

ANNUAL REPORT
2015-16

Contents

- 2 Chairs Report
- 3 Treasurer's Report
- 3 cpd25 Report
- 4 M25 Annual Conference 2016
- 6 Directors Briefing
- 7 M25 Support Team
- 8 M25 Steering Group Members 2015-16
- 9 Online Services and Search25
- 10 Library and Learning Support at the University of Surrey: 50 Years On
- 12 Wiener Library
- 14 The Science Museum's Dana Research Centre and Library
- 16 Senate House Library and Shakespeare
- 18 SOAS Library Centenary: Staff Members Reflect on the Past –
Look Towards the Future
- Member Institutions **(Back Cover)**

Chair's Report

Following the Annual General Meeting held on 5 May 2016 at Lambeth Palace, I was pleased to begin my second term of office as the Chair of the M25 Consortium of Academic Libraries.

It continues to be a privilege to work with the Officers, Steering Group members and M25 staff to lead the Consortium. At the AGM Louise Doolan and Martin Scarrott stood down from the Steering Group having completed their maximum four year term. Susan Scorey stood down as Secretary and is replaced by Caroline Rock. I'm pleased to say that Susan is continuing as a member of the Steering Group and is joined by new members Robert Atkinson (Birkbeck) and Jackie Marfleet (Senate House Libraries). Jonathan Lucas (St Mary's) who chairs the Online Services Group has been co-opted to the Steering Group and this will help to ensure that we are well placed to secure the future of Search25, one of the Consortium's key services, as well as to develop the website as a key information and service delivery tool. (Although Tim Wales was elected as a member of Steering Group at the AGM, he was unable to take up the role following his resignation from the University of West London.)

I want to take this opportunity to thank Thomas Baldwin, Executive Manager, and the staff of the M25 Office for all their work in the last year. Gianina Harvey resigned from the role of cpd25 Co-ordinator in March 2016 and was replaced temporarily by Melanie Gilbert and then by Rachel Telfer in May 2016. Thomas, Rachel and Jeni Smith continue to support the running of the Consortium from the office on the 6th floor of Senate House and the staff benefit from their co-location with Senate House Library.

The Steering Group's annual planning day was held at UCL in January 2016 and the focus was on working together to develop the Consortium's strategic plan for the next three years. We agreed that the key themes should be "Working together" and "Inspiring our staff" and three enabling strands were identified: "Effective communication"; "Influencing through partnerships"; "Sustainable infrastructure". This plan was approved by the membership at the AGM in May and the Steering Group has now developed an action plan for 2016-17 which sets out the first steps for the delivery of the strategy.

The annual evening networking event took place on 19 January 2016 and was held for the second time in the Judge's Court at Brown's in Covent Garden. It again proved to be an enjoyable and worthwhile occasion with plenty of networking and socialising taking place. The event was sponsored by Sirsi Dynix and Talis, so thank you to them for helping us to deliver the event in times when finances were tight.

This year I was pleased to be able to attend the cpd25 planning day in March when members of the task groups came together to explore possibilities for the forthcoming year. Given the energy and commitment that was evident throughout the day, it's not surprising that the programme of events and visits is so successful.

An account of this year's annual conference can be found elsewhere in this report, but I want to record what a marvellous day it was. Lambeth Palace was a splendid venue, with

the opportunity to tour the library (a Member of the Consortium) and the gardens adding to the enjoyment of the day – not to mention the wonderful desserts! The theme, measuring our impact and demonstrating our value, attracted a large audience and the speakers certainly did not disappoint. Thank you to colleagues on the Steering Group who put together such an interesting and relevant programme, to Lambeth Palace for hosting the day and to our sponsors and exhibitors.

Helen Workman

Director of Learning Resources, Oxford

Brookes University

Chair, M25 Consortium of Academic Libraries



Treasurer's Report

As a charitable company the Consortium undergoes independent examination of its financial accounts each year.

Once again we have appointed Kingston Smith for this scrutiny and their report will be made available to members at our next AGM.

For the 2015-16 financial year, income from subscriptions was anticipated to be £138,939.22. Further income from sponsorship and M25 Conference bookings brought this figure up to £174,981.37 (these are the draft figures at the time of writing as they have not as yet been verified by Kingston Smith).

Once again cpd25 activities have produced a surplus – the 2015-16 surplus is projected to be £21,042.98 (unverified)

Expenditure for the Consortium included:

- Support team staffing costs
- Space and Support Team IT costs at Senate House, University of London
- Production of marketing materials
- Improvements to the M25 Webpages and Search25 costs.

For the 2016-17 year reserves of £136,000 are required in order to cover any potential risks to the Consortium.

I would like to formally thank Kingston Smith for their assistance with financial matters, and, I would like to thank the Consortium's Support Team for their invaluable help and attention to detail in relation to the Consortium's finances.

Catherine Phillpotts

London Metropolitan University



cpd25 Report

Once again the relevancy, quality and cost effectiveness of the cpd25 Programme was reflected in the numbers attending and the feedback received in 2015-16.

624 delegates attended 38 events, with 82 per cent of feedback rating the events "very good" or "excellent". Whilst we aim our programme at the needs of our member institutions it was also pleasing to see the number of external members, many of whom travelled some distance, to participate. It's always interesting to note our most popular events, this year "Supporting staff and Students with Autism and Learning Disorders", "Managing Student Behaviour" and "Applying to Library School", but not far behind were "Open Access and Repositories", "Teaching non-Library Skills" and "Marketing Your Library". Where we have waiting lists and events that are very popular we do try to repeat, with updates, but we don't base our Programme purely on numbers. If there is a more niche event required by a group of our members, we do our best to provide what is needed.

Many thanks, as always, must go the Chairs and members of the four cpd25 Task Groups. At present this is a team of 31 volunteers. We saw two Chair changes this year, with Martin Carbonell of Kingston University stepping down from Task Group 1: Career Development and Libby Homer of the University of East London taking a temporary break from Task Group 2: Operations Management. Both have added so much expertise and enthusiasm to cpd25. Peter Williams of Birkbeck, University of London and David Archer of the London School of Hygiene and Tropical Medicine, University of London, have stepped into their roles and are proving very worthy successors.

