

ISSUE 11 • DECEMBER 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,

It's a pleasure to see another packed issue of our Digest. I always learn so much from all your thoughtful contributions!

I really enjoyed hearing the reflections from Kathryn and Ross on the most recent Student Team recruitment which has allowed us to welcome 10 new members of this fantastic team. It sounds like it was a really valuable and enlightening experience for all involved.

I also loved reading about Raul's recent initiative to share the traditional Mexican Day of the Dead celebration with Customer Services colleagues. The wall you created together was beautiful and I thought it was a wonderful way for colleagues to share memories and spend quality time with each other.

There are of course many more fabulous and informative pieces to enjoy so please do make sure you scroll down and read them.

We had a busy agenda at our Directorate Management Team meeting this month which included a really interesting update on the progress of two of our FSP operational plan projects - the Libguides Refresh and the Review of Specialist Library Support. Both are looking really good so far and we will look forward to further updates.

We also had a Team presentation from TLS which gave a comprehensive overview of their core services, and a very clear picture of just how busy and successful the start of this academic year has been.

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[Watch the video message](#)



In terms of my own work this last month, I've been making a start on the role out of the Performance and Development Review (PDR) cycle for the Directorate which will be cascading your way over the next couple of months.

PDRs give us all a really valuable opportunity to reflect on what we've been doing and to think about what we'd like to achieve over the next year, both as an individual and as a team.

I always enjoy the conversations I have as part of this process and hope that you will all find them valuable too. If you haven't already, I'd strongly recommend you take a look at the brilliant guidance on our [Intranet pages](#) which will give some great ideas about how to get the best of the process.

As we enter December - as well as wondering where the year has gone - after such a busy few months, we are all, of course, beginning to look forward to the well-earned break we will get over the Christmas closure period.

We are nearly there! So, hang on in there for a little while longer. I hope to see many of you on 13th December at the Library Christmas Party to celebrate and mark the end of another year of your success and continued hard work.

Kathy

News and updates

Feature

Student Team recruitment

Reflections from Kathryn Miller (Teaching, Learning and Students Coordinator)

In October we shortlisted from 267 applications for 10 Student Team roles. We developed a new group interview format which saw candidates rotating through 3 activities: one around providing peer support, the second on representing the student voice, and the third allowing candidates to ask questions about the role and articulate their areas of interest.

The interview activities were led by members of the Student Team: Angelica, Pranav, Fariha and Syeda, who also provided feedback which informed interview marking. We appreciated that Verity Richardson and Ross Chatterton from the Customer Services Team assisted with the activities on the interview day, and played a key role in assessing candidate performance through feedback. Ross shares his reflections below.

This was the biggest recruitment drive that we have seen in TLS, and it was completed in two weeks, at one of the peak times of the academic year. Thanks so much to Tabita, Iqra, Tim and Adam for all their work throughout the interview process, and to Angelica, Pranav, Fariha, Syeda, Verity and Ross for providing candidates with an inclusive and dynamic interview experience.

We are delighted to be welcoming Ashleigh, Bethany, Preenal, Chloe, Sumayyah, Dhillon, Adrian, Kai, Marielle and Namrata to the Student Team over the coming weeks!



Reflections from Ross Chatterton (Customer Services Advisor)

Last October, Verity Richardson (Customer Services Advisor) and I were asked to assist with the Student Team recruitment interviews. The Teaching, Learning and Students Team were looking for two members of the Customer Services Team to assist them. The interview was set up so that the interviewees were split into three groups with three separate activities; the groups rotated after a short amount of time. Each group were observed and evaluated on their performances at each workstation.

We were asked to help with a few different things, such as notetaking and assisting with presenting one of the group activities. While Verity helped with notetaking, I assisted the Student Team by encouraging conversations, answering questions, keeping time, and writing interviewees' answers on a whiteboard at the end of the activity.

The interview was brilliantly run by Kathryn Miller and her team. They were very welcoming, and grateful for our help. I really enjoyed getting to be part of the interview experience and would welcome the chance to be a part of it again.

