NoWAL
North West Academic Libraries
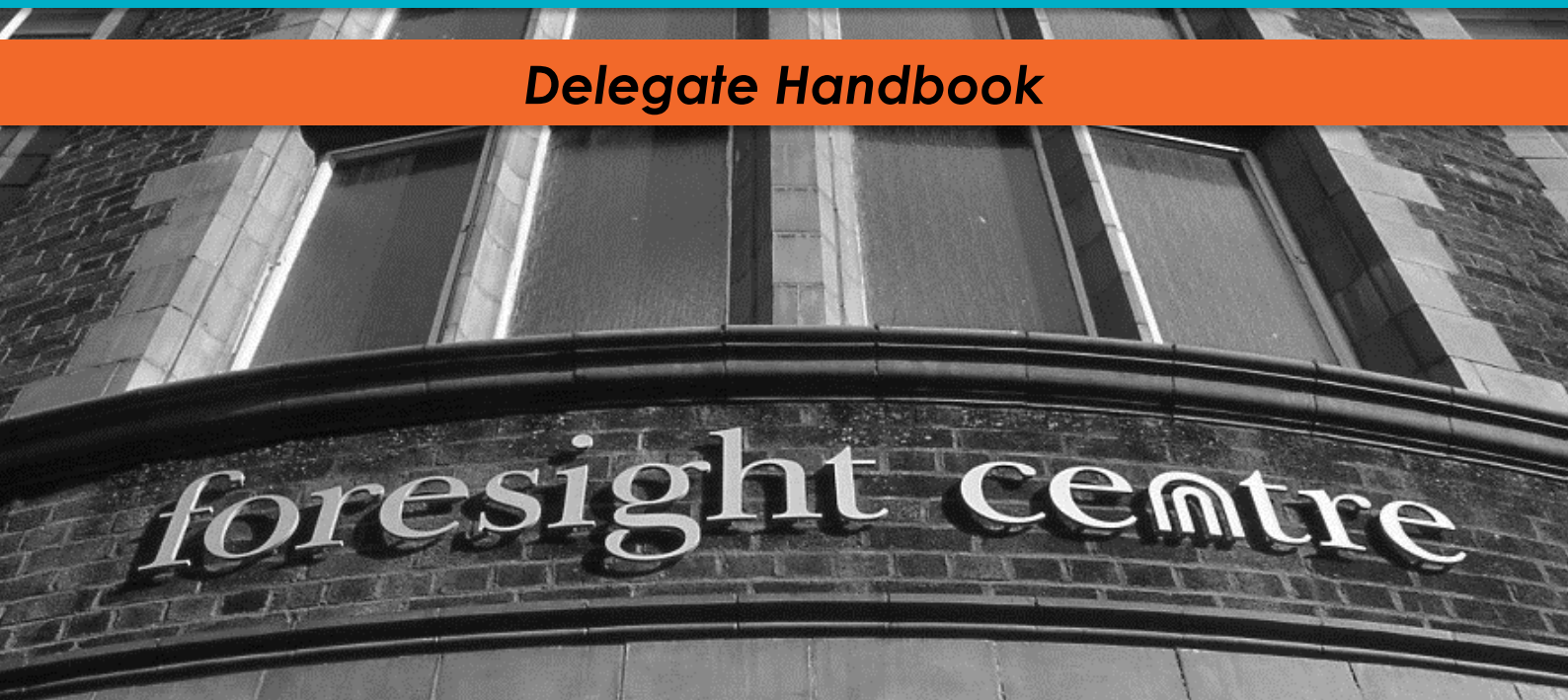
Conference 2019
Sponsored by
Browns Books for Students

Exploring and supporting diversity in academic libraries

Friday 28th June 2019
Foresight Centre, University of Liverpool

Delegate Handbook

foresight centre

https://www.nowal.ac.uk/nowal-conference-2019
Twitter: @NoWALlibs | **Hashtag:** #nowal19

Contents

Welcome and about the conference

Our inspiring and exciting conference explores some of the current issues of diversity, equality and inclusivity in academic libraries.

Keynote

We are delighted to be hosting **Dr Jason Arday** as our keynote speaker. Dr Jason Arday is an Assistant Professor in Sociology at Durham University in the Department of Sociology. Jason is a Visiting Research Fellow at The Ohio State University in the Office of Diversity and Inclusion and a Trustee of the Runnymede Trust, the UK's leading Race Equality Think tank.

He is also an Elected Steering Committee Member of the Parliamentary Group Comprehensive Future and a School Governor at Shaftesbury Park Primary School in London. For more information on Jason's interests and research focus please see the NoWAL Conference webpage.

The conference themes this year are:

Accessibility
This theme looks at the design and arrangement of services, resources, spaces and environments and their impact on users of academic libraries in relation to their ease of access and inclusiveness. It seeks to discover how and what libraries are doing to meet the needs of users with or without a declared disability.

Collaboration and engagement
This theme looks at how libraries reach out, target, and engage service users and communities in the design, implementation and delivery of library services. It looks at how libraries encourage participation in libraries, getting them through the door. It will examine the role of different library users and communities, including disadvantaged and traditionally underrepresented groups.

Inclusive workplace culture
This theme examines how libraries create and foster an inclusive and diverse workplace culture, looking at such things as leadership, recruitment, retention, as well as focusing on training and development.

Mental health and wellbeing
This theme looks at the different aspects of mental health and wellbeing, and how libraries are responding to the challenges of dealing with mental health in the workplace.

Our Sponsors

We are pleased to welcome the following sponsors to #nowal19.

Title sponsor

We are delighted that **Browns Books for Students** are our title sponsor this year. You will find them in the main foyer space of the Foresight Centre.

Sponsors

The following sponsors of #nowal19 will be based on the Ground Floor of the Foresight Centre, and there will be plenty of time and room for networking.

