



**M25**  
CONSORTIUM  
OF ACADEMIC LIBRARIES

# Annual Report 2010-11



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# Chair's Report

“ The driving force behind the Consortium and its important activities and contributions to the regional and national agenda remains its staff in individual libraries. ”

There is plenty to report from my first full year as Chair of the M25 Consortium. At the outset, it is important to thank the Officers for all their hard work during the year, in particular ensuring full documentation and accounts were lodged with the Charities Commission in accordance with the requirements of our status as a Charitable Company. Sincere thanks are due to Mary Nixon (Goldsmiths) who stood down after four years as Chair of cpd25. This has been a most productive role in a flagship area of M25 Consortium activity. Antony Loveland (Central School of Speech and Drama) succeeds Mary as we seek to maintain and develop the role and importance of cpd25.

Andrew Amato left the Support Team and the Consortium in May 2011 and will be sadly missed for his technical knowledge, amiability and commitment. It is reassuring to know that Andrew has moved not too far away, having been successful in obtaining the post of digital library developer at the LSE Library. We are grateful to Andrew and the whole of the Support Team for their hard work during 2010/11.

Farewells have also been made to Steering Group members Julie Howell (London Metropolitan University) and Rosemary Lynch (University for the Creative Arts) – but not before Julie ensured that the Consortium's successful second Annual Conference took place at London Met (see page 17), and Rosemary delivered an important paper on Directors' Development Needs (see page 16) that will form an important theme in 2011/12. Nick Bevan, former M25 Consortium Chair, has also completed his stint on the Steering Group. The Consortium owes a debt of gratitude to these colleagues for their collective contributions. In the same breath, welcomes must be made to Kitty Inglis and Michelle Wake who, as well as Antony Loveland, join the Steering Group from the University of Sussex and the School of Pharmacy respectively. I would also like to take this opportunity to welcome Lambeth Palace Library to membership of the Consortium (see page 12).

It goes without saying that the Consortium plays an important role in collaboration and sharing. Exemplified in staff development and training through cpd25, this is also demonstrated in many other fields of activity from resource discovery to knowledge exchange and networking and, increasingly, from contributions to national agendas for resource management and consortial purchasing.

The year has seen the completion of the InforM25 Review and its recommendations (see page 11), the participation of four M25 Consortium libraries as case studies in the SCONUL/JISC Shared Electronic Resource Management Requirements Project, and close working near year end with JISC Collections and MLAG (Museum Librarians and Archivists Group) on the potential for an M25/MLAG consortial purchasing initiative (see page 7).

The Consortium's virtual communication tools, Staff Room (launched at the November 2010 Networking event) and Directors' Room, generated considerable interest, both at the 40th LIBER Conference in Barcelona – where a poster was presented – and at a meeting with NoWAL (The North West Academic Libraries).

Equally important have been more local developments – for instance, the work carried out by John Gilby and Andrew Amato to effect transition of InforM25 and the Consortium's websites to externally hosted virtual servers, thereby enhancing efficiency and reliability.

The driving force behind the Consortium and its important activities and contributions to the regional and national agenda remains its staff in individual libraries. I would like to convey my personal thanks to each and every institution and colleague across the Consortium for their time, efforts and contributions during 2010/11.

