



# 2008-09

**ANNUAL REPORT 2008-09**



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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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Image left and above: LSE Library



SOAS Library



LSE Library



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Science Museum Library



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M25 Steering Group

### Making a difference

I am writing this with great excitement having just had confirmation from the Charity Commission that our application for registration as a charity has been successful. Governance and Financial Management has been one of three big projects that have occupied our minds over the past year and, on the face of it, the least important as far as our key stakeholders are concerned. So why do I highlight this first? Registration is by no means automatic. There are a number of key principles which must be met that involve demonstrating exactly how we provide clear and identifiable benefits to the public. It is easy for steering groups in any organisation to focus on the here and now of administrative matters, budgets and the programmes for future events. So it was a salutary exercise to reflect that through our collaborative efforts there are tangible real benefits we can point to that make people's lives easier. We save the time of learners and researchers through InforM25, we facilitate

access to specialist material via the M25 access scheme and we improve service delivery by equipping staff with skills through cpd25 events. Through the voluntary work of members of the many working groups and task groups, supported by members' subscriptions, we have contributed to learning and research in the region and beyond – this report sets out some of the ways we have done this over the past year.

### Looking forward

As we end this year, two other big Consortium projects are poised to take off. The Directors' Room, which will give directors and representatives the chance to share expertise and experience in a Web 2.0 setting, is ready for launch at the September 2009 networking event at LSE. And as I write, we are waiting for final confirmation from HEFCE of agreed funding which, together with support from JISC, SCONUL, UCISA and several member libraries, will enable us to launch the WAM25 project. The Consortium has its roots in collaboration to open up access to libraries. WAM25 continues this tradition by enabling visitors to access electronic journals that would otherwise be locked away in internal networks. We hope that we can lead the way, just as we did with access, and develop a successful model that can later be extended to the rest of the sector.

### Connecting professionally

Two stimulating members' meetings were held this year.

In January we met at Goldsmiths', University of London and, under the theme of "Lost in Translation", heard three talks focused on library services for international students. In June, at the London School of Hygiene and Tropical

“Through the voluntary work of members of the many working groups and task groups ... we have contributed to learning and research in the region and beyond.”

Medicine we were "Thinking *ABOUT* the box", with three speakers from outside the library world looking at designing, creating and evaluating innovative spaces for learning. Members also had a chance to network at the annual September evening meeting, in the elegant Victorian setting of the Solar Room at Imperial College.

This year we welcomed two new members to the Consortium – the Science Museum Library and the Horniman Museum Library – which are introduced in these pages. Two working groups changed their names at the end of the year to reflect a new focus so we welcome the Strategic Partnerships (formerly Collaboration and Partnership) Working Group and the Digital Developments (formerly Resource Discovery) Working Group. We also saw the consolidation of the M25 Support Team on to a single site at the LSE Library. I would like to thank the team, led by John Gilby, my fellow officers and Steering Group members and members of the task groups and working groups that deliver our activities, for their enthusiasm and commitment which ensured another productive year for the Consortium.

**Nick Bevan** Chair  
M25 Consortium of Academic Libraries



# Networking Events

## M25 Networking Event, 15th September 2008

The M25 Networking evening has, since 2005, been an integral part of the M25 calendar – providing a well-earned opportunity for guests to catch up, relax, and celebrate the Consortium’s successes of the year. The 2008 event was held at 170 Queen’s Gate, South Kensington, a grade II listed Victorian townhouse designed by Richard Norman Shaw and now owned by Imperial College London.

Nick Bevan, Chair of the Consortium, gave a brief welcome to the sixty or so M25 representatives, Working and Task Group members, and other guests in attendance. The rest of the evening was dedicated to enjoying the food and wine, and the elegant and convivial surroundings – including the lovely courtyard garden.

The 2009 Networking event takes place on 23rd September 2009 at the LSE New Academic Building. Look out for an account in next year’s Annual Report.

**Vicky Falconer** M25 Administrator

## Members’ Days

Members’ Day in January 2009 was hosted by Goldsmiths University of London. The morning session, themed ‘Lost in Translation? Library Services for International Students’, brought together a host of regional speakers. Karen Senior (University of Bolton) and Moira Bent (Newcastle University) delivered a presentation based on the SCONUL services to international students. Helen Singer and Cate Facey (both from University of Hertfordshire) presented a case study of the international student experience at Hertfordshire. Christine Middleton (University of Nottingham) concluded the morning presentations by showcasing how Nottingham provides information services across their three international campuses.

