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Our Mission

To develop and improve access to library and information services across the region in support of learning and research, by facilitating co-operation amongst Consortium members and by collaborating with relevant regional and national organisations.

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Chair's Report

Highlights

Two highlights of the year were undoubtedly the Annual Conference, *Partnerships and priorities: addressing the challenges of the digital age*, held in April 2010 at the Cass Business School, City University, and the Networking Event at the impressive New Academic Building at LSE in September 2009. Both events were well attended, bringing members together for networking and dialogue and, in the case of the Conference, excellent presentations by Malcolm Read, Susannah Quinsee and Sue McKnight – concluding with a lively Q and A session that generated no less than 25 questions and 25 answers. The Directors' Room, the virtual discussion medium for Directors, was successfully launched at the Networking Event, where even the most diffident of directors was initiated into its use and value.

The values and goals of the Consortium shone through in many other areas. The continuing professional development programme is extensive in its range and impact. Events grow in number and provide value for money in an increasingly difficult financial environment.

“The continuing professional development programme is extensive in its range and impact. Events grow in number and provide value for money in an increasingly difficult financial environment.”

Going Forward

A new strategic plan for 2010/11 – 2012/13 was launched in April, identifying four core objectives:

- Supporting staff in member libraries to enable them to develop and deliver effective library and information services
- Collaborating between member institutions and developing shared services in support of learning and research
- Working with partners and seeking to influence funders and policy makers to improve the experience of learners and researchers who use library and information services in the Consortium and beyond
- Ensuring effective and efficient governance, financial management, use of technology and marketing and communication to underpin Consortium activities.

More specifically, in 2010/11 there will be greater emphasis on task and finish groups; the virtual Staff Room will be launched as an online networking tool for all staff across M25 Consortium Libraries; and the review of the suite of InforM25 services will be completed.

Thanks

As incoming Chair, I express my sincere thanks to the M25 Consortium Support Team for all their efforts over the year. It has been a challenging time for them and they have coped admirably with the vicissitudes of change. Thanks are also extended to colleagues across all member libraries who have contributed to the success of the events, activities and services of the Consortium.

Special thanks are due to the outgoing Chair, Nick Bevan. During his three-year term of office, Nick strengthened the Consortium's financial and governance arrangements; he delivered charitable status for us, and he even took the

Consortium to the House of Commons for its 15th anniversary celebrations.

Nick will remain a Steering Group member for the forthcoming year, to help guide us through further exciting developments in what is increasingly becoming a shared services environment. We will need to tackle collectively many pressing questions – such as these two deceptively straightforward examples posed at the April Conference:

“One speaker outlined librarians of the future who work across all boundaries. How can we develop these paragons?”

“Which way shall we jump? Facebook / Twitter / Linked-in? By the time we learn to use something the students have gone somewhere else”.

John Tuck

Chair, M25 Consortium of Academic Libraries
Director of Library Services,
Royal Holloway, University of London



Networking Events

Annual Conference

In 2010 the Consortium rearranged and combined its business meetings to deliver the first M25 Annual Conference, with the aim of inviting influential and prominent speakers to present on a core theme and stimulate debate and discussion. This new conference format also aimed to encourage a broader attendance: directors and institutional representatives, but also members of senior teams and other staff – to draw wider benefit from the insights gained and to capitalise on the opportunity for networking with colleagues across the Consortium. *Partnerships and priorities: addressing the challenges of the digital age* (incorporating the members' AGM) was held at Cass Business School, City University, on 23rd April 2010.

The invited speakers presented stimulating and alternative perspectives on the impact of the digital age: Dr. Malcolm Read, substituting for Sir Tim O'Shea, opened the Conference with an engaging address on the many financial and political challenges facing us today – also outlining the key strategic drivers in the current JISC

Strategy. Professor Susannah Quinsee's inspirational presentation explored the impact of emerging technologies on education, learning and service delivery; this was complemented by Professor Sue McKnight's focus on the importance of building services around the end user perspective. Each speaker provided significant insights into the challenges of developing core services in a digital age.

