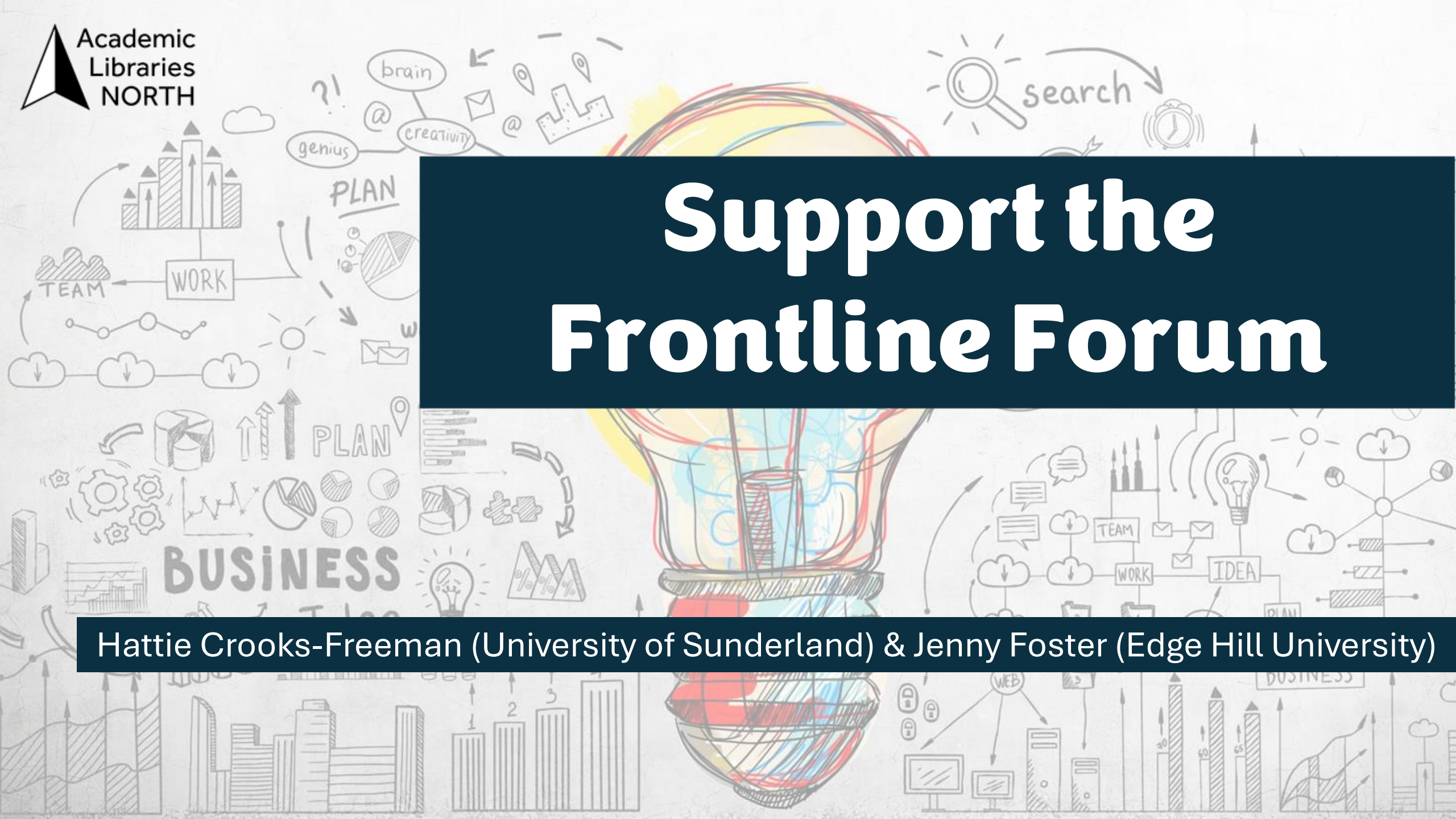




Support the Frontline Forum

Hattie Crooks-Freeman (University of Sunderland) & Jenny Foster (Edge Hill University)

The original idea was developed after feedback from colleagues in customer service roles across ALN.