Our Annual Planning Day on 9 March 2016 helped us to begin formulating our Programme for 2016-17, but we will continue to be flexible to hot topics and the changing landscape in which academic libraries operate. The Planning

Day also gave all of cpd25 the opportunity to thank Gianina Harvey, our cpd25 Coordinator, as she moved on to a new post. Melanie Gilbert took on the post temporarily and we welcomed Rachel Telfer in May 2016. Without the hard work of the Coordinator the Task Groups could not fulfil their briefs. Rachel has revamped our regular email bulletins of upcoming events and in September Directors are now provided with an outline of the years events to help with training and budget planning.

cpd25 looks forward to 2016-17, aiming to continually build on previous successes to support our members.

Michelle Wake

cpd25 Chair



M25 Annual Conference 2016

The annual conference was held in May in the historical surroundings of Lambeth Palace. Once again, it was fully booked with 130 delegates, a testament not only to the quality of the programme, but also to the splendid location.

The theme of the conference this year was “measuring our impact and demonstrating our value” with speakers from as far away as Sunderland, Huddersfield, Bristol, and WC1!

Following a welcome from both Helen Workman, the Chair of the M25 Steering Group, and Giles Mandelbrote, the Librarian at Lambeth Palace Library, the keynote speaker was Karen Stanton, the VC at York St John and a former Librarian. Karen provided a VC’s perspective on the value and impact of library and information services. She made a specific call to librarians to ensure that library strategy was closely linked to both university values and outcomes – in particular student retention, student engagement, employability and institutional reputation – as well as government agendas – teaching excellence, diversity and widening access. Her key messages were

for libraries to stay relevant, make evidence based judgments, talk digital, cultivate key stakeholders and to sell the narrative. She also emphasised the importance of professional networks, appropriate for an M25 conference! Many of these themes were reflected back during the day.

The next speaker was Alison Sharman from the University of Huddersfield where the team have been working with usage data for over 10 years. The aim is to support the hypothesis that there’s a correlation between library activity and student attainment. Phase one looked at data across a number of institutions, phase two concentrated on Huddersfield undergraduates, while phase three, the focus of Alison’s presentation, concentrated more specifically at a smaller target population, particularly low users of the library service.

The lower numbers of students surveyed allowed more complex methodologies to be followed. This included not only the collection of quantitative data via questionnaire, but also the use of ethnographic techniques, including retrospective process interviews and cognitive mapping. This allowed the collection of more qualitative information. Work was also based on prioritising engagement with staff over students on the principle that students are more likely to follow advice given by their teachers/tutors.

Oliver Pritchard and Kay Grieves from the University of Sunderland then provided a description of work undertaken on outcome-centred service design.

One of the starting points for their work was that they had identified that using standard quantitative and digital footprint data wasn’t providing a full picture.

As well as describing how to demonstrate actual outcomes, impacts and value using a performance model, Oliver and Kay showed off some impressive and impactful infographics illustrating the importance of data visualization.

There was considerable synergy here with a point made by Karen Stanton about the importance of “telling the story” – “the power of the qualitative to contextualise the quantitative” – in this case by exposing students to key outcome messages concerning service investment and improvement. They described four case studies – two in the Library: improving NSS q16 score and growing assignment skills and two in student services – value and impact of counselling service and the student gateway service.

After lunch, when most of the delegates had chosen to eat al fresco in the sunlit grounds of the palace, David White the Head of TEL at the University of the Arts London introduced us to ideas around the co-existence of digital and physical space and the concept of “coalescent” spaces – “new physical environments we are designing in universities are a reflection of what the digital provides us and the way in which this has disbanded the geography of knowledge”. He then moved on to talk in more detail about his work on digital interaction and the visitors versus residents continuum. A visitor





interacts with the digital world without leaving a social trace whereas the resident sees the web as a series of places where they can engage and interact with others, and where they have a digital identity. He gave examples of where respondents saw themselves on the visitor/resident scale in relation to both their personal and institutional presence. He emphasised the importance of understanding how people engage online so that effective tools could be developed to more effectively meet individual and institutional needs. David finished by emphasising the importance of the library not as a service but as a collection of individuals with expertise.

Jacky Berry, the Librarian at the BMA described the development of the BMA library following a review in 2006. This review started with fundamental questions – do we need the service? Is it value for money? What are the costs? Can we save money? Jacky then described the progress that has been made in developing and growing the BMA service, including increasing footfall from under 300 per annum to almost 19,000, doubling the number of registered users and increasing loans by tenfold. The keys to the success of the project were the importance of segmenting customers and understanding the needs of individual groups, promotional activities, and the development of new and

updated services. There is now a constant review and evaluation of the service and library staff are committed to ongoing service improvement.

Members of the final panel session, Jason Briddon (UWE), Matthew Lawson (Middlesex), Sue David (St George's), Antony Loveland (British Museum) were asked to refer back to the conference title and provide top tips for measuring our impact and demonstrating our value. There followed some excellent practical advice from all four speakers, covering university, health and museum sectors.

The conference finished with closing remarks from Helen Workman which were echoed in some of the comments received in the feedback praising the inspiring and thought provoking presentations, and showing a general consensus that it had been an "excellent day".



Directors Briefing

After a call from Directors indicating that information on the new Public Sector Information (PSI) Regulations (which came into effect from July 2015) would be welcome, a briefing aimed at Directors and Heads of Service was held on 4 March 2016.

Recognising how difficult it can be to slot such events into busy working schedules the briefing was kept to a concise afternoon, in an easily accessible location at Wallacespace St Pancras.

Chris Holland, Copyright Officer at UCL, chaired the event as well as joining the expert panel at the end of the day for a lively Question and Answer session. Howard Davies of the National Archives, the government department experts on this area, gave the background and drivers to the regulations, whilst presentations from Stephen Penton, Copyright Librarian (City

University) and Steve Leigh, Copyright and Licensing Advisor (Research) (University of Birmingham) provided helpful case studies.

