

## **Wellbeing guidelines and toolkit launched at Queen Mary University of London Library Services**

Queen Mary University of London Library Services has a cross-team working group focusing on CPD and wellbeing. This group agreed that policy documents were needed to show our commitment to both these important areas, ensure consistency across teams, and make all staff aware of the role they need to play.

Looking after staff wellbeing is good for both the individual and the organisation. Promoting wellbeing increases engagement and performance, creates positive working environments, and enables both individuals and organisations to thrive (CIPD, 2019). The group were keen to document the importance of wellbeing and how to go about maintaining a positive working environment for staff. We started out by brain-storming ideas as to what should be included in the policy, particularly in terms of principles, responsibilities and putting it into practice.

Alongside the wellbeing policy we wanted to create a very practical toolkit, designed for line managers. Whilst managers are not expected to be wellbeing experts, they are often well-placed to notice any potential issues, and may be the person that a staff member would talk to about anything that might be affecting their wellbeing. This document was designed to provide lots of useful information for managers in terms of:

- what they can do to promote wellbeing
- key indicators of wellbeing issues in their staff
- having conversations about wellbeing
- reasonable adjustments
- signposting staff to relevant support where necessary.

One of the key functions of the toolkit is to provide managers with a wide range of useful resources provided by the University and external organisations, both to help them as managers, but also to provide information and services to any member of staff who may need additional support.

The documents were initially presented to the Library Management Group and Human Resources (HR), and some amendments were made. It was suggested by HR that “Guidelines” would be a more appropriate title than “Policy”, and so this was changed accordingly. The documents were then circulated to managers for comment before finally being made available to all staff.

Since starting out on these documents the promotion and co-ordination of wellbeing support and resources across the University has come much more to the forefront and it is very positive that Library Services is playing a major part in this. Having these documents in place shows that Library Services is committed to supporting the wellbeing of staff. It is hoped that the guidelines and toolkit will ensure that staff wellbeing continues to be prioritised at all levels.

To find out more, or to see the documents, please contact Paula Funnell [p.a.funnell@qmul.ac.uk](mailto:p.a.funnell@qmul.ac.uk).

CIPD. 2021. *Well-being at work* [Online]. Available: <https://www.cipd.co.uk/knowledge/culture/well-being/factsheet> [Accessed 17 June 2021].