



Annual Report 2013-14



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Front cover top images, from top left clockwise: Royal Society of Chemistry, Kings College London, University of Kent, Kings College London, Royal Holloway, University of London, Kings College London, Kings College London

Front cover bottom images, from top left clockwise: University college London, Queen Mary, University of London, University of East London, University of Kent, Queen Mary, University of London, University of Sussex, Senate House Library

Chair's Report

I was honoured to be elected Chair of the M25 Consortium of Academic Libraries at the AGM at the end of April 2014.

Following in the footsteps of John Tuck was a somewhat daunting task and I'd like to start my first annual report by paying tribute to the enormous amount of energy, talent and sheer hard work that John gave to the Consortium during his four years as Chair. I'm sure Directors and other staff will want to join me in thanking John. He was, of course, very ably assisted by the other M25 Officers and thanks are also due to them, namely Caroline Lloyd as Treasurer, Bethan Adams as Secretary and Michelle Wake as cpd25 Chair. I'm pleased to report that Michelle continues as cpd25 Chair and to welcome our new fellow officers, Cathy Phillpotts (London Metropolitan University) as Treasurer and Susan Scorey (University of Roehampton) as Secretary. Thanks are due to Angus Brown and Kitty Inglis who stepped down from the Steering Group at the AGM. New members of the Steering Group are Sue David (St George's, University of London), Matthew Lawson (Middlesex University), Caroline Rock (University of Surrey) and Marcus Woolley (University of Bedfordshire).

One of the main highlights of 2013-14 was undoubtedly the appointment of Thomas Baldwin to the new post of M25 Executive Manager, signalling the Consortium's intention to grow as a more professional outfit whilst still retaining and building on the enormous amount of input and enthusiasm from volunteers within its member libraries.

As highlighted in last year's annual report, Thomas joined the Consortium in January 2014 and I know that he will already be a familiar face to many of you as he works to raise the Consortium's profile, through attending and giving presentations at conferences such as SCONUL and LIBER. Towards the end of the academic year, plans were being put in place for Thomas to meet individually with each Director to discuss the role and value of the Consortium for its member libraries. These consultations are proving extremely valuable and will enable the Steering Group to develop a new set of priorities during 2014-15.

Thomas and his colleagues in the support team are now well established in the office on Floor 6 of Senate House Library and I'm pleased to report that excellent relations have been established with the Library, with particular thanks being due to Christine Wise, Associate Director of Senate House Library. The University of London's HR department continues to provide support, advice and guidance to the M25 staff and officers.

For me personally one of the highlights of the M25 year was the Directors' development event held on the premises of Providence Row, a charity for the homeless in the East End of London, on 28 February 2014.

Thanks to Kitty Inglis for leading on the organisation of the event and for writing about it for this annual report (see page 7).

At the end of the year it was decided that the Customer Services Group of the M25 should be launched as a UK wide group.

Given the importance of excellent customer services in all our libraries, we will continue to work closely with CSG UK, primarily through cpd25, and we look forward to hearing about the continued development of the group and its services.

The 20th anniversary celebration which took place in the wonderful surroundings of the Stationers' Hall in the City of London in June 2013 meant that no networking event was held during the 2013-14 year. However we are looking forward to our next networking evening which will be held on Wednesday 14 January 2015 in the Judge's Court at Browns in Covent Garden.

Helen Workman

Chair of M25 Consortium of Academic Libraries



Treasurer's Report

I would like to thank our previous Treasurer, Caroline Lloyd, for the very good handover and documentation she provided after the Consortium's 2014 AGM when I was elected to the Treasurer's role.

Income from subscriptions in 2013-14 amounted to £149,450. There was also £5,120 from sponsorship and bookings for the M25 Annual Conference.

Expenditure for the Consortium included:

- Support Team staffing costs
- Space charges at Senate House, University of London
- Production of marketing materials.

At the end of the 2013-14 financial year the Consortium's reserves stood at £82,778.56. Reserves of approximately £105,300 are needed in order to cover any potential risks to the consortium in the 2014-15 academic year.

As a charitable company the Consortium undergoes independent examination of its financial accounts each year. Kingston Smith have been appointed again to continue with this activity and the report that they write will be made available to members at our next AGM.

Finally I would like to thank the Support Team for all of their work that contributes to ensuring the accuracy of our financial information.

Catherine Phillpotts

London Metropolitan University



cpd25 Report

2013-14 was yet another successful year for cpd25, the M25's respected staff development section.

Over 500 delegates, from over a hundred organisations, from around the United Kingdom and abroad have attended 40 events.

Events aimed at a range of staff from Library Assistants, which included a one day conference, to those thinking about applying to study for an information qualification, to managers. Being very responsive to M25 member needs a number of events concentrated on hot topics such as Research Data Management and Licensing E-Resources for Collaborative Partners on Overseas Campuses.

Continuing concerns were reflected in Space Planning, Managing Student Behaviour in the 21st Century, Assistive Technology and Organising and Running Your Own Training Sessions, amongst other events.

