

ISSUE 7 • AUGUST 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)

Hi Everyone,

Well, I've been back from my holidays for just over a week now and I'm sorry to say that I completely failed to bring the sunshine back with me! Let's hope we all get another dose of good weather very soon!

Since I got back, I've mainly been catching up on the emails and Teams chats that continued to flow while I was away. So, I've not much actual activity of my own to report on this time, although it's been great to see how much has just been carrying on without me!

It's been particularly nice to come back to the good news that we've been recognised not just once but twice in the University's Teaching Excellence Awards. There's more on this later in the newsletter. But for now, I want to share my personal congratulations to Dave and the Student Team, and also to acknowledge the fact that successes like these can only happen within a great team environment. So thanks also to everyone that's helped to support Dave and the Student Team along the way.

I'm also excited to see that we are experimenting with the use of a Chatbot to support our frontline enquiry work. Whilst we absolutely don't want to lose the human touch we are so proud of in our service delivery, it is important that our service users have a choice. Sometimes it just feels easier for them to ask questions without feeling like they are bothering us with something we think is annoyingly obvious. Other times it may feel more important to be able to speak to someone to explain what's needed in more detail. The important thing for us, is to have the time and space to be able to give our full attention to those more in-depth enquiries, and hopefully the chatbot will help us to achieve that. I will look forward to hearing how the trial goes!

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[Watch the video message](#)



I'm around now for the rest of August and with a relatively quiet diary for a change, so now is a good time to get in touch if there's anything you want to talk to me about. So please do feel free to drop by if you want to or to send me a chat or an email. Remember my diary is open to all on outlook, so you can always see where I am, and what I'm up to, along with when I might be free.

Anyway, that's all for now. Have a good August everyone.

Katy

## News and updates

### Customer Services

#### Customer Service Recruitment Information Sessions

*Paul Ralphs*

We recently held one in-person and two online sessions to promote our current vacancies. The sessions are an opportunity for interested applicants to come and speak to staff in person, see the place they could potentially be working at, and to learn more about working in a library for those who have never worked in a library before. These sessions provide insights into who our customers and students are, the breadth of services that the Library offers, and introduce Imagine2030.

Over 50 people attended the three sessions. We received some great feedback both during and after the sessions. One commented: "I did attend the online session which I found to be very informative and delivered in a friendly, professional manner." We also received a lot of thanks in person for taking the time to speak to people and for giving them a warm welcome to the Library.

The only problem is I've got LOADS of shortlisting to do now!

#### Customer Services to trial chatbot over August

During August, Customer Services will be trialling a chatbot as the first point of contact for our LibChat service. The aim is for the chatbot to deal with the most straightforward enquiries while leaving the more complex issues to be dealt with by the Customer Services Team.

We're looking forward to seeing how this works and how our students take to this new way of finding the information that they need.

### Engagement

#### Student Hub Project update

Gemma Smith, together with colleagues from Customer Services, Research Services and TLS, has been involved in a sub-group of the Student Hub Project. In September 2023, a new student query log form will be released for use in all the Student Support Hubs across the University. These query forms will comprise several library categories including study skills support, researcher support, access to resources and texts, study spaces, and other queries.

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These forms will be used by Faculty Teaching, Learning and Student Experience (TLSE) teams to gain valuable data on student driven queries and how these queries are being triaged and resolved. FSP are looking forward to working closely with the TLSE teams, to support student experience and to further shape Library services and resources based on student need.

## Teaching, Learning, and Students

### Teaching Excellence Awards

*Jennie Blake*

I am extremely thrilled to announce that the Library Student Team and Dave Hirst have been awarded Teaching Excellence Awards.

These awards recognise sustained and significant influence and impact on key strategic elements of teaching and learning. The Student Team was awarded a Team award, that noted that "the Library Student Team are a perfect example of inclusion, co-creation and collaboration." Meanwhile, Dave was highly commended for his teaching, specifically noting his work on co-creation and the student voice.

Teaching Excellence Awards winners will be celebrated at an event in September, led by VP for Teaching, Learning and Students April McMahon.

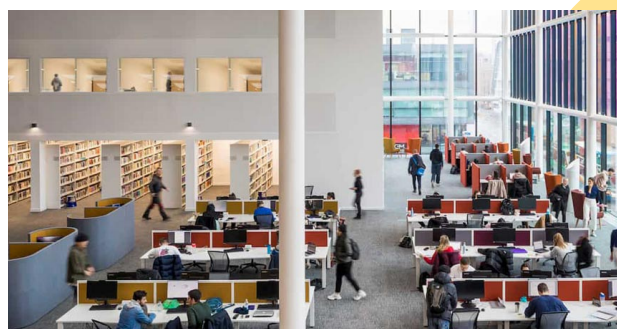


## New business databases at the Finance Zone

Phil Reed and Amar Nazir are working with the Subscriptions Management and Digital Services Teams to lead the roll-out of a new set of business databases at the Eddie Davies Finance Zone.

We will be replacing Eikon, Datastream and SDC Platinum with the modern equivalent package: Refinitiv Workspace. This will take place around Thursday, 31 August (look out for comms nearer the time).

In July, Phil took the Refinitiv Workspace Certification course online in preparation and passed with distinction. This migration marks the end of an era as the old SDC Platinum software is a relic of the 1990s, designed for Windows 3.1, long before Windows XP was even dreamed of.





## MAP sessions

Over the past two weeks, the Library Student Team has assisted the Teaching, Learning and Student experience (TLS) staff with the delivery of sessions about time management, referencing, and academic reading.

These sessions were part of the Manchester Access Programme (MAP) scheme at the University. The scheme supports local Year 12 students in Greater Manchester to get a place at the University or other research-intensive universities, irrespective of their background or identity. The scheme requires students to complete a series of modules including a 1,500 word academic essay on a topic of their choice.

Attending the sessions organised both at the Main Library and AGLC was the perfect opportunity for MAP students to engage with the Library services available at the University and to make use of the Student Team expertise by asking any questions around researching, writing, and critical thinking.

The Student Team not only assisted the TLS staff with the delivery of the sessions, but also stepped up and led the sessions themselves. Encouraging members of the Student Team to lead the sessions has facilitated the peer-to-peer support available at the Library, allowing Year 12 students to be more engaged with our services.

## Welcome to new team members



**Sarah Keenan-Jones** (she/her) has joined the Customer Services team;

*Hi, I'm Sarah, and I've recently moved to Manchester from Brisbane, Australia. With a background in social work, fine arts and plenty of experience in retail, I just love being around people and part of a team. My colleagues at the Library could not have been more welcoming or helpful as I've been settling into my new role. I look forward to meeting more of you over the coming weeks!*

Thank you for reading the FSP Monthly Digest.

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