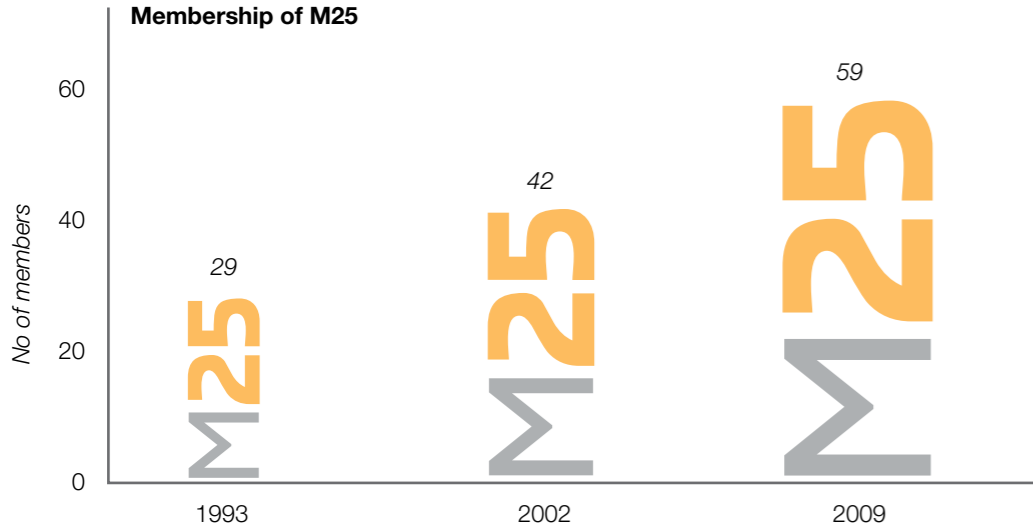
The afternoon session kicked off with a presentation from John Tuck, M25 representative and Director of Library Services at Royal Holloway, University of London, about the new social learning space at the Bedford Library. The business meeting followed.

**Genein Cox-De Sousa** M25 Administrator

The June 2009 Members’ Day was held at the London School of Hygiene and Tropical Medicine’s South Courtyard Building, opened by HRH the Princess Royal less than a month before. Speakers invited from outside the library sector focused on ‘Thinking ABOUT the Box: Learning Environments and Learning Spaces’: Ian Pearshouse (University of Nottingham) on the JISC-funded study on evaluating physical learning spaces, Sean McDougall (Stakeholder Design Limited) on involving users in the design of learning spaces; and Tom Hamilton on InQbate, the CETL in Creativity at his own University of Sussex. The visual quality of the presentations and the ideas they sparked produced a real buzz and discussion about using spaces to inspire learning.

After a sneak preview of the Directors’ Room three briefer talks covered the UK Research Reserve (Frances Boyle, UKRR Manager), the CILIP Encompass Project promoting black and minority ethnic community participation (Maureen Wade, LSE) and a theoretical perspective on assessing quality processes (Frankie Wilson, Middlesex University). We concluded with the Annual General meeting.

**Nick Bevan** Chair



Left and middle right: Members’ Day at Goldsmiths. Middle left and bottom: M25 Steering Group.



# collaboration



# New Members



## Science Museum Library

The Science Museum Library is a major research library on two sites (South Kensington and Wroughton near Swindon) and open to the public. The collections focus on the physical sciences and branches of engineering and also the scientific exploration of the natural world and the application of science and technology to human life.

**How did we hear about the M25 Consortium?**  
We received recommendations from several M25 members in the academic and museum sectors.

**Why did we join?**  
The Science Museum Library's readers tend to have very focused research needs; we wanted them to benefit from the wide range of collections and have access to

supplementary information outside our own specialist field.

**What do we bring?**  
We hope to participate in various groups and projects, and to open up our unparalleled collections which span a vast range of scientific subjects and disciplines.

**How do we hope to benefit?**  
We hope to benefit by working with other similar libraries across London and the south-east, forging common links and developing shared services or joint projects. Our library staff will have excellent opportunities to develop their professional skills, widen their professional networks and bring new ideas to the Library.