Whilst wanting to have a packed timetable in a convenient time frame, networking opportunities were made available before, during and after the sessions. It was interesting to hear the different approaches taken by institutions and many participants seemed reassured or felt they now knew how to create a roadmap going forward. Slides, with helpful links from the presentations are now available on the M25 website.

The need for the event was demonstrated in a good turnout and 80 per cent of delegates who provided feedback rated the event "Excellent" or "Very Good". Following on from the success of this afternoon, future Directors briefings will be held in 2016-17.

Michelle Wake

cpd25 Chair
UCL



M25 Support Team

The 2015-16 year saw the M25 Consortium's Support Team continue to change and develop.

In March 2016 Gianina Harvey left the cpd25 Coordinator role to take up an exciting new post at Queen Mary, University of London. Whilst we ran the recruitment campaign for her successor, Melanie Gilbert worked temporarily for three days a week as cpd25 Events Administrator, a job she balanced with studying full time for a Masters' degree in International Relations. After a relatively speedy campaign we appointed Rachel Telfer to the cpd25 Coordinator post. Rachel joined in May from the Islamic Manuscript Association, with experience in coordinating events for professionals in the cultural heritage sector. She has been kept very busy since her arrival, with getting to know the cpd25 Task Group members and help them plan events and visits for the 2016-17 year.

Jeni Smith continues in the role of M25 Administrator, working three days a week to support both the office and the Steering Group. I continue in the full-time Executive Manager's role to drive forward the Consortium's strategy and engage with Members.

The Support Team is hosted at Senate House Library in Room 653 (the former map room) and we remain very grateful to the staff of both the library and the wider University of London, who have made us feel welcome and give us many opportunities to join in with staff activities.

Thomas Baldwin
M25 Executive Manager



M25 Steering Group members 2015-16



Helen Workman



Susan Scorey



Catherine Phillpotts



Michelle Wake



Caroline Rock



Ann Cummings



Kat Hubshmann



Louise Doolan



Marcus Woolley



Matthew Lawson



Martin Scarrott



Simon Bevan



Sue David



Jackie Marfleet



Johnathan Lucas

Consortium Chair

Helen Workman,
Oxford Brookes University

M25 Secretary

Susan Scorey, University of
Roehampton (until May 2016)

M25 Treasurer

Catherine Phillpotts,
London Metropolitan University

cpd25 Chair

Michelle Wake, UCL

Members

Caroline Rock, University of Surrey
(M25 Secretary, Since May 2016)

Ann Cummings, Brunel University
(until January 2016)

Kat Hubshmann, Wiener Library

Louise Doolan, City University,
London (until May 2016)

Marcus Woolley,
University of Bedfordshire

Matthew Lawson, Middlesex University

Martin Scarrott, St Mary's University,
Twickenham (until May 2016)

Simon Bevan, Cranfield University

Sue David, St George's University
of London

Jackie Marfleet, Senate House Library,
University of London (Since May 2016)

Johnathan Lucas, St Mary's University
(Since July 2016)

Online Services and Search25

The online services field has seen increased activity in the past year following the Consortium's decision to invest in a redesign of its website and online presence. Considerable analysis and debate has also taken place regarding the Consortium's future role in shared discovery services.

M25 Website Redesign

This long-anticipated project will introduce a new M25 Consortium website, replacing an outdated site design that has been in place for over a decade. This work is being carried out by digital design specialists Mickey & Mallory and coordinated by a specially formed Website Project Group. The project will deliver many benefits including:

- A new website design incorporating current best practice in web design and usability
- A merger of the currently separate M25 and cpd25 websites into a single site at **m25lib.ac.uk** to simplify user navigation
- A new more flexible site structure based on analysis of stakeholder needs and user journeys
- Native support for mobile devices using Responsive Web Design
- A new login-protected M25 Members' Area plus provision for a new M25 Expertise Database service
- Clearer display of news, events and social media content
- A comprehensive audit of all website content carried out by the M25 Support Team.

At the time of writing the new site was in the final stages of preparation, with the launch expected in Autumn 2016. The Website Project Group is very excited about the delivery of this much-needed tool and its potential for improving communications across many areas of Consortium activity.

Search25 and Discovery

Significant maintenance and reconfiguration has continued on the Search25 service over the last year. This has been prompted by range of factors, including widespread adoption of a new generation of Library Management Systems, organisational changes at member institutions, and the integration of new member institutions University of Essex and University of Winchester. Considerable effort has also been made to fill in gaps in Search25 coverage by troubleshooting longstanding connection problems. Visual enhancements will also shortly be made to Search25 following on from the website redesign project. My thanks go to Graham Seaman, Search25 Developer, for his efficient handling of this crucial work.

The Online Services Group has also led an ongoing conversation over the past year regarding the future of Search25 and the Consortium's role in discovery services. Search25 has now been in place for around five years, providing a reliable and valued means of discovering print resources across the Consortium. However the technology behind the current service is unlikely to remain supportable indefinitely and therefore a sustainable successor service must be identified in the medium term. The Group has identified several options in this regard, including potentially working with other organisations to move towards a national approach for discovery. Further announcements will be made in due course.

Jonathan Lucas

Chair of the M25 Online Services Group



Library and Learning Support at the University of Surrey: 50 Years On

In my capacity as incoming Secretary to the M25 Consortium of Academic Libraries, I have been invited to contribute an item on library activity at the University of Surrey.



Archives & Special Collections taking part in Heritage Open Days 2016

Polytechnic Institute in London the receipt of the Royal Charter and Grant of Arms in 1966 led to the University building its new campus on Stag Hill, sitting neatly and intentionally between the town of Guildford and the new Guildford Cathedral. The campus became active in 1968 and in 1970 the University numbered 2,250 students and 280 staff. It defined itself as a “university of technology” in which 35 per cent of students would study Engineering, 40 per cent Science and 25 per cent Social Science.

In 2016, the University welcomes 15,500 students and employs 3,000 academic and professional staff.

