



Lunch25

Meet the 3rd Floor Orange Team!
(and contribute to its future plans)

2 February 2010



Who Are We ?

- John Gilby - M25 Project & Administration Manager
- Vicky Falconer - M25 Administrator
- Claire Hackshall - cpd25 Administrator
- Andrew Amato - M25 Web Services Project Officer



Overview

- General information and background
- cpd25
- InforM25
- Recent M25 Initiatives and future plans
- We need your input!
- Listen carefully for questionnaire answers!



What is the M25 Consortium and what does it do?

- A collaborative group of 59 academic institutions in the London, East and South Eastern regions
- Provides services for member libraries, their staff and users
- Enabling access and discovery
- High quality training for library staff at all levels
- Mutual support for libraries and their senior managers

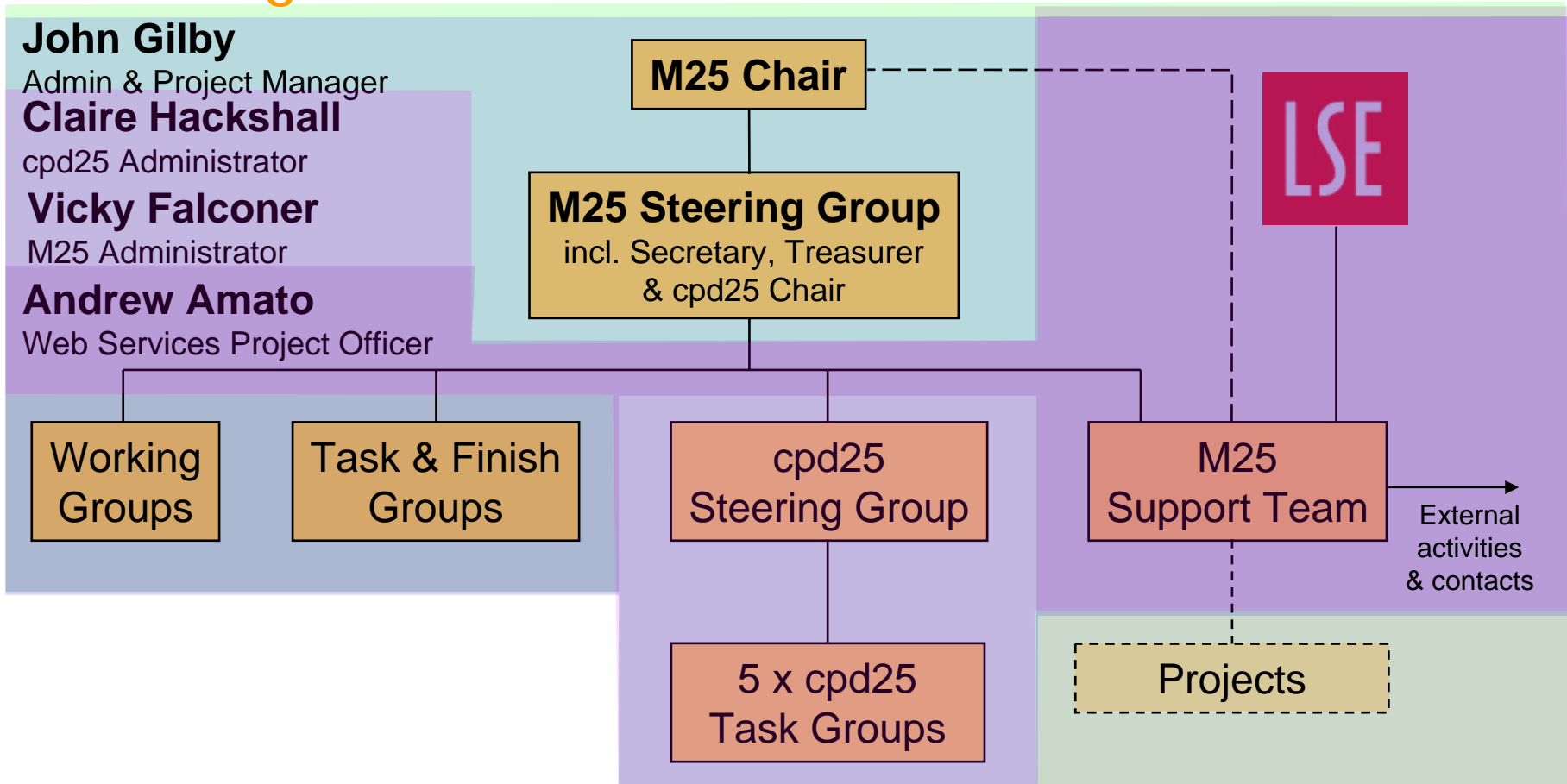


Key moments from history

- 1993 M25 Consortium established
- 1996 first M25 web presence
- 1998 first M25 staff and JISC project (M25 Link)
- 2001 InforM25 launched
- 2002 membership extended to non-HE
- 2003 cpd25 launched (staff based at Westminster)
- 2006 three websites redesigned
- 2008 M25 Support Team established @ LSE



