Mercian Staff Development Group (MSDG)

Minutes of the meeting 30th October 2018, University of Warwick

Present: Jo Aitkins, Angela Brady, Cheryl Coveney, Matt Cunningham (Chair), Joe Foley, Heather Green (Minutes), Kay Jeffries, Gaz Johnson, Kirsty Kift, Annmarie Lee, Heather McBryde-Wilding, Kate Marshall and Chris Porter.

1. **Apologies**
   Ruth Chell, Louise Colver, Andrew Dodds, Jessica Goff, Diana Job (Directors Steering Group sponsor), Teresa Jordan, Liz Mallett, Jane Mortimer, Joanne Neal, Laura Pilsel, Sarah Pittaway, Susan Rodda, Sue Storey, Lesley Thompson and Janet Weaver.

2. **Welcome to new members** & introductions to group members

3. **Minutes/matters arising from meeting on 27th June 2018 (MC)**
   The minutes were accepted as an accurate record.
   Matters arising included:

   - GoogleDocs – The documents previously available within Googledocs have been reviewed and tidied. Any still required have been moved to the website – these documents are therefore now shared in an 'open' space. Any archive material is to be provided to GJ to archive.

Action: All members to supply SDG materials to GJ for archiving

   - Influencing & Negotiation training – see below
   - EventBrite – Free version appears to be fit for purpose and this is therefore to be retained. However, it was noted that should any members identify any aspects of value in the EventBrite pay for model then this could be re-considered in the future.
   - Conference – see below
   - Website - Images still awaited for some representatives. Images to be provided to GJ ASAP.

Action: All members to supply images for the website as required

   - Membership of the general Collaboration distribution list (mercian-collaboration@jiscmail) was raised – the list currently has 120 members, most universities represented. The current demographic breakdown has been circulated for consideration by the MSDG and Directors Group. Any ideas to improve engagement to be submitted to GJ.

Action: All members to highlight general Collaboration distribution list to colleagues

   - GDPR – Privacy statement(s) have been developed as required
   - Directors update/meeting – see below.
   - SCONUL alignment – Leicester are leading on the Workforce alignment and progress is to be presented at SCONUL in November. An update is to be provided to MSDG by JA. **Action: JA**
   - Annual Report – GJ has requested an update from the Chairs of each group. A summary of the MSDG activities to be written by Ruth.
     In addition, to celebrate all the good work and developments that are being taken forward at each Library, as well as to illustrate the rich diversity of activities within our membership, news articles are to be included – these short (100-200 word) pieces

will highlight what has happened in 2018, whether this is a new service, an exciting development and/or dynamic staff achievements. These are required by Jan 2019.

Action: All members to consider and develop/submit an article to GJ

- CILIP conference – a summary was provided to the group. Whilst the main presentation was focused on collaborative purchasing, collaboration on staff development was also featured.
- RDM group – the Directors' Group is considering an event on digital preservation, although it is acknowledged that the libraries within the Mercian Collaboration are at different stages (confirmed by the RDM group too). The group questioned whether SCOUNUL should be looking at this as a national issue. Alternatively, should we offer a general event on Open Access which would include and raise awareness of digital preservation? The group agreed that we should consider where the demand is and also the skills gap. It was agreed we would keep a watching brief – and develop an event if needed. Hull was suggested as having developed good practice in this area – JF & KK.

Action: JF & KK to contact to find out more and provide an update at the next meeting

- Library Carpentry – link issued to the group by MC.
- CSE – a general discussion around CSE highlighted the various institutions experiences, particularly when revalidating. The benefit/value questioned – it was agreed that for the first year it provided a useful benchmark as the recommendations are helpful, however, if completed each year it was felt there were limited returns/value, cost v service development. All agreed that Library staff like CSE as this is positive feedback on their actions, whereas IIP says more about the employer. MC advised he would be happy to provide advice and opinions on CSE if needed.
- Event planner updated – see programme later.
- Admin Officer – JM completed all actions noted in previous minutes. Buddy report received and still awaiting some feedback from Buddies at Coventry and Leicester. Promotion of the Buddy scheme is necessary and any applications to be sent to JM.