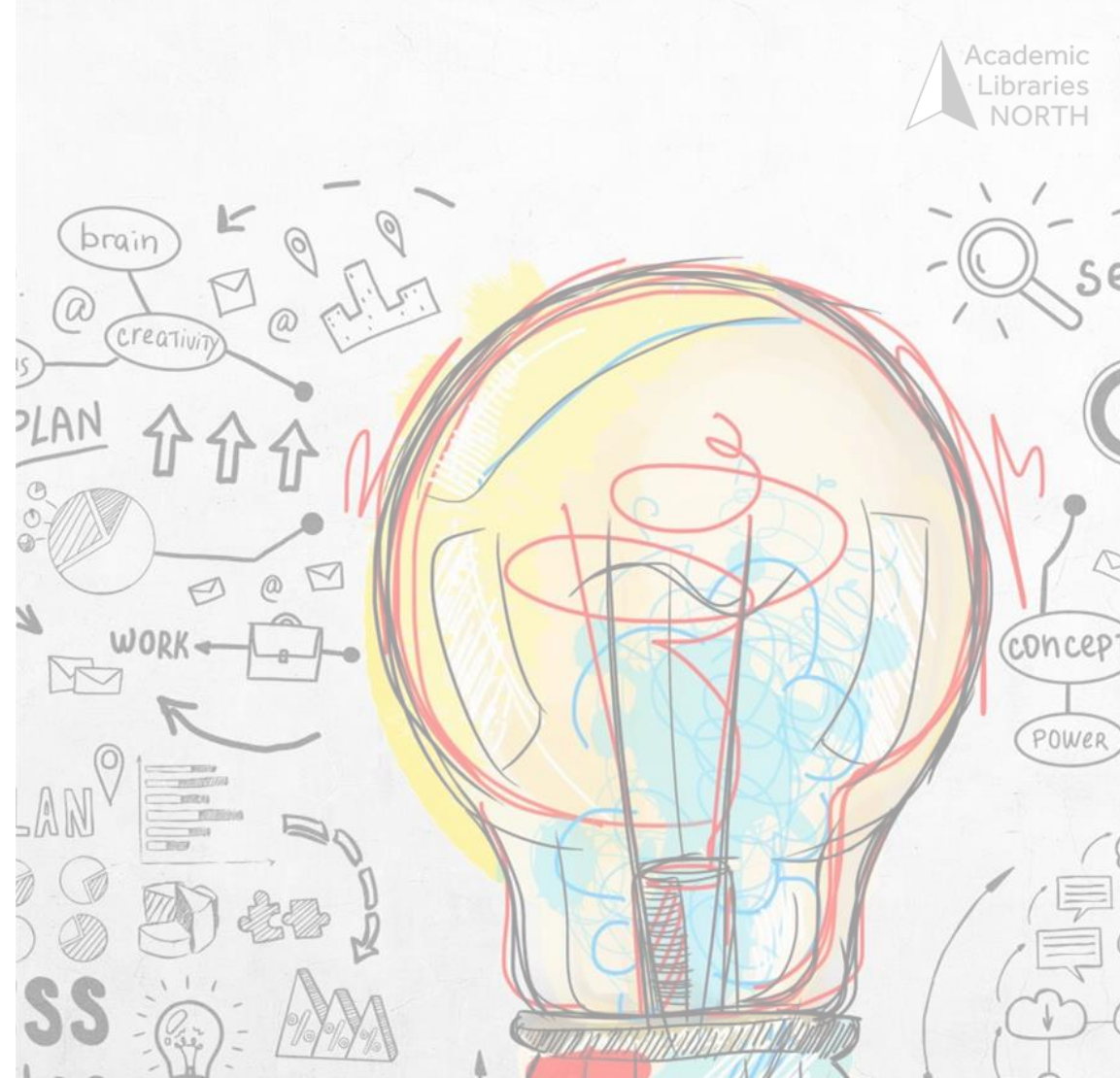
There was evidence of a gap in the ALN offer for those working directly in frontline roles.

It was piloted in 2024/5 with a continuous improvement approach to respond to feedback.

At its core, the Frontline Forum aims to provide a safe space for colleagues in frontline roles to meet virtually, network and learn about wider projects and delivery in ALN.

The virtual delivery is intended to provide flexibility for roles that are often time-tabled.

Each Forum is standalone, and the planning group change the days they are delivered to account for different working patterns.



What is the Frontline Forum ?