M25 Organisational Structure





Online Structure

- Three websites all with M25 family ‘look & feel’
 - www.m25lib.ac.uk – for library staff and general M25 information (such as governance, membership, working & steering group data, etc.)
 - www.cpd25.ac.uk – for library staff & all information relating to cpd25 activities
 - www.inform25.ac.uk – services for library users



cpd25

Continuing Professional Development...



What do we do?

- cpd25 was launched in 2003
- High quality training and development - huge range of different areas, issues and staff needs.
- Conferences, seminars, workshops, visits.



Our approach...

- Events are aimed at **all** levels of staff.
- Events take place in all sorts of venues across London.
- Our events are open to staff from **all** sectors.
- Very competitively priced.



cpd25 structure

- Inclusivity and collaboration also reflected in the cdp25 structure:
 - Staff who devise the programme give their time to cpd25 voluntarily, in addition to their day to day roles.
 - They are from a wide cross section of our member organisations, and have various different roles.
 - Staff work on one of 5 different Task Groups:



cpd25 Task Groups

- TG1: Career Development
- TG2: Standards and Legal Frameworks
- TG3: Operations Management
- TG4: Personal Effectiveness & Management
- TG5: User Resources and Services



cpd25 Steering Group

- Chairs of each task group make up the cpd25 Steering Group
- Overall cpd25 Chair is member of the M25 Steering Group
- cpd25 Administrator works closely with each Task Group



The cpd25 engine room...

- The Task Groups and SG each meet roughly quarterly.
- The cpd25 Administrator attends all meetings, then works to turn each of the Task Groups' event plans into reality!

calendar planning

venue searching

bookings

liaison with speakers/TG reps

budgeting/costing

event logistics

etc....



Here's a few things that we hope our events can provide opportunities for:



- questioning
- (re)evaluation
- discussion
- reflection
- networking
- listening
- looking



To achieve this, our job is to:

- Provide a programme of events that is sufficiently ‘up to the minute’.
- To ensure that we set up an environment at our events that is comfortable, welcoming, non-biased.



Your feedback counts!

- When you attend our events, please fill in the feedback form!
- Your views on any aspect of the event – venue, handouts, speakers, refreshments – are all taken seriously



Interested?

- From time to time vacancies arise on the five Task Groups for suitably qualified/interested staff...
- Adds to your professional development
- If you are particularly keen on one of our Task Group areas of work, why not register your interest sooner rather than later?



cpd25 Travel Award

- One place every two years to attend IFLA Conference:
- Open to cpd25 TG members, and all members of staff within M25 libraries who have staff development and training responsibilities.
- To support staff development officers in their roles, and to provide opportunities to benchmark practice in international context.
- Previous winners: Johannesburg, Quebec, Bologna

“...Getting out of my comfort zone gave me the chance to refresh my enthusiasm and offer a wider perspective on a profession that is as relevant to the 21st century as it has been since its inception.”



cpd25: 2009-10

Proposed Programme of Events & Visits:



Career Development

Oct 2009 – July 2010	The Professional Qualifications Series [QS]
21 October 2009	QS: Introduction To CILIP Qualifications
30 October 2009	Applying to Study Library and Information Science and Beyond Conference
18 November 2009	QS: Introduction To Marketing within Academic Libraries
9 December 2009	QS: E-Resources Collection Management
20 January 2010	QS: Introduction To Developing A Service
24 February 2010	QS: Introduction To Supervisory Skills
3 March 2010	QS: ACLIP and Chartership Portfolio Forum
24 March 2010	SDO's Discussion Forum 1
14 April 2010	QS: Introduction To Financial Planning
19 May 2010	QS: Customer Care
27 May 2010	Career Progression Day for Library Assistants
May 2010	Visit to The National Art Library
9 June 2010	QS: Copyright For Higher Education Professionals
June 2010	SDO's Discussion Forum 2
7 July 2010	QS: Supporting Our Users: Current Trends In Academic Liaison And Outreach.
TBC	Visit to Westminster Public Reference Library