The principles of relevance, quality and value-for-money underpin all cpd25 events and this has once again been made real by the volunteers who make up the Task Groups and the expertise of the cpd25 Administrator, Claire Hackshall.

Being a member of a Task Group is in itself a networking and development opportunity, and in a tough economic climate the importance that libraries place on cpd25 continues to be demonstrated by the number of M25 institutions who support their staff in taking part. Membership of the Task Groups comes from nineteen different institutions in 2013-14 – from both large national and Higher Education Libraries and information services in smaller specialist institutions and museums.

The diversity, yet commonality, of cpd25 will help to ensure that in 2014-15 we continue to meet the needs of our M25 members.

Michelle Wake

*cpd25 Chair
Librarian, UCL School of Pharmacy*



M25 conference 2014: In it together

On 29 April 2014 we welcomed 93 delegates to our annual conference "In it together: responding to national initiatives" which was held in the beautiful surroundings of the British Medical Association headquarters in Tavistock Square, central London.

Our programme this year reflected some excellent examples of shared services and collaborations across the UK set within the context of the rapidly changing environment for HE and special libraries.

Our keynote speaker, Professor Geoff Petts, Vice Chancellor of the University of Westminster, set the scene with his talk "London is our Campus". Professor Petts talked about the global reputation of London universities and the importance of developing and maintaining distinct identities and values

to help build resilience in a changing HE landscape. Professor Petts told us about the transformational power of the connected university, using networks for mutual benefit while remaining adaptable and responsive to the stakeholders' and students' needs.

This was followed by reviews and updates on national level collaborations in Wales and Scotland. Janet Peters, Director of Libraries at Cardiff University, highlighted WHELF's involvement in the Welsh Information Literacy Framework and leadership of a shared LMS project. Chris Banks, Director of Library Services at Imperial College London and formerly chair of SCURL, talked about the highly successful SHEDL purchasing consortium and SCURL's shared storage scheme, Collaborative Academic Store for Scotland.

Later we heard from Simon Walker, Head of Educational Development at the University of Greenwich, on "Learning Design in an open and connected world", highlighting some key trends in e-learning including MOOCs learning analytics, geo learning and crowd learning.

Simon's talk was followed by some fascinating discussion about open access, post the Finch report, with Chris Hale of Universities UK and later Monique Ritchie of Brunel University spoke about changes to copyright law and their impact on libraries.

The programme ended with a talk from Nicky Whitshed of the Open University with an update on Futurelearn and the growing popularity of MOOCs to access learning. Nicky explained how librarians

have a key role in supporting MOOCs, especially in the development of information and digital literacies.

As ever the annual conference provided a great opportunity for colleagues from across the region's academic, national and special libraries to network and share news over the generous lunch and coffee breaks while Jackie Berry, BMA Librarian, and her team hosted a series of fascinating visits to the BMA's collection and library throughout the day.

In all the conference was one of our best yet and we hope to attract even more delegates to the next conference in April 2015.

Cathy Walsh

University of East London



M25 Directors Development Event

As a result of feedback gained through a survey of M25 Consortium Directors, the Steering Group undertook to organise a bespoke leadership development event aimed specifically at Directors. In February 2014, 16 Directors took part in a “Challenge Day” organised in partnership with Common Purpose, a company who specialise in running courses which give people the inspiration, skills and connections to become better leaders both at work and in society. The overall aim of the day was for M25 Directors to connect with one another in a different and unfamiliar context and explore our leadership with reference to the Common Purpose “Leading Beyond Authority” approach. We therefore found ourselves spending the day in the City of London at Providence Row, a homeless charity tackling the root causes of homelessness to help people get off, and stay off, the streets.

Working with Providence Row’s Chief Executive, Pam Orchard, and Fund Raising Manager, Stephanie Harvey, we set about

addressing the challenge of how our hosts might best promote their organisation within the corporate world with a view to achieving outcomes around volunteering, pro-bono support and fund raising. As well as spending time with staff at Providence Row and getting to grips with their challenge, we also, in true “Apprentice” style, split into groups and visited a range of local organisations to get their views and tap into their expertise. While some of us rushed off to the Corporation of London, clutching brown paper bags of sandwiches, others dined in the boardrooms of the likes of Accenture and Hogan Lovells as we discussed with our corporate hosts the issue we were tackling on behalf of Providence Row. After further discussion and analysis back at Providence Row, the day concluded with M25 Directors feeding back our thoughts and recommendations to Pam and Stephanie.

The Directors Development Day provided us with an opportunity to experience and influence a real challenge in a different

sector, enabling us to reflect on leadership behaviours that are transferable to our own context and take inspiration from the work of leaders in a range of other organisations. The day was very well received by those who participated, with 100 per cent strongly agreeing it had been a good use of their time. Other positive feedback included:

- How useful to get out of my organisation to hear other perspectives
- Time out for thinking, listening and reflecting helps us generate new ideas and plans
- Opportunity to get to know colleagues
- Confidence to be more open in conversations about common problems
- Confidence to operate outside my “area of authority”
- Increased confidence about working with colleagues beyond my usual environment and peer group.