**Rupert Williams**  
Head of Library and Archives  
The Science Museum



From front to back: Prabha Shah (Assistant Librarian); Ian Carter (Site Librarian); Peter Tajasque (Library and Archives Assistant).



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From left to right: Hayley Egan (Archivist) and April Yasamee (Librarian)

## Horniman Museum and Gardens

The library holds nearly 30,000 titles on ethnography, natural history and musical instruments from around the world plus a range of print and online journals, recordings, photographs, videos and CD-ROMs. Our archives focus on the Horniman's history and curatorial research.

**How did we hear about the M25 Consortium?**  
I have long known about the Consortium and encouraged students to utilise it for the rich research opportunities, to expand their general education as well as aid their specialist needs.

**Why did we join?**  
We wanted to contribute to research opportunities in London and to participate in

a large consortium. I respect the 'levelling' aspect of consortia in reaching user needs, allowing for bench-marking and standardising customer service.

**What do we bring?**  
We bring our specialist collections further into the research domain. The library and archive are housed in a grass-roofed building incorporating advanced ecological design features within the Horniman Gardens. This offers a unique tranquil setting for academic study in London.

**How do we hope to benefit?**  
We hope to raise our profile, increase visitor numbers and to encourage academic links for our museum curators through their access to M25 Consortium libraries.

**April Yasamee**  
Librarian  
Horniman Museum & Gardens



“We hope to raise our profile as a research library open to all.”



# working groups



Horniman Museum Library

© Maria Moore



LSE Library

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# Looking to the Future

## Continuing Professional Development (cpd25)

### Activities

Members of the five cpd25 task groups organised 46 events, a common thread being 'the future'.

- one-day Conference on Librarians of the Future: brought together librarians of all grades, LIS academics and a CILIP representative in a very lively discussion
- workshop for Staff Development officers: on developing the librarians of the future
- programme of visits: provided opportunities for finding out about working in a range of libraries from Wandsworth Prison and Lincoln's Inn to the Wiener Library

### New initiatives

For those librarians of the future who have yet to obtain professional qualifications we organized a new event – a Career Development Day when delegates received advice about applying for jobs and learned about working in legal or medical libraries.

Planning for next year's programme includes

- two series of linked events, on 'counter culture' and on 'technology'
- a programme for new managers
- an event on 'managing management information' to show value and impact
- a conference on '24/7 revisited'

### Success stories

'Collaborative Software and the Library of the Future', led by Phil Bradley, was so highly appreciated by delegates that more than half of them rated it 'Excellent' on the evaluation form.

**Mary Nixon**  
Chair cpd25

### Delegates' evaluation of events:

Poor	Satisfactory	Good	Very Good	Excellent
1	11	62	161	113

## Travel Awards

### 2008

**The 2008 cpd25 Travel Award was awarded to Sarah Arkle, University of Bedfordshire.**  
Sarah attended the 74th IFLA General Conference, 'Libraries without borders: Navigating towards global understanding', in Quebec, 10-14 August 2008.

Sarah gave a fascinating presentation about her experience at the cpd25 Planning Day. Of the trip, Sarah says:

“Attending IFLA was an amazing experience for me, a huge international conference which was

a platform for a range of papers and disciplines that I haven't had the opportunity to immerse myself in before. 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.”



### 2009

**The winner of the 2009 Travel Prize was announced on 30th April; congratulations to Kristy Widdicombe, University for the Creative Arts.**  
Kristy is attending the 75th IFLA General Conference satellite meeting of the Continuing Professional Development and Workplace Learning Section and New Professionals Discussion Group. Convening in Bologna, 18-20 August 2009, their theme is Moving In, Moving Up, and Moving On: Strategies for Regenerating the Library and Information Profession.

Collaboration and Partnership Working Group

The group has renamed itself the **Strategic Partnerships Working Group** after a review of its focus and concern that its efforts were not providing obvious benefits to all members.

