



Mercian Staff Development Group (MSDG)

Minutes of the meeting 27th June 2018, De Montfort University

Present: Jo Aitkins, Ruth Chell, Matt Cunningham (Chair), Andrew Dodds, Joe Foley, Heather Green, Diana Job (Directors Steering Group sponsor), Clare Holden, Kate Marshall, Lydia Matheson, Joanne Neal Kirsty Kift, Annmarie Lee, Jane Mortimer (Minutes), Chris Porter, Sarah Pittaway, Susan Rodda, Sue Storey

1. Apologies

Angela Brady (Lydia Matheson attending), Louise Colver, Jessica Goff, Kay Jeffries (Clare Holden attending), Gaz Johnson, Teresa Jordan (Andrew Dodds attending), Kathryn Greaves, Heather McBryde-Wilding, Lesley Thompson, Janet Weaver

For early departure – Jo Aitkins, Annamarie Lee, Kate Marshall, Joanne Neal

2. Minutes of meeting on 13th March 2018

The minutes were accepted as an accurate record.

The March meeting had agreed to discontinue the use of Google Docs and use the Mercian Collaboration website for storage purposes. GJ has copied documents across and MC will ask him to delete Google Docs drive. It was noted currently GJ only has access to documents on the website and MC will discuss access for MSDH officers. **Action: MC**

Actions on the conference are picked up under agenda item 3.

MC has contacted the presenter of the negotiating event held at Loughborough and confirmed there would be a charge for running for us as part of next year's programme. MC agreed to circulate the programme and for reps to gauge level of interest at home institutions. **Action: MC/All**

GJ had raised the issues around funding and payment for external speakers. The Mercian Collaboration Steering Group confirmed the expectation that generally the MSDG offer was low/no cost but it was understood there would costs associated with some events, perhaps one a year.

The All the Same but Different visit to Derby had been promoted and the event received positive feedback. The visit to the new study space at BCU in July 2018 still has spaces and reps asked to publicise.

RC has not yet looked into the costs of a paid-for version on Eventbrite. It was noted Eventbrite does not work particularly well for booking individual sessions at an event, such as a conference. We also need to alert those booking onto events that their contact details will be used for post-event evaluation. RC and SP agreed to discuss how best to use Eventbrite, particularly for evaluation purposes. **Action: RC/SP.** Any rep not sure of how to put events on Eventbrite should ask one of the MSDG officers.

Actions on the buddy scheme picked up under agenda item 6.

KK had not approached Lincoln re hosting an All the Same but Different visit and would not now do so as the programme of visits for the 2018/19 programme had been agreed. Reps are reminded that **all** institutions are expected to be involved in the organisation and hosting of MSDG events.



3. Update from Mercian Officer and conference update

GJ had emailed his report in advance of the meeting and MC talked to this.

Conference 2018 (#Mercian18): The conference is at University of Birmingham on 11th September with the theme of 'New for You'. The conference has been moved to the new conference venue, scheduled to open at the start of Sept 2018, so a slight concern it may not be ready. There is a back-up plan though. Submissions have been reviewed and there will be 8 papers plus 4 workshops, with details on these being released w/b 23rd June, along with booking for the event. There are 100 places and institutions will be given an initial allocation, with likely opening up at a later stage. A fair amount of sponsorship money has been secured, which will help offset the not inconsiderable (£7k+) costs of hosting the event. One or two sponsors have mentioned they are trying the conference out and may not come back another year. With this in mind Directors, who hold budget lines, are being encouraged to attend. MC confirmed the target audience is still frontline/junior staff. If don't secure sponsorship in the future may need to move to a biennial conference. MC agreed to check who the sponsors are for this year **Action: MC**

Reps website images: Some SDG reps have yet to supply their images for the website – see <https://merciancollaboration.org.uk/sdg/representatives>. If this applies, please supply GJ with a photo. **Action: JN/KM**

Event reports: Thanks to everyone who has submitted these. They help promote our activities and in recording the value we offer to our members. Continue to send to GJ.

Distribution List (mercian-collaboration@jiscmail.com): Now stands at 105 members. Traffic low. 70% of Mercian member organisations represented. @MercianCollab twitter pretty static at 135. Reps to encourage colleagues at institutions to sign up. **Action: All**

GDPR: There is a Mercian Data Privacy policy on the website front page and GJ has completed an audit of the data the Mercian Collaboration holds and processes. GI will be discussing with the Mercian Chair (and DMU's DPO) about any further actions we need to take. GJ advises privacy notices for all events should be included on EventBrite and there is a standard form of text available for this purpose. MC will ask GJ for the text. **Action: MC.** The meeting agreed we should also offer an option of booking events via reps if individuals do not wish to use EventBrite. Reps can contact GJ with concerns or questions re GDPR or to report any Mercian related data privacy breeches.

Steering Group, Directors Board meeting and strategic direction: The Steering Group are meeting in August to take a view on the Mercian Collaboration and direction of travel for the next 3-5 years. This will be followed by discussions at the October Directors Board meeting, 11th or 18th October, with a view to implementing from the start of the new Steering Group Committee cycle (March 2019). The SDG meeting shared its thoughts on Mercian Collaborative strategy in relations to our role and work and MC will ask if he can attend the Directors Board meeting to provide input around this. **Action: MC**

SCONUL alignment: It's been agreed to go ahead and sign the memorandum of understanding (MoU) with SCONUL. This is in line with the other two SCONUL regional collaboration groups (NoWAL and Northern Collaboration). The meeting went on to discuss SCONUL's Workforce Development Task and Finish Group and the SDG offer to contribute. JA agreed to ask Caroline Taylor, Chair of the Task and Finish Group, for an update. **Action: JA**

Annual Report 2018: GJ is starting to pull material together for the redesigned and expanded 2018 annual report and will be contacting the MSDG Officers about content. Images provided from events useful for this.