Kitty Inglis
University of Sussex



Images from top left clockwise: Oxford Brookes University, University of Sussex, Heythrop College, Canterbury Christchurch University, Middlesex University, University of East London, University College London, University of East London, Heythrop College, University of East London

M25 Advocacy and Outreach

M25 at the 2014 LIBER Conference

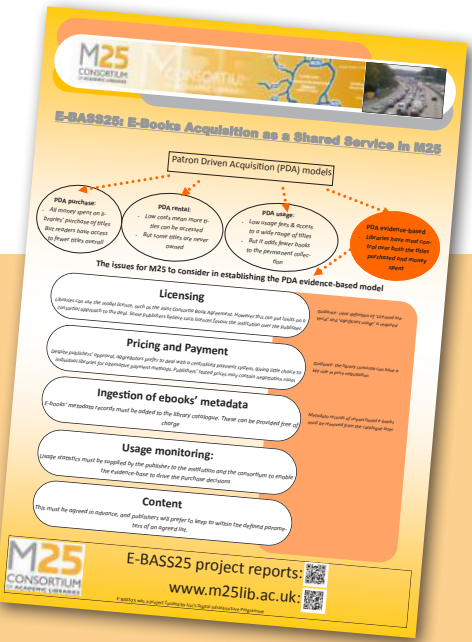
The *Ligue des Bibliothèques Européennes de Recherche* (LIBER), or Association of European Research Libraries is an international grouping of about 400 research libraries across the European continent. Several M25 libraries are also members of LIBER. Founded in 1971, it is the principal network for research libraries in over 40 countries, representing their interests in such key issues as copyright and open access. Every year LIBER's Annual Conference draws around 300 delegates together. In June 2014 the LIBER conference was held in Riga, Latvia, at in the newly-opened national library.

Thomas Baldwin, M25 Executive Manager, represented the M25 Consortium at the conference through the presentation of a poster, co-authored with John Tuck (M25 Chair 2010-14) entitled "E-BASS25: E-Books Acquisition as a Shared Service in the M25". Reporting on the M25 Consortium's Jisc-funded E-BASS25 project was a very helpful way to engage with the LIBER community. The poster summarised the four Patron-Driven Acquisition (PDA) business models for consortia purchasing that had been identified and evaluated in the E-BASS25 project: Purchase, Rental, Usage and Evidence-Based Acquisition (EBA). EBA was the chosen model of the E-BASS25 project, which recommended the M25 Consortium adopt this model if

it seeks to position itself as a purchasing consortium for e-books. Of the four models, EBA gives the librarians the greatest control over both the titles purchased and the funds spent (since the other models use automated purchasing to varying degrees). When the abstract for the poster was accepted by the LIBER Conference Programme Committee in March, they commented that the topic of a business model for consortia purchase of e-books is "extremely interesting to research libraries". It certainly generated interesting and helpful discussions in the poster session, with librarians who had tried different business models for e-book purchase.

M25 Consortium at the SCONUL Summer Conference 2014, Glasgow

The 2014 summer conference of SCONUL was held in the Grand Central Hotel, Glasgow at the end of June. As well as examining current key themes of open access, open data and open scholarship, along with research data and e-books, conference time was allocated to "The SCONUL Fringe" when institutions and bodies external to SCONUL presented on their projects and programmes. The M25 Consortium booked a fringe



spot with the title: "The M25 Consortium: developing librarians and libraries in London and the South-East", facilitated by the M25 Executive Manager.

The fringe event was attended by a mixture of professionals from within and without the M25 membership. A presentation was given on the Consortium's structure and current activities. I gave details on the flagship cpd25 programme, the activities of Customer Services Group (which was then operating within M25), the Search25 facility and the 2014 Directors' training event. The presentation also looked to the future of the M25, considering its role in digital aggregation and e-book procurement. The fringe event was also intended to glean library professionals' feedback on the current and potential future activities of M25, to ensure the Consortium continues to serve its stakeholders' requirements in a meaningful and relevant manner. A very helpful discussion was held about the value of Directors' training within a regional consortium. Those present who had attended the training day in February told the group how useful it had been to work on a real-life business problem completely outside their normal working environment. As well as the specific skills taught and practised on the day, the event had helped Directors with their self-confidence in negotiating outside their normal areas of authority. The attendees from outside the M25 membership were very interested by the discussion, and agreed that professional development for senior managers deserves libraries' investment. M25 will therefore examine how Directors' development can be continued within the Consortium.

