

ISSUE 12 • FEBRUARY 2024

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)

Hello everyone

Hope you are all ok and, like me, happy that January is finally out of the way! This month's Digest is packed full of really interesting pieces from every team so please do take some time to read it over.

Our current and potential contribution to the AI landscape in the Library and the University features strongly through our developing academic skills offer and the formation of our Data Club, which is exciting to see.

In a similar vein I too have been involved in some AI-related conversations through my work with The Society of College, National and University Libraries (SCONUL) on their Technology and Markets Strategy Group. We've been meeting with sector-wide suppliers to find out about their plans to use AI in developing their products and services to libraries and the academic community more widely, which has been absolutely fascinating.

So far, we've met with Clarivate, Kortext, Digital Science and EBSCO, and their approaches have all been quite different. What is clear though is that they too are feeling just as challenged as we are by the amazing possibilities and potential risks that Generative AI offers, and they are keen to work with us to find the best way forward. Next week our conversations continue with Elsevier and OCLC and we will then produce a summary of our findings for the sector.

Continued on the next page



[Watch the video message](#)



Back at base, I been working with Chris Pressler to plan the Exec Summit which takes place next week. This is our equivalent of an away day but without leaving the office. This is our first Summit since Ciaran Talbot joined Exec. Our focus will be very much on re-forming ourselves as new team and checking in with each other on priorities, challenges, resourcing issues in each of our areas, and working together to agree strategies and next steps. I am sure our approach to AI will feature heavily in our conversation.

This month I've also been looking at the University level Teaching Learning & Student Experience (TLSE) priorities with FSP Leaders. We have been considering how we might best communicate what we are already doing through our own operational plans in alignment with these goals. There are many different groups working on the TLSE priorities across the University and it sometimes feels like we need to be doing everything, everywhere, all at once, when in fact we are already doing quite a lot. So as ever, we need to take stock and prioritise carefully to maximise our impact.

I'll include more detail on this next time, so that's all for now. Enjoy reading the rest of the Digest and have a fabulous February!

News and updates



Customer Services

Reflections from the CSGUK Conference

Alexander Matthew-John

I had the pleasure to attend the [Customer Service Group UK \(CSGUK\) 2023 conference](#) in Edinburgh last November. CSGUK is a network of academic libraries across the UK and Republic of Ireland of front-line customer services teams.



customer
Services
Group
uk

They usually hold an annual conference, and occasionally smaller online/in-person ones as well, much like the Academic Libraries North (ALN) Conference. CSGUK usually hold the conference in London, but this time they picked Edinburgh, which allowed the Scottish delegation to attend in force, and it was magnificent!

The theme this year focused on "Change, evolution and disruption in library customer services", with presentations from universities across the UK. The best part was meeting other library staff from different universities and discussing our highs, lows, plans, updates and just connect and network (there will be lots of emailing later haha!). What was amazing was the desire of those who attended to stay in contact and discuss best practices, bounce ideas, discuss the needs of the staff and students and the needs of an ever-changing library that ebbs and flows with time.

Continued on the next page



One thing is clear from the conference and across the board: everything is changing, and we need to move with it. Though it can be uncomfortable, strange, and sudden, it's for the benefit of the students that we change with them and their needs so they can get the best possible experience from attending our institution.

Delivering Imagine2030

Michelle Sharples

Engagement

This week we published the [Library's annual report](#) for 2022/23. It's the third report we've created to share progress on Imagine2030, and each year I look forward to reading about the wonderful work of colleagues. In my role I gain a good sense of what teams are working on, but I always find nuggets of fabulousness in the report that I didn't know about that remind me just how special the Library is.

Work to compile the report begins in September and is a brilliant example of what can be achieved through collaboration. Via Directorate Management Teams (DMT), colleagues are encouraged to reflect on the last academic year and suggest ideas of what should go in the report. The guidelines are quite relaxed, so as long as the content demonstrates progress or a new development, it can be included. This might be something on the Library's operational plan, a one-off project, or be linked to an Imagine2030 Lead Priority Area.

This year Ria Sunga took the lead on coordinating the submissions, sharing the content headings with Lindsay Wilson, the Library's Web and Digital Design Developer, to source images and video.

Library colleagues write their copy in October, which is then edited and sent to Lindsay who builds the report using the platform [Shorthand](#). This year we tried a different editorial approach and had a small group working together to ensure the language in the report is consistent and in line with the University's [house style](#). Thanks to Janette Watson, Esther Miller and Rachel Garraway for their dedication to tiny detail!

Do take the time to read the report if you haven't already. It might even inspire you to write something yourself next year!