Action: All members to promote the Buddy Scheme. Action: KK and JA to request Buddies to provide feedback to JM.

- Evaluation update – RC has updated the evaluation which has been submitted to Directors. RC and SP handover completed.
- Conference report – Theme of Conference: New for You. Full report provided below, however, in summary, strong support by Directors to run a conference next year. Theme for next years conference under consideration.
  In addition, new members are required for the Conference group as some current members are reaching their end of tenure – it would be good to attract members in the Library Assistant level in view of feedback received from the conference that some of the sessions were not geared necessarily appropriately, i.e. to that level of staff. A brief on the role/responsibility for the conference committee to be drafted and issued –

Action: GJ and Chair of Conference Committee to pass on details of Conference Group membership

4. **Conference report (GJ/MC)** – see below.

5. **Update from the Mercian Officer (GJ)**
   - Website: More content is needed.
   - Special interest groups being considered:
     - Metadata – currently reviewing level of interest. CILIP have contacted GJ to see if we wish to run jointly
     - Marketing & coms – event to be organised to get people together to review their experiences, how they do things etc. and whether a group would be helpful.
   - Directors Group: it was highlighted that the MSDG programme should support the Collaborations strategic aims. Discussions between Directors and SDG representatives is therefore recommended.
   - Data Protection duties & responsibilities completed.
   - Steering Group meeting: Focused on developing the Mercian Collaboration draft strategic plan 2019-2023 and the 7 core themes: Environment, Agency, Workforce Development, Collections, User Experience, Learning & Teaching and Research. The aims are to be implemented March 2019 onward (pending Directors Board approval). To be presented to the SIG Chairs for comment Nov-Dec 2018 and will then be finalised by Steering Group Jan-Feb 2019.
   - CILIP: presented recently to the Directors group. GJ is to contact to see if can attend next meeting to discuss collaboration around staff development.
   - Forthcoming activities:
     - To meet SCONUL officers for NOWAL & Northern Collaboration to share experience and activities
     - To attend the Modern Academic Library conference – writing an article to share his experiences and findings.

6. **Update from the Chair (MC)**
   Main activities have been covered under matters arising.

   In addition, MC has been in contact with Terry Gillan, trainer for the Influencing & Negotiating training workshop. He is able to provide training to the MSDG members. I half day workshop cost £850 plus VAT including expenses. This training will be aimed at managerial level posts, those that are liaising with higher University/Library influencing colleagues across the University. Dates tare to be organised, potentially early February, c.20 attendees, 1 per institution.

7. **Finalise 2018/19 programme (All)**
   - Programme events and dates were finalised and confirmed – see updated programme.
   - In these discussions it was agreed that:
     - Managing Challenging behaviour – low number of bookings and to promote again.

Action: All members

   - Dates/details to be confirmed as soon as possible and to be forwarded to JM to add to the programme. Also, flyers to be produced as early as possible and sent to GJ for promoting on the website
   - As to the current programme:

- What do 3rd year students need to know - Date in March 2019 to be determined
- The (changing) role of the Library Assistant – Diane to select a date
- Nottingham Trent University – All the Same but Different date to be determined
- Northampton All the Same but Different date agreed as 15th May

JA raised that the national CSGUK group hold events aimed at Library Assistants and Supervisors which are geared around sharing experience, with members presenting their ideas and experiences. Two sessions have been held recently (Luton & Huddersfield) which have been very successful. It was suggested we could also run an event in January.

Action: JA to investigate with CSGUK

Promotion and sharing of best practice more widely was discussed. AB advised that at Aston those attending events, particularly ASBD visits that they come back and present to the team on their experiences. This is the approach at other institutions.

Action: All members to consider how best to share experiences and promote MSDG via staff cascades after events

In addition, it was highlighted that the group may need to consider next years programme for a spread across the Library roles – this years programme prefers the subject librarians/academic liaison staff.

Action: All members to consider when developing next year's programme.

8. **Updates from members (All) – staff development orientated** – see next page.
   A suggestion has been made that members send in news *before* the next meeting.