In order to make the day as interactive as possible, the Conference organising committee had elected to take a slightly different approach to the traditional Q and A session: In the afternoon, delegates were asked to reflect on how the challenges explored in the presentations might affect services and to devise questions for a 'Question Time' style debate. Dr Read, Professor Quinsee and Professor McKnight were joined by two additional panellists – Dr Sarah Sherman, BLE Services Manager, and Dr. Jane Secker, Learning Technology Librarian at LSE – to discuss the issues and questions raised. The discussion was chaired admirably by John Tuck, incoming Chair

of the M25 Consortium and Director of Library Services, Royal Holloway. Delegate feedback suggests that the debate was a very effective way of engaging an audience in a conference setting and covering a wide range of pertinent questions. Overall, delegates considered the Conference a great success.

Sandy Leitch

*M25 Consortium Secretary
Head of Learning and Research Support,
Kingston University*

Conference organizing group:

Vicky Falconer, Sandy Leitch, Rosemary Lynch, Ann Murphy.

“ Professor Susannah Quinsee gave us a fascinating insight into the impact of emerging technologies in the education sector. Her thought provoking presentation illustrated the pace and excitement around the use of learning technologies and their impact on the end user. ”



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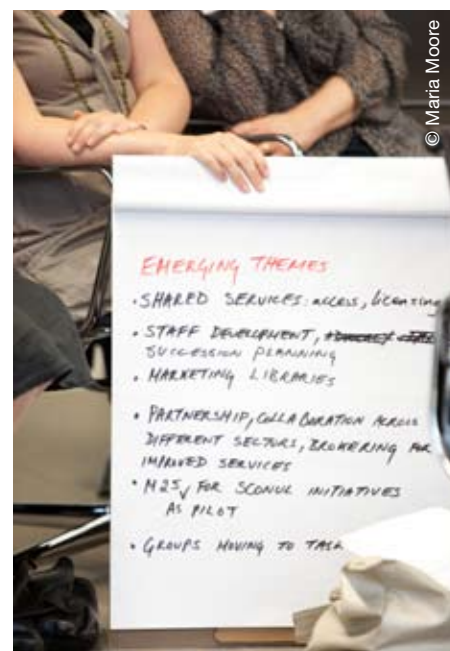
© John Gilby

exchange



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“ This new conference format also aimed to capitalise on the opportunity for networking with colleagues ”



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- EMERGING THEMES**
- SHARED SERVICES: ACCESS, BEARING
 - STAFF DEVELOPMENT, ~~MANAGEMENT~~ SUCCESSION PLANNING
 - MARKETING LIBRARIES
 - PARTNERSHIP, COLLABORATION ACROSS DIFFERENT SECTORS, SECURING AND IMPROVED SERVICES
 - M25 FOR SCORUM INITIATIVES AS PILOT
 - GROUPS MOVING TO TALK

M25 Member Profile

A new Library and Student Learning Centre

“Peaceful, spacious, well thought out and very comfortable, with lots of resources.”

Student

Canterbury Christ Church University is a modern university, set in the heart of the historic city of Canterbury. In addition to Canterbury, there are campuses at Broadstairs, Medway, Folkestone and Tunbridge Wells.

The Library holds over 330,000 titles across all campuses, with a particular emphasis on the public services. The largest collection is held at Canterbury.

When did the new building open?

On 21 September 2009, Augustine House, the new library and student learning centre, opened on the Canterbury campus. As well as a modernised library, the building co-locates a range of student facing services: registry, admissions, student support & guidance, and international office. The new building provides a first stop approach in the handling and resolving of a wide range of student enquiries through the iZone – a single dedicated team of staff who provide an integrated first line of support.



What's different about the services you offer?

We have created a series of flexible and formal study zones to support the increasing amount of individual and collaborative social learning across the university. At the same time, we recognised that there is still a need for silent, reflective study spaces; these are provided at the top of the four storey building. Between the quiet, contemplative top floor, and the dynamic, interactive ground floor, there are a variety of study spaces that provide something for everyone.

How are you using technology?

Computing technology combines desktop machines with iBorrow laptops that can be used throughout the building. Mobile AV equipment allows students to create

personalised learning spaces that can be changed depending on their needs. The introduction of self-service technology has improved the efficiency of the service and allows for extended access.

What reaction have you had from your users?

Overall the reaction to the new library has been very positive. Students love the new building design and the increased range of study facilities, however noise and access to IT require some further work.

Pete Ryan

Head of Library Services,
Canterbury Christ Church University
<http://www.canterbury.ac.uk/library>

“The building's design and construction make it look like something from the year 3,000.”

