

ISSUE 1 • FEBRUARY 2023

# FSP MONTHLY DIGEST

## Welcome to the Faculty and Student Partnerships (FSP) Monthly Digest

This is a platform to share news and updates from across the Directorate. Each issue is published on the first Friday of every month. We welcome and encourage submissions. If you have any items to submit, please send these by the last Friday of every month to:

[uml.engagement@manchester.ac.uk](mailto:uml.engagement@manchester.ac.uk)

### Message from Katy, Associate Director (FSP)

Welcome to the first issue of our new monthly newsletter. I do hope you enjoy receiving it and find it useful.

In this issue our main focus is on the many new starters we have welcomed across all three teams in the Directorate this academic year, which will give us all a chance to get to know them a bit better. The Customer Services Team are also sharing a few key facts with us about their semester one activities, which I'm sure you'll enjoy reading.

And I have contributed a feature on how our governance structure works, which I hope will make the way we discuss our priorities and make decisions a little clearer for you all.

In this message I also want to share, as promised, a few of the things I've been doing over the last month:

- A large part of early January was spent writing up a report on the Distributed Leadership Model which has now been discussed by the Library Exec Team and will be shared with the Library Leadership Team later this week. I should be able to share more information with you on that by our next issue.
- Within the University I've been contributing to the institutional Teaching Excellence Framework submission which is an important sector-wide process that will ultimately determine whether we are a bronze, silver or gold level university in terms of the Student Experience.



[Watch the video message](#)

*Continued in the next page*



- Related to that I've also been writing a Library Student Experience Action Plan (known as a SEAP) which, along with Schools' and other Central services' SEAPs, aims to support continuous improvement in our National Student Survey results.
- Within Professional Services (PS) I presented on the work of our Library EDI Group at the PS EDI Committee, where they were delighted to hear about our local implementation of the Hidden Disabilities Sunflower scheme which is considered exemplary. Don't forget to pick up your supporter or member lanyards and badges from the staff room so that you can be part of this brilliant initiative.
- Externally, I've been going through training to become a mentor on the new Academic Libraries North Mentoring Programme, which was a really good opportunity to refresh my coaching skills and meet up with colleagues, old and new, from around the region.
- I also had the joy of attending my first face-to-face national conference post pandemic, which was the SCONUL Libraries After lockdown Event on Future Ready Libraries. I'd forgotten how painful it can be getting up at 5.15 in the morning to catch the early train to London, but other than that I enjoyed a really productive day.

So that's just a few highlights of my January for you. As ever if you have any questions or want to know more about any of the things I've mentioned, please don't hesitate to get in touch.

Katy

## Welcome to new team members

**Customer Services** have welcomed **Kate Lomax, Molly Crabtree and Phoebe Hall** to the role of Customer Services Advisor.



Kate said "The Library customer service role offers a varied work day, with a combination of customer facing duties, office-based admin, day to day library tasks, and working on different sites across campus. All with the support of a really friendly team who are always happy to help. It also provides a good opportunity to learn about the many different aspects of the University and the services it offers."



Molly said "Starting in a new role is always nerve-racking but everyone on the Library team has been so helpful and friendly, it's such a pleasure to work with them! I hope to make a positive impact on everyone that visits and works at the Library in this new role."



Phoebe said "I have enjoyed joining the Library team. There is a lot of information and various databases that I feel will take a while to get to grips with, but I'm happy to be learning on the job. Everyone is very friendly and very willing to help so it has made the process much easier!"





## **The Engagement Team** had two new colleagues join the team in the last few months.



Laura Earnshaw joined us in September 2022, replacing Anna Hughes as Faculty Engagement Coordinator. She provides day-to-day and project related support for the development and delivery of our internal and external engagement activities, e.g., Library Update. Before joining the Library Laura worked in the University's Department of Electrical and Electronic Engineering in the School of Engineering as PA to the Head of Department. You may have spotted some of Laura's posts on the All-Library Staff Team Wellbeing channel as this is one of Laura's areas of interest as our wellbeing champion.



Dr Ria Sunga joined us at the end of November as our new Engagement Officer (replacing Lydia Onyett). Ria was previously Head of Research and Community Engagement at Equality Health, a community engagement agency working to improve representation of culturally diverse groups in health research. Ria completed her PhD in History here in 2021. Since she joined, Ria has been involved in quite a few projects including the annual report, order a book/article/chapter promotion and she has just started a new project working on a new intranet presence for the John Rylands Next Chapter project.

## **Teaching, Learning and Students** welcomed three new colleagues recently.



Sammie Barker joined the team in August 2022 as the TLS Intern and is responsible for coordinating and overseeing the day-to-day activities of the Library Student Team. Sammie studied American Studies at Manchester. As a recent graduate, she wishes to use her experience to focus on staff and student wellbeing in our teaching team, the Library, and beyond.



Dr Bonnie McGill joined the Library in August 2022 as a Teaching, Learning and Students (TLS) Learning Developer. Bonnie has previously taught English Literature, particularly on Critical Theory. She also researches on children's literature, film theory and the interrelationship between physics and literature.



Dr Nikki Tomlinson joined the Library on 19 December 2022 as a Teaching, Learning and Students (TLS) Learning Developer. Nikki has previously taught in the School of Arts, Languages and Cultures and on the University Language Centre Pre-sessional English programme and is very much looking forward to being part of the team and the wider Library.



## News and updates

### FSP governance structure

FSP is the largest Directorate in the Library, made up of three substantial core teams, Engagement, Teaching Learning & Students and Customer Services, each with their own clear remits and sub-structures but all sharing one clear overriding goal to support and serve our customers in making the best possible use of our Library.

With this in mind it's vital that we have clear and open mechanisms for discussing priorities, making decisions and feeding ideas through to the wider Library. This [slide pack](#) aims to illustrate how that structure works in FSP with our local network of Team meetings, the Directorate Management Team and Leaders Huddles, then connecting through to the wider Library governance structure. I hope you find it a helpful. Please feel free to [feedback](#) and ask questions on it if there is anything you don't understand.

### Customer Services Snippets



During semester one, Customer Services continued to deliver valued services to students and staff. The team dealt with 26,723 enquiries between September and December 2022. Most people wanted to know more about how to access the Library, which was asked 6,551 times across all channels (such as Library Chat and ticket enquiry) and viewed 1,970 times on the Library website FAQs.

Meanwhile, the team has also supported the Student Union (SU) Executive Committee's support for students during the exam period. Customer Services coordinated with the SU team and provided the space for free tea, coffee and biscuits to the students studying in the Main Library. More than 600 students took advantage of this service, and the Library is proud to have been a part of this.

Thank you for reading the FSP Monthly Digest.  
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