CILIP Conference: GJ is speaking about the Mercian Collaboration at the CILIP Conference in Brighton.

4. Update from the Chair

MC advised he had been contacted by reps of the RDM Group about skills gaps in relation to research support, particularly RDM and data presentation. Discussion followed as to how the SDG could support this and it was agreed MC would: go back to the RDM group to see whether a mapping exercise of skills gap would be useful (possibly linked to the views of the Mercian Directors for their expectations around research support) and offer an awareness event as part of the SDG programme. **Action: MC**

MC will circulate a link to Library Carpentry. **Action: MC**

Loughborough's Customer Service Excellence assessor has offered to run sessions for any institution without the award. Reps to let MC know if interested.

MC and JM will update and re-circulate the event planner to reflect changes discussed. **Action: MC/JM**

5. Review of draft 2018/19 programme

The draft programme was reviewed and the following agreed:

- MC to investigate the negotiating/ influencing skills session **Action: MC**
- To drop the proposed session on measuring impact
- Those hosting to advise JM of event dates, by mid-August if possible **Action: All**
- JM will produce a programme flyer, in time for the Mercian Conference **Action: JM**
- A session for line managers on their changing role should be offered in the 2019/20 programme, informed by the coming year's session for library assistants

The updated programme is as below:

Learning exchanges

Topic	Description	Target audience	Proposed venue (partners)	Month
Managing student behaviour	Managing the challenges of behaviour in 24hr environments and an increasing range of library managed study spaces	Front line staff	Worcester (Aston, BCU, Coventry, Warwick)	Nov 2018
Digital literacy	Definitions and what skills and training needed to support. Possibly to include student input	Subject librarians	Coventry (Warwick, Worcester)	Dec 2018/Jan 2019
Access to resources	For acquisitions/ collections staff to include ILL, PDA, EBA etc.	Backroom staff and others	DMU (Derby, Warwick)	Feb 2019

What do year 3 students need to know?	Follow on from years 1 and 2	Librarians	Aston (DMU)	March 2019
The (changing) role of the Library Assistant	Looking at the bigger picture to help understanding of trends across the sector and how roles j fit in	Library assistants	Birmingham (Northampton)	April 2019
Learner journey	Looking at learner journey research that has taken place at Worcester and Derby		Derby (Worcester)	May 2019
Negotiating/ influencing skills		MSDG	Leicester (tbc)	tbc

All The Same But Different

- BCU – July 2018
- Wolverhampton – Nov/Dec 2018
- NTU – Feb/March 2019
- Northampton – May 2019

6. Admin Officer update

JM advised there have been 6 matched pairs in the buddy scheme since it started, with 3 matches over 6 months old and 3 current. One pair is currently being matched. JM had surveyed the 3 pairs over 6 months old and a fourth, which it emerged was only newly established. This took the form of a personal email to those being buddied and those acting as buddies asking what worked well, what had been gained/learnt, what could be improved and whether the scheme would be recommended to a colleague. Responses were received from all those acting as buddies, but none from those being buddied. The feedback was largely positive with all respondents indicating they would recommend the scheme and found participation rewarding, insightful and good for their self-confidence. Suggested improvements were to formalise the scheme further, to provide clearer aims and objectives and to consider timing to avoid the busy Autumn term. JM also noted she was being required to chase reps up regarding matches.

It was agreed to:

- Ask reps of those buddied and surveyed about the experience in light of lack of response **Action: JM**
- Revise the buddy scheme description on the website **Action: JM**
- Look to create case studies
- Check if mention of the scheme is included in new staff inductions and PDRs/appraisals at respective institutions. **Action: All reps**
- Include mention of the scheme on the 2018-19 programme flyer **Action: JM**
- Promote at the conference **Action: LM/JM**
- Give consideration to further admin support for the scheme. **Action: DJ**

KK to transfer responsibility for the JISCMail list to MC **Action: KK**

7. Evaluation update

RC circulated reports of the on-the-day evaluations and the end of year online survey, the latter achieving a 20% response rate. These will be uploaded to the website. **Action: RC to ask GJ.** Feedback is consistently positive. Highlights from the reports include:

- 217 attendees across all events

- The majority of events were rated 3 or 4 on a scale of 1-4
- Session content was the most useful aspect of events, followed by learning from others/sharing experiences
- 81.5% indicated attending an event had influenced their work, up on previous years
- 44% confirmed they had remained in contact with someone they had met at an event, also up on last year
- 100% would attend another event or recommend to others
- The most frequently suggested improvement is for more time
- 29% would be willing to be involved in future events. Their details need to be captured in the future to allow for follow-up **Action: SP**

It was agreed to add to the EventBrite booking information that attendee names and email addresses will be included on event delegate lists unless requested otherwise.

The preference for paper rather than online for on-the-day evaluation was confirmed.

RC will be handing over responsibility for event evaluation to SP. **Action: RC/SP**

8. Updates from members

Members provided a verbal update on developments at respective institutions.

9. Venues for forthcoming meetings

September 2018 – Warwick. Date to be set **Action: HG**

March 2019 – Worcester

June 2019 - Northampton

10. AOB

None.