Customer Services

Day of the Dead

Raul Gutierrez (Customer Services Advisor)

On Thursday, 2 November, some members of the Customer Services Team and I created a 'Day of the Dead' wall of information with the intention of sharing this tradition from Mexico.

The Day of the Dead, celebrated on 1-2 November each year, is an important commemorative celebration in Mexico. It combines indigenous / pre-colonial beliefs about what happens when somebody dies with Spanish religious traditions. The Day of the Dead portrays what contemporary Mexicans are: a mix of two very different cultures.

The idea of the wall arose from the curiosity I encountered when I talked about this tradition of my country. The Team saw the opportunity to create this wall and enrich ourselves with the multicultural characteristics that distinguish the Customer Services Team at The University of Manchester Library. We also hope that this event can be the beginning of future events that allow us to share other traditions of cultures present among our Team.

Through the Day of the Dead wall, the audience experienced the feel and colour of this commemorative event and read some information that briefly explained what the Day of the Dead is about. The result of this activity was positive. Some colleagues were motivated to voluntarily create some of the flowers for the wall, creating quality time among the Team. I personally enjoyed setting up the wall with Mark Laws and Tia Harriot. We talked about traditions, shared memories of our loved ones, and aspects of our own cultural backgrounds. Overall, we had a positive experience together, resulting in the collective craftsmanship to create the Day of the Dead wall.

We hope that this will inspire further cultural projects within Customer Services which we can share with both the FSP Directorate and with the wider Library.



Tia Harriot and Raul Gutierrez



Day of the Dead wall

Engagement

Meeting with Moody's Analytics

Amar Nazir (Engagement Librarian)

In November, Justin Parker, Helen Monagle, Phil Reed and I met with Ben Brookes (Moody's Analytics' Associate Director - Relationship Manager for Government & Education). We were also meant to be joined by Moody's Head of Education & Government, however, unfortunately, he got stuck on a train somewhere between Wales and Manchester!

Moody's Analytics are an important business data partner for the Alliance Manchester Business School and the Library. They provide staff and students with key business databases such as Financial Analysis Made Easy (FAME), Orbis: Full, and Orbis Intellectual Property.

In a fairly wide-ranging conversation, we were able to discuss many points including our concerns around pricing models (of course), technical support and efficient design and processing of contracts. Ben was very receptive to our concerns and took away a number of items to report back on. Although in its very early stages, Ben also outlined the Moody's DataHub currently being developed, which will allow researchers to aggregate and manipulate business research data on one platform. In the long-term, Moody's are intending for their DataHub to rival existing and popular platforms such as Wharton Research Data Services. This, and similar products from other vendors, may help to introduce an element of competition, resulting in lower annual costs for the use of such platforms.

Projects and Business Analysis

Hello from Projects and Business Analysis.

Now that we are embedded in FSP, we're looking forward to working with different teams in the Directorate. Please get in touch with us if you have any project planning or business intelligence needs.

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This month, our Business Intelligence Analysts ([Michael Douglas](#) and [Dana Barringham](#)), have continued to develop our suite of Power BI reports, dashboards and data visualisations – including work to assist Digital Support Services, and compiling Library entrances and occupancy data from Sentry. If you'd like a demo of the Library Planning App, which contains a variety of reports on a different range of Library data sources and services, please contact Michael or Dana.

Work is also continuing at pace on the Muriel Stott Project, managed by Isabel Sebastian. This has been a great project, incorporating the expertise of different Library teams with a lot of research, data, and feedback to help develop the project brief and plan. The Project Team will have an update in January's Library Update so please keep an eye out for that.

Teaching, Learning and Students

Hosting the Guardian Foundation event

The Widening Participation Team and the Student Team had the privilege to host The Guardian Foundation, alongside secondary school and college students from Years 9-13 undertaking their final [Media Literacy Ambassador Programme](#). The Foundation trains young people in media literacy skills, including how to teach their peers about fake news. The students were from across the Midlands, Greater Manchester, and South and West Yorkshire. The final session of the Programme ended with an awards ceremony on campus.