Programme

9.00am	Registration & Refreshments
9.45am	Conference Opens, Gallery (1st Floor)
9.45 - 9.55am	Introductions from the University of Liverpool and Susan Murray: NoWAL Chair, Gallery (1st Floor)
9.55 - 10.45am	Keynote from Jason Arday, Director of Student Experience & Recruitment and Senior Teaching Fellow at the Centre for Education Studies, University of Warwick, Gallery (1st Floor)
10.45 - 11.00am	Refreshments Break (15 mins) - South Atrium (Ground Floor)
11.00 – 11.45am	Parallel Session 1 (45 mins)

Key

- Short Papers
- Workshops
- Lightning Talks
- Wellbeing Activities

Ground floor:
Waterhouse, Laura Jones, Thornton, South Atrium & North Atrium

First floor:
Gallery, Larrinaga

1A	1B	1C	1D	1E
2 Short Papers	2 Short Papers	2 Short Papers	Workshop	Workshop
Room: Waterhouse	Room: Gallery	Room: Laura Jones	Room: Thornton	Room: Larrinaga
A toolkit for change: collaborative diversification of reading lists Emma Mires-Richards & Wayne Laviniere, University of Kent	Nothing about us without us: the benefits of employing disabled staff in libraries Elaine Chapman & Sarah Anne Kennedy, Technological University, Dublin	Engaging with student communities to build confidence & resilience Philip Sale & Aysa Ozcan, University of Warwick	PracticALLY: practical steps you can take to support inclusion Emma Finney & David Chegwidden, Sheffield Hallam University	What do I call you? A discussion of trans terminology Val Stevenson and Imogen Christie, LJMU
Process maps, fishbones and stats: continuous improvement and alternative formats at Leeds Beckett University library Pippa Wood & Rachel Thornton, Leeds Beckett University	Supporting a cohort of marginalised mature students to find their academic voice at a Russell Group University Christine Bradford & Lauren Elmore, University of Warwick	Empowered collaboration: a toolkit for authentic inclusion Jasspreet Thethi, University of Manchester		

11.50 – 12.35   Parallel Session 2 (45 mins)

2A	2B	2C	2D	2E
2 Short Papers	**2 Short Papers**	**Wellbeing Session**	**Workshop**	**Workshop**
Room: Waterhouse	**Room: Gallery**	**Room: Laura Jones**	**Room: Thornton**	**Room: Larrinaga**
Addressing representation inequality: a University of Manchester Library Working Group case study Berrisford Edwards, University of Manchester	'Queering Reading': discovering and developing diverse library collections Kerry Webb, University of Reading	**Organised Campus Tour** Delegates to meet in Laura Jones for a tour of the University of Liverpool campus and surrounding area (c30 mins) **Reflective Time** Alternatively, this session can be used by delegates to take time out and reflect on what they have heard already. This quiet space will be available for the duration of parallel session 2.	Bounce back: teaching students how to develop their academic resilience Viv Bell, University of Salford	How can libraries encourage a successful and inclusive overall service for disabled students? Jackie Chelin, University of the West of England, Bristol
'Love to Read': how Manchester Met library engages students with a book giveaway Elaine Cooke & Corryn Walker, Manchester Metropolitan University	'But what does critical evaluation mean?': promoting student inclusion through language use in the teaching of academic skills Sam Thomas, University of Northampton			

12.35 - 1.35pm	Lunch (60 mins) - South Atrium (Ground Floor)
1.35 - 2.35pm	Panel Q&A (60 mins) - Gallery (1st Floor)

Topic: What can libraries do to be more inclusive? How can they attract a more representative workforce and encourage more diverse communities to use their services?

Panel Members: Jason Arday (Keynote Speaker); **Lorraine Beard** (University of Manchester); **Marilyn Clarke** (Goldsmiths College, London); **Imogen Christie**; **Elaine Chapman** (Technological University Dublin)

2.40 - 3.25pm   Parallel Session 3 (45 mins)

3A	3B	3C	3D	3E
3 Lightning Talks	**2 Short Papers**	**2 Short Papers**	**Workshop**	**Workshop**
Room: Waterhouse	**Room: Gallery**	**Room: Laura Jones**	**Room: Thornton**	**Room: Larrinaga**
Broaden my bookshelf: collaborating with the Students' Union to diversify library collections Laura Williams, University of Huddersfield Inclusion increases engagement Dr Carolyn Beckford, Cengage Learning	Striving for, and sustaining, an inclusive workplace culture and team within Collection Care at the University of Manchester Jim Duff & Riza Hussaini University of Manchester	Opening doors: supporting Open University students in prison Geri Huzar, The Open University	Sensory study in the library Laura Waller & Janet Winters, University of Warwick	So you want to hire the good immigrant? Natasha Chowdory & Hong-Anh Nguyen, University Hospitals Coventry & Warwickshire; The King's Fund
	Building resilient communities at the University of York Ruth Elder & Alice Bennett, University of York	Listening to student voices: collaborating with groups of marginalised students to shape inclusivity in library policies and services Ange Greenwood & Helen Dickinson, University of Sheffield		

3.25 - 3.35pm   Comfort Break (10 mins)

3.35 – 4.20pm   Parallel Session 4 (45 mins)

4A	4B	4C	4D	4E
2 Short Papers	2 Short Papers	Workshop	Workshop	Workshop
Room: Waterhouse	Room: Gallery	Room: Laura Jones	Room: Thornton	Room: Larrinaga
Everyone gets a library: making online information literacy teaching accessible for all Jude Bennett, The Open University	Working in partnership to develop inclusive support Nicola Grayson, Adam Scott & Graham Holland, University of Manchester	Time to reflect: how to promote a culture of staff wellbeing at your institution Charlotte Evans and Sarah Kneen, University of Manchester	Talking books: challenging stereotypes through the Human Library David Wright, Solent University	Allyship and BAME under-representation in the LIS profession: I don't know what I can do – Help! Shirley Yearwood-Jackman, University of Liverpool
The interaction of physical environments in higher education and the wellbeing of students Deborah Harrop, Sheffield Hallam University	Liberate the library: social justice work and the call for change Marilyn Clarke, Goldsmiths College			

4.20 – 5.00pm   Drinks Reception Sponsored by Browns Books for Students - South Atrium (Ground Floor)

5.00pm   Conference Ends

Find the venue

Address

Foresight Centre
University of Liverpool
1 Brownlow Street
Liverpool L69 3GL
0151 794 8060
www.foresightcentre.co.uk

By Rail, Nearest station is Liverpool Lime Street

Situated just west of the centre, it is approximately 10 minutes' walk - alternatively taxis are available from outside of the station.