Quality Standards and Legal Frameworks

8 December 2009	Visit to Society of Antiquaries
4 February 2010	Visit to Middle Temple Library
12 March 2010	Visit to the Tate Library
19 March 2010	Supporting Students diagnosed with Mental Health Difficulties
22 March 2010	Visit to the Library & Museum of Freemasonry
15 April 2010	Employment Law (to include part-time working, flexible contracts etc)
5 May 2010	Visit to British Film Institute
Spring 2010	Visit to Horniman Museum
Spring 2010	Basic Copyright
TBC	Visit to a London Prison
TBC	Contract & Supplier Management
TBC	Managing Management Information
TBC	Quality Standards
Summer 2010	Assisted Technology
TBC	Visit to London Library
TBC	Visit to Imperial Library



Operations Management

20 January 2010	Collection Development
March 2010	Library Access for Non-Traditional Learners/Catering for Mature Students
Spring 2010	Working Patterns
Spring 2010	Customer Service in the Commercial Sector
Spring 2010	Visit to National Monuments Record Centre, Swindon
May/June 2010	24/7 Conference
Early Summer 2010	Business Process Re-Engineering (LEAN)
Summer 2010	Digitising Collections
Summer 2010	Visit to National Digital Archive, Senate House [Linked to the Digitising Collections event]
TBC	Copyright
TBC	Visit to Putney Public Library



Personal Effectiveness & Management

20 November 2009	Managing Budgets
9 December '09 & 31 March '10	Coping at the Counter
15 December 2009	Visit to Kubrick Archive & Special Collections
16 December 2009	Visit to Westminster School
3, 15 & 23 February 2010	Leadership Development: lessons for aspiring leaders *
11 February 2010	Using Social Media to Extend your Website's Reach
12 February 2010	Libraries Don't Need Marketing? Overcoming the Myth
17 February 2010	Visit to House of Commons
2 March 2010	Negotiating & Influencing *
17 March & 6 May 2010	Coping Even Better at the Counter
25 March 2010	Time Management
27 April & 4 May	New Managers Toolkit
30 April 2010	Senior Library Assistants Conference
7 May 2010	Visit to Kew
17 June 2010	Emotional Intelligence
TBC	Transferable Skills



User Resources & Services

21 April 2010	Information Skills for Library Staff
19 May 2010	Roving with a Purpose & Self-Service
May 2010	Visit to Special Collections at Kingston University
May 2010	OPAC'S
24 June 2010	Counter Cultures
June 2010	Visit to Special Collections at Reading University
July 2010	Visit to University of Sussex – Special Collections to support teaching
TBC	Collaborative Software



Booking onto cpd25 Events & Visits

- Keep an eye on the forthcoming events section of the cpd25 website and if you spot an event that you'd like to attend talk to your line manager first of all, and then if you get the go-ahead you will need to contact Sonia McGilchrist in the Library Admin Office
- Remember: It is advisable to book as soon as possible once a cpd25 event has been advertised, as places are limited and normally go very quickly!
- cpd25 website: <http://www.cpd25/>



InforM25 - services for library users

- Origins in various externally funded projects
- Suite of interrelated services:
 - **Find-a-library** for details about M25 libraries
 - **Visit-a-library** for data on how to access the libraries
 - **Search-catalogues** for real-time searching of c45 library catalogues
 - **ULS** for journal holdings of 21 libraries



InforM25 short term plans

- Moving to new server
- Addition of images and links to Google Maps
- Small improvements to functionality and usability

- Review of service underway
(underlying technology, user interfaces,
information provided, etc.)



M25 Access & Borrowing Scheme

- M25 have history of promoting access
- Current scheme highlights:
 - Provides access & borrowing to HE libraries for staff from non-HE M25 members (e.g. IWM)
 - Based on SCONUL Access
 - NOT for HE members to visit other M25 libraries
 - Statistics recorded on card issue and usage



M25 Directors' Room

- The DR is a web-based communication tool for M25 Library Directors
- It allows directors to find other directors with specific skills and/or interests
- It provides a forum for communication between directors, on specific topics
- Fosters collaboration between directors



M25 Directors' Room

Directors' Room

M25 Site InforM25 Site cpd25 Site

MAIN MENU

- M25 Home
- Directors' Room
 - View your profile
 - Edit your profile
 - Members
 - Discussion Boards
- Logout