Thomas Baldwin
M25 Executive Manager



M25 Online Services Group: an introduction

The M25 Steering Group has recently created a new task group within the Consortium, entitled the "M25 Online Services Group". This group has been initiated in response to the need for clearer governance and planning for the Consortium's web and online services, in light of rising user expectations in this area. The Online Services Group (OSG) will have a dual focus, encompassing both the development of a strategy for future M25 online service provision, as well as the coordination of improvements to existing services. The group will ensure that all online developments are made in support of

the Consortium's wider strategic plan and mission. Existing M25 services which fall under the group's remit include:

- The M25 Consortium website (m25lib.ac.uk)
- The cpd25 website (cpd25.ac.uk)
- The Search25 discovery service (search25.ac.uk)
- The M25 Staff Room and Directors' Room discussion board services.

The OSG will act in an advisory capacity to the M25 Steering Group and all new proposals for online services (or major

service changes) will be referred to the Steering Group for decision-making prior to being actioned. In line with this, the OSG will meet shortly before each M25 Steering Group meeting to ensure any proposals can be promptly tabled. New group members are welcome, as are ideas for new online services, which could be supported by the Consortium for the benefit of its member libraries. Please contact Jonathan Lucas (jonathan.lucas@smuc.ac.uk) for more information. **Jonathan Lucas**,
St Mary's University

M25 Support Team activities report

2013-14 was a year of very significant change for the Support Team, on many levels. Following the retirement of John Gilby in January 2013, the Support Team was re-structured and a new post of Executive Manager created, with responsibility for giving strategic direction to the Consortium and managing the contracts with external providers. I took up that post in January 2014. Prior to my recruitment, the Officers took a closer hand in the running of the Consortium, and Claire Hackshall, cpd25 Administrator since 2009, provided some very welcome continuity in the office. The permanent M25 Administrator post remained unfilled until May 2014, to allow time for me to arrive and lead the recruitment process. Until then a series of temporary Administrators kept the financial

and administrative functions of the office going. The Officers, Steering Group and I are extremely grateful to Claire Hackshall for patiently training each new temp in the procedures and practices of the Consortium. Upon the recruitment of the permanent M25 Administrator, Gianina Harvey, in May 2014, we all breathed a certain sigh of relief, as the Support Team was now complete. The other significant event of this academic year was the move of the M25 office. M25's arrangement with LSE came to an end in 2013, and the Consortium sought a new home. Senate House Library, University of London willingly provided that new venue, and the team took up the formal lease in August 2013. Sincere thanks must be recorded to Claire Hackshall, who coordinated the logistics of the removal

of M25's effects from LSE, along with the purchase of new office furniture for Senate House. Our move to Senate House means that a formal lease is in place for our rent of the office space; that the Support Team are employed by University of London and formally seconded to the M25; that we enjoy full HR support, also for recruitment and training; and that a contract is held with University of London Computing Centre (ULCC) for the provision and maintenance of PCs in the office. We have been made to feel very welcome by all the Senate House staff, and are settling in well to our new home here. **Thomas Baldwin**
M25 Executive Manager

M25 Steering Group members 2013-14



John Tuck



Beth Adams



Caroline Lloyd



Antony Loveland



Ann Cummings



Angus Brown



Kitty Inglis



Cathy Walsh



Martin Scarrott



Michelle Wake



Louise Doolan



Simon Bevan



Erin Caseley

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

M25 Secretary **Beth Adams**, St George's, University of London

M25 Treasurer **Caroline Lloyd**, London School of Hygiene and Tropical Medicine

cpd25 Chair **Antony Loveland**, Central School of Speech and Drama

Members

Ann Cummings, Brunel University
Angus Brown, Imperial College London
Kitty Inglis, University of Sussex
Cathy Walsh, University of East London
Martin Scarrott, St Mary's University
Michelle Wake, UCL School of Pharmacy
Louise Doolan, British Library
Simon Bevan, Cranfield University
Erin Caseley, Kings College London

Images from top left clockwise: The Wiener Library, M25 consortium, Brunel University London, St George's University, Heythrop College, University of Sussex, Heythrop College, University of Sussex, University for the Creative Arts, University College London, Senate House Library

Heythrop College History

Heythrop College traces its history back to the founding of an English Jesuit College in Louvain, Flanders, in 1614. This college moved to Liège in 1624, and in 1794 to Stonyhurst in the north of England. The College takes its name from Heythrop Hall in Oxfordshire, where it was based from 1926 to 1970. In 1970 the College moved to Cavendish Square in London and became part of the University of London. This period saw the College developing from being a theological college mainly for those destined for the priesthood to becoming an institution open to the secular world.

So in 2014 the College has been celebrating its 400th anniversary. This culminated in a two-day conference with the theme, "For the Greater Glory of God and the More

Universal Good" at Senate House in June. The conference explored not just the history of the College, but also the Jesuit tradition in education, with a final lecture by Dr Rowan Williams, the former Archbishop of Canterbury. In mid-October Michael Walsh, who was formerly the Librarian at Heythrop, will publish a book on the history of the College.