Activities

We are liaising with a number of bodies

- The British Library: we encourage Consortium members to promote National Postgraduate Training Days to the BL and join focus groups (e.g. arranging staff secondments and shadowing via cpd25)
- INSPIRE London: working with the National INSPIRE and the London Libraries we have set up a steering group to advance INSPIRE, with representation from HE and public libraries and the British Library

- Government libraries: we are encouraging Government libraries to look favourably on access requests to consult material not available in digital format
- further education: we encourage collaboration to develop local arrangements between Consortium members and neighbouring colleges and to plan future conferences on topics of mutual interest

New Initiatives

As the Strategic Partnerships Working Group, our new focus is on

- other consortia: we shall work to forge links with other regional consortia and promote best practice to M25 members
- non-HEFCE members: we shall investigate, define and represent the needs of non-HEFCE institutions in the Consortium, and recruit non-HE members to the Group

- London NHS/HE Partnership Group: we shall work with their Executive Group
- INSPIRE London: we shall work with the INSPIRE Steering Group to plan and implement staff training and publicity, evaluate financial requirements for ongoing support of the scheme and plan its launch

Success stories

- London NHS/HE Partnership Group: we participated in the launch at a conference in November 2008 and send a representative to the smaller, executive group being established

**Ann Murphy**  
*Chair, Collaboration and Partnership Working Group*

Case study:  
Leadership Journeys  
Martin Scarrott, St Mary's University College



I attended the Leadership Journeys seminar run by Elizabeth Heaps (University of York) who spoke about her own leadership journey from Acting-University Librarian to University Librarian to Pro-Vice Chancellor with responsibility for Estates.

The timing was perfect as I had just become Acting-Director of Information Services & Systems at St Mary's so had entered a new

phase of my journey. But the other really worthwhile aspect was getting together with other Consortium library directors, most of whom I had never met before, in an environment where we could network informally and in confidence. As a member of one of the SCONUL deputies/senior management groups I know how beneficial peer support can be so hope these events can provide a similar benefit for the M25 library directors.

Quality Working Group

Refocusing: after a lively debate, the group presented a proposal to the Consortium Steering Group and then to the full membership for a complete refocus.

Activities

- Our new core project will focus on quality issues for the delivery of first-line services. Looking initially at Library Assistant posts we intend to elicit the following information/documentation
- examples of job descriptions, person specifications and interview questions with a view to building up a databank to be housed on the Consortium website, together with a commentary pulling together common factors.

- induction checklists and training programmes with examples of good practice
  - in-house customer service training programmes
  - Service Charters/Service Level agreements with a view to how they might be used to manage customer expectations
- Staff development representatives should be receiving a request for this material during the 2009-10 session.

- New initiatives**
- In the changing financial context of Higher Education, the challenge for university libraries will increasingly be to maintain high-quality services with a reduced staff base
- our public-facing operations will continue to play a key role in ensuring high-quality student experience
  - our new focus with its core project should enable members to work collaboratively and efficiently towards achieving these aims
  - we envisage that closer liaison with cpd25 will inform the development of new training programmes

**Julie Howell**  
*Chair, Quality Working Group*

Case study:  
cpd25 Seminar on Disaster Management (March 2009)  
Mary Seeley, SOAS Library

It is easy to think "it may never happen to us" but this Seminar proved to be something of an eye-opener. It's not just the value of mutual support systems and the importance of organizations being "disaster aware" and pre-prepared. It's also managing the after-effects of a disaster – physically on stock and emotionally on library staff.



# Promoting the Consortium

# Matching People to Resources

## Marketing and Communication Working Group

### Activities

The group oversees a range of activities to keep the Consortium services and resources at the forefront of our members' and users' attention – from producing online or print news and web updates to commissioning branded materials and merchandise to publicising cpd25 courses

- **Annual Report:** the document you are reading takes several months to compile and we hope you like the approach this year – more thematic and explaining the work of the Consortium's administrative team



- **Member meetings:** we are working to secure high attendance figures for the Members Day in April 2010 and the September 2009 networking event

### Success stories

- **New brand guidelines:** grab these from the website's About the Consortium section:
  - short guide so members can access the approved form of words for Consortium text
  - logos can also be downloaded for promotional purposes and use on other websites and printed materials
  - Powerpoint slide promoting the use of InforM25 is available for e-signage and notices

- **Wikipedia:** we've completed text about the Consortium for Wikipedia. Please feel free to edit it if you feel you can add more richness to what's there already

### New initiatives

- **M25 bags:** we've commissioned handy cotton bags with clear Consortium branding, for use at cpd25 courses and networking events
- **Increasing use of our online resource:** in 2010 we plan a special promotional campaign aimed at subject and liaison librarians in order to maximise use of the Consortium's resources
- **Our non-HEFCE libraries:** we wish to promote the non-HEFCE libraries in the Consortium and will soon be approaching those members to discuss possibilities

**Frances Norton**  
*Chair, Marketing and Communication Working Group*

**Case study:**  
**cpd25 workshop on E-Learning: How E-asy is it? (April 2009)**  
Peter McCormack, SOAS Library

Is the reason students don't read e-books because they never read print books, only browse and sample them? While print books have to be confined within covers, e-books don't...so why package them as such? This workshop emphasized the tension between library as custodian and library as facilitator. I think it is their ability to raise such questions in one's mind that make these cpd25 events so worthwhile for library practitioners like myself.