By Coach

National Express coach station is located at Liverpool One Bus Station, Canning Place, Liverpool, L1 8JX

It is a 25 minutes' walk from the city centre located in Canning Place. https://goo.gl/maps/Bc726YWdN9fef4gK9

By Air, Liverpool Airport

Follow signs onto the A561 at Speke. Travel north on A561 this will take you onto the A5053 past the docks. From here follow detailed map above.

Satellite Navigation Users

Use L3 5QA postcode and follow directions to Brownlow Street as yellow box detail. Entrance to visitor's car park on Pembroke Place.

Building Access Details

The building is fully accessible via ramps at the front and rear of the building; the lower and upper floor are accessed via lifts. More detailed access information is available here.

There are male, female and accessible toilets on every floor.

Registration

The registration desk will open at 9.00am. Please report to the registration desk on your arrival to receive you registration pack.

Photography

Please note, the conference team will be taking photos throughout the day. The images taken will only be used for purposes of promoting NoWAL. If you have any concerns, please email us in advance of the event, or make yourself known to one of the organising team on the day.

Social Media

We will be using the hashtag #nowal19 for this conference and feel free to tag your tweets!

Wifi

Free WiFi is available at the venue.

There are two WiFi connections available to visitors to the venue - Eduroam for those visitors from other universities; or a WiFi Guest connection available to all other visitors, which can be accessed on a computer, smartphone or tablet. Visitors should look for 'WiFi Guest' in their list of available networks, then follow the registration process.

Instructions for connecting to WiFi will also be available at the registration desk. We will also have some limited IT support in the morning should you have difficulty accessing the WiFi network.

You can also find out more information on the University of Liverpool website.

Break out session abstracts

11.00 – 11.45am - Parallel Session 1

1A - 2 Short Papers

A toolkit for change: collaborative diversification of reading lists - Emma Mires-Richards & Wayne Laviniere, University of Kent, University of Kent

Our session will focus on the collaborative efforts across the University of Kent to diversify curriculum via reading lists, and that leadership by students is crucial to increase and sustain diversity. We will share how we are supporting academic schools to incorporate schools of thought that are more diverse and authors within their reading lists. Promoting the benefit of this approach so that academics and students get involved in what our collections look like and engage in building and developing representative collections.

Delegates will benefit from practical insights and tools to consider for diversifying library collections, through a variety of methods that can be explored dependant on local settings/circumstances. This will additionally provide opportunity for discussion and strengthening networks to share future best practice within the academic library community.

Process maps, fishbones and stats: continuous improvement and alternative formats at Leeds Beckett University library - Pippa Wood & Rachel Thornton, Leeds Beckett University

For more than ten years, Leeds Beckett University Library has been running an Alternative Formats Service, providing reading list resources in accessible formats for eligible students. The number of files provided has increased each year, and to meet growing demand the service was reviewed during the 2018-19 academic year.

A number of continuous improvement tools were used, including process mapping, waste identification and Fishbone Diagrams (root cause analysis). These tools provided a framework that enabled everyone involved in delivering the service to discuss the process from start to finish for the first time, and ensured that the full picture was clearly understood before solutions were identified. The presentation will explore the benefits and challenges experienced by the team when using these tools, as well as changes that have been introduced as a result.

1B - 2 Short Papers

Nothing about us without us: the benefits of employing disabled staff in libraries - Elaine Chapman & Sarah Anne Kennedy, Technological University, Dublin

There is a common saying amongst the disability communities in many countries, and that is "Nothing about us without us". This term refers to the design of services and buildings without prior consultation with the disability community, including library services.

Employing staff members with a disability in Technological University Dublin Library Services has granted us a wealth of knowledge that often goes untapped. It enables us to design successful, inclusive library services, activities and spaces. The only way to guarantee that success is to engage with the knowledge of the community, rather than designing for what we feel they need.

We hope to show that by employing disabled staff, libraries can increase the visibility of disabled people and show our students that there is a future for them in academia.

There will be small questions and answer (mainly raising a hand) sessions involved in this talk.

Supporting a cohort of marginalised mature students to find their academic voice at a Russell Group University- Christine Bradford & Lauren Elmore, University of Warwick

Mature students require a lot of individualised support to negotiate university culture. Warwick University Library in partnership with the Centre for Lifelong Learning have worked with mature students to develop videos offering peer guidance about engagement in University life.

We're utilising these videos with other CLL students commencing, or at key transition points, on their course.

Delegates will gain:

- • An understanding of the student support systems at CLL.
- • An overview of the creation and use of videoed peer guidance in student support.
- • Understand how the videos were used in a workshop to tackle the imposter syndrome.

1C - 2 Short Papers
Engaging with student communities to build confidence & resilience - Philip Sale & Aysa Ozcan, University of Warwick

More and more libraries are looking to develop services to support student wellbeing. But where do you start?

In this session, Aysa Ozcan and Phil Sale will outline the award-winning work carried out at the University of Warwick to address student wellbeing and to achieve the Library's number one Aim "to support the 'whole student' to succeed". Showing how strategy translates into operational activities they will share their top tips on building student resilience and a sense of belonging. Creativity sessions, cultural events and their ever-popular 'Study Happy' programme will all feature.

The session includes examples of successful social media campaigns and a consideration of how to measure impact. There will be an emphasis on how to support wellbeing on a shoestring and how to work with colleagues across the institution to get the best results. And there will be creature comforts from penguins, cats and dogs. Lots of dogs.

Empowered collaboration: a toolkit for authentic inclusion - Jasspreet Thethi, University of Manchester

This presentation will outline the reasons I created the Empowered Collaboration toolkit, how it can be used for institutions and how this may affect change in the future.