The commitment to technology, engineering and science remains high, evidenced by the opening of a School of Veterinary Medicine in 2014. However, over the years there has also been growth in arts and humanities programmes. Not long after its founding the University was the first HE institution to offer a degree in Dance, whilst, more recently, the Guildford School of Acting has become part of the University.

The University combines a successful commitment to the provision of the taught undergraduate student experience with an increasingly significant emphasis on producing world-leading research. This is reflected in league table rankings which position the University within the top ten institutions in the UK together with 94 per cent of University research measured as world leading or world-renowned in REF 2014.

Across these 50 years library services have been at the heart of University academic activity. The anniversary provides a timely opportunity to reflect on the changes which the services have undergone, although few of which are unique to the University of Surrey, and to share our current approaches and achievements. Whilst the core purpose of supporting academic activity through access to information remains unchanged, library services, in terms of the provision of learning spaces, resource discovery and availability of support, have certainly evolved (often beyond recognition).

Since 1966, with the most recent extension having opened only four years ago, the physical Library has more than tripled in size. Open 24/7, it is a relaxed, yet studious environment, in which laptops, phones and coffee cups are more common on desks than books. Ongoing and incremental refurbishment projects enable us to ensure that the 1,350 study spaces (individual, group, social) currently are designed to accommodate 21st century approaches to teaching and learning. Surprisingly, the greatest similarity with the environment of the original library is the ever-present demand from students for additional “silent” study space. Yet, I wonder if 50 years ago we ever actively sought feedback from our “readers”? In 2016 comments on services are voiced through the formal infrastructure of surveys (institutional through to national) and through course representatives and consultative groups. Equally valuable contributions are sought and gained at Surrey through more whimsical and accessible initiatives such as “Christmas Wishes” hung on a Library Christmas Tree and our “Grow your Library” campaign which enabled students to contribute to our collection development.

I am delighted to do so, particularly as this year we begin the celebrations for the 50th Anniversary of the University gaining its charter. The University was one of a group of “new” universities established in the 1960s in response to the rapid expansion of higher education, which also include the M25 member universities of Sussex, Essex, and Brunel. Though the origins of the University of Surrey go back 125 years to the Battersea



Entering the Library and Learning Centre

As a relatively new institution, without legacy collections acquired over time, it would not be surprising that the physical book collections number less than 370,000 items. However this is as much a consequence of our current approach to collection development, which prioritises the purchasing of e-content, as to any limitations of collection building due to the age of the University. In 2016 we provide access to almost as many e-books (366,000) as print and we have access to 65,000 journal titles, with only 200 held as print. We exploit opportunities for licensed digitisation of “content” (journal articles and book chapters) to increase access to material in core texts and we are actively working with publishers to seek sustainable approaches to their providing of digital core texts. Throughout 2016 our focus has been on the transition to a “content” rather than “collections” based approach to the provision of information; a strategy which will certainly see the reduction rather than growth of our physical collection over the next 5, let alone 50, years.

The success and value of a content strategy centred on digital and online resources, and on “access rather than holdings”, is however dependent on the effectiveness of the tools available to locate relevant and trusted information. Surely we would all agree that the printed volumes of abstracts and indexes, the drawers of catalogue cards and folders of microfiche integral to the library in 1966 would be inadequate for the task of navigating the vast sea of information now available to us. Consequently, committed to using technology to transform our activities, in 2016 we have implemented Surrey Learn, our “resource discovery” environment, which uses Ex Libris’ Primo to allow federated searching and seamless linking across all of the Library’s sources of content including our Archives and Special Collections.

Despite forward looking “content” strategies, sometimes viewed as reducing the emphasis on physical “collections”, the University has a clear commitment to its unique, special collections and archival resources. The first significant deposit was in 1974 by the illustrator E.H. Shepard. Best known for his illustrations of A.A. Milne’s Winnie the Pooh, he was also a political cartoonist and illustrator for Punch for over 40 years, including his time in the trenches in World War one. The special collections continued to grow and in the 1980s the Library established the National Resource Centre for Dance comprising the archives of choreographers, dancers, dance companies and human movement specialists, including Rudolf Laban and Warren Lamb.

2016 saw the formal incorporation of responsibility for the University’s own institutional archives and new accessions have included a collection from Maurice J Summerfield supporting the International Guitar Research Centre, a Nursing Ethics Heritage Collection supporting the International Care Ethics Observatory research centre at the University and the Farrar Collection (a Victorian Gentleman’s Library) welcomed by the Department of English.

Recognising that the skills required to access and make effective use of information are integral to academic study, the Library and Learning Centre is also the physical and organisational home of the University’s learning support teams. These integrated teams bring together librarians and learning advisors and also include the University’s disability specialists. They aim to ensure that all students gain maximum benefit from the learning opportunities available to them. In line with the 1966 article of the University to promote the development of the students’ abilities and personality, in 2016 development programmes have included information skills, academic writing and critical thinking as well as coaching and mentoring activities supporting resilience, confidence building and emotional intelligence.

As for the future, librarians have always played their part in supporting the extension of knowledge. With the increasing expectations faced by 21st century researchers, our skills in organising and enabling appropriate access to information are as significant as ever. However the focus now is as much on managing the outputs of research as on supporting their initial creation. In common with information professionals across the sector, in 2016 we have continued to develop an infrastructure which both addresses requirements for open access to research publications and research data as well as enhances researcher understanding of citations, impact and the value of bibliometrics, including altmetrics. In addition, there is little doubt that our curatorial skills will be essential as we seek to ensure that, with new approaches to preservation, knowledge is retained across the next 50 years.

Is this the future I would have predicted in 1966 when Bill Gates was 11 years old, the pocket calculator would not appear for another five years and a message to a colleague in the USA would take 5 days to arrive!



Students making Library wishes at Christmas

The Wiener Library

The Wiener Library was founded in December 1933 in Amsterdam as the Jewish Central Information Office (JCIO), in response to Hitler coming to power earlier that year.

"The new Institute was given the task of watching closely the situation of the Jews in Germany and drawing up carefully checked reports for the information of Jewish organisations all over the world." (*The Wiener Library – a new type of research institute*, 1946).

