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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,

First of all, apologies for the delay in getting this month's Digest out which is entirely because of me falling ill last week with one of the many winter viruses going around. I'm fully recovered now thankfully, and ready to get back to tackling my to do list.

It's been a really hectic start to the academic year and it's wonderful to see the Library looking so busy and vibrant. Our welcome activities have been a huge success. They generated good awareness of our services and expertise, which are seen as both approachable and relevant to our new and returning students.

I regularly hear great feedback about the work you all do. There is much appreciation of our willingness to go that extra mile when dealing with our students, even when their issues are not directly library related, which is always a pleasure.

In this month's digest I was interested to read Anganile's reflections on the Muriel Stott workshop, and Michelle's on her experience of delivering on the new MA in Library & Archives Studies, as these are both things I have been involved with too. I have delivered two sessions on the MA course this month and thoroughly enjoyed both experiences. The first was on Leading with Authenticity, which was a little scary as I had to talk very openly (warts and all) about my journey from Library Assistant to Deputy Librarian. The second was on Library Spaces, in which I set the participants the task of reimagining Muriel Stott so that I could feed their ideas into the planning workshop that Anganile talks about.

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[Watch the video message](#)



For those of you yet to get involved in delivering on the MA, and indeed those of you who are taking the course, it would be great to hear more of your reflections on future issues.

Also in this issue, it was great to hear about Amar's discussion with colleagues at the University of Nottingham Library about business school libraries. We have a close relationship at Library Exec level with Sue Ackermann, the Library Director at Nottingham, so it's always great to see this extending to other parts of the Library. I know they are keen to hear more about our Customer Services model too and have recently been in touch with Debbie about that, and I am sure it won't stop there!

Anyway, that's all from me for this month. I hope you all enjoy reading the rest of the Digest. Have a great November!

Katy

News and updates

Customer Services

Reflections on a new and improved Muriel Stott

Anganile Kapunda

As a former student, the news of the refurbishment project for Muriel Stott is certainly a breath of fresh air. I remember stepping into Muriel Stott for the first time, and my initial thought was, 'this room is freezing!'

While I appreciated the silent study space, my concentration could only stretch so far when all I could think (or feel) was that I should have worn an extra layer. With this new project, it's interesting to see what will become of this space.

I had the absolute delight of being part of the Muriel Stott workshop held on 18 October, which was dedicated to this transformation project. The mission: to sprinkle some 'wow' over our Library and our students' experience with a new and improved Muriel Stott space. Against a backdrop of student suggestions, the creative group of staff were quick to share inspiring thoughts such as the very popular conservatory and an inclusive adaptable space, and some more adventurous concepts such as a Doctor Who Tardis. Deep down, it's the flood of brilliant ideas that came in that made this workshop inspiring. Our Library is evolving and it's nothing short of a rollercoaster ride.

I'm most excited to see what becomes of the outdoor space surrounding Muriel Stott (and whether this extends to the staff space). Whatever decision the project team ultimately makes, one thing is abundantly clear from the voices of our dedicated Library staff – we do not want another airport lounge!



Engagement

Managing risk and reputation presentation

Michelle Sharples

On Friday, 6 October I made my contribution to 'Strategic Practice in Libraries', one of the course units in our new MA Library and Archive Studies. I co-delivered a session on 'Managing Risk and Reputation' with Ben Wiggins, Senior Lecturer for the programme.

Ben and I met in September to plan the two-hour workshop, which we wanted to be as interactive as possible. Our aim was to get the students thinking about the roles that different members of staff play when responding to emergency situations, as well as the communication and engagement activity needed during and after a reputational risk. It won't come as a surprise that one of the scenarios we asked them to respond to was dealing with a flood in the Library!

I spoke about the Library's approach to business continuity planning and the strategies we use within the Engagement Team to organise our crisis communications. I shared the timeline and the content of communications sent to different stakeholder groups (Library staff, students and University staff) during the September 2021 flood (when the mains water pipe burst on Oxford Road and flooded the basements in AGLC and Main Library).

The students seemed really engaged with the tasks and I hope it has helped them understand how teams across the Library work together in times of emergency.

At the start of the session Ben had also asked me to spend a few minutes sharing my own 'pathway to libraries' which I was glad to do. As someone who began their career in libraries, switched to marketing and then was able to combine the two, I hope it encouraged the students to consider the wide range of opportunities that working in libraries offers.

A conversation with the University of Nottingham Libraries

In late October, Amar met with Lauren Bjorn (Strategy, Performance and Data Manager), and Julie Partridge (Associate Director, Customer Services) from the University of Nottingham Libraries.

The University of Nottingham recently acquired a small site in Nottingham city centre, which will be used to create the 'Castle Meadow Campus' where postgraduate business school and executive education students will study alongside actual operational businesses. Halpin Partnership, a HE consultancy firm employed by the University of Nottingham to research facilities and services that business school students would value, identified Alliance Manchester Business School as a 'benchmark partner'.

In designing library services and facilities, and identifying key resources for the Castle Meadow Campus, Lauren and Julie met with Amar to learn more about the library service we provide specifically to AMBS students. In what turned out to be quite a wide-ranging conversation, we were able to share a great deal of useful information and experience. Laura and Julie had this to say: "Thank you so much for the additional info, and thanks again for taking the time to meet with us earlier this week. It's been very helpful."



Teaching, Learning, and Students

New and updated online learning guides

Teaching, Learning and Students have launched a brand new My Learning Essentials online guide '[Writing an abstract](#)'. This guide is aimed at those writing abstracts for dissertations and other academic contexts such as journal papers. In the past few weeks, they have also launched updated versions of:

- [Getting started with searching Fame](#)
- [Copyright essentials for Teaching](#)
- [Getting started with EndNote online](#)
- [Getting started with EndNote 20 Desktop](#)
- [Transitioning to life at University](#)

Welcome to new staff



Hi, I'm Lola (she/her) and I recently joined the Customer Services Team in the Library. I have been enjoying getting to know everyone. I worked in retail for the past few years, so it has been exciting and scary to start a completely different job.

Before working in retail, I studied Fashion Design at Manchester Metropolitan University and specialised in Menswear/Print design. I take a lot of inspiration from African history, art and culture and love anything to do with design and being creative. Everyone has been so friendly and kind, and I look forward to meeting all the teams in the Library and helping students through university.

Thank you for reading the FSP Monthly Digest.

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