**John Tuck**  
M25 Chair  
Director of Library Services, Royal Holloway,  
University of London

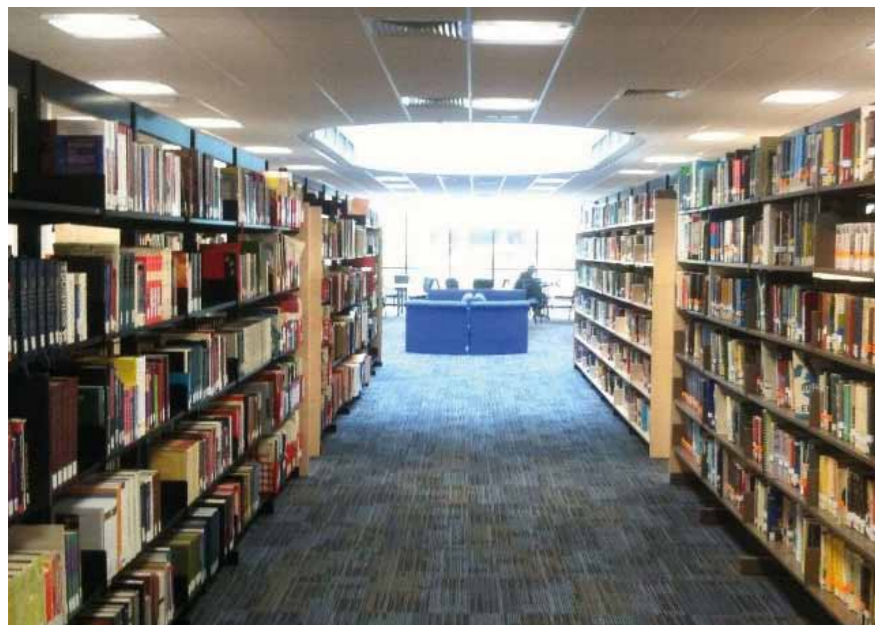


# Collaboration

“M25 is a perfect umbrella for shared services but...we are all competitors”, a Library Director said, anonymously. “Collaboration is working together to achieve a goal, but in its negative sense it is working as a traitor,” (*Wikipedia, accessed September 12th 2011*).

It is rewarding to see how positively and optimistically colleagues across the M25 Consortium are working together not just to solve common problems and address new challenges but simply because it is an effective, efficient and enjoyable way of working in a tough external environment.

The Consortium is involved in a range of interesting collaborative initiatives which deserve mention and recognition in the Annual Report. These include: WATER, ERM, SALT, relationship building with NoWAL and WHELP – and the almost acronym-free information handling and e-book projects with RIN and MLAG/JISC Collections respectively.



## **WATER (Walk-in Access To E-Resources)**

In October 2010, formal notification from HEFCE confirmed that funding to support the long-awaited walk-in access WAM25 feasibility study had not been approved. At about the same time, SCONUL set up a Task and Finish Group on Strategic Issues Associated with Library Access. The remit for this Group includes the need to promote wider uptake of walk-in access and the Group plans to undertake an online survey of members as part of its work. Mary Nixon has been the M25 Consortium representative on the Group which has successfully managed to reach agreement with JISC to ensure that its contribution to the original WAM25 project can be used in support of the new project. It is the intention that the M25 Consortium will provide the chair of the project group to take this strand of work forward following the survey.



## **Shared Services and Electronic Resource Management**

In February 2011, HEFCE announced that universities and colleges in England were to benefit (through the University Modernisation Fund (UMF)) from a new programme of services and investment to deliver efficiencies through shared services in cloud computing infrastructure and applications. This included a shared-services-in-administrative-systems strand to support the delivery of learning and teaching and of research, including as one component a service to support electronic resource management. Four M25 Consortium libraries (University of Westminster, University of East London, Royal Holloway University of London and University for the Creative Arts) were among 16 UK institutions taking part in use case studies which helped to determine and define a 'national', 'above campus' approach to electronic resource management. JISC Collections is now the managing agent responsible for taking this project forward while John Tuck continues to represent the M25 Consortium on the SCONUL Shared Services Steering Group.