The students hosted their own Q&A with two established Guardian journalists, completed activities about establishing real and fake news, and created materials such as posters and poems to help others decipher misinformation in the media.

Student Team members Angelica, Fariha, Durian and Lily also helped facilitate the sessions, ensuring it all ran smoothly by timekeeping, guiding students to classrooms, answering queries and sharing their experiences as university students in Manchester.

Adam Cooke (Widening Participation Coordinator) and Iqra Malik (TLS Intern) spoke to the students about the importance of representation and outreach programmes at The University of Manchester, which strives to ensure our student population is representative and inclusive. Iqra shared her experience of university life as a student from a similar background as the secondary school and college students there that day.

New and updated online learning guides

Teaching, Learning and Students have launched another set of brand new learning resources this month:

- [Library support for business data](#);
- [Strategies for effective learning](#);
- [Referring to other people's ideas in your work](#).

The team have also launched updated online guides for '[Searching and exporting your results from Ovid](#) and '[Library support for assessment](#)'.

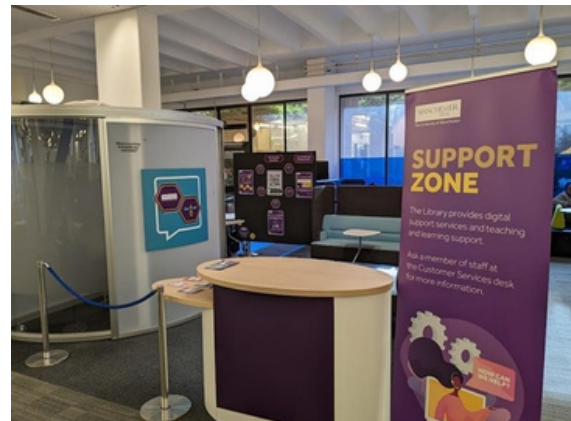


The new 'Support Zone' at Main Library

Teaching, Learning and Students and the Student Digital Support Services Teams have repurposed the former Wellbeing Pod and nearby seating area on Blue Ground Floor of the Main Library as the new 'Support Zone'. Both Teams will use the space to conduct private, one-to-one consultations with staff and students. There is new signage and screens to demarcate the Support Zone from nearby study spaces.

The Support Zone is being used on a 'drop-in' basis, and is not bookable yet while we evaluate how both Teams and their customers use the space.

Any comments or feedback can be directed to [Michael Stevenson](#), Staff Spaces Coordinator.



The Support Zone, Main Library

The Library choir performance at AMBS

Phil Reed coordinated the performance of the Library Choir at a festival social for Alliance Manchester Business School on Friday, 24 November. Staff and students of the Business School were invited to help decorate the Christmas tree over a mince pie and drinks, while four members of the Library Choir sang carols and winter songs spanning six centuries, with instrumental accompaniment.



The Library Choir performing in the AMBS foyer

[Watch a short clip](#)



Welcome to new staff



Hi, my name is Sarah (she/her) and I joined the Library's Customer Services Team at the end of October. The first four weeks have gone extremely fast, and I've been really happy to join such a lovely group of people.

I've previously worked at a heritage library, delivering tours and duty managing events. I also worked in the public advice sector, supporting volunteers who are training to deliver advice on benefits and housing. Before this, I graduated from Manchester Metropolitan University in 2018, with a degree in Sociology. Outside of work I love to crochet and cross stitch gifts for my friends and family.

I'm delighted to be working at The University of Manchester Library, and look forward to meeting more people as I continue to settle in.



Hi everyone, my name is David. I am new to the Customer Services Team but not new to the University. I have previously worked with the graduation team in Whitworth Hall, and also worked with the e-Learning Assessment Team during students' exams and then worked with the IT Team in the Kilburn Building.

I enjoy cooking, eating out, and travelling. I have a keen interest in ancient history and fine arts.

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