Students walk past the Alan Gilbert Learning Commons



ALN event at Lancaster University

In January the University of Lancaster hosted the ALN event 'Students as co-creators: working with students as partners across Library Services'.

Jennie Blake and Kathryn Miller delivered a presentation on the evolution of the Library Student Team, "Ten years old and still completely new." Student Team members Fariha Agha and Durian Malhotra joined five student ambassadors from the University of Lancaster and Liverpool on a Student Panel.



Student panel at ALN event "Students as co-creators"

"Durian and I shared perspectives, answered questions and promoted how our Library approaches student partnerships. We enjoyed learning about other universities' student teams, many of which consist of customer service or special projects that students are involved in. It was great to have a chance to reflect on the role of our Student Team in representing and sharing the student voice through the Library, as well as a reflection on the scope of opportunity they have to make change in the Library and wider University." -**Fariha, Library Student Team.**

To find out more, take a look at the [event slides](#) or get in touch with the [Student Team](#).

AI training work

Carlene Barton and Jennie Blake have been asked to sit on a group spinning up a targeted core resource around AI tools and systems. This resource will sit centrally and be available (potentially in slightly different forms). This will focus on understanding AI tools and the systems behind them and also note specific areas of concern or interest around sustainability and ethics. It is anticipated this resource will be available for September and that further Library-driven support for students will be created to enhance it.



Academic integrity module

The Teaching, Learning and Students Team has been asked to create a cross-University resource around academic integrity. The Library has a well-established reputation for student support, collaboration with students and staff from across the University, clear quality assurance and update processes and the ability to track engagement and embedding of its resources.

A “core” online academic integrity module will be created and sit within the Library’s suite of resources, expanding on the recently updated “Avoiding Plagiarism” module (now in a more accessible format and covers the use of generative AI in student work).

The online academic integrity module will align with current Library support and will also be flexible enough for staff in Faculties and other parts of the University to contextualise for specific cohorts. This work has started now, with a hoped-for launch date of September 2024. Watch this space for more detail!

Introduction to AI for GLAM Carpentries workshop

In January, Phil Reed co-delivered an international online collaboration session to help improve an “[Introduction to AI for GLAM](#)” Carpentries workshop. This lesson is being jointly developed by volunteers from the Smithsonian Institution, British Library, Turing Institute and National Archives.

It aims to empower GLAM (Galleries, Libraries, Archives, and Museums) staff by providing the foundation to support, participate in and begin to undertake in their own right, machine learning-based research and projects with heritage collections. The lesson will join the Library Carpentry curriculum shortly, and could be included as part of our staff development. Phil was involved in the planning and delivery of this “contentathon” as part of his role on the [Library Carpentry Curriculum Advisory Committee](#); Bean Sharp and Ruth Burns (Collection Development Data Co-ordinator, Collection Strategies) supported the project.

Data Club

After our [presentation at the All-Staff Meeting](#) on 17 January, we are continuing to work on the Harnessing the Power of Our Data project, including the revamp of the Library's own Data Club.

If you are a data analyst, or work with data in the Library on a regular basis, we would be delighted to have you join our Data Club.

**Projects and
Business
Analysis**

Continued on next page



In the club, we hope to share our ongoing work, collaborate with colleagues on troubleshooting and best practice, and help to build a larger network where questions surrounding data are answered quickly and efficiently. We are also going to be starting up our new data training programme for Library staff in the coming academic year, so watch for updates regarding this!

You can join the [Data Club on Teams](#). We are keen to hear your thoughts on the club and on data in the Library in general. Please contact [Dana Barringham](#) or [Michael Douglas](#) if you have any feedback or want to contribute to any training programmes.

Staff updates

Naomi Brook, Engagement Coordinator



At the start of this year I joined the Engagement Team, moving from my previous role as the Training Coordinator for a national clinical audit focused on treatment of traumatic injury.

I completed my undergraduate degree in Social Anthropology at The University of Manchester and have since worked for several higher education institutions. I am enjoying working at the heart of the University and meeting colleagues from across the Library.

Chrysa Papadimitriou, TLS Administrator



I joined the team just before Christmas. This role is an opportunity for me to combine my academic studies and professional work experience with my interests in student support and administration. In my new role, every day is different and I look forward to learning more about it!

I graduated in 2021 from The University of Manchester with a postgraduate degree in Arts Management, Policy and Practice. I was successful in applying for the role of Teaching, Learning and Student Experience Graduate Intern at the Alliance Manchester Business School. I particularly enjoyed supporting student experience and found a strong sense of belonging within the role.

Thank you for reading the FSP Monthly Digest.
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