Starting with just a room in a hotel, four member of staff under Dr Alfred Wiener collected material about, by and against the Nazis. The need to keep a very low profile to avoid the attention of the Nazis and their sympathisers made fund raising difficult, but despite that the institute grew to ten staff members and eventually moved to a larger office. They produced regular reports on the developments in Germany as well as on antisemitic activities in other fascist countries, and their reports were sent to subscribers including 58 Jewish organisations worldwide. Pre-war activities culminated in the collection of eyewitness accounts immediately following the November Pogrom in 1938, when many

synagogues were desecrated and burned and Jewish businesses and homes were looted. (These accounts are published in full on our website.) The pogrom was the catalyst for moving to London in the summer of 1939. During the war the JCIO was funded by the British Government in return for providing information for Whitehall and Allied departments and the BBC.

After the war the JCIO renamed itself "The Wiener Library" and opened its doors to the public. Early users included many historians of the time, as well as lawyers involved in war crime trials and restitution cases. Until the mid-nineties smoking was permitted in the Reading Room and tea was served to readers in the afternoon, but in 1998 the Library received its first substantial lottery grant to retrospectively catalogue its holdings electronically and we haven't stood still since.

The Wiener Library today

Today all archival, printed and audio-visual records and select photographs are accessible via our integrated catalogue. The Reading Room and a small exhibition space are open to the public free of charge. Our users are mostly academics, as well as people researching their family history and media organisations.

The Library is entirely independent. We are funded by a mix of grants, individual donations and profits of our endowment fund. Altogether there are sixteen full-time members of staff and circa 80 volunteers – most working from home – who help with events, social media and translation of original documents.



Dr Alfred Wiener, early 1960s

Collections

The focus of the collection is the Holocaust, its causes and consequences, including: antisemitism, refugee and exile studies, war crime trials, memorialisation and Holocaust art and literature. We also collect material on other genocides and comparative genocide studies.

The holdings encompasses all types of resources: 66,650 books and pamphlets, 2,095 archival collections, 1,010 unpublished memoirs and theses, circa 20,000 photographs, 3,015 serial titles, audio-visual material, press cuttings, posters, artworks and objects. The material comes in 39 languages, from Arabic to Yiddish, and our holdings are growing as we continue to buy the latest books in our field.

The Library also holds the UK's digital copy of the International Tracing Service Archive (ITS), a unique archive containing over 100 million pages of Holocaust-era documents relating to the fates of over 17.5 million people who were subject to incarceration, forced labour and displacement during and after World War II.



Uprooted by Julia Mason



Drawing done by a Darfuri refugee child in Eastern Chad 2007, from Doc 1865



The Reading Room



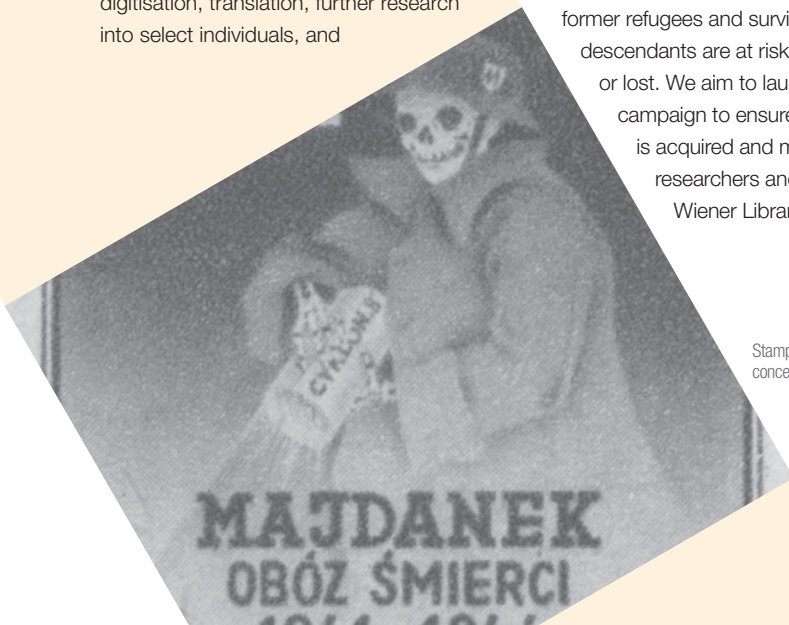
Postcard from Vienna 1941

Future

We are working on putting in place a sustainable and robust digital infrastructure both to enable us to make our collections more accessible online, and to better manage and preserve our growing digital holdings. In particular we are working on publishing the Library's eyewitness accounts by 2017, a project which involves digitisation, translation, further research into select individuals, and

developing educational materials. Making other collections more accessible online will need to be carefully evaluated as much of the material is still within copyright and of a personal nature, or espouses Nazi ideology. While the future of the Library is digital the foundation on which our digital initiatives rest is our physical collections, and these continue to grow. We are at a critical juncture as the personal collections still held by aging former refugees and survivors and their descendants are at risk of being forgotten or lost. We aim to launch a major campaign to ensure that this evidence is acquired and made available to researchers and educators at the Wiener Library.

Pamphlet published by the YWCA in NY 1940



Stamp commemorating Majdanek concentration camp, from Doc 1858

The Science Museum's Dana Research Centre and Library

The Science Museum's splendid new Dana Research Centre and Library opened to visitors on 9 November 2015 and was formally launched during the Museum's inaugural research conference at the end of March 2016.

The new library marks the culmination of several years of change at the Science Museum Library, as its collections were moved from its former home shared with Imperial College Library to the Museum's storage facility at Wroughton, near Swindon. This process finished in early 2014 and the closure of the old Science Museum Library allowed staff to plan for a new library on its South Kensington site and procure a new library management system.

The result is a beautiful, relaxing and inspirational space, designed by Coffey Architects, that has received many positive reviews from architects, designers, librarians, and most important of all, the library's users. Visitors have been impressed by the continuity of design throughout the library and the attention to detail which makes the experience of using the library very rewarding.

