MSDG Programme Evaluation 2016/17

- 204 attendees at events during 2016/17, compared to 181 last year.
- 46 responses to SurveyMonkey email, compared to 23 in 2015/16.

Action: This equates to about 22.5% of attendees replying to the end of year evaluation compared to 12% last year. We will try to increase this further by polling for feedback twice in the year rather than asking some delegates to feedback almost 1 year after attending.

We will continue to explain to attendees how we evaluate events so they will expect to get asked about their experience after the event as well as taking feedback on the day.

Q1, Has what you learned at a Mercian Staff Development event influenced how you work?

69% said yes, compared to 78% last year.

Comments:

- It has encouraged me to think more broadly about the types of data I gather/ how I gather it.
- It has influenced my ideas on community/student involvement, widening participation and collection management
- Considerations with managing research data
- Although I haven't directly used what I learnt, yet, my understanding of this area of work has increased. I may use some of the techniques for a project I will be involved in next year
- As we are looking at replacing our LMS the experiences of the Northampton team came is useful when writing out requirements
- We are currently gathering information from other departments to allow us to write to publishers
- I'm not directly involved in space design
- There were some good ideas which I passed on in my report to management, but none, as yet, have been implemented.
- I've said no, but we are at so early a stage in developing workflows 'at the coal face' as opposed to the policy level there is not much to influence! Certainly provided food for thought though.
- Yes has made me think about different ways of obtaining customer feedback (ethnographies session). Thinking about how we can introduce these in the coming year.
- I had just started working in a Library environment so learned about my job in general. I also discussed public engagement and Widening Participation initiatives, which gave me ideas when I designed a Library Tour for school visits.
- It's given me ideas to consider when planning. It's helpful to know what other organisations are doing and that we have similar issues to address.
- As an attendee it was useful to network with colleagues in other libraries, see a different library set-up and share notes/good practice. As an organizer of an event it was a similar experience, also giving us an opportunity to showcase our new building and make links/connections with other University's library developments.
- Using other people's examples of 'best practice' and using the best bits

- I took stock of delegate comments as part of our work on RDM currently going on at my own institution.
- I appreciated that people in similar roles had similar issues - and for some their role was more difficult!
- Our Library is very different , but it was great to say how things are at Bham
- I have fed back information to my Supervising Librarians, but I'm not in a position to change working practices!
- Gaining ideas for improvement in our own library by seeing what other libraries do for similar tasks and customer service.
- Yes I've shared it with colleagues and SMT as examples of good practice at other Universities.
- It has made me more aware of assessing students starting point in terms of their information literacy understanding before offering support with inquiries.
- We reviewed our timeline of support for 1st year students with a particular focus on induction, Week 6 (study skills) and February after exam results
- I have used what I learned to influence a university-wide induction planning group
- We are going to set up a group of staff to look at our Induction Week events and use some of the ideas from the event.
- Given me ideas to take back to my own Institution to see how they might be adapted to fit and being able to listen to what has and hasn't worked for others
- Fed into institutional induction project
- Pulling together a menu of support options to take to academics
- We decided to do radical overhaul of our induction activity for the future.
- Wrote up the notes and then had a knowledge cafe with other subject librarians to share ideas and experiences
- The ethnography event gave us some ideas for how we might use it to improve our own service.
- Planning for services to Collaborative Partners

Q2, Have you remained in contact with anyone you met at an event?

39% have kept in touch, compared to 22% last year; perhaps underlining the valuable networking opportunities MSDG events provide to different groups of operational staff.

Comments:

- Yes, but not specifically in relation to attending the event
- I followed up with another attendee for advice on reporting
- Via LIS-PERL list which I joined subsequently having heard about it at the event
- Yes and no. Know lots of people there so not got in touch specifically about this but would if I needed to
- I haven't but it's useful to know who to contact in the same area of work
- Emailed a few people with further info or to ask questions. Also to extend invitations for informal follow-up visits
- Through an email group

- Through the JISCMAIL newsgroup
- Through a forum set up by the RDM support collaboration
- A few people I already knew and made a couple of new contacts
- A colleague at a different institution in the same city
- Worked with colleagues at other institution to learn about planning and organisation of induction activities
- Mainly by e-mail communication

Q3, Have you or would you attend another event or recommend an MSDG event to others?

100% of attendees want to attend more and would recommend to others.