## **SALT (Surfacing the Academic Long Tail)**

Mimas and the John Rylands University Library, University of Manchester, were

successful in a bid for this project under the JISC Activity Data Call. The project hypothesis is that Library circulation activity data can be used to support humanities research by surfacing underused 'long tail' library materials. The M25 Consortium was one of a number of supporting participants, enabling Philip Payne (Birkbeck) and John Gilby (M25 Support Team) to attend a fascinating update workshop in London in July 2011. For more information on the project, which enabled the M25 Consortium not only to enhance its relationship with Mimas but also its development plans for InforM25, see [www.salt11.wordpress.com](http://www.salt11.wordpress.com)

## **NoWAL (The North West Academic Libraries) and WHELP (Wales Higher Education Libraries Forum)**

Links have been strengthened with other regional consortia. John Tuck and Sandy Leitch attended a NoWAL Board meeting in Liverpool in June 2011, reciprocating NoWAL's visit to the Consortium's 2010 Networking event and their presentation at the April 2011 conference. These instances constituted useful exchanges of experience where particular interest was raised in the areas of cpd25, Staff Room and Directors' Room. The strategic partnerships agenda will be strengthened further in October 2011 through M25 Consortium participation at WHELP's autumn meeting.

## **E-books**

A Consortium Task Force has been set up to assess the potential of an M25 Consortium/MLAG (Museum Librarians and Archivists Group) e-books procurement initiative. Kate Price (University of Surrey), Anna Grigson (Royal Holloway, University of London) and Rupert Williams (Science Museum and MLAG), working with JISC Collections, have devised and circulated a survey questionnaire around members' e-books purchasing experience and interest/commitment to participating in such an initiative. Results are expected in Autumn 2011.

## **Information Handling**

Progress is being made on an M25 regional Information Handling initiative in conjunction with RIN (Research Information Network) and Vitae. Julie Brittain (British Library for Development Studies) and Jane Falconer (London School of Hygiene and Tropical Medicine) are working with Stephane Goldstein (RIN) to scope the aims and extent of a network to support researchers with information skills training.

### **John Tuck**

*M25 Chair  
Director of Library Services, Royal Holloway,  
University of London*



## Treasurer's Report

Income from subscriptions in 2010/11 amounted to £146,295.

Consortium costs included: salaries for the Support Team, charges for the annual financial review and associated financial advice, production of marketing materials (folders and pens) and the production and design costs of the Annual Report.

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

A reserves policy was agreed by members at the AGM. The policy links the reserves to the Consortium's Risk Register. Taking possible risks into account it is estimated that the Consortium needs to have reserves of approximately £116,000.

At the end of the 2010/11 financial year the reserves stood at £112,000. It is therefore expected that they will be at full strength by the end of the 2011/12 year.

As a charitable company the Consortium undergoes an independent examination of its financial accounts each year. Kingston Smith has carried this out for the last two financial years and was appointed to continue with this activity at the AGM in April 2011. The full financial report that they will prepare for 2010/11 will be made available to members in time for the AGM in April 2012.

**Caroline Lloyd**  
M25 Treasurer  
Head of Library Services  
London School of Hygiene  
and Tropical Medicine





# InforM25 Review

Thanks to the efforts of the Digital Developments Working Group and the InforM25 Task and Finish Group, led by Bethan Adams (St George's), the long-awaited InforM25 Review was completed in June 2011. Thanks are due to all colleagues who contributed to the Review and in particular to John Gilby and Andrew Amato of the Support Team for their work in its preparation. Having grappled with a multitude of options and viewpoints in a fast-moving environment, John and Andrew synthesised the various findings within a substantial report that went to the Consortium's July 2011 Steering Group.

The options included:  
Decommission; Do nothing; Do nothing plus; Short term 'low hanging fruit' improvements; 'InforM25 plus'; 'Megalib25'.

The first three options were rapidly dismissed as there was unanimous agreement and ample evidence to support the case for continuation and development of the InforM25 service.

It was agreed to proceed on one of two fronts: a) implementation of the 'low hanging fruit' option – 'low-hanging fruit' defined as some specific improvements identified as relatively easily achievable, with modest cost and time, but with tangible user benefits; or, b) should the occasion arise – and more ambitiously – a response to a funding opportunity that would enable a complete redesign, enrichment and replacement of the service. This redevelopment would be in line with the national resource discovery framework vision while retaining InforM25's unique mix of item-level discovery and practical access information.