To accompany the conference, an exhibition was mounted in Senate House Library of books from Heythrop College, Senate House Library and the Warburg Institute. Heythrop lent several examples of early Jesuit theology, while Senate House Library lent some of their early anti-Jesuit works. The books were not only theological, but also showed the range of creativity and scholarship of Jesuits, such as works on mathematics by Christoph Clavius

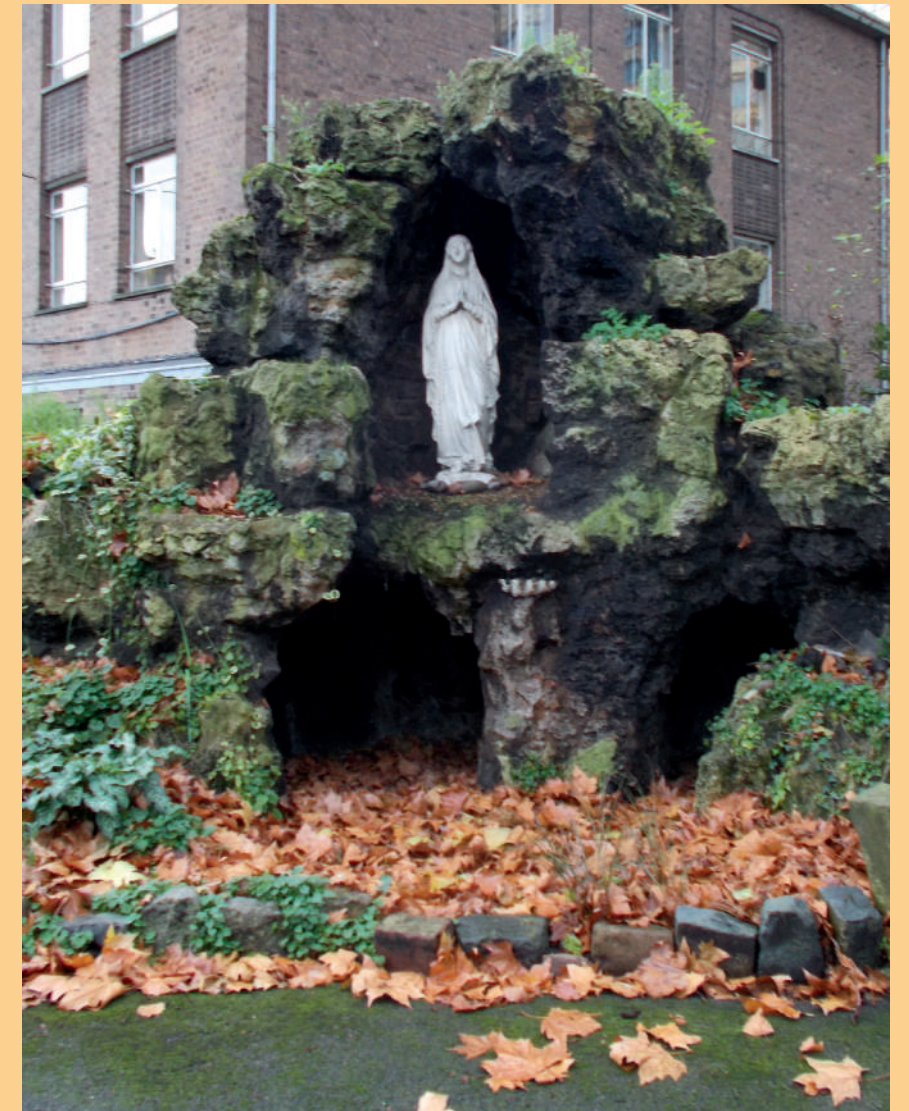
(1538-1612), and a first edition of the poetry of Gerard Manley Hopkins (1844-1889).

Heythrop College today is an institution, which has staff and students of a variety of religious backgrounds (or of no religious commitment whatsoever). The College is proud of its adherence to rigorous academic standards and intellectual inquiry. The Library reflects this with an excellent collection in all areas of philosophy, in addition to its collections in theology, church history and religious studies. We have around 180,000 books in the collection – which, given the number of students at Heythrop (less than a thousand), means that we have one of SCONUL's highest ratios of books to students. We also have a pre-1801 book collection of around 40,000 items.

We automated various library procedures from the mid-1980s, and in 1990 we joined a consortium based at the Senate House Library for our automated library system (Libertas back then). We are still in partnership with Senate House, and use Innovative Millennium for Circulation, Cataloguing, Acquisitions and Serials, together with our Web OPAC.

Heythrop has been at its current leafy campus in Kensington Square since 1993. However, it may be that in the near future we will again be moving. In this 400th anniversary year, Heythrop is exploring a possible strategic partnership with St Mary's University, although it is too early to tell what form this would actually take.

Michael Morgan
Heythrop College



SCONUL Design Award 2013

The SCONUL Library Design Award was instituted in 1973 to draw attention to the importance of new library buildings, to encourage good practice in library planning and design, and to celebrate outstanding examples of cutting-edge design within the sector. It is the only award in the UK and Ireland to be judged by library and information professionals on the basis of functional design of buildings, rather than purely architectural merit.