Print this page

General

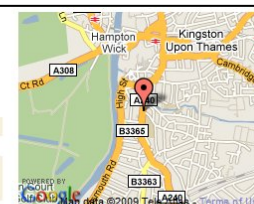
Forum	Topics	Replies	Last Post
About the Directors' Room Conversations about the Directors' Room; comments, suggestions, requests for help, etc.	10	39	TEST TOPIC - For Directors' Room launch by Andrew Amato 23/09/2009 16:46
Chat (1 NEW) For conversations not directly related to library or Consortium business	2	3	Re:Directors' Book Club by John Tuck 20/01/2010 14:52
M25 Consortium discussion (1 NEW) General discussion forum for M25 Consortium matters; e.g., future strategy, business, short-term plans, etc.	3	5	M25 Annual Conference and AGM - 23rd April by Sandy Leitch Yesterday 17:58

Director's Discussions

Forum	Topics	Replies	Last Post
Environment and Resource Role of libraries in e-learning & research, Use of innovative technologies, LMS & interoperability, Repositories, Access management, RFID & self-service, Digitisation, Copyright	8	17	IDD (ILL) policies by Suzanne Enright 09/12/2009 17:33
Space & Buildings Creative learning environments, Building projects, Shared buildings, Space management, Collaborative collection management, Opening hours, Creative learning environments, Building projects, Shared buildings, Space management, Collaborative collection management, Opening hours	6	10	Re:New staff office by Robert Hall 21/09/2009 15:05
Leadership & Management (1 NEW) Strategic positioning of LIS, Convergence, Recruitment & retention, Personal & professional development, Succession planning, Performance management	6	10	Re:HERA by John Tuck 20/01/2010 14:55
Encouraging & Capturing Innovation Showcasing innovation & best practice, Marketing & promotion, Shared services, Cross-sectoral partnerships, External funding, Project development & management	2	7	Re:Heritage Lottery funding / joint bids public libs by Suzanne Enright 09/12/2009 17:46
Quality National student survey, Audits, monitoring & validations, Benchmarking, External	1	15	Re:institutional audit by Sandy Leitch



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Email: Send Email
Role: Head of Learning and Research Support
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KINGSTON-UPON-THAMES
Surrey
KT1 2EE



Postal address (if different):

Areas of Interest

- E-environment & resource:**
 - Role of libraries in e-learning & research
 - Use of innovative technologies
 - Access management
- Space & Buildings:**
 - Creative learning environments
- Leadership & Management:**
 - Strategic positioning of LIS
 - Convergence
 - Performance management
- Encouraging & capturing innovation:**
 - Cross-sectoral partnerships
- Quality:**
 - Audits, monitoring & validations
 - Benchmarking
 - Service level agreements

Willing to

- Give information
- Participate in a learning set

Current projects

- Identifying new working arrangements for help-desk activities integrating support from across Information Services and first level student support services. (Virtual and physical)
- Support services for research including funds for open access publication.
- Information Specialist roles in a converged and integrated context.

Current concerns

Recent discussion board posts

Date	Subject	Category	Hits
21/01/10 17:58:31	M25 Annual Conference and AGM - 23rd April	M25 Consortium discussion	4
04/01/10 17:26:35	Re:institutional audit	Quality	107
12/10/09 08:53:31	Support for Open Access publishing?	Environment and Resource	10
17/09/09 11:14:23	Re:alerting me	About the Directors' Room	38
06/08/09 12:41:56	Re:institutional audit	Quality	107



M25 “Staff Room”

- Taking the good ideas from the Directors’ Room, and creating something for **all** library staff.
- The M25 Staff Room will be a new online communication and collaboration tool for library staff, designed to:
 - help users find and communicate with peers at other M25 libraries.
 - provide a forum to encourage collaboration, information sharing, and general discussion
 - serve all library staff, across different job roles and institutions.



M25 into the future

- WAM25 Project (Walk-in Access to M25 libraries) – bid to HEFCE for pilot service
- Membership – may increase but the Consortium are not actively seeking to expand
- Consolidation of what we have, review of marketing, move to temporary task & finish groups instead of traditional working groups



cpd25 Discussion Points

- Any questions?
 - How to find courses?
 - How to attend courses?
 - Ideas for courses that are topical and relevant?
 - How to become more involved with cpd25 Task Groups?
 - etc.



InforM25 discussion points

- Do staff know about it and use/promote it?
If not, why not?
- Does it still meet a need?
- How much is it used?
- Does it offer advantages over similar national initiatives?
- Thoughts on technology, usability and coverage...



M25 Staff Room discussion points

- What would help you communicate/collaborate with peers in other libraries better?
- What existing tools do you use? e.g.,
 - mailing lists (JISC? Other?)
 - social networking tools (e.g., Facebook, Twitter)
 - anything else?
- Would you like to be involved in initial testing and feedback?