.e. no lecture theatres, flipped

classrooms, no library (but a learning commons), merged services, such as security, student support, etc.

- Parallel sessions (30mins each) - based around a theme, possible themes being: technology, student experience, partnerships, buildings, metrics, purchasing/licensing, buddy matching, staff development, lessons learned, etc.
- Poster session – show and tell on service, e.g. what's new at your place? Covering new developments/future trends.

#### 10. Administration Matters:

- End of year survey using Survey Monkey or Bristol online to demonstrate impact:
  - To survey those that attended workshops - What have you done differently as a result of the training
  - To survey staff who did not attend any workshops to determine if:
    - location is the key issue, e.g. find out where they work, live and where would they be willing to travel to attend an event
    - types of/themes
  - to include staff details/roles/grade
  - Action: HG to draft questions and run past group
- Event Evaluation
  - Collate feedback from individual sessions
- End of year report
- Annual Report
  - To include analysis of attendance
  - To be delivered at the next Directors meeting on 12<sup>th</sup> October
  - Trends and key themes – Sue? & RC to review analysis.
  - Eventbrite bookings by staff
  - Require branding/logo for all programme events/communications and invite includes the logo/branding so clear identity.
  - Running events
  - ASBD visits – main concern was around refreshments – agreed institution to provide tea/coffee and biscuits as a minimum.

#### 11. Update from GJ:

- Steering Group: The Steering Group was reconstituted at the Directors Meeting (16th March). Caroline Taylor was reappointed as Chair for one more year, noting that she expected to step down in March 2017 and for a new Chair to be appointed. Robin Green likewise continues as Treasurer. New members are Fiona Parsons (Wolv), Phil Brabban (Cov) & Emma Walton (Lough). Last meeting 5th May, next July TBC.
- Conference: (If not already covered) Following extensive discussions by the MC Directors, the MC Conference is going ahead for a planned Sept 2017 delivery. Emma Walton is Chairing the Conference Group committee, with initial input from myself and KK (on behalf of the SDG) - initial meeting 16th May. Directors will shortly be approached to recruit a range of members (~6) to participate in the group – the SDG member-liaison will be appointed by the SDG, to act as an ex-officio liaison between the groups, and provide input. TOR, Committee specification & accountability documents drawn up.
- Website: This has taken longer than anticipated to developed, due to being both outsourced to and by SCUNUL to a third party (Adaptice).
- Adaptive were first recruited in April, and before they could work on our site required that they audited and updated the SCUNUL site first.
- This has now been done and we've been giving a timescale for the work to occur in July, pending final agreement of costs by the Steering Group.

- Logo: Much interest (and discussion) around logo's. Some tweaking has been requested and graphic designer at Loughborough is reworking some of the designs. Agreed that a standardised image, with customised text would be desirable across MC and sub-groups.
- Directors Visits: These are ongoing: 8 completed, 9 scheduled. Plan is to provide overview of MC issues, concerns and hopes for collaboration for September Directors meeting (@NTU, 12th Oct)
- SIGs: Hopes to create a proto-group from the CM event (17th June) at Nottingham, discussions during meeting to construct this. An RDM/data management or similar group also being discussed by people (Pending in both cases). Discussions and input around SIGs, T&F groups other group issues still ongoing by Directors, for review and reflection at October 12th meeting.

12. Next meeting:

- Leicester: Preferred start time of 10am until 1.30/2pm. RD to confirm. Lunch to be provided.
- Birmingham: March. Date to be provided.

13. AOB: None.