Value & CPD (more than just a chat)

For staff new to libraries or your university:

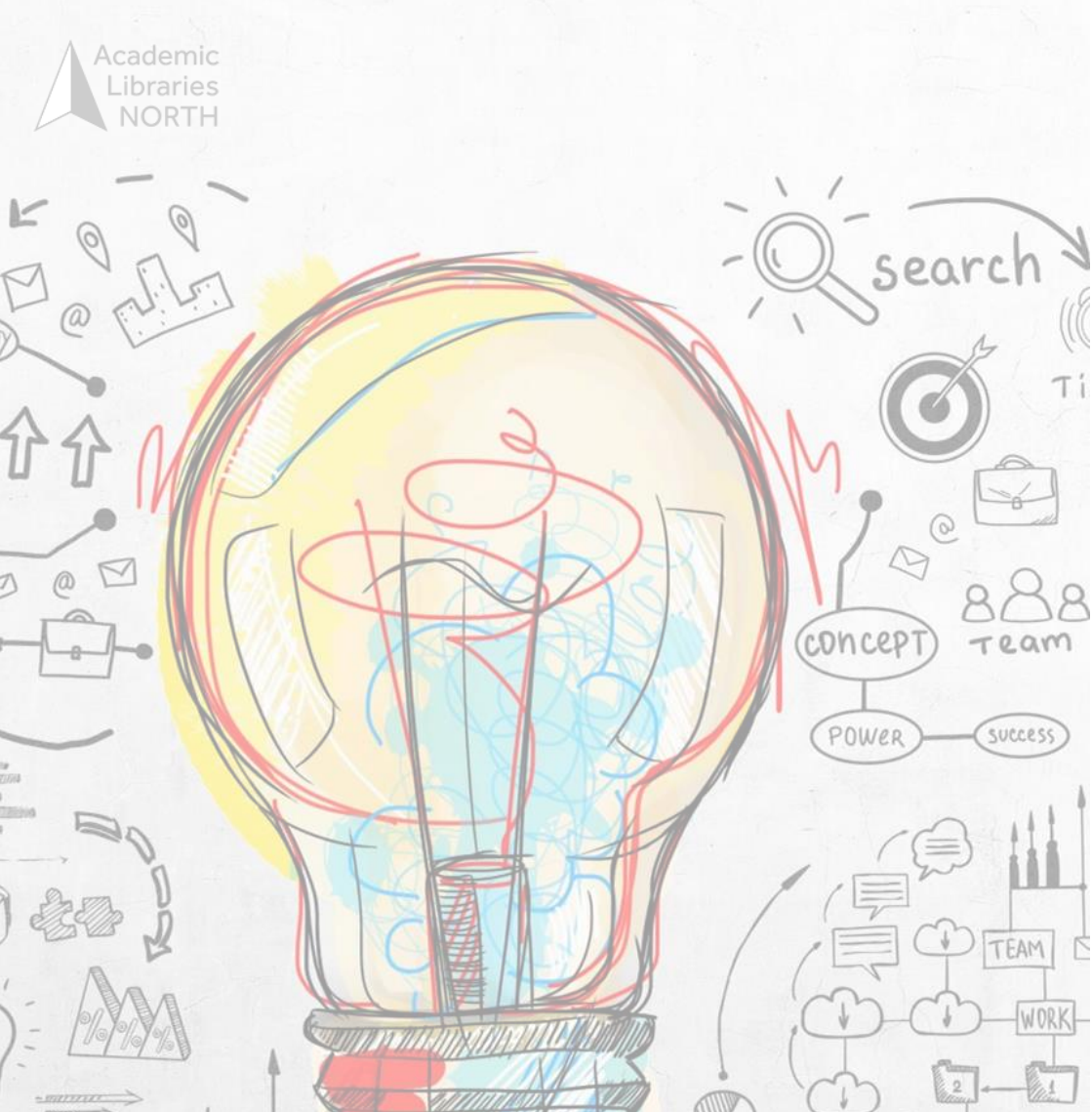
- Start building their personal networks and contacts.
- Develop understanding of different delivery models.
- Provide context to their own role.

For experienced staff:

- Share their knowledge and experience at the Forum.
- Gain knowledge of initiatives and activities in ALN.

For staff looking to develop:

- Learn transferable skills through facilitation of breakout rooms.
- Contribute their own experiences through micro-presentations.
- Develop planning and project skills by working with the Planning Group.



Value & CPD (more than just a chat)

- Collaboration
- Teamwork
- Use of digital tools for learning and development
- Sector knowledge
- Time management
- Active listening
- Constructive feedback
- Engagement with different perspectives
- Emotional intelligence
- Reflective practice



**Questions you didn't
like to ask**

- Is the forum for me?
- Do I need to do anything?
- What happens if I am late?
- How do I learn about the Forums?
- Will I get told off if I sign up and then can't make it?