Action: All members to consider approach to sharing experiences before meetings

9. **AOB**
   None

10. **Forthcoming meetings**
   The date for the next Mercian Staff Development Group meeting is **Tuesday 19 March 2019** at the Hive, Worcester. Usual timings 10.30 am (refreshments from 10am) until c.3pm. Thanks to Sarah for hosting. Further details will be issued closer to the meeting.

   The following meeting to be held at Northampton – date in June to be agreed.

Action: All members

Updates from Members: Redacted

Mercian Collaboration Conference 2018 - Report

The second Mercian Collaboration Conference was held at Edgbaston Park Conference Centre at the University of Birmingham on Tuesday 11th September 2018. The theme was 'New for You!' and gave an opportunity for staff from across the Mercian region to share the new initiatives and service developments in their libraries, and lessons learnt.

Delegates
The conference welcomed 100 delegates and speakers from 21 of the Collaboration's 23 libraries. Given the location of the venue this year, more delegates were from West Midlands libraries but it is very positive that so many of the Collaboration were still represented this year. Delegates had a range of library roles and we had a good presence from library directors who also contributed to the plenary session. The conference proved popular and we had a waiting list for places.

Sponsor income
This was the first time the conference had received sponsorship and we were fortunate to have had 'gold' level sponsorship from four sponsors; Talis, Askews and Holts, OCLC and AnyBook Ltd, generating £4,000 towards the conference costs.

Evaluation
Changes made by the conference group based on feedback and reflections from the previous year, including reducing the number of parallel sessions, allowing more time for workshops, and a longer lunch to facilitate networking, were all introduced and seemed to work much better on the day.

Early feedback from the online evaluation form indicates delegates that were impressed with the conference venue, organisation of the conference, keynote speaker, and the quality of the parallel sessions. Sample of comments:

> "The keynote speaker was excellent and created some much needed energy and enthusiasm for the rest of the conference."

> "Range of topics – got to develop knowledge relevant to my role but also learn about things outside of my experience. I really liked the hands on workshop bits too."

> "The fresh approach to thinking about key areas given by all presenters. Useful because they are areas that we are currently looking into in my workplace"

Many of the comments about the most useful aspects of the conference relate to the sharing of experiences, the opportunity to pick up new ideas, and the networking opportunities. This is reassuring as providing such opportunities is one of the main objectives of the conference.

> "Meeting people from other Libraries and understand how they solve similar problems, this gave me new ideas to bring to my Library"

> "Opportunity to meet other library staff from other universities and discuss shared interests"

> "Opportunity to talk with colleagues across Universities. Love that the conference enables a wide range of library staff to come together"

A handful of criticisms were related to some issues with the venue facilities and organisation of refreshments, and a few delegates were expecting a tour of the University of Birmingham Library. A few comments indicated that more time for hands-on and practical activities in a

workshop style would be welcomed in future conferences which is certainly something that can be considered.

"During the workshops there weren't enough practical activities"
"More workshops, fewer presentations"
"More group work and chance to learn from other delegates"

Thanks to Emma Walton and the Conference Group.

Mercian Collaboration

Mercian Staff Development Group (MSDG)

2018 - 2019 programme of events

Learning exchanges

Your opportunity to share experiences, ideas and practice with peers

Managing student behaviour - Friday 23rd November 2018
University of Worcester

Digital Literacy - 18th January 2019
Coventry University

Access to Resources, Thursday 12th February 2019
De Montfort University

What do year 3 students need to know? - Wednesday 27th March 2019, Aston University

The (changing) role of the Library Assistant - April 2019
University of Birmingham

The learner journey - Wednesday 22nd May 2019
University of Derby

Negotiating and influencing skills - University of Leicester

All The Same But Different visits

Visit other university libraries and find out how they do things

University of Wolverhampton – Wednesday 5th December 2018

Nottingham Trent University – Thursday 21st February 2019

University of Northampton – May 2019

Buddying Scheme

Share experiences and develop skills and confidence through peer-to-peer support and guidance

For further details visit the Mercian Collaboration website at www.merciancollaboration.org.uk or contact your Mercian Staff Development Group representative