

A E-environment and resources

(Caroline Lloyd/Genein DeSousa)

- Use of new technologies (Web 2.0)
- Role of Libraries in e-learning and e-research
- Use of VLEs / MLEs
- Access and issues concerning licences, ID management etc
- Skills agenda

Immediate Priorities

- 1) Role of Libraries
- 2) Skills agenda

It was agreed that the other three listed were also important but could be incorporated in 1 and 2.

The Way Forward

- 1) Role of Libraries
 - Facilitated informal discussions (involve experts) – repeat to cover everyone who is interested.
 - Online discussions to run in tandem
 - Culminate in cpd25 event in about 1 year
- 2) Skills agenda
 - cpd25 event – to involve other sectors (MOD) and cover all levels of staff

NB Skills agenda will also be covered in “Role of Libraries”

B Space and buildings

(Maureen Wade/Ann Murphy)

- Designing learning and working spaces for students and staff (including LIS staff)
- Collaborative Collection Management
- The impact of students' changing expectations and patterns of use
- Accommodating different communities e.g. PG / UG / Researchers etc
- Convergence / Super Convergence

Immediate Priorities

- 1) Accommodating different user communities (with conflicting needs)
[Changing purpose of building]
- 2) Sharing practical information in a confidential manner
(e.g. Contractors; good and bad ways of doing things)

It was felt that Collaborative Collection Management is a future concern – in the context of space management.

The Way Forward

- Special interest groups of senior managers – with feedback to Steering Group; to include visits. Early evening, after work timings most preferable.
- Database of experience – for one-to-one advice
- Online discussion – blog; as something later on

C Leadership and Management

(Mary Nixon/Pete Ryan)

- Positioning Library and Information Services within the institution strategically
- Developing leadership and management skills at all levels
- Recruitment, retention and succession planning
- Performance Management
- Cultural change
- Working collaboratively within a competitive environment
- Mentoring, coaching and learning sets

Immediate Priorities

- 1) Positioning LIS within the institution
- 2) Cultural Change

“Mentoring Coaching and Learning sets” was regarded as a process rather than an issue.

The Way Forward

- 1) Positioning LIS within the institution
 - Seminar with case study / facilitator
 - Suggested: Elizabeth Heaps or Christine Fyfe
 - Half day
- 2) Cultural Change
 - Mentoring from experts

D Encouraging and capturing innovation

(Frances Norton/Emma Bull)

- Recognition and reward
- Showcasing innovation and best practice
- Marketing
- Project development and management
- Fostering innovation

Immediate Priorities

- 1) Showcasing innovation and best practice
- 2) Creating a culture / environment that encourages innovation

The Way Forward

- 1) Showcasing innovation and best practice
 - Via the [M25] website by presenting case studies and sharing knowledge of consultants etc.
 - Through face-to-face sessions
 - Through a directory of Directors with an interest or experience in particular areas.
- 2) Creating a culture / environment that encourages innovation
 - Through face-to-face sessions
 - Through online discussions
 - Through a directory of Directors with an interest or experience in particular areas.

Face-to-face (style)

- Facilitator present
- One off on a theme

Ideas

Identify what face-to-face events to set up by using an online blog or discussion to generate interest, then set up the session(s).

How M25 Members can encourage and capture innovation

- Presentation of innovations, showcasing on the web
 - ↳ M25 sponsorship to showcase wider than M25 – conference attendance
- New Job Titles / Job Descriptions
- Showcase at:
 - ↳ Public level
 - ↳ Expert level to members

- Directory of consultancy – that are good to use [blog idea]
- Creating a culture of acknowledgement
- Annual reward in institutions
 - ↳ M25 Oscars

E Quality

(Julie Howell/Robert Hall)

- National Student Survey
- Benchmarking – KPIs
- Institutional monitoring and external auditing
- Charter mark, IIP and SLAs

Surveys

- Fatigue / Overload methodologies
- Horses for Courses
 - ↳ M25 package – shared resource (VAMP) – gaps?
- Analysis of SCONUL STATS
 - ↳ Regional report; Libqual “digest”
- Commissioned piece of work on Benchmarking
 - ↳ against e.g. National; CURL
- Benchmarking “Groupings” i.e. “Tribal” gatherings → KPI’s
- Importance of Subject Approach