The award is held every three years and in 2013 Augustine House, Canterbury Christ Church University's Library and Student Services centre, was the joint winner of the 2,000m² category.

Augustine House was built to provide the very best possible library facilities and resources for students of the university to ensure an excellent student experience for all. The flexible learning spaces throughout the building were designed to create micro-learning environments, or study zones, to support the increasing amount of individual and collaborative social learning across the university. It was also recognised that there should be silent, reflective study spaces within the building. This is provided on the top floor of the four storey building.

With the development of a new building came a new service ethos. This concentrated on empowering users to give them ownership and responsibility for services within the building, whether it is the configuring of flexible learning spaces or borrowing a book using easily accessed self-service technology. With self-issue terminals on every floor and an impressive self-return sorting unit on the ground floor, staff time is now spent working with students to support their learning needs rather than delivering routine and administrative processes.

With the development of innovative and flexible learning spaces came the need to provide appropriate mobile IT services to support these personalised learning zones. The introduction of 200 i-borrow netbooks, combined with ubiquitous Wi-Fi, has meant that users can access technology wherever they prefer to study and learn – at conventional desks using PCs or from sofas within the building – using an innovative scheme that has made accessing student IT provision as easy as taking a book from the shelf.

From the opening of the building there has been comments and feedback on the new building and the services it provides. The



flexibility of the design has enabled service development and delivery to be modified in line with user demands – and over the last 5 years a number of changes have been made relating to service delivery, including:

- the introduction of "Just Ask" in 2012 – a roving service operating across all floors with library staff providing face-to-face support for library enquiries;
- extended library access to 1am every day, outside of staffed service hours;

- over 90 per cent issues are conducted by students as part of the self-service philosophy;
- the i-borrow netbooks have recently been renewed and upgraded;
- developments with colleagues within Learning and Teaching to create learning lab space on the ground floor.

Library staff have faced a big challenge to adapt and change the way in which they deliver services, but they have responded well to this challenge. Each year since the opening there have been a number of working groups that has considered and implemented changes to service delivery, stock layout and building design, based on departmental annual objectives or service enhancements based on student and staff feedback. Staff at all levels within the department have been involved to ensure the services offered remain fit for purpose and retain flexibility in its delivery.

Pete Ryan

Canterbury Christ Church University



UEL Stratford library

UEL's Stratford campus is located in a diverse and rapidly changing part of east London, a short walk from the Olympic Park and Stratford City. Until last year, its library could be found in University House: the nineteenth century, Grade II listed centrepiece of the old North East London Polytechnic. Although architecturally elegant, the building had begun to feel unsuitable for an academic library, particularly when compared with the more modern one at our Docklands campus, which opened in 2006. Now, following the opening of our award-winning new Stratford Library, the university finally has two libraries which properly reflect its confident self-image and physically embody its place at the heart of the local community.

Externally, the most striking feature of the new building, designed by Hopkins Architects (who also conceived the Velodrome), is the large, flat windows which curve along Water Lane. These both allow pedestrians to see inside and give the interior a crucial lightness, an effect which is reinforced by a beautiful central atrium where bamboo plants grow behind glass. The library is spread over three floors and is a mixture of traditional study spaces, PCs and sofa areas. The busy ground floor has been designated a

"collaborative" zone, the upper floors have quiet and silent areas, and a postgraduate room. The tasteful finishing – oak frames and stone – lends the building a peaceful and contemplative atmosphere. It has also been built to a high standard of sustainability, obtaining a BREEAM rating of excellent on completion. The library has already received two awards: one from the Concrete Society and, more recently, winning in the prestigious Civic Trust Awards for 2014.

Library staff were involved in all stages of the design process and we were able to draw on the lessons we'd learned from managing the learning environment at Docklands to inform our decisions. For example, the glass around the atrium on the ground floor effectively limits noise on the upper levels. Students were also consulted and the new library satisfies their increasing demand for group study areas: there are eight bookable rooms, which are heavily used throughout the year.

In the last 12 months, UEL's Library and Learning Services has expanded considerably and taken on a significant academic skills and language support role within the university. These new teams now work under the same roof as librarians and Skills Advisors and Learning

Achievement Assistants hold regular workshops and consultations with students in the library space.

Inevitably there were some minor teething problems, many to do with temperature, but these were soon resolved. Over the course of the year, we were pleased to observe our students become acquainted with the layout and begin to gravitate towards appropriate study areas. Compliments have far outweighed negative comments and we were delighted to increase our NSS student satisfaction score by four per cent this year. Perhaps most importantly, the library is being well used: it received 26 per cent more visits than the previous year and reached close to 100 per cent occupancy at busy times. In fact, that is our biggest challenge now: ensuring that we maximise the space in order to accommodate everyone who wants to use this popular building.