The toolkit is born from the idea that to fully embrace diversity we must be sensitive to discrimination: accepting our ignorance and discomfort and turning this into understanding and acceptance. Then we can work towards empowering institutions and under-served community groups to work together to create an inclusive environment.

Empowered collaboration begins with sensitivity training which covers areas such as: understanding your own privilege, emotional labour and implicit bias. This helps professionals to understand the view point of those with different life experiences to create an open and mutually respectful partnership.

1D - Workshop
PracticALLY: practical steps you can take to support inclusion - Emma Finney & David Chegwidden, Sheffield Hallam University

Academic libraries are ideal spaces to support and promote diversity and inclusion for all members of the university community. With this in mind, we invite you to our PracticALLY workshop!

The workshop will showcase a range of library initiatives that have been used to strengthen inclusivity and diversity in support of the Sheffield Hallam LGBT community.

The workshop will also involve working in small groups and sharing good practice currently used within the participant's organisation in support of the LGBT community. We will then ask you to vote on your preferred strategies and this will involve moving around the room to view flipchart records from the group work section.

The workshop aims to:

- • provide participants with ideas and the beginnings of an action plan as a reminder of the commitments and ideas
- • they have heard within the session. To conclude, we will take a photo of the
- • strategy that receives the most votes and share on #nowal19

1E – Workshop

What do I call you? A discussion of trans terminology - Val Stevenson and Imogen Christie, LJMU

In universities, we have become more aware of gender identity issues over the past few years. We are all likely to have both staff and students in our institutions who have a trans past, who would identify as non-binary or gender non-conforming and who may be in the process of transitioning. Libraries are often seen as safe, neutral spaces where everyone is treated equally and their staff make great efforts to ensure that this is true for everyone with protected characteristics. However, the language used around gender is gradually changing and library staff who wish to be supportive may not always feel confident using it.

 In this session we will explore the use of terminology such as:

- • Trans, transgender, transsexual, transvestite, LGBTQ+
- • Cisgender, non-binary, intersex, genderqueer
- • The increasing awareness of correct pronouns
- • How to ask people about their preferences and introduce yourself

The session will take the form of a discussion, using flash cards to introduce different terms and topics. The facilitators will take the lead and provide their views, but the intention is to have an open and honest dialogue in a supportive environment. A list of resources for further advice and reading will be provided to attendees.

11.50 – 12.35 - Parallel Session 2

2A - 2 Short Papers

Addressing representation inequality: a University of Manchester Library Working Group case study - Berrisford Edwards, University of Manchester

The disproportionate representation of minority groups with particular protected characteristics is a well-documented problem challenging organisations across all sectors of British society. Higher Education Institutions (HEIs) and indeed libraries within HEIs are no exception to this phenomenon. This presentation chronicles the work of The University of Manchester (UoM) Library Equality Diversity and Inclusion (EDI) Working Group in promoting equality from a library perspective. It seeks to present a balanced overview of the context, methodology, interventions, outcomes and lessons learned from the work done to encourage EDI and boost representation from marginalised groups within The UoM library.

An analysis of the effectiveness of the group and its work, along with future planned activities and developments will empower delegates to learn from the lessons learned by this group and to build upon the experience of the group in their own unique environments.

'Love to Read': how Manchester Met library engages students with a book giveaway - Elaine Cooke & Corryn Walker, Manchester Metropolitan University

Love to read is Manchester Met University Library's project to encourage reading for pleasure to promote student wellbeing. As part of the Library's 2018 welcome campaign, this project was expanded to include a book giveaway. Giveaways have gained popularity in recent years as a way of welcoming new students to an HE institution.

This talk will document the process the Welcome Team at Manchester Met went through to select their first title for the Giveaway. We will cover our selection criteria, a key element of which was to choose a title which reflected the diversity of our students, and how the project evolved. This will include how the Library team liaised with colleagues from across the University to ensure the success of the project. We will discuss how we are improving our 2019 selection process by learning from the 2018 project.

This session will be useful to anyone looking to offer a book giveaway at their institution.

2B - 2 Short Papers
'Queering Reading': discovering and developing diverse library collections - Kerry Webb, University of Reading

At University of Reading Library we have been investigating ways of collaborating with our academic community to further diversify our collections, improve representative resource provision, and increase the discoverability of these materials. Providing attendees with practical suggestions and ideas that they can take back to their institutions, this session will showcase some of the initiatives we have recently undertaken, particularly around the representation of the LGBT+ community in our collections. These will include communicative, strategic, inter-professional and participative approaches, will outline the challenges we have faced in gathering feedback and engagement with our new resources and services, and approaches we have taken to overcome this. Attendees will be encouraged to share their initiatives and experiences so we can collate good practice and identify opportunities for further collaborative working.

'But what does critical evaluation mean?': promoting student inclusion through language use in the teaching of academic skills - Sam Thomas, University of Northampton

This session is aimed at academic librarians, learning development tutors and all staff who play a role in supporting teaching and learning in the library. We will explore how being thoughtful about the language used to introduce and scaffold academic skills and concepts can encourage student learning and confidence, and provide a basis for an inclusive approach to teaching and learning.

During the session participants will have the opportunity to explore the potential impact of language on student inclusion using a variety of ideas and theories. There will be some short online activities to examine and analyse underlying assumptions and perspectives in the terminology used in academic skills support. The session will introduce some talking points, which will enable participants to reflect on their own teaching practice, and they will leave with some simple techniques and ideas which can be implemented to foster an inclusive teaching strategy.

2D - Workshop
Bounce back: teaching students how to develop their academic resilience - Viv Bell, University of Salford

Academic resilience is the ability to deal with significant issues that may negatively affect students' academic progression (Martin, 2006). This is relevant to every student in higher education because it is likely that they will all experience setbacks and challenges throughout their academic career.