Soon after agreement on these options, JISC issued its Grant Call 13/11: Resource Discovery Programme. This provided the M25 Consortium with the opportunity to work up and cost the components of an enhanced and enriched new service. Developed from InforM25 plus and Megalib25, this soon became SEARCH25 (Strengthening Electronic Access to Research Consortial

Holdings in M25). The bid was submitted to JISC in September 2011 and its scope is summarised as follows:

*"SEARCH25 will provide a new open resource discovery experience at a regional level, offering researchers the advantages of both local/regional and national resource discovery. Through SEARCH25, the M25 Consortium aims to develop a new service that combines and develops the strengths of the existing InforM25 service with a broadened focus and engagement with the principles of open data, the Discovery strategy and the national resource discovery framework agenda."*

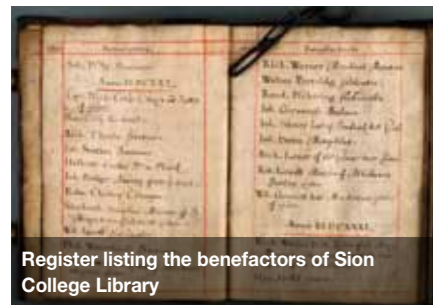
**John Tuck**  
M25 Chair  
Royal Holloway, University of London



# Lambeth Palace Library and its Collections

Archbishops of Canterbury have lived continuously at Lambeth (apart from the Interregnum years of the 1640s and 1650s) since the middle of the thirteenth century. The site offered safe, swift and discreet access straight across the river to the seat of power: the royal court, the law courts and Parliament. The collections of Lambeth Palace Library reflect every aspect of the interaction between church and state – not solely the archbishops' ecclesiastical and spiritual responsibilities, but also their wide range of secular interests as law-makers, patrons, property owners and members of a ruling elite.

The Library owes its foundation to Archbishop Richard Bancroft (1544-1610), who made provision in his will to transform what had previously been regarded as the personal property of individual archbishops into a library with institutional continuity. Bancroft bequeathed his own remarkable collection of some 5,600 printed books and 470 manuscripts "to the Arch-Bishops of Canterbury successively for ever".



Register listing the benefactors of Sion College Library



The first opening of St Matthew's Gospel, from the MacDurnan Gospels.

The 2010 anniversary exhibition – the most ambitious public exhibition ever mounted in the library's history – provided ample evidence of the different strands of Bancroft's foundation collection. Among these were some books inherited from his predecessors, such as the magnificent breviary illuminated for Archbishop Chichele in the early 15th century. There were monastic manuscripts, most notably the giant Romanesque Bible known as the Lambeth Bible, made for a monastery in Kent in the mid-12th century, and there were 'trophy' books, including a luxurious volume of the Gutenberg Bible (Mainz, c.1455) printed on vellum, probably – on the evidence of its contemporary English decoration – the first copy which can be shown to have reached England. Alongside these were working books which show the Archbishop engaged in the controversies of his own time: the only surviving complete set of the secretly printed Marprelate tracts (1588-89) – an attack on episcopal authority to which Bancroft published a reply – and James I's personal copy of a printed petition for toleration (1609), its margins filled with the King's extremely intolerant retort.



Interior of the Great Hall of Lambeth Palace, rebuilt for Archbishop Juxon in 1663.

The printed book collections at Lambeth grew rapidly during the course of the seventeenth century, with substantial bequests of books from the libraries of Archbishops Abbot (1562-1633) and Sheldon (1598-1677). Much more recently, the closure of Sion College Library in the mid-1990s brought to Lambeth a distinctive and complementary collection of some 35,000 books printed before 1850. Whereas Lambeth Palace Library has long revolved around the office of the archbishop, Sion College Library had its roots in the Protestant merchants and clergy of the City of London – its benefactors included Samuel Pepys and numerous members of the Stationers' Company – and its scope was broadened considerably by the legal deposit privilege which it enjoyed from 1710 until the 1830s.