Student



M25 Member Profile

Explore History and the Imperial War Museum

“ We are welcoming a whole new range of visitors, surprised at the range and depth of our collections. ”

The Imperial War Museum has an unparalleled and unique Collection, covering all aspects of twentieth and twenty-first century conflict involving Britain, the Commonwealth and other former empire countries. The Museum holds a great breadth of material – from multimedia holdings, such as film and oral history, to historic works of art and large objects.

When did the new service open?

The Imperial War Museum's new collections access facility, the Explore History Centre, opened on 21st May 2010. The centre offers the visiting public the chance to browse and explore the collections in relatively informal surroundings but also provides improved specialist study accommodation in the Research Room, which replaces the less accessible, outdated, Dome Reading Room. The Research Room, usable by appointment, is where scholars research the oral history, library and archival collections in a modern, formal study space.

Both new facilities are staffed by our librarians and archivists.

What's different about the services you offer?

For the first time there is one-stop access to a full range of collections: film, photographs, oral history recordings, library, art, 3-D objects and archives.

In the case of object, sound and image collections, this is achieved largely by delivering digital content at computer screens. Visitors access not only the collections catalogues and digital files (where they exist) but also the new Searchlight online presentation of 'stories' from the collections. Also available are online resources compiled by our family history specialists and links to selected websites from other sources.

How are you using technology?

New touch screen presentations offer selections from the Museum's Film Archive as well as new collections-rich



© Richard Golland

presentations based on iconic objects from the exhibition galleries, linked in turn to further digitised items from the deeper collections not on display. I-pod type image expansion on the touch screens enables closer inspection.

What reaction have you had from your users?

We are welcoming a whole new range of visitors, surprised at the range and depth of our collections which they've been largely unaware of before. Many of these new visitors are inspired and interested enough to return to study in greater depth in our Research Room. Our existing research users are pleased with the improvements – more comfortable seating, better lighting and a steadily increasing store of digital content linked up to our new Search the Collections catalogue.

For opening times and to book a study space in the Research Room, go to: <http://collections.iwm.org.uk/server/show/nav.24490>

Richard Golland

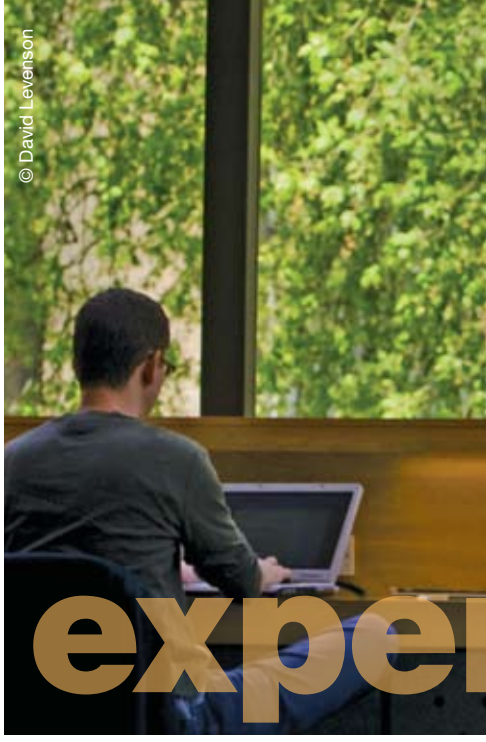
Keeper, Department of Printed Books, Imperial War Museum, London



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© David Levenson



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experience



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cpd25's programme contained a number of new events in 2009/10, including some new twists on perennial themes. A session on customer care looked at what can be learned from the retail experience, with a speaker from Marks & Spencer; alongside the popular courses on coping at the counter was one on roving; a new leadership development course was aimed at middle managers; *OPACs: the next generation* involved a number of software providers, and after six years we revisited the topic of 24/7 opening at a conference attended by delegates from all over the UK. Most of the 40 members of the cpd25 Task Groups met in May for the annual planning afternoon to work on the programme for 2010/11.

Mary Nixon

Librarian
Goldsmiths, University of London



Case study:
cpd25 Career Development Task Group

*Coral Black, Associate Director (Planning and Administration)
Royal Holloway, University of London*

Arriving in the South East of England 3 years ago, the cpd25 events provided me with an excellent opportunity to continue my own professional development and meet colleagues from around the region. I was quickly able to develop networks, visit other libraries and get up to date with their projects and service developments.

Working on the cpd25 Career Development Task Group has really helped me improve the skills that I need to organise and facilitate workshops, seminars and conferences.