We're proud of our new library and always welcome visitors from other universities: just get in touch if you would like to come and see it.

Peter Williams
University of East London



Oxford Brookes University – John Henry Brookes building



The library in the university's new award-winning John Henry Brookes building opened in February 2014. It sits at the heart of the new £132m building which also accommodates other services including Careers, Student Central, the Students' Union, as well as new social learning areas, teaching rooms and substantial catering provision.

The building, which is the result of seven years planning and construction, has since gained architectural recognition with successes at the regional and national Royal Institute of British Architects (RIBA) awards, as well as coming 15th in the midlist for the prestigious Stirling prize.

The library is an inspiring place for students to study, with lots of light, airy spaces and reading rooms with fantastic views. Vistas and permeability were important elements of the design. So, the library, which has a presence over six floors, wraps around a central atrium

which is given over to a multifunctional social learning space and café. This area, called the Forum, extends the learning spaces which thread through the library.

A student redevelopment group was set up as part of the design process to provide feedback and ideas on the layout, services and equipment. It was important that the design would allow students the freedom to choose from a range of learning spaces at a time that suited them. Consequently, the layout and furniture allow the use of the spaces to be changed easily; and the implementation of self-service throughout the library enables 24-hour operation during semester.

The general collections sit on the upper floors where students can choose from a variety of quality learning spaces, with access to university PCs or power sockets for their mobile devices (all spaces have power sockets and wi-fi is pervasive). There are

student presentation rooms, equipped with the same IT provision and book visualisers as in the teaching rooms, allowing students to rehearse their presentations in advance.

Part of the library extends across the top of the central lecture theatre, providing an informal area for groups to work in. This area, called the Platform, has specially designed furniture to make working together easier, with large screens, whiteboards, casual seating with views across the Forum, as well as vending machines to keep the students refreshed.

Library offices are located across the floors and support is provided via a HelpZone which includes a coaching area with AV equipment for drop-in tuition or small group introductory sessions. Nearby, a self-service cabinet allows students to borrow Google Chromebooks free of charge.

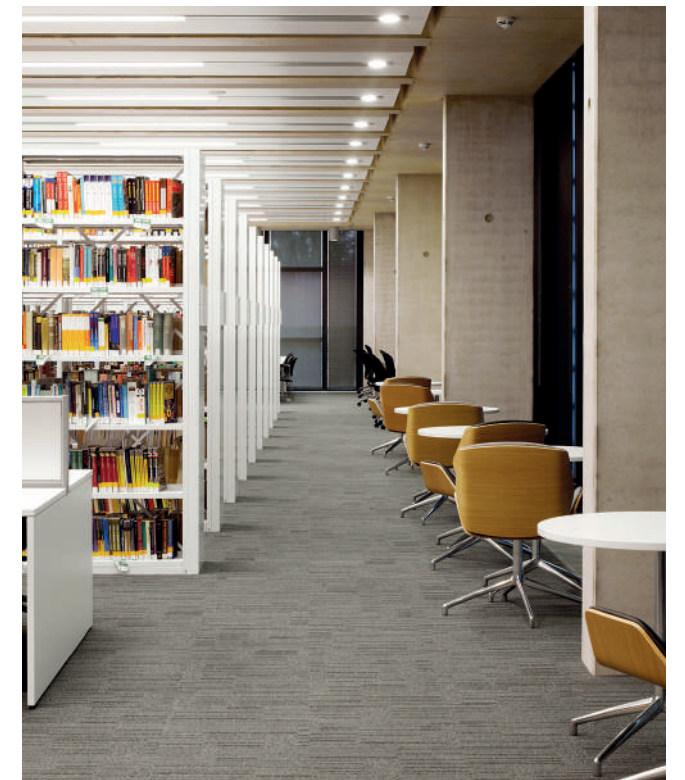
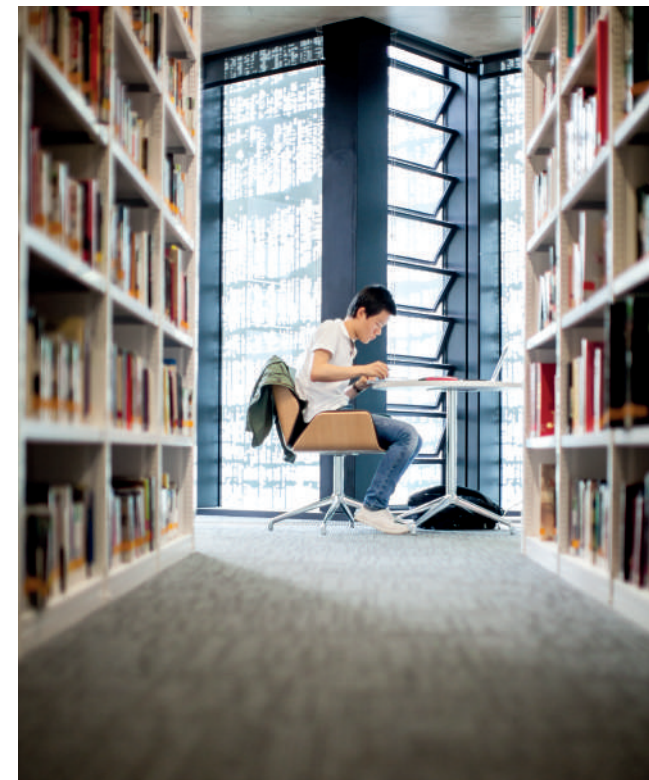
To optimise space, electronic mobile shelving has been used for some of the general collection but its main success has been in the journals, archive and special collections areas.

