

Mercian Staff Development: Programme for 2016-17

Workshops

Date	Title	Location	Audience	Description
Thu 17 Nov 2016 2 - 4 pm	Circulation reviews and LMS implementation	Loughborough University	Customer service managers, LMS teams and anyone who deals with circulation procedures	Circulation procedures and new LMS implementations seem to be a common theme amongst university libraries at the moment. This session will give people a chance to discuss policies and procedures with colleagues at other institutions and see how one institution has carried out their LMS implementation
Jan/Feb 2017	What do year 1 Students Really Need to Know?	Aston University	Staff responsible for teaching information skills and induction.	
22 March 2017 10 - 4 possibly	Ethnographics for Service Planning (external speaker)	Nottingham Trent University	All staff who wish to share or gain a better understanding of how to obtain qualitative insight on customer needs /expectations	Libraries are using a range of feedback to enhance services, especially statistical data from national surveys such as NSS and, PTES and PRES. Many wish to gain a more in-depth picture of how our customers are using the physical library buildings and information resources to complement the bald statistics and are turning to more qualitative tools such as ethnography to help us achieve this. Want to find out more or share your experience, then come to our event.
April 2017	Managing Recruitment	Derby University	All managers with recruitment responsibilities.	
18 th May 2017	Partner Relationships and Alternative Services	Northampton University	All staff involved in partnerships, pop-up and alternative library services.	
June 2017	Getting Yourself Published	University of Warwick	All staff interested in publishing the results of their library research or projects.	

All the same, but different tours

Date	Library
23rd November 2016	University of Northampton
February 2017 (wb 20 th)	University of Birmingham
April 2017	University of Nottingham
June 2017	Harper Adams