### Activities

- The Resource Discovery Working Group
- oversees the Consortium's services for member libraries
  - advises the Consortium on new initiatives in resource discovery, on the implications of national and international developments, and on strategy to be adopted
  - identifies funding opportunities to develop services
  - monitors key areas of resource discovery including web services, local and national union catalogues, e-learning, portals, repositories and search engines

Additionally during the year a thorough review of the InforM25 suite of services has been scoped and quoted. It is planned that this review is completed during the 2009-10 session.

### New Initiatives

- Work has begun on a development version of InforM25 including some potential new features and simplifying the underlying software for the ease of future maintenance. A feasibility study on the possible use of virtual servers for all M25 websites and services is also taking place
- For the WAM25 (Walk-in Access to M25 Libraries) Project, the necessary conditional balance of funding has been secured from a variety of sources whilst the team await a final decision from HEFCE

- The Group will reinvent itself as the Digital Developments Working Group. While retaining oversight and an advisory role on InforM25, it will also act as a 'Think Tank' on behalf of the Consortium of ways in which members may benefit from new digital initiatives
- The new chair of the group will be John Tuck, Director of Library Services at Royal Holloway, University of London, who takes over from William Marsterson, who has chaired the Group since 2005

**William Marsterson**  
*Chair, Resource Discovery Working Group*

**Case study:**  
**Staff Induction Programmes – Getting the Balance Right (March 2009)**  
Elizabeth Graham, Wellcome Li-

brary  
This Staff Development Officers Discussion Forum was a timely contribution to my development of an "induction checklist" for new staff at the Wellcome Library, administered in the form of a friendly, constructive exchange of ideas and experiences by participants from a wide range of institutions.



# Director Services Task and Finish Group

## Activities

The Exchange Programme's Leadership and Management Seminar Series included

- Professor Di Martin (Chief Information Officer and Dean of Learning and Information Services, University of Hertfordshire): gave a presentation to current Heads of Service on her experience of leadership and facilitated a discussion on how roles and strategic position of services within institutions are changing
- Elizabeth Heaps (Pro-Vice Chancellor for Estates and Strategic Projects and previously University Librarian, University of York): gave a talk on her 'leadership journey' and then opened up discussion for participants to contribute their own experiences and debate issues of current concern to Directors of Service

## New initiatives

Directors' Room (DR)  
The group has made significant progress towards this. Andrew Amato (Web Services Project Officer) presented a test version to the Task Group in March 2009 and the Steering Group in May. The two groups formed the pilot group to create profiles and contribute to discussions testing and developing DR features. It soon became clear that DR provides an innovative platform, comprehensive and easy to use, for communication and sharing experience/learning which offers additional value over existing communication channels such as e-mail.

Directors' Room is being launched at the M25 Consortium Networking event in September 2009.

## Success stories

Feedback from the Leadership Events has been very positive with active participation in the discussion, which has focused (although not exclusively) on the key themes identified by Directors. There have been opportunities for participants to share their experience and to learn from each other – very much in the spirit of the Director Services initiative.

### Rosemary Lynch

*Chair, Director Services Task and Finish Group*

# Treasurer's Report

The Consortium began operating as a single financial entity on 1st August 2008. As part of streamlining the financial processes the three separate invoices for cpd25, Systems Team and M25 were consolidated into a single subscription invoice covering all activities of the Consortium.

Subscription income for 2008/9 amounted to £142,874.

Consortium costs include: salaries for the Support Team; members' meetings and the annual networking event; production and design costs of the annual report and the AIM25 development project.

Consortium finances remain in a healthy state with reserves in the region of £130,000. A portion of the reserves will be used during 2009/10 to fund the development of the Director's Room.