The past 150 years have also seen an enormous expansion in the archival holdings of Lambeth Palace Library and it is these which are probably most used now for research. The official papers and correspondence of the archbishops of Canterbury are preserved at Lambeth in a continuous (and voluminous) series from 1862 onwards. Lambeth Palace Library has also acquired the papers of many other figures connected with the national role of the Church of England, ranging from Gladstone's diaries to the papers of George Bell (1883-1958), Bishop of Chichester, friend of T. S. Eliot and opponent of the wartime bombing of German cities. There are extensive series of legal papers, such as the records of the Court of Arches, an ecclesiastical court which tried cases relating to morals, marriage, inheritance and church discipline, as well as archives of societies ranging from the Society for the Propagation of the Gospel, documenting 18th-century missionary activity overseas, to the Incorporated Church Building Society, an important source for historians of church architecture. In making these available today, through online catalogues and a reading room open to readers wishing to explore any aspect of the collections, Lambeth Palace Library now serves a far wider public than Archbishop Bancroft could ever have imagined.

**Giles Mandelbrote**  
Librarian and Archivist,  
Lambeth Palace Library

# Goldsmiths Special Collections

“The walls and doors, shelves and corridors seem to build an aural labyrinth.”

**Jenny Keuter,**  
Sound artist in residence, 2010

Goldsmiths, University of London has a world-class reputation for creativity and innovation. The library collects special collections and archives which are reflective of Goldsmiths' influential position in the arts and its involvement with the culture of the local communities, as well as broader contemporary society.

Two particularly exciting recent acquisitions in Special Collections are the archives of Daphne Oram, the creator of 'Oramics' – a synthesis technique which used visual images to create electronic sounds – and the LIFT Living Archive. These joined amongst others the Lloyd and MacColl folk music collections, the Serge Prokofiev Archive and

Centre for Russian Music Library and the Women's Art Library/Make. We have recently taken on management of the Goldsmiths Textile Collection and Constance Howard Gallery too.

Our new joint Special Collections and post-graduate study space opened in January 2011. We use the space as a visible, tangible centre for Library Research Support. Many of the collections are contemporary so we can work in close collaboration with their owners, creators and performers to produce exhibitions and events.

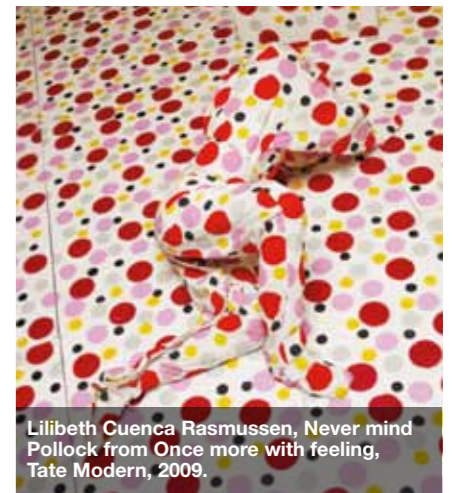
Always aware of the gaps between practice and its records in the library, we have found

that the material qualities of the collections are becoming increasingly valued along with the speed and agility of access that digitisation facilitates. As the Research Support Librarian my aim is to ensure that my team turns our experiences into lasting expertise and that the resources we produce make a sustainable contribution to the intellectual environment at Goldsmiths. I would like to see the M25 Consortium help develop better access to our M25 collections together – I'm sure we would find some surprising links between them.

**Jacqueline Cooke**  
Research Support Librarian, Goldsmiths.



Lifting London event, Goldsmiths 2009. Tim Mitchell and LIFT.



Lilibeth Cuenca Rasmussen, Never mind Pollock from Once more with feeling, Tate Modern, 2009.



Lenka Horokova, Ideology/After the fall, 2010. Constance Howard Textiles Gallery, Goldsmiths.



Daphne Oram in her studio, 1962. Daphne Oram Trust.