Other significant services include two training rooms, a graphics studio with computers and facilities dedicated to design, and an assistive technology suite with tuition areas and one-to-one rooms.

As we enter our first complete semester of operation we are busy evaluating the use of the library and responding to student feedback. So far, we have increased the number of silent study spaces and we will be adding more computers, including creating a silent study computer room. It is an evolving process and one that will no doubt add considerable value to our students' experience for many years to come.

Dave Nolan

Oxford Brookes University



Fred Friend (1941-2014)

It was with sadness that the M25 Consortium of Academic Libraries paid tribute to Fred Friend at its Annual General Meeting in April 2014. Without Fred, the M25 Consortium may not have come into existence. Without Fred, “open access” and “post Finch” may not have featured on the M25 2014 conference agenda.

Paul Ayris, Director of UCL Library Services, has paid his own tribute to Fred in an obituary referred to in *Times Higher Education* (29 May 2014: timeshighereducation.co.uk/news/people/obituaries/frederick-friend-1941-2014/2013537.article). It is fitting to quote from Paul's text as follows:

“Fred was Assistant Librarian in the University of Manchester (1965-71), Sub-Librarian in the University of Leeds (1971-76), Deputy Librarian at the University of Nottingham (1976-78) and Librarian at the University of Essex (1978-82). He was Librarian at University College London (1982-97) and Honorary Director of Scholarly Communication from 1997.”

“Fred held a number of professional honours during his long career. He was Secretary of SCONUL (2000-04), and Treasurer of the Consortium of University Research Libraries (1996-98). Between 2003 and 2011 he acted as Scholarly Communications Consultant to JISC and was an independent expert for the European Commission from 2006... The issue with which Fred came to be closely associated was that of Open Access to research publications... Fred lectured and published widely on Open Access and his website can be seen at friendofopenaccess.org.uk/. He passionately believed that Open Access represented a fundamental change in the way in which knowledge is communicated and so can be shared.

Fred was also an instigator of the M25 Consortium. In the annals of the Consortium, there is evidence in the words of Roy Williams, M25 Consortium Secretary (1998-2000), that ‘Fred Friend it was who reminded me that the spur to setting up a London HE library cooperative was the Follett Report’. In fact, it was at a meeting in Fred's very office at UCL in 1993 that there was ‘agreement to discuss further the setting up of a Consortium with Fred as the arch convenor.’

That Consortium was the M25 Consortium.

Fred Friend has had an influence on all of us and what we do, not only through his pioneering work on open access and scholarly communication, but in ways and means unknown to him. From the perspective of an outgoing M25 Consortium Chair, I have one abiding memory of Fred:

In the 1980s, sent along to a CURL conference in Oxford, I sat out of my depth at the feet of the distinguished likes of David Vaisey, Brenda Moon, Peter Fox, Fred Friend, Bill Simpson and other such eminent Librarians. It was a beautiful summer's day. Fred was asked whether he would be joining the others for further discussion and dinner that evening. His reply was both surprising and refreshing. He said something along the lines of ‘Actually I'd rather not. I'm going home to sit under the trees in my garden.’ Work-life balance was rare in the 1980s.”

John Tuck
Royal Holloway UoL

M25 Member Libraries

Anglia Ruskin University Birkbeck, University of London Brunel University
Buckinghamshire New University Canterbury Christ Church University City University (London)
Courtauld Institute of Art Cranfield University Goldsmiths, University of London
Heythrop College, University of London Horniman Museum Imperial College London
Imperial War Museum Institute of Development Studies Institute of Education
King's College London Kingston University Lambeth Palace Library
London Metropolitan University London School of Economics and Political Science
London School of Hygiene & Tropical Medicine London South Bank University
Middlesex University Oxford Brookes University Queen Mary, University of London
Ravensbourne Royal Botanic Gardens, Kew
Royal Central School of Speech and Drama, University of London Royal College of Art
Royal Holloway, University of London Royal Society of Chemistry Royal Veterinary College
School of Oriental & African Studies Senate House Libraries St George's, University of London
St Mary's University, Twickenham The British Library The British Museum
The Open University in London The Science Museum
The Wiener Library for the Study of the Holocaust & Genocide UCL (UCL Library Services)
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University of the Arts, London University of West London University of Westminster
Victoria and Albert Museum Wellcome Library

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