The Library offers 18 reading desks and around 6000 volumes of books and recent journals in the history and biography of science, technology and medicine and in museology. Readers can also access the new library and archive catalogues and the Museum's subscribed electronic resources, including the Library's eBooks, eJournals and databases accessed through its Discovery Service, plus *The Complete Dictionary of Scientific Biography*; *Illustrated London News Historical Archives, 1842-2003*; all of *JSTOR*; *The Times Digital Archive 1785-1985*; *Oxford Dictionary of National Biography*; and, *Who's who and Who was Who*.

The Science Museum's world-class Library & Archive collections are stored on 26 kilometres of shelving at Wroughton and include:

- Archives of some of the most famous and influential individuals and companies in the fields of science, medicine, engineering and industry.
- Books, journals, patents, trade literature, directories and maps charting the world-wide development of science, engineering and medicine from the fifteenth century to the present day.
- A world-class collection of books and journals on the history and biography of science, technology and medicine and their social impact, some of which are now in London.

Recent additions have included the archives of James Lovelock and Sir Patrick Moore. Rare books have also been acquired including Johan Elter Bode's *Uranographia, sive astrorum descriptio*. (Berlin, 1801); Ramon Lull's *Ars inventiva veritatis* (Valencia, 1515); and a selection of eighteenth-century books charting the spread of Newtonian philosophy.



Readers in the new Dana Research Centre and Library can consult selected material transported from Wroughton. The Wroughton facility also has a reading room for those who need to consult large quantities of archives or library material. Digital copies of many types of material, including engineering drawings can also be supplied or purchased – the Library has a large format scanner and printer and an overhead scanner for smaller items.

There is also a state-of-the-art digital microfilm reader – the Library has several important microfilm collections including: *Industrial Revolution: a Documentary History*; *Books of the Fairs: Materials about World's Fairs, 1834-1916*; *Manhattan Project: official history and documents*; *NASA's Aeronautics and Space Reports to Congress, 1958-1984*; and stored in London, the sole British copy the *Archive for the History of Quantum Physics*.

A robust procurement process has resulted in a new Library Management system, Koha, which enables access to our library catalogue and manages other services. Catalogue entries were transferred from Imperial College's system to Koha and much editing work is still needed to improve the records.

You can access this at: **smg.koha-ptfs.**

co.uk/. Archives are also available from our new Archives catalogue:

**archives.sciencemuseumgroup.ac.uk/
search/simple**

The new Dana Research Centre and Library is a manifestation of the Museum's strong commitment to research and scholarship, which is also visible in our Research & Public History Department and its programme of collaborative doctoral studentships and research projects and our successful peer-reviewed *Science Museum Group Journal* (**journal.sciencemuseum.ac.uk/**). The Department is based at the Research Centre and shares an office with the library team.

The Library is at 165 Queen's Gate, London SW7 5HD and is open 10am – 5pm Monday to Friday and will be closed on Bank holidays and over the Christmas New Year period. For more information see **sciencemuseum.org.uk/library**



Senate House Library and Shakespeare

Engagement is a key part of Senate House Library's operating plan. As well as raising usage amongst our core academic users, there is also a strong desire to attract new users from broader non-academic markets such as freelance or professional research, cultural heritage and the general public.

This is because the Library can provide a natural space where the delivery of academic research outputs inspire investigation into secondary or primary source material. It is part of a wider desire across the central University of London to promote Senate House as an accessible cultural centre, where people can hear talks, visit exhibitions or view some of the University's artworks alongside expert curators and researchers.

One of the key elements of the Library's engagement strategy is to run three seasons of engagement activity each year, with three month programmes in Spring and Autumn aimed primarily at the academic audience and an extended five-month flagship Summer season which will bring in a broader public audience. 2016 marks the 400th anniversary of Shakespeare's death, and has provided the first opportunity to put this new approach into practice. With the support of colleagues across the University, the Library successfully applied for funding to deliver a prominent public exhibition and associated events programme from 14 April to 17 September.

The theme of the season is "Metamorphosis" – also an apt metaphor for the Library, as it evolves to become more prominent in the general life of the University – and was chosen to reflect changes to Shakespearean text and scholarship over seven ages, loosely based around the "seven ages of man" soliloquy from *As You Like It*. The key attraction is a piece of installation art, using vinyl overlays to transform the ceremonial staircase into a pictorial representation of Shakespeare. It has been fascinating to watch people react to the artwork. Some take selfies

at the foot of the stairs, other tiptoe gingerly up the sides – although for most people the novelty has worn off, and they march straight over the Bard's face!

Visitors are guided to the first floor, where display boards have been installed to explain the seven ages of Shakespearean scholarship

- the infant, reflecting the sources that Shakespeare drew upon for inspiration, giving birth to his sonnets and plays.
- the schoolboy on his first steps towards scholarship, represented by the first four folios compiled by unnamed editors.
- the lover, symbolising the 18th century renaissance of Shakespearean performance and the rise of the editor, refining and adapting the texts in search of perfection.





- the soldier, explaining how the search for textual perfection led to controversy and argument, to the point where the very identity of Shakespeare as author was questioned.
- the judge, where scholarly wisdom produced an authoritative version of Shakespearean text, at the time when his works were being widely circulated via penny prints and school textbooks.
- the pantaloons, with brightly illustrative works and commemorative editions to mark the 1916 tercentenary of Shakespeare's death, who by this stage had been appropriated around the world as a global literary figure.
- finally oblivion, marking the transition from print to digital media, and the veneration of the first folio as a heritage icon.

Also on the first floor, Room 101 has been transformed into an exhibition space for private viewings, containing material themed around the play "Othello" to explain the seven ages of Shakespearean scholarship as a case study, guided by one of the exhibition curators. Outside Room 101, visitors are encouraged to visit the main exhibition on the fourth floor, registering for a free ticket if they are not already library members. Thirty books, including the first folio, are on display in Convocation Hall, with interpretation provided by a guide booklet, an interactive installation and timeline, and short films linked to each item on display (accessed via QR code) in which the curators provide insights into the relevance of the material they had selected.