# cpd25 Activities

In 2010-11 cpd25 organised 61 events (the most for four years). As usual, the programme was balanced between topics which never go out of fashion and new ones which show the sheer variety of issues with which librarians now engage. *Mash-ups in Libraries* and *Follow Us On...Using Social Networks* were designed to help those who grapple with new technologies; *Employment Law in a Nutshell* and *Data Protection for Library Staff* looked at the ever increasing challenges of providing services within the law; while *Technology Giveth and the Law Taketh Away* neatly combined these two aspects of the daily grind. *Academic Libraries After the Browne Review*, *Change Management* and *The Changing Role of Library Assistants* all aimed to help library staff cope with changes that are all around us – as did the one simply entitled *Keep Calm and Carry On*.



“cpd25 is a win-win organisation.”

## Feature from Mary Nixon, outgoing Chair of cpd25

Soon after returning to work in academic libraries I went to an event run by cpd25. An odd name, I thought, but the event itself (on the then futuristic topic of 24/7 opening) was excellent: a range of opinions and experiences from people who knew exactly what they were talking about and could give a practical perspective. A few months later I was asked to speak on the eternal theme of fundraising; on that occasion I was impressed by the fact that the audience included delegates from libraries in all sectors and from every part of the UK.

So when I became Chair of cpd25 I already knew we had a quality product. In the ensuing four years I discovered all the hard work that goes into making the programme so successful. Forty volunteers working in five task groups devise a programme, plan individual events and contact speakers, while our two administrators, Claire and Vicky, cope with finding venues, sorting out catering and audiovisual requirements, taking bookings, writing minutes of numerous meetings, and collating the feedback.

cpd25 is a win-win organisation. New task group members often find their first assignment daunting, but working with a more experienced colleague they soon gain confidence, find new skills, make the most of networking opportunities and of course are able to devise and attend courses to meet their current professional needs. It is striking how, even at a time when there are not many jobs around, cpd25 task group members continue to move to new and challenging posts.

The unique selling point for cpd25 is that the courses are devised by and frequently delivered by current practitioners, and that staff in a wide variety of roles in academic libraries are engaged in organising them. However, for generic skills such as time management or for legal matters we use the best professional trainers we can find. Comments on recent events show that this approach is generally successful.

One of the perks of chairing cpd25 is the opportunity to attend a wide variety of events. I remember in particular the first *Senior*

*“Case studies – learnt much more this way than if had been on Powerpoint”, “(The trainer’s) style made the subject fun and lively” (Employment Law in a Nutshell)*

*“The course has met all my expectations”, “Really useful session, can’t think of a thing to improve. Thank you!” (Introduction to Financial Planning)*

*“The group exercises were great and really got me thinking” (Introduction to Marketing)*

*“It was a fast-moving but energizing session” (Organising Your Own Training)*

*Library Assistants’ Conference*, starting rather quietly and buzzing as the day went on; the *Future of Librarians Conference* which brought together librarians and academics; a lively session on transferable skills, and those annual planning afternoons when we tried to come up with fresh ways of approaching

perennial topics as well as putting forward new ones.

I have thoroughly enjoyed working with cpd25 for the past four years and I am sure that under Antony’s guidance it will prosper in the future.

To quote the head of a university staff development unit “Librarians are remarkably good at networking and co-operating and cpd25 is a striking example”.

**Mary Nixon**  
*Librarian, Goldsmiths, University of London*

Antony Loveland, Head of Library Services, Central School of Speech and Drama, took over as cpd25 Chair at the April 2011 M25 AGM.



# Conversations with Directors

During 2010/11, over 60 per cent of M25 Directors took part in a series of conversations about learning and development, contributing to a lively debate about what it means to be a Director in the 21st century.

*“Thinking less about librarianship and more about leadership”*

Participants described an increasingly complex and politicised environment with ever extending boundaries, frequent new challenges and limited time available for personal development. Broadening horizons was a recurring theme and the resulting requirement for shared learning opportunities and “toolkits” which focus more on strategic leadership and management at institutional level than on a set of skills and competencies to run a service. Change management, future proofing and succession planning were important considerations, and enabling senior staff to think and act strategically a priority.