Ask you own question in the chat

Planning Group

The Planning Group meets 8-10 times a year to organise and evaluate the Forums. Many of the planning group work in frontline or customer service roles, from supervisors to senior leadership roles.

Facilitators

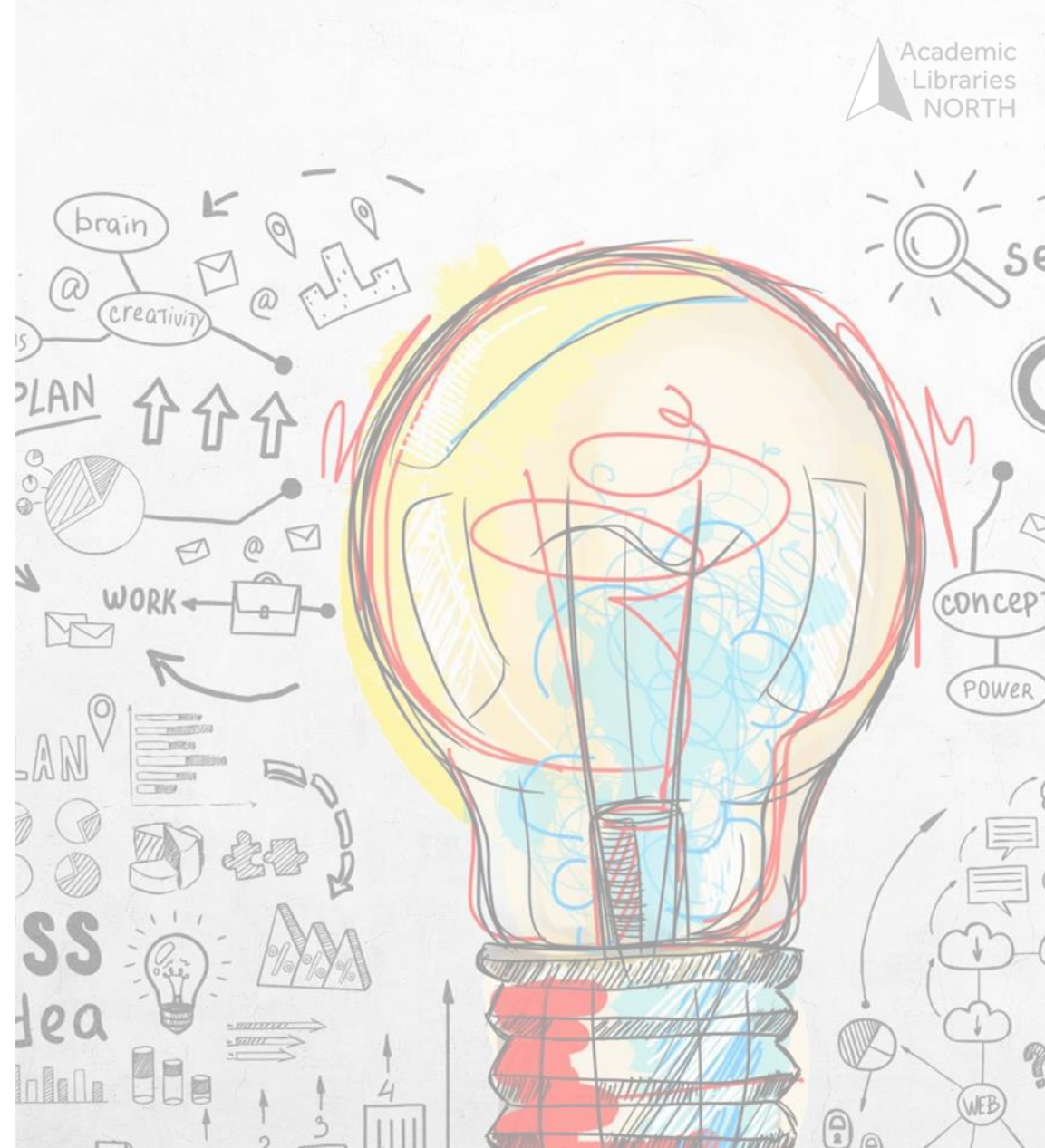
Facilitators help with the breakout rooms during Forums. Some people do every Forum, while others will just volunteer for one or two.

