

ISSUE 9 • OCTOBER 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

Message from Katy, Associate Director (FSP)

Hi Everyone,

I want to start this month's Digest by thanking you all for your patience with me whilst I've been juggling work with caring for my Mum, whilst my Dad is in hospital. I'm sure those of you with elderly parents will appreciate what an exhausting rollercoaster ride this can be, and I am very thankful to have such a supportive and capable team around me at this time.

As ever we have another bumper issue of our Digest this month! Thanks to everyone who contributed. I'm always blown away by your reflections on the work you are doing. You are doing amazing things and I really enjoy reading about them.

The main thing I want to focus on this month is all the new members of our Directorate. We have welcomed a whole bunch of new Customer Services Advisors who are doing a fantastic job of getting to know our Library at one of our busiest times of year! I hope to get a chance to meet you all properly when things have settled down a bit. On top of that we have had a whole new team join the Directorate. So, a very warm welcome to the Projects and Business Analysis Team. I hope you will enjoy working with us all more closely, and thanks for being so quick to contribute to our Digest!

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[Watch the video message](#)



The other thing I wanted to highlight briefly is the University's TEF (Teaching Excellence Framework) results. The overall rating of SILVER is a great outcome for us given the generally underwhelming institutional performance in the National Student Survey (NSS). As ever, the Library is one of the more positive elements of our assessment and the impact of our "world leading" Library was acknowledged in the assessor's feedback report, along with a specific mention of the success of our eTextbook programme.

The final thing I wanted to say is how proud I am of the amazing atmosphere you have created for all the new and returning students as part of Welcome and Get started. It's been really uplifting coming into the Library and seeing it so busy and such a strong physical presence of purple milling around. Our visibility and our personal touch go such a long way towards helping our students to feel comfortable and at home here.

So, thanks once again for all that you do. Have a good month, and remember to look after and support each other during this busy term.

Katy

News and updates

Customer Services

My time at the SEED Student Support Hub and Library

Zak Walters

One of the great things about working in Customer Services is a good change of scenery, and our latest addition – The SEED Student Support Hub and Library (or 'the old Kantorowich Library') – is shaping up to be a favourite.

When I first saw the new space, I was surprised at how much I liked it! The Kantorowich Library had been replaced with a new, airy and bright space; the addition of study rooms was a nice touch, too. However, the most dramatic and pleasant change has come in the form of collaboration.

Our new partnership with the SEED Team has come as a welcome change of pace and environment. The Team have been more than welcoming and are always more than happy to offer up support as well as a friendly chat throughout the day (which is what really makes the days fly by). However, as well as new faces, the SEED Hub collaboration has also brought new challenges. Not only are we encountering a broader range of queries from different fields, but we are also picking up new nuggets of information that have proven useful when answering some of our own frequently asked questions in other Library sites.

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All in all, I would like to say that my time at the SEED Hub so far has been a fun and rewarding experience. The chance for collaboration with other teams is something that, I think, should be encouraged and goes a long way in not only enriching the students' university experience, but also the experience of staff.

Engagement

Exploring the EASL Conference

Ruili Zhang

From 6-8 September 2023, I had the pleasure of attending the 43rd European Association of Sinological Librarians (EASL) conference at the Collège de France in Paris. I was accompanied by approximately 26 librarians representing 23 European universities and research institutes.

During the conference, I had the opportunity to share the following:

- An online exhibition '[Qing: China's Multilingual Empire](#)', which is currently being hosted by the John Rylands Research Institute and Library. The scroll 'Illustrations of the Grand Ceremony Celebrating Longevity' (萬壽盛典圖) was highlighted to the delegates.
- I also took the opportunity to promote the [Chinese digital collection](#) available on Manchester Digital Collections.

I am pleased to report that the information was well-received, with many librarians expressing their interest and requesting further detail, following my presentation.

During the conference, my fellow European librarians and I engaged in profound discussions and updates concerning the current situation and future prospect of Chinese resources. We also exchanged the latest developments in our respective libraries, as well as the challenges and opportunities that each of us encounters.

Additionally, nine vendors from various parts of the world delivered presentations on their latest developments in Chinese resources. Lastly, we also had the honour of visiting several noteworthy institutions, including the lecture room of Pôle Mondes Asiatiques (PoMA), GUIMET Library (National Museum of Asian Arts Library), EFEO Library (École française d'Extrême-Orient Library), the Heritage library, and the professor assembly hall at the Collège de France.