Comments:

- Great environment for sharing ideas, lots of insight into real-life examples of use of different engagement techniques.
- It's useful to see how other libraries have overcome common problems plus compare career paths. It is interesting to compare scale between smaller and larger institutions
- Excellent networking opportunities. Also good for finding out what others are doing and for showcasing our own work
- An easy, informal and free way to improve skills and share good practice
- The group were very open, welcoming and knowledgeable. RDM is quite an intimidating topic but hearing how others have formed services was very helpful. The talk about reviewing AHRC data management plans was a very interesting insight
- I always find it useful to see how other libraries work and if we can use any ideas
- Was good to start to get to know others involved in RDM in same geographical area.
- Yes - it was helpful to discuss issues with other professionals dealing with the same issues at their own institutions
- Interesting and informative -well run
- It is always interesting seeing how others in the field work. And when we do face changes there may be an opportunity to implement things.
- It was a very good opportunity to discuss different ways other institutes delivered their services and the pros and cons of this.
- Always seeing another place alerts one to challenge own existing practices and also possibly feel that you are already doing things very well
- I found the self bench-marking / networking very useful + just getting an idea of what's happening out there.
- Always good to learn from others.
- Would like to learn more about how other Libraries work and get ideas for further career progressions.
- It's a very friendly open forum for discussion.
- collaboration, networking, sharing good practice
- It's interesting to see how other libraries operate, and to meet other people in the same line of work as yourself.

- This one was useful
- Any chance to speak to colleagues working in the same area is valuable - we don't have too many opportunities to get out of the office owing to workload so structured events on specific themes work well and are useful.
- To gain a new perspective on your own role
- It is very interesting
- As a Library Assistant I really enjoy visiting other Libraries, and find it really interesting seeing how they are run at ground level.
- It is very interesting to see how other libraries work.
- Interesting to see how other libraries work
- Interesting to see other libraries, their layout and how they deal with similar problems to ourselves eg noise levels, fines, food & drink etc.
- As a library adviser and MA librarianship student I found it incredibly useful in understanding trends in the library sector and identifying best practice. The course significantly furthered my understanding and I was able to apply much of this to my assignments.
- Good to network with people local to the area - knowledge exchange
- Relevant topics, good discussion.
- The previous event was interesting and relevant
- Good locations selected which are within a reasonable travel time or distance. Topics tend to be of current interest.
- It's good to network
- I think it's vital in our busy work lives to allow time to go to events and just talk through ideas. Even if you only can make small changes, it's good to move forward and reflect.
- They're always topical and free!
- Mainly because of the opportunity to share practice together in a structured way.

Q4, Please suggest a topic for a future session...

- Green library initiatives Wider inclusion of patrons serving patrons with additional needs
- Anything on collection management, eBooks, budget, purchasing approaches
- Practical case studies and practice writing our own RDMPs
- More of the same
- Metadata for RDM - Essential... Nice to have... no added benefit!
- Circulation policies, e.g. what impact is auto-renewal having? Or why have you chosen not to auto-renew? What do people do about substantial overdue fines / non-returned books outstanding for a long period?
- Open access
- How to ensure the best use is gained from and when using ebooks; giving advice to students to maximise their effectiveness; also when to use print. How to defend the print book and how to policy makers!
- GDPR for libraries
- From academic to librarian / career talk
- Change
- Open access and repositories

- ILL and referencing - best practice
- Engaging academics in library services
- Managing challenging behaviour
- Would it be possible to visit behind the scenes at the Inter Library Loan Facility at Boston Spa?
- The Perfect Library! - Meets everyone's needs - students and staff by way of layout, design, and study space, social space, eating & drinking (internet café?)
- Collaboration ideas opportunities with other support services in the organisation - careers, placement team, academic skills team, disability team, (b) negotiating licences (c) new to the profession event
- Learning technology - what university libraries are using Digital scholarship - how to meet the needs of today's/tomorrow's students
- Complete focus on inductions for all students. Best practice, things that work, things that haven't
- How to engage students who do not use the library / attend info literacy sessions
- Critical literacy
- Inclusivity
- Digital Literacy

Q5, Would you be interested in contributing to a future MSDG event?

34% said yes, compared with 39% last year.

 Action: MSDG reps will speak to colleagues who may be interested in contributing to any of the planned sessions throughout the year and put them in touch with event hosts and partners.

Comments:

- If I ever get to the stage where I feel I have something to contribute
- Anytime
- Through the Research Data Management Support Group
- Bishop Grosseteste has hosted an MSDG event recently
- I am in the early stages of my career and would prefer to be more experienced before contributing
- Happy to help out Happy to talk
- I don't have any topics now but in principle I would
- It might depend on the topic selected
- Depends on the theme
- I think we'd be happy to host or particulate at an event
- as an MSDG rep, always willing to contribute