Developing links with other sectors has also broadened my own general library knowledge. As I take over as Chair of the cpd25 User Resources and Services Task Group, I look forward to continued opportunities for development as well as further engagement with staff across the M25 Consortium.

Directors' Room

Directors' Room was conceived by members and developed by the Consortium as an online communication and collaboration tool for Directors of M25 library services. Directors' Room users can find colleagues with particular skills and experience, discuss current issues and share their own knowledge in a confidential environment.

Directors' Room went live at the M25 Networking Event in September 2009 and, as we approach its first anniversary, 83% of Directors have signed up.

Since the launch, discussions on the message boards have covered a broad range of topics, addressing the operational as well as the strategic and offering views and guidance on both policy and practice. After an initial period of peaks-and-troughs, usage has levelled to a steady pattern with, on average, two to four new posts per week and a slightly smaller number of replies.



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“ Libraries in higher education are going through major transformational change. Sharing ideas and experience has never been more important. The Directors’ Room facilitates support and networking across the M25 Consortium and, critically, could encourage the growth of the partnerships and shared services which libraries are likely to need to build in order to cope with reduced funding. ”

**Phillip Payne, Librarian
Birkbeck, University of London**



Many Directors initially expressed keen interest in using Directors’ Room, but in reality found it difficult to integrate the new service into their workflows. An early review of the service led to the introduction of an automated weekly email updating users on recent activity. This noticeably increased usage, and currently there is a steady band of regular users – over 50% of whom logged in within the last month and for whom Directors’ Room has provided a vital new dimension to their work.

Current usage patterns suggest that many Directors find value in simply reading the message boards. With a target audience of less than 60 users, keeping a constant flow of conversations within Directors’ Room is unlikely; but with consistent positive feedback from users, it is clear that the new service has great potential. The more Directors who engage, the more we can harness that potential for all Consortium libraries.



Case study:

The Directors’ Room

Emma Bull, Director of Library Services
Queen Mary, University of London

Over the past year I have posted a number of questions to the Directors’ Room discussion boards looking for a bit of guidance and advice from experienced colleagues. By its very nature, the Directors’ Room allows people like me to ask simple questions without fear of embarrassment and more sensitive questions without fear of exposure. Personally I’ve benefited from responses on budget matters, key performance indicators and the proper tendering process for a new café facility. I

find the regular Friday afternoon email, that highlights recent posts, is a good prompt. Even though I don’t always decide to login and join in the dialogue, I like the fact that it brings to my attention some of the issues other institutions are tackling right now and which I might want to read about in the near future.



Case study: **Operations Management Task Group**

*Caroline Fletcher, Site Librarian
University College London*

I have been a member of the cpd25 Operations Management Task Group for six years. I joined partly to extend my horizons professionally but mainly because it looked interesting. I enjoy meeting colleagues from other institutions and sharing experiences; it is good to have contacts elsewhere when thinking about new ideas. Daunted at first, I

have now organised several events – most recently the conference on 24/7 opening. I learnt a lot from the occasion and would love to do another one (yes, really). I have always found CPD training invaluable and it is good to be able to contribute. I am glad to be part of it.



Case study: **cpd25 Personal Effectiveness and Management Task Group**

*Florence Achen-Owor, Assistant Campus Manager
University of East London*

Since joining the cpd25 Personal Effectiveness and Management Task Group in 2008, I have had the opportunity to develop my professional skills and, more importantly, widen my networks within the sector. My involvement in two events this academic year has been particularly rewarding and has significantly enhanced my career development:

i. I have been involved in organising a conference for Senior Library Assistants entitled The Changing Face of Academic Libraries. The conference was a very successful day – receiving much positive feedback from participants. I have developed invaluable transferable skills in events management which I regularly put to good use in my current role.

ii. I have had the opportunity to present at a conference organised by the cpd25 User Resources & Services Task Group: Knowledge, Skills, Tools and Behaviour to Ensure a Successful Roving Assistance Service. In my presentation I shared my experience of providing a proactive roving service at the University of East London and discussed best practice. This opportunity has raised my profile amongst fellow Librarians and the wider library sector.

Continuing Professional Development – allowing ideas to grow

I'm the Faculty Librarian for Fashion and Management at the University for the Creative Arts, and CPD has always been of particular importance to me. I have been a member of the cpd25 Quality Standards and Legal Frameworks Task Group since 2006. During this time I have organised a number of disability-focused events, including the series of workshops entitled *Making Libraries More Accessible*.