### Caroline Lloyd

*Treasurer*



## Case study:

### Benefits of M25 Consortium for the Wiener Library

Katharina Hübschmann, Wiener Library

I find regular attendance at the bi-annual Consortium meetings very helpful. Attending and networking at these meetings keeps me up-to-date with the latest projects and developments in the wider academic library world.

cpd25 provides an accessible and affordable network of expertise and support for small libraries with limited resources. Staff have obtained (or are working on) chartered status with the help of its chartering programme.

And I have both attended training events and arranged training.

While reader numbers did not increase as much as expected when our records became accessible through InforM25, a steady trickle of users do come to our website via that route. And our profile amongst fellow Librarians was significantly raised when I give a presentation at the 2008 AGM highlighting our collections.

## Case study:

### cpd25 Task Group – Personal Effectiveness and Management

Florence Achen Owor, University of East London

Working with the Task Group and attending cpd25 events like the Information Services Supervisor Conference ('Betwixt & Between', April 2009) is helping me to keep up-to-date with issues that affect library working practices and the wider world.

More importantly, I have developed the skills to organise events and participate in discussions and meetings, skills that are really helping me to make a positive contribution to my own library service.



# Steering Group Members 2008-09

Chair: **Nick Bevan**  
Secretary: **Adam Edwards**  
Treasurer: **Caroline Lloyd**  
Chair cpd25: **Mary Nixon**

Members: **Julie Brittain** Steering Group Member (overseeing the M25 Access and Borrowing Scheme)  
**Julie Howell** Chair Quality Working Group  
**Sandy Leitch** Steering Group Member (overseeing Disaster Management)  
**Rosemary Lynch** Chair Director Services Task and Finish Group  
**William Marsterson** Chair Resource Discovery Working Group  
**Ann Murphy** Chair Collaboration and Partnership Working Group  
**Frances Norton** Chair Marketing and Communication Working Group  
**Pete Ryan** Steering Group Member



**Nick Bevan** **Adam Edwards** **Sandy Leitch** **Caroline Lloyd** **Mary Nixon** **Julie Brittain**



**Julie Howell** **Rosemary Lynch** **William Marsterson** **Ann Murphy** **Frances Norton** **Pete Ryan**

## M25 Administration

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# M25 Support Team

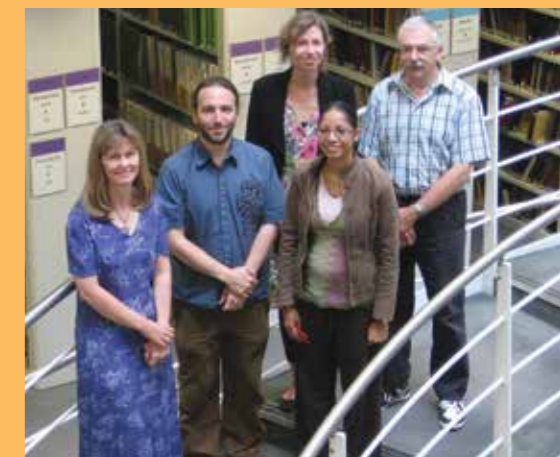
This year has seen many changes to the way in which the Consortium is supported. Suzy Ball sadly departed from the cpd25 Administrator post in September 2008 and Vicky Falconer joined the team to provide temporary cover. The opportunity was taken to move the 'cpd25 office' from the University of Westminster\* to join the rest of the Support Team at the LSE. Claire Hackshall joined the team as cpd25 Administrator having previously worked in LSE's Staff Development Unit. Another departure after nearly three years as M25 Administrator was Genein Cox-De Sousa and Vicky Falconer has taken over this role permanently. The final new arrival was Andrew Amato, M25 Web Services Project Officer. As mentioned elsewhere in this report, the Consortium is investing in services for its member representatives in the form of the Directors' Room and Andrew joined the team in March 2009 to design the system and take on responsibility for the M25 & cpd25 content-managed websites. Managing the team through all these changes has been John Gilby, M25 Administration & Project Manager.

**John Gilby** Administration and Project Manager (back right)

**Genein Cox-De Sousa** (front right) / **Vicky Falconer** (back left) M25 Administrator

**Vicky Falconer** (back left) / **Claire Hackshall** (front left) cpd25 Administrator

**Andrew Amato** (front middle) M25 Web Services Project Officer



*\*The Consortium express their gratitude to the University of Westminster for hosting the cpd25 Administrator for the past six years.*