The aim of this workshop is to explore our understanding of the concept, how it impacts on the students we see every day and how to support them. Delegates will hear about the experience of developing an academic resilience workshop at the University of Salford, from how the idea was originally conceived, developed and delivered to how the students responded.

They will have a chance to take part in discussions and practical activities from the workshop on the themes of failure, celebrating success and problem-solving. This interactive session will facilitate reflection and equip attendees with ideas and actions that they can implement in their own institutions.

2E - Workshop
How can libraries encourage a successful and inclusive overall service for disabled students? - Jackie Chelin, University of the West of England, Bristol

There is some excellent practice within academic libraries in support of disabled students. In many of our institutions we are working with faculties, learning and teaching units and disability services on inclusive practice. This provides opportunities to strengthen and/or promote the role that libraries play in supporting disabled students across the university.

This workshop will explore the value of adopting a SCONUL framework/standard, across the board, for the kind of support we offer disabled students, focusing on some key issues, such as: the merits of policies and/or "minimum expectations"; the advantages of benchmarking services, policies, staffing (roles, responsibilities, etc.) in support of disabled students across university libraries.

The workshop aims to test the appetite for collaborating more closely on such issues, to share activities and to identify likely impact so that we can, as appropriate, lobby for more resources, not only from within our own institutions but beyond (including publishers/aggregators).

2.40 - 3.25pm - Parallel Session 3

3A - 3 Lightning Talks

Broaden my bookshelf: collaborating with the Students' Union to diversify library collections - Laura Williams, University of Huddersfield

Broaden My Bookshelf is an on-going collaboration between the University of Huddersfield Library and Students Union, focused on increasing representation in library collections and giving students opportunity to help build collections which feature their voices and stories. To launch the campaign, the library and the Students Union hosted a week of events, including readings, panel debates, and a talk from a high-profile speaker.

This talk will share ideas and lessons learned about collaboration with the Students Union. It discusses the benefits and challenges of working in collaboration with the Students Union. This talk will offer practical suggestions for collaboration across the University; how to successfully seek engagement on projects from other areas of your organisation and how to effectively work on projects beyond the library. Delegates will gain an insight into what is involved in coordinating an on-going learn about the challenges of running a week long programme of events.

Inclusion increases engagement - Dr Carolyn Beckford, Cengage Learning

Millennials have various competing interest with information at their fingertips, but the need for authoritative, welcoming, safe, supportive space is still highly sought after. If we want students to use the services, we must engage their interests to get their attention. We must ensure they feel their needs are being met by the provisions available. This session takes a cursory look at why inclusion is needed before swiftly delving into a more in-depth review of various ways to achieve collaboration, especially with limited budget, under which many services operate. Through what will hopefully be a lively, interactive discussion, we assess the need for collaboration and the means to achieve it. The session aims to offer practical take-aways for attendees to consider.

3B - 2 Short Papers

Striving for, and sustaining, an inclusive workplace culture and team within Collection Care at the University of Manchester - Jim Duff & Riza Hussaini University of Manchester

The Collection Care Team at University of Manchester (UoM) Library is one of the more diverse teams in the Library. How has this been achieved?

Recruitment adverts at the UoM Library highlight the "Five Ways of Working" which help ensure all team members are given equal opportunity to be the best they can.

We will show delegates how these have helped attract candidates from diverse backgrounds and also how the culture within UoM leads to more open-mindedness at interview.

Our presentation will show how fair and open minded policies, together with enlightened recruitment training leads to a diverse workforce and how support systems within the Library empower everyone to achieve what they want.

Delegates will also have the chance to listen to the experiences a team member to hear how diversity and inclusion for all staff members is key to the strategy and success of the University of Manchester Library.

Building resilient communities at the University of York - Ruth Elder & Alice Bennett, University of York

University staff and students live in a world of increasingly blurred boundaries; between work and home, digital and physical personas, and virtual and physical realities. The Information Services at the University of York are working to create a supportive environment for the University community to develop physical, mental and digital confidence and resilience.

An Information Services (IS) designed "Digital Wellbeing" MOOC considers the impact of digital technologies on health, relationships and society. The Directorate has adopted a Mental Health First Aid programme, and a staff led group aims to facilitate and promote mental health resources. An annual two-day staff festival focuses on staff physical health and wellbeing. Working in partnership, the IS hosts and facilitates a range of student activities.

The Directorate recognizes the value of all members working to their full potential and the importance of a supportive environment. This presentation shares this experience and lessons learned at York with the wider library community.

3C - 2 Short Papers
Opening doors: supporting Open University students in prison - Geri Huzar, The Open University

This year the OU is piloting a new service where current Level 3 OU student volunteers carry out literature searches on behalf of students in prison, who frequently don't have access or very limited access to the internet. Setting up the service involved a wide range of different departments and the suggestion to provide the service came from the Open University Students Association. Instigated in January, the service has already received positive feedback from all concerned.

Delegates will learn how the service was set up, what we have learned from it, the unexpected benefits and how we will evaluate it. For information if a student completes the whole of their OU degree whilst in prison, they do not reoffend when released.

Listening to student voices: collaborating with groups of marginalised students to shape inclusivity in library policies and services - Ange Greenwood & Helen Dickinson, University of Sheffield

This paper will show how the University of Sheffield Library is aiming to be more inclusive of marginalised groups when shaping library policy and developments. We have been listening to many student voices by holding focus groups and collaborating on design of spaces and policies with representatives from a diverse range of students.

We have spoken to many different groups, including disabled students, international students and part-time, mature, distance learning and LGBTQ+ students. We have also worked with staff in other University Departments including the University's Disability Services, the International Office, academics working in the fields of cultural diversity and inclusion and academics working in our Information School to improve provision and ensure greater representation.

It has been challenging to balance the needs of these different groups of marginalised students and we will look at how we have approached this.

3D - Workshop
Sensory study in the library - Laura Waller & Janet Winters, University of Warwick

This interactive workshop will explore how to improve accessibility and support students of all types with the development of sensory spaces and services. Your workshop leaders will explain how they developed Sensory Study Rooms at the University of Warwick, giving examples of different environments and tools, student benefits and feedback, as well as tips on how you can develop spaces in your own library with minimum fuss.