Working for cpd25 has allowed me to increase my knowledge of the wider professional context and to develop new skills and make invaluable contacts. I have been fortunate enough to be able to pass on this knowledge and experience, in my role as a CILIP Chartership mentor, to new professionals. At the 2010 ARLIS *Taking the Plunge* event I gave a talk on the role of the academic librarian and the importance of CPD.

In 2009 I was the winner of the cpd25 Travel Award. I was given the opportunity to attend the *Eighth World Conference on Continuing Professional Development and Workplace Learning, for Library and Information Professionals* – which took place at an ex-convent, Santa Cristina, in Bologna. As a Satellite Conference to the IFLA 2009 Congress, more than 80 colleagues from all over the world met

to discuss strategies for regenerating the library and information profession. The themes of the conference included organisational structures, retention strategies, team building, leadership, succession planning and mentoring and coaching.

Attending IFLA re-engaged and boosted my enthusiasm for the profession as I was able to network with colleagues from across the globe and share ideas. Taking time out of the office to attend an international conference gave me the space to grow new ideas and reflect on my own professional development, and I want to thank cpd25 and the M25 Consortium for giving me this opportunity. I'd certainly encourage others to apply for the travel award as it was a most rewarding and valuable experience.

For more information see my audio-visual report on the Conference <http://www.cpd25.ac.uk/Latest-News/cpd25-Staff-DevelopmentTravel-Award-2009-Report.html>

Kristy Widdicombe
Faculty Librarian
University for the Creative Arts





Case study: **cpd25 Operations Management Task Group**

Cathy Phillpotts, Learning Resources Manager,
London Metropolitan University

I was first asked to join the cpd25 Operations Management Task

Group in August 2004, whilst I was working at Senate House Library as a Team-leader in one of the academic liaison teams. At the time, I thought that joining the group would be an excellent opportunity to meet colleagues around the region, and this has certainly been the case. The first event that I co-organised in 2004 was *Bidding for Projects* and one of our speakers on

the day was Mary Nixon! Since then, Task Group 3 has organised very varied training events – from *Operational Aspects of E-Learning*, to *Planning Building Projects*, to *24/7 Opening*. In November 2004 our Task Group Chair, Carole Pickaver, stood down and I was asked to take on the role.

I'm sure that my involvement in cpd25 has enhanced my own skills significantly and contributed towards me gaining, in 2007, my current position of Learning Resources Manager at London Metropolitan's

Commercial Road Library; I remember discussing my cpd25 activities at my interview. It's not just the experience of chairing the meetings that has been of benefit, but the opportunity to create a professional network with colleagues by working with staff from other institutions. I have always been committed to training and development, and I feel that my work for cpd25 has allowed me to develop myself and contribute to the provision of training for others.



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Case study: **cpd25 User Resources and Services Task Group**

Craigie-Lee Paterson, Assistant Librarian (systems)
Goldsmiths, University of London

Since joining cpd25 User Resources and Services Task Group in 2008, I have organised a visit and two day-long training events. This experience has made me more confident in approaching speakers and organisations – both for cpd25 and in my capacity as Staff Development Officer for the library at Goldsmiths. Being part of the Task Group has enabled me to meet

librarians from a variety of organisations; networking is always useful especially when the library is looking at new products and/or procedures. By taking delegates' feedback into consideration when planning our cpd25 events I feel that we are responding to the needs of library staff across London.

Treasurer's Report

Subscription income for 2009/10 amounted to £145,459

Consortium costs included: salaries for the Support Team; the annual Networking Event and the first M25 Consortium Conference; production and design costs of the annual report and materials to publicise the launch of the Directors' Room.

A portion of the Consortium reserves were used during the year to meet the web-support costs for the Directors' Room, Staff Room and other projects.

The Consortium's finances remain in a healthy state with approximately £115,000 of reserves.

Caroline Lloyd

*M25 Consortium Treasurer
Head of Library and Archives Service,
London School of Hygiene and Tropical Medicine*



Case study:

cpd25 Career Development Task Group

*David Gee, Deputy Librarian, Institute of Advanced Legal Studies
University of London Research Library Services*

I have been Chair of the Career Development Task Group 1, and a member of the Steering Group, since the creation of cpd25; I have enjoyed every minute of it and benefited enormously! Joining cpd25 and participating in its many staff development activities has definitely helped me keep up-to-date with my own career development and training needs, which in turn has helped me keep the staff I manage up-to-date as well.

