

## Why be part of the NoWAL Senior Staff Group?



Jayne Burgess, Deputy Director of Library & Learning Spaces at Liverpool Hope University, was interviewed by Nicky Freeman, NoWAL Operations Officer, to get her thoughts about, and experiences of, the NoWAL Senior Staff Group (SSG).

Question	Answer
Have you attended many of the senior staff meetings?	<ul style="list-style-type: none"> <li>I have attended all the meetings held since I've been in post at Hope – probably only missed the first one where the scene was set for the Group.</li> </ul>
Do you feel that they are beneficial?	<ul style="list-style-type: none"> <li>Invaluable – I can get best practice and real-life examples from staff who have carried out a project or something similar before, especially useful as I am working in areas which are completely new to me.</li> <li>I really like to try and get the best out of any opportunity I am given.</li> <li>The value of NoWAL to me is sharing.</li> </ul>
Is the benefit to you personally or to your role – or both?	<ul style="list-style-type: none"> <li>Both – because I benefit from learning from my peers and the service benefits because I can avoid mistakes and pitfalls that other people have experienced before me. It's really good to learn from other people's experiences.</li> </ul>
What is the best thing about being part of the SSG?	<ul style="list-style-type: none"> <li>It's really informal and relaxed. I feel very comfortable contributing my thoughts / ideas / questions – and even asking the daft or obvious question! There are different staff at each meeting so that helps as you have a constant refresh of thoughts and ideas.</li> <li>There are no right or wrong answers to some of the questions – it's experience that counts and being willing to share it.</li> <li>Another side issue for the group, but an important one, is that you get to catch up with old friends and colleagues from other NoWAL institutions which helps you maintain your network.</li> </ul>
Would you recommend attending SSG meetings to other senior staff in NoWAL institutions?	<ul style="list-style-type: none"> <li>Definitely, especially if like me you are part of a small team at your home institution – the peer group support from the SSG is invaluable.</li> </ul>
Could you give an example of how attendance at an SSG meeting has assisted you in your current role?	<ul style="list-style-type: none"> <li>I picked up a few ideas to put into practice with our new LMS (a big project for me) such as rolling renewals. People's experience of using a system, and their first hand knowledge, is really important.</li> </ul>

## NoWAL Q&A – July 2018

<p>Do you benefit from the networking opportunities afforded by the new format of the meetings?</p> <p><i>Note: the SSG meetings are now in the format of a morning of experience sharing, a networking lunch &amp; a themed discussion in the afternoon.</i></p>	<ul style="list-style-type: none"> <li>• Yes – you carry on sharing ideas and information even at the more informal parts of the meetings.</li> <li>• Also the networking side can happen outside of the meetings - eg getting the train back to Liverpool with staff from LJMU and discussing the LMS and then being able to build on that connection for real-time issues I'm struggling with.</li> </ul>
<p>Do you find the face to face meetings make it easier for you to contact the SSG for advice via the mailing list?</p>	<ul style="list-style-type: none"> <li>• Yes – having met face to face means it's easier to ask questions on the list – you know who you are asking and who is providing you with answers</li> </ul>
<p>Do you find the amount of contact you have via the mailing list is sufficient, too much, not enough?</p>	<ul style="list-style-type: none"> <li>• I don't think the mailing list is used enough. We could do with looking at how to encourage more use. The group needs to think of ways it could make more use of it.</li> <li>• But when I have made use of it, it's been great – for example I asked for some feedback on inter-library loans and got instant feedback which I then took to a meeting.</li> </ul>
<p>How else might we make use of the SSG in the way NoWAL develops in the future?</p>	<ul style="list-style-type: none"> <li>• I think it would be good for the NoWAL Plan to be on the agenda at future meetings so we can discuss how the SSG can get involved and move it forward.</li> </ul>
<p>Is there anything else you'd like to share?</p>	<ul style="list-style-type: none"> <li>• I'd just like to say that if the group no longer existed, I'd miss it. I'd be sorry to see it go as it's been really helpful to me over the past year or so.</li> </ul>

Thank You to Jayne for her great contributions, both in the interview and in the SSG meetings!