In the second half, Laura and Janet will recreate one of their popular – and fun – Sensory Refresh sessions, usually run for their students but especially developed for you to explore how senses affect your learning. This will provide inspiration and ideas for any service that wants to support a diverse range of student needs …and can afford six pairs of rubber gloves and half a pound of rice.

3E - Workshop
So you want to hire the good immigrant? - Natasha Chowdory & Hong-Anh Nguyen, University Hospitals Coventry & Warwickshire; The King's Fund

'Diversity and inclusion' is having a 'moment' within the library profession, with increasing discussion and debate, both online and at events and conferences. But there is a danger of this not leading to tangible change on the ground.

This workshop will give participants a space to explore and understand privilege and how this links to unconscious bias. It will also take a practical look at what diversity and inclusion initiatives are being undertaken across different workplaces and what the benefits and pitfalls of these initiatives are. Participants will gain a better understanding of structural inequalities and what actions they can take to help create more diverse and inclusive workplaces and teams and how this could facilitate the retention of talent.

3.35 – 4.20pm - Parallel Session 4

4A - 2 Short Papers

Everyone gets a library: making online information literacy teaching accessible for all - Jude Bennett, The Open University

Delegates will learn how the specialist team at the Open University Library have adapted teaching materials to be as accessible as possible. This includes the use of a contrast checker, font size considerations, and providing recordings with captions and transcripts so that students can watch them at a later time. The session will include a short extract of one of these recordings to demonstrate how this design works in practice.

In 2018 we offered a new training session designed to support students who experience difficulties reading online – teaching them different ways of improving their online experience, and the various tools that are available to them.

The Open University Library has been designing and delivering live online information literacy teaching since 2007, and the team have refined our offer of online sessions to cover a wide variety of digital and information literacy skills.

The interaction of physical environments in higher education and the wellbeing of students - Deborah Harrop, Sheffield Hallam University

It has been globally recognised that the physical environment can impact mental, physical and social health and wellbeing. However, the implications for this in a higher education (HE) setting are not well understood. The aim of this funded project was to explore student wellbeing and the relationship with the physical environment in HE, and to influence design and innovation in higher education spaces.

The findings consistently suggest that a university environment which promotes good mental, physical and social wellbeing must take a holistic approach to tackle all three. HE should provide access to safe and affordable facilities, educate on self-care and encourage an inclusive campus environment. This session will unpack the findings from this project.

The project team comprised staff from across the University, including a paid student intern. It is hoped that the project also illustrates collaborative practices which may be relevant to other HE libraries.

4B - 2 Short Papers

Working in partnership to develop inclusive support - Nicola Grayson, Adam Scott & Graham Holland, University of Manchester

Prepare for Postgrad is an OfS funded project aiming to assess whether the provision of pre-enrolment support can improve transition from offer-holder to enrolment and retention amongst home students from Black, Asian and minority ethnic backgrounds and areas with low rates of participation in HE.

In this presentation we will talk about how the work on this project enabled the University of Manchester Library to further develop a productive relationship with the Central Widening Participation and Recruitment team. We will explain how we maximised the use of our diverse Student Team population to serve as role models representing the

groups that the project aimed to support, and we will share testimonials from colleagues which testify to the value of this partnership for both parties.

We will demonstrate some of the resources produced and share the lessons we learnt in collaborating with the wider university, and other institutions in order to meet the objectives within the agreed timeline.

Liberate the library: social justice work and the call for change - Marilyn Clarke, Goldsmiths College

Through the newly created 'Liberate our Library Working Group', Goldsmiths Library has a dedicated web page called 'Liberate our Library' that seeks to fulfil the aims of Goldsmiths' Learning, Teaching, and Assessment Strategy to 'liberate our degrees'. Delegates will see how the Library commits to the liberation agenda by:

- purchasing 'liberate my degree' students' suggestions to diversify the collection, and how we promote and make these purchases searchable as a collection in LibrarySearch (Primo)
- decolonising reading lists by working collaboratively with academics to create alternative lists using Talis Player,
- offering workshops on decolonising research methods, remapping retrieval and resistance referencing,
- dismantling and identifying DDC's inherent (mis)representation and discrimination problems.

Delegates would be able to engage by exploring such methods in their own libraries. They would also see how forging strong relationships with the Students' Union, and academic departments is crucial for making change happen.

4C - Workshop
Time to reflect: how to promote a culture of staff wellbeing at your institution - Charlotte Evans and Sarah Kneen, University of Manchester

In this workshop we will argue that staff wellbeing is essential to effective individual and team working, and the provision of a high quality service for students. We will explore the benefits of providing staff with "reflective space", which allows them to evaluate their current level of personal wellbeing, define where they want to be and the steps which need to be taken in order to get there. At the start of the workshop you will be asked to define what wellbeing means to you personally. You will then work alongside other delegates on a series of practical activities in which you will examine the role which you, your colleagues and team managers have in supporting wellbeing in the workplace. You will leave with a personal action plan and the resources from the workshop, which will support you in applying these principles within your own institution.

4D - Workshop
Talking books: challenging stereotypes through the Human Library - David Wright, Solent University

The Human Library™ was developed in Copenhagen in the spring of 2000 as a place where real people are on loan to readers. Its aim was to build a positive framework for conversations that can challenge stereotypes and prejudices through dialogue. 18 years on and more than 70 human library events have taken place across the world. It is not an expensive project to run and its ethos is a natural extension of the mission of any academic or public library – to improve understanding and self-education through providing access to high quality resources, in this instance, human resources.

Delegates will hear why and how Solent University decided to organise its own human library event. They will hear in person from one of our human books and see brief video content from the event itself. They will then work in small groups to think through organising their own event – who would their books be? How would they be recruited? Which stakeholders would be engaged? Where might they hold the event. They will have the chance to try out being a human book and being a reader.