Although participants emphasised the variety of roles and range of experience at Director level, their priorities for personal and team development followed remarkably similar themes:

#### Political and leadership skills

Operating effectively within and beyond the HE environment which demands an understanding of power structures, high order negotiating and influencing skills, the ability to manage upwards, to collaborate with peers, to establish relationships with people outside the profession and to raise personal, service and institutional profiles.



*“For Director level matters, it’s really all about networking”*



#### Service integration and cross sectoral working

The need to look beyond libraries and HEIs to the integration and management of a broader range of services which necessitates working outside the boundaries of professional backgrounds, embracing different cultures and managing diverse teams through change.

#### Planning

Future, scenario, strategic, business, financial, project, disaster...planning and service modelling were considered essential skills for Directors and senior staff.

#### Demonstrating value

Mapping outcomes and demonstrating the impact of service provision using evidence from research, KPIs and benchmarking data effectively.

#### Fundraising

To support major building projects and other initiatives.

#### Impact of technology

How to keep pace with technological change and future-proof services.

#### Succession planning

Directors were interested in finding ways to expose people to more strategic work which would enable them to develop their skills and “step up” in terms of both their current and future roles. The potential value of job shadowing, coaching and mentoring to address the skills gap was highlighted.

*“For Director level matters, it’s really all about networking”*

Directors use a broad range of professional and private providers for staff training, including cpd25 which is highly valued and well used. Although the courses available addressed important development

needs at management level, there was a requirement for more sophisticated solutions to the abstract and complex needs of senior staff. Directors’ Room has added a safe environment for networking “beyond the usual suspects” and the mix of strategic and practical exchanges was appreciated. More opportunities for shared learning both face-to-face and virtually were requested, as well as more stretching development opportunities which test personal limits. The potential to capitalise on the wide range of knowledge and experience available within the Consortium was highlighted, as were the benefits of geographical proximity of member institutions.

#### What next?

As an immediate response to Directors’ feedback, the April 2012 conference will focus on scenario planning as one of its themes.

The Consortium is also forming a new Task and Finish Group to take forward the outcomes of the research, considering various proposals including developing a regional framework for shared learning; providing more opportunities for mentoring and work shadowing; running high level briefings and master classes which address the knowledge and skills gaps identified; and experimenting with cross-sectoral development events. The group will work closely with cpd25, who will take forward the suggestions for courses and events within their remit.

*“Leadership and learning are indispensable to each other”*

# Networking Event and Annual Conference

## Annual Networking Evening at the Women’s Library, London Metropolitan University – 4th November 2010

We were pleased to host this event in the exhibition space at the Women’s Library, one of the university’s special collections of international importance, the other being the TUC Library Collections in Holloway Road library.

Guests had the opportunity to greet old friends and colleagues – and meet new ones – as well as the opportunity to browse the current exhibition, Hand Made Tales: Women and Domestic Crafts: [www.londonmet.ac.uk/thewomenslibrary/whats-on/exhibitions/handmadetales.cfm](http://www.londonmet.ac.uk/thewomenslibrary/whats-on/exhibitions/handmadetales.cfm)

Women’s Library staff were also on hand to talk about the exhibition and show the more curious among us the location of Nicola Malkin’s pieces in the “Crafted Footnotes” exhibition.

Guests were also introduced to the M25 Staff Room, the online space for all staff in the Consortium to exchange information and ideas, which complements the Directors’ Room service launched last year.

The annual Networking Evening is an important one for the Consortium, being a rare opportunity for colleagues to interact in a relaxed atmosphere. We felt the choice of the Women’s Library made it particularly successful because it offered the additional bonus of showcasing one of the Consortium’s many unique collections. The financial climate makes it even more important for the Consortium to exploit what we have, and collections such as this are pivotal to the role of libraries in supporting the core business of learning, teaching and research in our institutions.

#### Julie Howell

Director of Libraries, London Metropolitan University

## The 2011 M25 Conference – with the inspired name of *Hard Shoulder to Fast Lane: Making the Most of the Mayhem* – took place on 15th April at London Metropolitan University’s Graduate Centre.