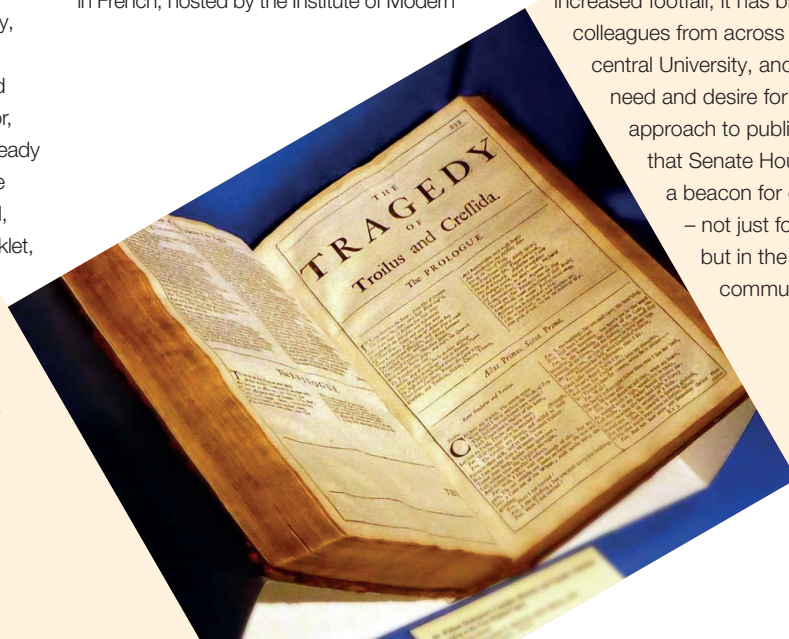
To support the exhibition, the Library commissioned a microsite that includes digital versions of the selected books and other exhibits, as well as a promotional film with actor Paterson Joseph reciting the "seven ages of man" soliloquy from *As You Like It*, with contributions from leading scholars promoting the value of the Library's collections. A social media campaign using #7Ages2016 has further raised the profile of the season, with the result that during April visitors to the microsite often exceeded the number of people accessing the main Library website.

A full and varied events programme has also been promoted to both academic and public audiences alike, with over twenty free lectures by leading scholars from the Institute of English Studies, various federal members and other academic institutions such as Oxford and Cambridge, as well as non-HEIs such as Shakespeare Birthplace Trust and The National Archives. The highlight of the events programme was an evening hosted by Sir Brian Vickers exploring the sonnets, with celebrity guests Edward Fox, Joanna David and Dominic West performing live to an audience in Beveridge Hall. There has been a study day for Shakespeare in French, hosted by the Institute of Modern

Languages Research, a Wikimedia editing workshop for Shakespeare in London, a symposium on Shakespeare's text down the ages, a mini-season of public lectures on Shakespeare in Victorian times, and an opening and closing keynote lecture. Many of the events have been filmed, and are made freely available on the microsite.

The whole season has been promoted using existing media channels, as well as new avenues (including a tube poster campaign), with the result that events have received repeated coverage in *Time Out*, *What's On London*, *Culture 24* and *This is Local London*, boosted by interviews broadcast on BBC Radio London, for example. There has been equal interest within the University and beyond, with the Shakespeare programme making the front page of the SAS Events brochure as well as the CILIP Update for May 2016. By the end of June, over 400 non-members had visited the Library for the first time – an unprecedented number compared to previous engagement campaigns – not counting additional attendees at the various events.

It is generally felt that the programme has been a success to date, with very high approval ratings from the feedback we've been gathering (between 95-99 per cent for most events and activities), notwithstanding the fact that at the time of writing we are only halfway through. This has been a positive learning process for all concerned, and plans are in place for the next three seasons – *Utopia/Dystopia* (autumn 2016), *Radical Voices* (spring 2016) and *Reformation* (summer 2016), with advance planning for flagship seasons all the way to 2020. Apart from delivering the Library's specific engagement aims of raised profile and increased footfall, it has brought together colleagues from across SAS and the central University, and shown a clear need and desire for a coordinated approach to public engagement so that Senate House can become a beacon for cultural activity – not just for the University, but in the local Bloomsbury community and beyond.



SOAS Library Centenary: Staff Members Reflect on the Past – Look Towards the Future

SOAS University of London is a world-renowned specialist in the study of Asia, Africa and the Middle East. SOAS Library is one of five UK National Research Libraries and attracts researchers and scholars from around the world to access its unique holdings.

Created by Royal Charter in June 1916, SOAS celebrates its centenary with a year of lectures and events ranging from the burial of a time-capsule containing the visions of the future of school pupils to lectures by thought-provoking speakers such as Wole Soyinka and Forest Whitaker. The SOAS Library was also created in 1916 with the Director of SOAS, Sir E. Denison Ross appointed as Librarian. Sir Denison was a linguist and specialist in languages of the Far East. He developed the Library with books and journals largely on the study of Asian languages and cultures consolidated from other University of London libraries. A comprehensive early history of SOAS Library was written in 1968 by A. Lodge, *"The History of the Library of the School of African Studies"* published in *University and Research Library Studies*, edited by W.L. Saunders.

Following the recommendations of the (Sir William) Hayter report in 1961, SOAS Library became a National Research Library for Asian and African studies. When the Library moved to the Bloomsbury building in 1973, the collections expanded as did the collection of archives and manuscripts. This expansion ultimately enabled the future development of the archives for the Council for World Mission, containing materials from David Livingstone.

The challenge of space and growth is ever-present throughout the early history of SOAS Library. Lodge notes some 90,000 volumes in the early years of the Library. Today, the Library boast some 1.3 million items at the Russell Square campus along with a collection of archives, manuscripts, rare books and special collections. The Library in the Bloomsbury building has under-gone major refurbishments in 2005, 2011, and 2013 to extend study spaces, moving some collections to off-site storage. 100 years on, it is interesting to consider how the demands for services, collections and space have changed.