As well as organising many successful and relevant training sessions, one of the most rewarding aspects of chairing my Task Group has been to see new members grow in confidence and develop new skills as they suggest training ideas and help to plan and organise our training programmes.

Steering Group Members 2009-10

Chair: **John Tuck**, *Royal Holloway, University of London*
Secretary: **Sandy Leitch**, *Kingston University*
Treasurer: **Caroline Lloyd**, *London School of Hygiene & Tropical Medicine, University of London*
Chair cpd25: **Mary Nixon**, *Goldsmiths, University of London*

Members: **Bethan Adams**, *St George's University of London, Chair of the M25 Digital Developments Working Group*
Nick Bevan, *Middlesex University, previous M25 Chair*
Julie Brittain, *Institute of Development Studies*
Angus Brown, *Imperial College London*
Julie Howell, *London Metropolitan University*
Rosemary Lynch, *University of the Creative Arts, Chair of the M25 Director Services Task and Finish Group*
Ann Murphy, *University of Greenwich*
Pete Ryan, *Canterbury Christ Church University, Chair of the M25 Marketing and Communications Working Group*



John Tuck



Sandy Leitch



Caroline Lloyd



Mary Nixon



Bethan Adams



Nick Bevan



Julie Brittain



Angus Brown



Julie Howell



Rosemary Lynch



Ann Murphy



Pete Ryan

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Tel: 020 7955 6454

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M25 Support Team

The M25 Support Team consists of full and part-time members of staff funded by the Consortium to provide effort to realise its aims and objectives. The Consortium is very grateful to the LSE for continuing to provide accommodation and assistance for the Team. There have been no changes to M25 Support Team staff during the year and the team remains based in the LSE Library. Staff responsibilities are:

John Gilby (M25 Administration & Project Manager) is responsible for overall line management of the Team with specific responsibilities for the InforM25 services. Also to oversee any internal or external projects for the benefit of the Consortium.

Vicky Falconer (M25 Administrator) is responsible for all organisational and secretarial issues covering the governance and day to day operations of the Consortium, main M25 website content, finances and facilitating cpd25 events.

Claire Hackshall (cpd25 Administrator) is responsible for implementing the annual cpd25 programme of events and facilitating all groups associated with cpd25.

Andrew Amato (M25 Web Services Project Officer) has full technical responsibility for M25 content managed websites, website and service development plus regular maintenance of the InforM25 services.



The M25 Support Team pictured L-R: Claire Hackshall, John Gilby, Vicky Falconer & Andrew Amato.



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M25 MEMBER LIBRARIES

Anglia Ruskin University [University of the Arts, London](#) University of Bedfordshire
[Birkbeck, University of London](#) University of Brighton [The British Library](#)
The British Museum [Brunel University](#) Buckinghamshire New University
[Canterbury Christ Church University](#)
Central School of Speech and Drama, University of London
[City University \(London\)](#) Courtauld Institute of Art
[University of East London](#) Goldsmiths, University of London [University of Greenwich](#)
University of Hertfordshire [Heythrop College, University of London](#)
[Horniman Museum](#) Imperial College London [Imperial War Museum](#)
Institute of Development Studies [Institute of Education](#) University of Kent
[King's College London](#) Kingston University [London Business School](#)
London Metropolitan University [University of London Research Library Services](#)
[London School of Economics and Political Science](#)
London School of Hygiene & Tropical Medicine [London South Bank University](#)
[Middlesex University](#) The Natural History Museum [The Open University in London](#)
Oxford Brookes University [Queen Mary, University of London](#)
[Ravensbourne College of Design & Communication](#) University of Reading
Roehampton University [Royal Botanic Gardens, Kew](#) Royal College of Art
[Royal Holloway, University of London](#) Royal Society of Chemistry
Royal Veterinary College [School of Oriental & African Studies](#)
[The School of Pharmacy](#) The Science Museum [St George's, University of London](#)
St Mary's University College, Twickenham [University of Surrey](#)
[University of Sussex](#) Thames Valley University [University College London](#)
University for the Creative Arts [Victoria & Albert Museum](#) Wellcome Library
[University of Westminster](#) The Wiener Library Institute of Contemporary History

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