4E - Workshop
Allyship and BAME under-representation in the LIS profession: I don't know what I can do – Help! - Shirley Yearwood-Jackman, University of Liverpool

One of the stark outcomes of the 2015 CILIP/ARA Workforce Mapping Project was the finding that the profession is 96.7% white whereas the white population is reported to be only 88%. During the past year, there has been an increased awareness that the under-representation of BAME people in the LIS profession needs to be tackled. Many librarians have asked "but what can I do to change the situation" and others have clearly indicated their desire to be an ally to BAME LIS professionals who are already doing work in this area. This workshop will provide an opportunity for all librarians to consider what it means to be an ally, and how they can help to improve the situation. Attendees will identify barriers that could impede their action as well as practical actions that they can implement as individuals and/or collectively.

Participants will be expected to actively engage in the workshop through a combination of polling software, think, pair, share, group discussion and a reflective log. The workshop will require attendees to respond to storytelling and reflect on their own workplace experience in order to critically consider factors which might impact on recruitment, progression, and retention of BAME LIS professionals. Through this process, participants will be able to identify actions that they can take to help to remedy the under-representation of BAME in the LIS workplace.

Delegate list

First name	Last name	Status	Job Title	Organisation
Matthew	Adams	Conference Team	Faculty Librarian	Liverpool Hope University
Nicky	Adams	Delegate	Customer Services & Library Manager	Staffordshire University
John	Adamson	Sponsor	Account Manager	ProQuest
Jason	Arday	Keynote Speaker	Assistant Professor in Sociology	Durham University
Lorraine	Beard	Presenter	Interim Head of Research Services & Head of Digital Technologies and Services	The University of Manchester
Helen	Bell	Delegate	Academic Engagement Specialist	Edge Hill University
Vivien	Bell	Presenter	Academic Skills Consultant	University of Salford
Judith	Bennett	Presenter	Learning & Teaching Librarian	The Open University
Julie	Bevan	Delegate	Customer Services Manager	University of Liverpool
George	Bingham	Sponsor	Account Manager	OCLC
Christine	Bradford	Presenter	Academic Support Librarian	University of Warwick
Helen	Briscoe	Delegate	Academic Skills Officer	Edge Hill University
Siobhan	Britton	Delegate	Assistant Academic Support Librarian	University of the Arts London
Dominic	Broadhurst	Delegate	Academic Engagement Manager	The University of Manchester
Mary	Buckley	Delegate	Librarian	National College of Ireland
Liam	Bullingham	Delegate	Research Support Librarian	Edge Hill University
Mark	Burgess	Conference Team	Senior Assistant Librarian	Manchester Met
Karen	Butcher	Delegate	Student	University of Sheffield
Tom	Butler	Sponsor	Sirsi Ltd t/a SirsiDynix	Sirsi Ltd t/a SirsiDynix
Jenny	Campbell	Delegate	Head of Business & Management Services	Newcastle University
Emma	Cawley	Delegate	Site Librarian	University of Chester
Maria	Centrone	Delegate	Head of User Experience	Canterbury Christ Church University
Elaine	Chapman	Presenter	Library Assistant	Technological University of Dublin
David	Chegwidden	Presenter	Learning Technologist	Sheffield Hallam University
Jackie	Chelin	Presenter	Deputy Director of Student Success Services (Library)	UWE, Bristol
Natasha	Chowdory	Presenter	Clinical Evidence Based Information Specialist	University Hospitals Coventry and Warwickshire
Imogen	Christie	Presenter	Partner	LJMU
Marilyn	Clarke	Presenter	Discovery Services Librarian	Goldsmiths, University of London
Duane	Collins	Sponsored Place	Customer Service Coordinator	University of Manchester
Zoe	Collyer	Conference Team	Subject Librarian	Glyndwr University Wrexham
Paul	Conway	Delegate	Subject Librarian	Sheffield Hallam University

Elaine	Cooke	Presenter	Deputy Library Services Manager	Manchester Metropolitan University
Ian	Corns	Delegate	Account Manager (UK)	Talis Education
Katherine	Coussement	Delegate	Library Disability Support Advisor	University of Huddersfield
Robert	Cunningham	Delegate	Faculty Librarian	Liverpool Hope University
Rachel	Davies	Delegate	Liaison Librarian	Leeds Trinity University
Jim	Duff	Presenter	Collection Care Manager	The University of Manchester
Berrisford	Edwards	Presenter	Software Developer	The University of Manchester
Lauren	Elmore	Presenter	Student Engagement Coordinator	University of Warwick
Charlotte	Evans	Presenter	Teaching and Learning Assistant	The University of Manchester
Jayne	Evans	Delegate	Library Services Manager, RS (Education-HPSC)	Manchester Metropolitan University
Paul	Everitt	Delegate	Deputy Director Library Services	Manchester Metropolitan University
Carmen	Fernandez	Delegate	Assistant Librarian (Access and Inclusion)	Universityof the Arts London
Emma	Finney	Presenter	Librarian	Sheffield Hallam University
Joanne	Fitzpatrick	Sponsored Place	Citations Development Officer	Lancaster University
Daisy	Francis	Sponsor	Telepen	Telepen
Nicky	Freeman	Conference Team	NoWAL Operations Officer	NoWAL
Robert	Frost	Delegate	Faculty Librarian	University of Central Lancashire
Linda	Garratt	Delegate	Librarian	Birmingham City University
Rachel	Gilbert	Sponsor	Wirral Mind	Wirral Mind
Samantha	Gillies	Delegate	Academic Engagement Specialist	Edge Hill University
Nicola	Grayson	Delegate	Learning Developer	The University of Manchester
Angela	Greenwood	Presenter	Library services and diversity manager	University of Sheffield
Nicola	Gregory	Conference Team	Liaison Librarian	University of Liverpool
Deb	Harrop	Presenter	Information Scientist	Sheffield Hallam University
Helen	Hart	Sponsor	Wirral Mind	Wirral Mind
Graeme	Hawes	Delegate	User Services Manager	University of St Andrews Library
Graham	Holland	Presenter	eLearning Support Officer	The University of Manchester
Charlotte	Howell	Delegate	Information Assistant (Collections)	University of Salford
Fiona	Hughes	Delegate	Library Services Manager, RS (Arts & Humanities-Collections)	Manchester Metropolitan University
Rufna	Hussain	Sponsor	EPALE Stakeholder Engagement Lead	EPALE
Riza	Hussaini	Presenter	Conservator	The University of Manchester
Geraldine	Huzar	Presenter	Learning & Teaching Librarian	The Open University