73 staff from Consortium libraries attended the M25 2011 Conference, which, as the title suggests, was set to address making the most of library services in the current economic climate. Professor Malcolm Gillies, Vice Chancellor of London Metropolitan University, set the external context in his keynote address. This was followed by two speakers giving slightly different perspectives on ideas around collaboration: Deborah Shorley, Director of Library Services at Imperial College London and Head of the UK Research Reserve (UKRR); and Fiona Parsons, Chair of SCONUL and Director of Learning and Information Services at the University of Wolverhampton. Before lunch we heard more on collaboration from a consortial perspective, with a talk by Alison MacKenzie and Nicola Siminson from North West Academic Libraries (NoWAL).

Over lunch, attendees had the opportunity to visit the newly refurbished London Metropolitan University Holloway Road Library. Then in the afternoon we heard from Dr Giles Mandelbrote, Librarian and Archivist at Lambeth Palace Library, and Dr Jacqueline Cooke, Research Support Librarian at Goldsmiths – both giving fascinating insights into just a few of the wonderful items in their libraries’ Special Collections. Mary Nixon, cpd25 Chair and Librarian at Goldsmiths, and Julie Howell, Director of Libraries at London Metropolitan University, then gave two short talks – on the importance of developing staff and the new M25 Staff Room service, respectively. The afternoon was concluded with a Q&A session between audience members and some of the speakers from earlier in the day.

Feedback was collected, and this has been invaluable in taking forward suggestions for next year’s Conference. We are delighted that this will be held at Ravensbourne in April 2012 – look out for further information in the coming months!



# Steering Group Members 2010-11

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

Members: **Bethan Adams**, *St George's University of London*  
**Nick Bevan**, *Middlesex University*  
**Julie Brittain**, *Institute of Development Studies*  
**Angus Brown**, *Imperial College London*  
**Julie Howell**, *London Metropolitan University*  
**Rosemary Lynch**, *University for the Creative Arts*  
**Ann Murphy**, *University of Greenwich*  
**Pete Ryan**, *Canterbury Christ Church University*

Additional members after 2011 AGM:  
**Kitty Inglis**, *University of Sussex*  
**Antony Loveland**, *Central School of Speech and Drama*  
**Michelle Wake**, *School of Pharmacy*

**M25 Consortium of Academic Libraries**  
 LSE Library  
 The London School of Economics and Political Science  
 10 Portugal Street  
 London WC2A 2HD  
 Email: [m25sgadmin@lse.ac.uk](mailto:m25sgadmin@lse.ac.uk)  
 Tel: 020 7955 6454  
[www.m25lib.ac.uk](http://www.m25lib.ac.uk)



**John Tuck**



**Sandy Leitch**



**Caroline Lloyd**



**Mary Nixon**



**Bethan Adams**



**Nick Bevan**



**Julie Brittain**



**Angus Brown**



**Julie Howell**



**Rosemary Lynch**



**Ann Murphy**



**Pete Ryan**



**Kitty Inglis**



**Antony Loveland**



**Michelle Wake**

## M25 Support Team

The M25 Support Team supports the work of the M25 Steering Group and comprises full and part-time members of staff funded by the Consortium to realise its aims and objectives. The Consortium is once again very grateful to LSE for continuing to provide office accommodation for the Team. Near the end of the year, Andrew Amato left the team, having made an excellent contribution to the technical services provided by the Consortium. Andrew designed and built the M25 Directors' and Staff Rooms; set up, documented and migrated all M25 services to new hosting arrangements; and was the key member of staff carrying out the review of InforM25. Remaining 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. John also oversees 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.



## 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 Lambeth Palace Library  
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 UCL (UCL Library Services)  
University for the Creative Arts Victoria & Albert Museum Wellcome Library  
University of Westminster The Wiener Library Institute of Contemporary History

**Cover image:**

Top: Middlesex University – winner of M25 photo competition