Ruili Zhang and Librarians at the EASL conference review exhibition highlights



AMBS Undergraduate Student Fair

On 19 September, Amar participated in the Alliance Manchester Business School (AMBS) Undergraduate Student Fair. The event was well attended and proved a useful opportunity to share key information with new students. Students were particularly surprised about the range and depth of resources and services available to them.

The following week, Amar delivered a presentation to the School's DBA (Doctorate in Business Administration) students. The School's DBA programme allows senior-level individuals to pursue a part-time distance PhD while they continue working. The presentation provided an overview of relevant Library services and support for DBA students and was well received.



Library support for writing

eLearning staff within Teaching, Learning and Students create and maintain 'Start to Finish' guides to teaching and learning resources on various topics, including referencing, searching and writing skills. These guides gather everything together in one area to make the information easier for students to find and access in the format they want.

We have been working on a new, more accessible look for these pages and have just launched '[Library Support for your writing](#)' replacing the old '[Start to finish writing](#)' resource. This new look allows more content to be hosted directly within the guide rather than having to open multiple blog posts, and also highlights under-utilised resources such as the great student team podcast content. For more information, contact [Bean Sharp](#).

Get Started reflection

Bean Sharp

I haven't experienced Get Started as a staff member before, so was keen to see the preparation that goes into it. As part of my eLearning role, I had been embedding Get Started materials on Blackboard already, but I wanted to play a part in the Library's in-person presence at the start of the new academic year. Attending a Library tour run by the Customer Services Team, back in the first week of September, was useful to refresh my memory of Main Library's layout.

Since then, I've participated in the Get Started activities in two different formats: Roving Support, and the Main Library Welcome stand. Both have seen me dust off my customer service skills, offering new and returning students that little bit of extra support during these first few weeks. Not only have I enjoyed interacting directly with students (who have been very excited by the Library freebies!), I've also appreciated the opportunity to spend time with Library staff from the wider team.



Article 26 Sanctuary Scholarship launch and networking event

Lily Pearson and Iqra Malik

The University of Manchester commits to providing support to sanctuary seeking students. We recently attended the Article 26 Sanctuary Scholarship Launch and Networking event to welcome our returning and new student sanctuary seekers at the University.

We were invited to speak during the 'snippets for success' part of the evening, where students heard about support services available to them and how to engage with University and city life. During our talk, we shared what the Library has to offer and how the resources and spaces are a key part of student success. We spoke alongside UoM Sport, Peer Support and the Careers Service, who not only shared the support they provide sanctuary seekers, but also some incredible offers for them, including free gym membership and free access to classes.

We are currently planning what we could do to better support these sanctuary seeking students. We would love to organise a more personalised tour and introduction to our Library spaces, including the John Rylands Research Institute and Library, and the RACE Centre. It would also be great to provide targeted support for these students by putting on drop-ins or academic skills sessions just for them, which could work in a similar way to those we have provided for the Manchester 10/10 and Manchester Access Programme.

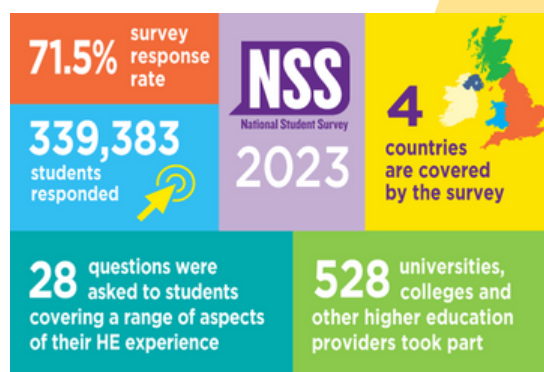
Projects and Business Analysis

NSS 2022-2023 – Library Results in Library Planning App

This year's NSS results are now available in the Library Planning App – [Library Planning App NSS Results 2022/2023](#).

In relation to the Library-specific NSS question, "How well have the Library resources (e.g. books, online services and learning spaces) supported your learning?", a number of different visuals and reports have been created by Dana Barringham, including benchmarking against other Russell Group institutions, as well as School/Departments, and Subject. Please have a look through the report and let us know of any feedback you might have!

Free text comments have been analysed and categorised; ones which are relevant to the Library fall under 'Resources/Facilities'. These are currently being analysed by Michael Douglas to be fed into the Student Experience Action Plan. Please contact [Michael Douglas](#) to get a copy of these comments.



NSS 2023 infographic



Library Spaces

Sarah Phillips took an options paper to Library Leadership Team on possible improvements to existing staff facilities within our Libraries for members of staff who walk, run or cycle in to work. This will now go to Library Spaces Group for further discussion.