Present

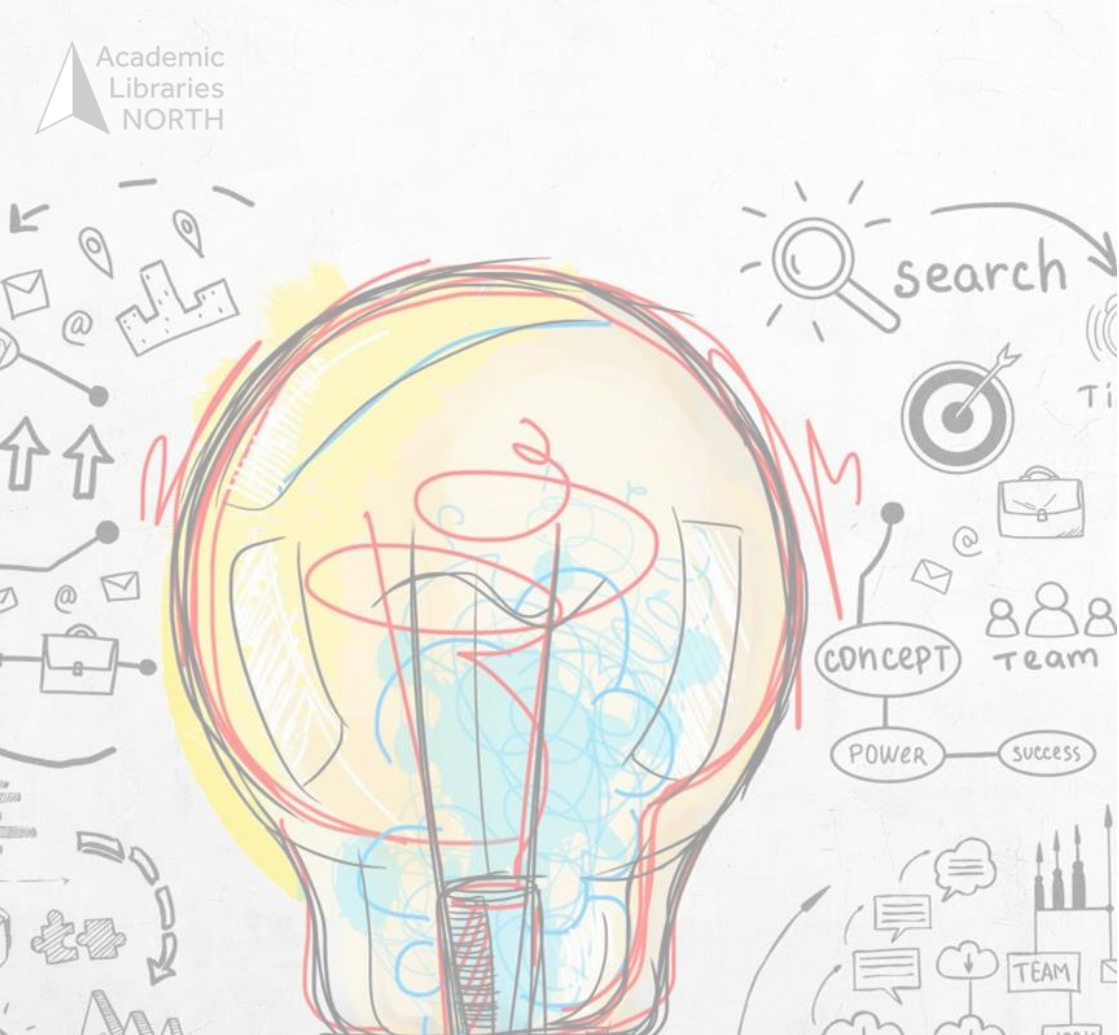
Each forum has a presentation on a related topic, normally about 30 minutes. If you have a project or initiative that you'd like to share, please get in touch. We are always looking for ideas!

Micro-presentations

New for 2025! We are exploring options for shorter talks and presentations to encourage sharing from Forum participants.



Want to get involved?



Championing the Forum at your institution

- Talk about the Forum with colleagues as part of their CPD.
- Engage with the Forum topics and encourage further sharing and reflection by attendees.
- Share the next Forum dates as part of your sector updates and highlight them on your timetables and rotas.

Get in touch

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Jenny Foster, jenny.foster@edgehill.ac.uk

Find out more

academiclibrariesnorth.ac.uk/staff-development/frontline-forum