From 60's Student to Staff Member from the 70's

Keith Sparrow, current Shelving Supervisor, came to SOAS in 1968 as a student studying Hausa and Linguistics. As a student, Keith watched the Philips Building, the current location of the SOAS Library, being built. He became a Library Assistant

in the early 1970s and helped with moving stock into the new Library home in the Philips Building.

Keith recalls the days of staffed cloakrooms and regional area reading rooms, quiet study spaces that were located next to the Librarian and near the related stock. "People lamented their passing (and still do)," said Keith. He said that the main reading room of the Library was staffed and users wishing to consult archives would need to sit in the front rows near the Library staff member. Keith said that he did not miss the requirement to obtain a counter-signature from Librarians to allow users to consult rare books.

As a Library Assistant, Keith often took the paper tapes from the punch tape computer system to the University of London Computer Centre (ULCC) in Senate House. The next day the team would receive print outs which they used to manage library records. During Keith's time at SOAS he has gone from using key punch systems to an open source Library management system – with three other proprietary LMS in between.

Keith said that Library staff used to call the service desk from the 70's the "hamster cage" as users entered on one side, followed a narrow path around, and exited through a pedal-operated turnstile. "We had to physically check that books were stamped as there was no security system in those days."

Regarding the current Library design, Keith believes that researchers miss the private study spaces, and that sound travels easily. However, he acknowledged that from the students' perspective, there are more study spaces. He said that automation, such as self-service machines, is an improvement though this is counter-balanced by the absence of staff members to answer questions during self-service hours.



Modern Library: Glenn Ratcliffe
SOAS University of London

As during the early years of the SOAS Library, Keith noted that there will be continual competition between shelf and study space. “But the Library’s role is to collect unique items. Are we giving enough attention to that?” asked Keith.

An Elite Research Centre

Yoshiko Yasumura joined SOAS Library as a Library Assistant in October 1973 working on Japanese and

from home. She said that she acknowledged, however, that some students these days come to the Library to socialise and do not want to study alone.

Yoshiko said that the future of SOAS Library depends on the direction of School. She noted that the Library holds almost comprehensive publications from and about Asia and Africa from the 1940s, 50s, and 60s. She suggested that the Library consider how to generate income from these materials.

“It would be marvellous if SOAS could be branded as an ‘elite research centre’ with the Library at the centre.”

Library offers a good choice of study spaces, users demand more – especially during the busy exam periods.

The opening of Senate House North Block (SHNB) at the end of the summer will, hopefully, alleviate some of the demand for space at the Library. The new building features a range of informal study spaces, group study rooms, and a technology-rich Learning Lab for student use. The Doctoral School founded in 2012 offers a dedicated facility for postgraduate research students at 53 Gordon Square.



Library Main Reading Room, Philips building, SOAS, 1990s

Chinese periodicals and the Union Catalogue of Asian publications. She departed SOAS as a Librarian (Art and Music) in 2010.

She recalled that in the 1970s, there were a small number of students at SOAS in what she described as a “serene” atmosphere. She said that the students at that time understood multiple languages and researched material in its original language. “Some of the students were like scholars!” she said. She recalled that by the late 1990s and at the beginning of 2000, staff members noticed a “shift of power” at SOAS and that students became customers. “We [had] to satisfy our customers,” she said.

Reflecting on services from the past that she missed, she thought that the decision taken to discard the Map Collection and to give away some to the British Library and some to staff around 2003/04 was regrettable. Interestingly, Yoshiko thought that space was less important than the collections as people work and study

SOAS Library Today and in the Future

Today SOAS has some 5000 students, 55 per cent undergraduate and 45 per cent postgraduate. In addition, there are nearly 4000 students worldwide on a SOAS distance learning programme. These profiles alone impact space use and demand. The space enhancements in the contemporary SOAS Library goes some way to offering choices of study spaces to students. On the ground floor, there are rooms for group study (one room housing assistive technology) and informal seating areas where users are allowed to speak on mobile devices. Quiet and silent zones are located on the upper levels of the Library, a model found in many HE Libraries. There are dedicated study rooms for disabled students and postgraduate students. Although SOAS



Service point 1972: Library at Bloomsbury Building

As both Keith and Yoshiko note, the collections are what make SOAS truly special. The Library Senior Management Team (SMT) commissioned a series of facilitated workshops with stakeholders to inform the Library strategy for the next 3-5 years. There were a number of key themes about collections from the workshops: ensuring that all items are discoverable via the online catalogue; digitising our distinctive collections so that they can be showcased around the world, and especially within our regions of study; and preserving our distinctive collections, to name a few themes. The SOAS Library recently received generous funding from the Korean Foundation for



Philips Building, new Library,
April 1974



Philips Building, Library, book stacks
being erected, 8 December 1972

retrospective cataloguing of Korean language works. A key component of this work is to enrich existing catalogue records with original script and to update Romanised titles to the latest Library of Congress standards, to facilitate research and teaching using these important works.

SOAS Digital Collections is a growing resource which showcases digital content created from SOAS collections, including projects in partnership with other organisations, such as the Islamic Manuscript Gallery, a collaboration with Yale University, with funding from Jisc. Progress is being made to display images from the Digital Library into the online catalogue to aid discoverability of that collection. Whereas the researchers and learners of the past generally came to SOAS to consult materials, those of the future can expect to access many materials online.

SOAS Library will continue to change in line with the institution's priorities as well as the profile and demands of its users. When the time capsule is opened in 100 years, what will be the demands on services, collections and space then?

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Photo Credits:

Book stacks: Philips Building, Library: book stacks being erected, 8 December 1972. Ref: SOAS Picture Archive, SOAS buildings, Box 4, item 132 © SOAS.

Library 1974: Philips Building, new Library, April 1974. Ref: SOAS Picture Archive, SOAS buildings, Box 4, item 130 © SOAS.

Reading Room 1990s: Library Main Reading Room, Philips building, SOAS, 1990s. Ref: SOAS Picture Archive. SOAS Building, Box 3, item 156b. © SOAS.

Service point 1972: Library at Bloomsbury Building, SOAS, c.1972. Ref: SOAS Picture Archive. SOAS buildings, Box 2, item 28. © SOAS

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