Padma	Inala	Conference Team	Teaching and Learning Librarian	University of Manchester
Carol	Keddie	Delegate	Senior assistant Librarian	De Montfort University
Sarah-Anne	Kennedy	Presenter	College Librarian	Technological University Dublin (TU Dublin)
Sarah	Kneen	Presenter	Learning Development Assistant	The University of Manchester
Martin	Levy	Delegate	Librarian	University of Bradford
Delwen	Llewellyn	Sponsor	Sales and Dispatch Manager	Anybook.biz
Charlotte	Low	Delegate	Library Frontline Delivery Manager	King's College London
Julia	Martin	Delegate	Head of information services	LSTM
Shelly	McCormick	Sponsor	Area Sales Manager	Browns Books for Students
Vanessa	McHugh	Conference Team	Collections Space Manager	University of Manchester
Jane	Milligan	Delegate	Customer Sales Support	BDS
Louise	Minta	Conference Team	Liaison Librarian	University of Liverpool
Yvonne	Morris	Delegate	Policy Manager	CILIP
Susan	Murray	NoWAL Chair	Director of Library and Learning Spaces	Liverpool Hope University
Stacy	Murtagh	Delegate	Collections & Research Support Assistant	LSTM
Amar	Nazir	Delegate	Academic Engagement Librarian	The University of Manchester
Hong-Anh	Nguyen	Presenter	Information Service Manager	The King's Fund
Yasmin	Noorani	Delegate	Academic Support Librarian	Bangor University
Aysa	Ozcan	Presenter	Community Engagement Coordinator (PG)	University of Warwick
Natalia	Pena Lijo	Conference Team	Library Assistant	University of Liverpool
Sharon	Pieroni	Delegate	Academic Skills Advisor	Edge Hill University
Fiona	Rhodes	Delegate	Library Space and Services officer	Lancaster University Library
Carly	Rowley	Conference Team	Principal Library Assistant	University of Liverpool
Louise	Russell	Conference Team	Principal Library Assistant	University of Liverpool
Philip	Sale	Presenter	Community Engagement Coordinator	University of Warwick
Shelly	Salmon	Sponsored Place	Library Assistant	University of Liverpool
Adam	Scott	Presenter	Learning Development Administrator (Maths)	The University of Manchester
Aisha	Smith	Sponsor	EPALE Stakeholder Engagement Lead	EPALE
Claire	Smith	Sponsor	Sales Manager	Browns Books for Students
Julie	Smith	Delegate	Academic Librarian	Glasgow Caledonian University
Louise	Smith	Delegate	Senior Faculty Librarian	University of Central Lancashire
Kevin	Sontag	Sponsor	Telepen	Telepen
Louise	Speakman	Delegate	Student Engagement Advisor	Edgehill University

Valerie	Stevenson	Presenter	Head of Academic Services, Library Services	Liverpool John Moores University
Jackie	Stringer	Sponsor	Book Sales Specialist	ProQuest
Sarah	Taylor-Harman	Delegate	Academic Achievement Adviser	Roehampton University
Jasspreet	Thethi	Presenter	Reader Services Assistant	The University of Manchester
Glenn	Thomas	Sponsor	Kortext	Kortext
Sam	Thomas	Presenter	Learning Development Tutor	The University of Northampton
Geoff	Thomason	Delegate	Deputy Librarian (Research)	Royal Northern College of Music
Rachel	Thornton	Presenter	Copyright Clearance Officer	leeds beckett university
Catherine	Tomlin	Delegate	Academic Skills Consultant	University of Salford
Sara	Wadee	Conference Team	Information Support Assistant	University of Salford
Corryn	Walker	Presenter	Deputy Library Services Manager	Manchester Metropolitan University
Laura	Waller	Presenter	Library Disability Support Officer	University of Warwick
Kerry	Webb	Presenter	Associate Director (Academic Liaison & Support)	University of Reading
Claire	Williams	Sponsor	Acquisitions Manager	Anybook.biz
Laura	Williams	Presenter	Subject Librarian	University of Huddersfield
Norma	Williams	Delegate	Jisc Service Manager	Jisc - Digital Resources
Rhiannon	Williams	Sponsored Place	Student	University of Sheffield
Janet	Winter	Presenter	Wellbeing Adviser	University of Warwick
Pippa	Wood	Presenter	Senior Information Services Librarian	leeds beckett university
David	Wright	Presenter	Associate University Librarian	Solent University
Gil	Young	Conference Team	NHS LKS Development Manager	HEE

About NoWAL

NoWAL is a network of academic libraries based in the North West, and a subgroup of SCONUL. NoWAL benefits staff and students in member institutions by providing access to specialist skills and best practice. The group's geographical proximity enables the provision of outstanding staff development and training, knowledge exchange and sharing of experience and expertise.

NoWAL serves all the UK Universities and Colleges of Higher Education libraries in Cheshire, Cumbria, Greater Manchester, Lancashire and Merseyside.

Our mission is:

- To inspire excellence in the learning, teaching and research services of member libraries, supporting their strategic aims
- To celebrate success through collaboration, innovation, influence and partnership

There are 14 member institutions, and a representative of each institution sits on the NoWAL Board. The members are listed below:

- Edge Hill University
- Lancaster University
- Liverpool Hope University
- Liverpool John Moores University
- Liverpool School of Tropical Medicine
- Manchester Metropolitan University
- Royal Northern College of Music
- University of Bolton
- University of Central Lancashire
- University of Chester
- University of Cumbria
- University of Liverpool
- University of Manchester
- University of Salford