Staff updates

Customer Services - New Team members



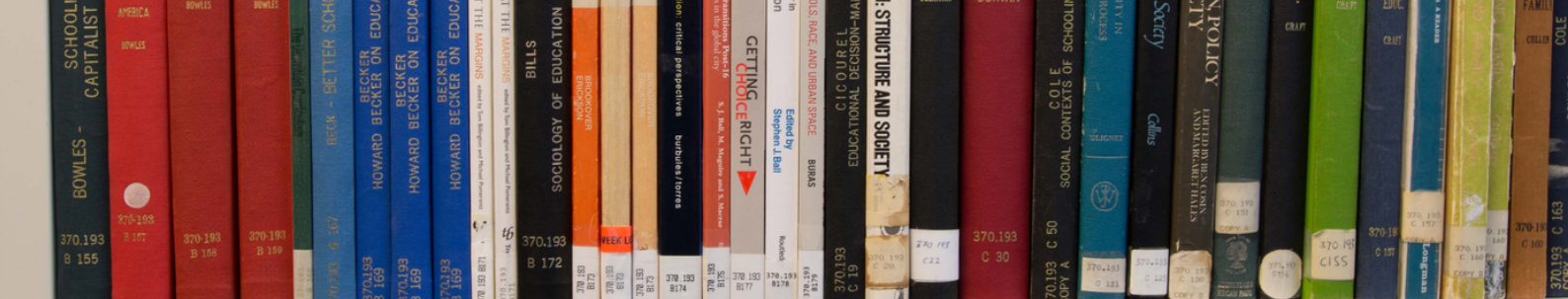
Hi, I'm Daisy (she/her). I graduated from The University of Manchester earlier this year with a BA in English Literature. Employment highlights include a garden centre, an Australian call centre and a clothing warehouse that was home to many, many rats (both alive and dead). After having worked mostly in hospitality for almost ten years, working at the Library is the job of my dreams (and thankfully, I haven't seen any rats yet)! Thanks to everyone for being so kind and welcoming. See you around!



Hi, I'm Anganile (she/her), hailing from the beautiful 'Warm Heart of Africa', Malawi. My career journey began in insurance where I found my interest in customer service. Then in 2022, I embarked on an exciting adventure to The University of Manchester to pursue my master's degree in Operations, Project and Supply Chain Management. As a Customer Services Advisor, I now bring this unique blend to the Library team. It was a big leap leaving home but I'm glad I landed at the Library where I'm surrounded by supportive colleagues. I'm excited to see where this journey leads!



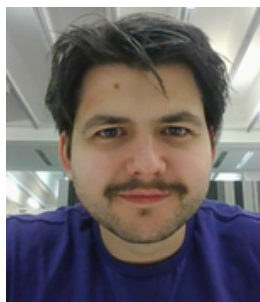
Hi everyone! I'm Adam (he/him), I've just joined the Customer Services Team and am really excited to get started. Personally, I love history and managed to get an Undergraduate and Postgraduate degree in Lincoln to study what is also a hobby for me! I've recently been in retail so joining The University of Manchester is a really nice change all round.



Hi, I'm Verity (she/her), and I moved to Manchester last year to complete a PGCE in secondary Spanish and French at The University of Manchester. I previously lived in Bristol, where I did my degree, and have lived and worked in Spain for several periods. I've also been cabin crew for Virgin Atlantic but that endeavour sadly came crashing down (not the plane) when Covid-19 hit. I'm very excited to now be working here in the Library and want to thank everyone for the lovely welcome!



Hi I'm Emily (she/her), and I've lived in Manchester for four years, but I'm originally from Wakefield. I previously worked in a college library and I have a background in hospitality, so I'm really excited to carry on working in libraries and helping students. Everyone I've met so far has been so lovely and welcoming, and I can't wait to get to know you all better and be part of the team!



Hi, I'm Elliot (he/him), and I've only recently moved to Manchester from LEEDS, LEEDS, LEEDS. My background is in fine art and customer service. I love helping others and I can't get enough of books, so working in the Library is my perfect job. Everyone I've met so far has been so kind and helpful and the Team couldn't be friendlier! I can't wait to meet more of you over the next few weeks.

Engagement Team



Esther Miller, previously Engagement Co-ordinator, is now the Engagement Librarian for the School of Health Sciences (Faculty of Biology, Medicine and Health, FBMH).

Thank you for reading the FSP Monthly Digest.

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