

ISSUE 2 • MARCH 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 second issue of our new monthly newsletter. In this issue:

- Customer Services talk about a simply gorgeous initiative they tried out in Random Acts of Kindness week, which I personally found very uplifting to hear about.
- The Engagement Team tell us about how they went about refining their comms planning process and also about some filming that took place in the Library recently.
- And the Teaching, Learning and Students (TLS) Team have shone a light on our wonderful Student Team who have become such an integral part of Library staffing,



[Watch the video message](#)

All of which I am sure you will enjoy reading as much as I have. Turning to what I've been up to since the last issue...

February has actually been relatively quiet for me, mainly because I was on Jury Service for the first two weeks of the month, which turned out to be a very dull experience as I never got called to serve on an actual jury! So, it was something of a relief when I was able to get back to work!

- Within the University, I attended the Teaching & Learning Excellence Forum which meets every couple of months as an advisory group to the Teaching and Learning Strategy Group on the delivery and enhancement of teaching, learning and the student experience. This meeting focussed on reviewing the University's Teaching Excellence Framework (TEF) submission, which is now with the external assessors; and also, on planning for improving our National Student Survey (NSS) results and response rates, with a view to being in a position to go for TEF Gold next time around.

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- I also had the pleasure of meeting with Ben Wiggins who has just joined the University as the Programme Director for the new MA in Library and Archive Studies. Ben is looking forward to the opportunity to work in partnership with us as library and archive practitioners on delivering the course. I know he's met with a few of you already but is looking forward to sharing his thoughts and plans more widely across the Library in the coming weeks.
- I mentioned in my last message that I'd been going through refresher training to become a mentor on the new Academic Libraries North Mentoring Programme. Well, the scheme has now fully launched, with all mentors and mentees having been through the matching process. I was really pleased to hear that a number of you are participating in the scheme as mentees and wanted to take this opportunity to wish you well in your first meetings with your mentors, which I know should be taking place fairly soon.
- Finally, I've been working closely with Isabel Sebastian to get things ready for the second Our Students workshop later this month. It's shaping up to be a really good session, which will include input from some key Teaching, Learning and Students stakeholders from around the University, who will help to stimulate our thinking for this next phase of the Imagine2030 Our Students lead priority area.

I will look forward to seeing many of you there, but for now, have a great month and, 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

## News and updates

### Customer Services

#### Library 'Love' Notes

Random Act of Kindness week (14 Feb-20 Feb) is all about uplifting people with small and meaningful gestures. One small act can make a huge difference to somebody! So, we wanted to take this idea and embed it into our wonderful Customer Services Team– thus, Library 'Love' Notes was born.

Library 'Love' Notes is an opportunity for colleagues to share something anonymous with another Team member via an online form that would then be condensed into a video and shared with the whole Team. This could be anything from a simple thank you, to celebrating someone's talents and achievements. With this simple gesture, we wanted to let colleagues know they are appreciated, supported and valued.

The response was simply overwhelming. We received over 400 notes – which is absolutely incredible! Every single member of the Team received multiple notes, all of which were heartfelt and personalised, celebrating each person's unique abilities and what they bring to the Team. This has been an inspiring and uplifting exercise that we hope we can use again in the future.

If you would like to watch our 'Love' Notes video, it may be best to turn your PC speakers down before pressing play.





## Engagement

### Refining our communications planning process

The Engagement Team recently revisited its communications planning process. When the Library has a new or updated service, or if the Rylands has a new exhibit for example, we write a 'comms plan' to make sure that the right messages reach the right people at the right time.

The comms plan document outlines key messages and identifies which communications channels to use to promote these services and events (e.g., Staffnet, social media, digital signage). We wanted to refine our process of using the comms plans by creating a detailed template we can all use and easily adapt to any campaign.

We engage different teams within the Library to better understand the services or events we promote, and work closely with the digital communications team and other University communications teams to make sure that news items and graphics are published in relevant channels.



*Filming takes place at the Main Library's Green 3 Corridor*

### Filming in the Library

On 10 February the Library supported Siemens, one of the University's strategic partners, for a film shoot. The film was about celebrating Siemens' women employees for International Women's Day 2023. The Main Library's Green 3 corridor served as a backdrop for a little game of backgammon and studying.

## Teaching, Learning, and Students

### Welcome to the Student Team

The Student Team is now made up of over 20 students from different backgrounds, faculties and levels (Undergraduate, Postgraduate Taught and Postgraduate Research).

They play an integral part in the Library by:

- Supporting online and on-campus for My Learning Essentials, My Research Essentials, Specialist Library Support and for other Library partners
- Assisting in the creation and delivery of training skills sessions
- Helping develop learning resources for students
- Designing, writing and promoting content for the Library's social media channels and blog
- Supporting TLS staff on a task commission basis



The Team is comprised of: Angelica Islam, Charmaine Lai, Dhruv Mistry, Durian Malhotra, Fariha Agha, Fatima Abdullahi, Hui Chia , Iqra Malik, Isabella Teck, Jakub Lusnak, Lily Pearson, Luke Geikie, Nuura Ahmed Abdillahi Ahmed, Olivia Mak, Pranav Bharadwaj Gangrekalve Manoj, Rachel Cox, Sara Knuirowska, Stefan Nikolov, Syeda Kazmi, Szaffi Jarbath, Tabita-Gabriela Juravle, and Zeenat Haji.

Here's what some Student Team members think about working for the Library:

- “This job has made me aware of the breadth of support the Library has to offer. I love being able to tell my friends about the different workshops there are to help with a specific skill needed for a piece of work”. - Fatima
- “It has been a blast working as a part of the Library Student Team. A lot of autonomy and flexibility are given to us to develop our interests by working on tasks in the relevant areas. There is also lots of room for creativity – we are able to give feedback on projects, and make suggestions for new ones for the student team!”- Charmainne
- “Working for the Student Team has allowed me to develop lots of different skills that I can use after graduation. It also allows me to easily balance work and university life”.- Nuura



*Some members of the Student Team*  
*Back row: Fatima Abdullahi, Jakub Lusnak, Luke Geikie, Iqra Malik, Lily Pearson*  
*Front Row, Left to Right: George Bissett, Salma Ghandour, Isabella Teck*

To find out what the student team can assist you with, you can submit a request for assistance using the [Student Team request form](#).

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