

Who are you, where are you based and what do you do?



Liz Pinel, Customer Services Manager at the Royal College of Nursing Library and Archive Service. The RCN is a membership organisation of more than 450,000 registered nurses, midwives, nursing support workers and nursing students. We are both a professional body, carrying out work on nursing standards, education and practice, and a trade union. The Library and Archive Service provides an eLibrary and digital archive to members and the public across the UK, a physical library space in London, and access to our archives in Edinburgh (both currently closed to visitors owing to COVID-19 restrictions).

What do you most enjoy about your job?

The variety! The Customer Services Team is the initial point of contact for all library and archive enquiries: we provide help and support in the library and remotely via webchat/email/telephone. I co-manage and support the team with complex or challenging enquiries, ensure we provide regular staff training, and help maintain quality. I co-lead the library marketing group which includes our social media accounts, and am responsible for the quarterly statistics report on library and archive use and engagement. I get very geeky over Excel spreadsheets full of data!

What motivates you in your work?

Knowing that our work is supporting key health workers in their education and CPD, and supporting trade union activities to protect their rights and health. I want to give our members the best possible experience using the library and archive, and support them in finding what they need at that point in time.

The RCN is a very supportive employer, concerned for the health and wellbeing of employees, and my manager exemplifies this. I have particularly appreciated this over the last 6 months while juggling childcare and work during the lockdown.

How can/has the M25 Consortium supported you in your career?

We're relatively new members of the M25 and I haven't yet had a chance to attend events. Our 2019 Graduate Trainees attended the 'Applying to study library and information science' event and they came back enthused and excited. The events on offer are inspiring and I regularly peruse the listings to see if I can attend – not always easy as I work part-time. I have enjoyed reading the Speed Meets and seeing the variety of libraries and roles represented with the M25 Consortium.

What would it surprise people to know about you?

I have been an enthusiastic member of various amateur musical theatre groups and performed parts ranging from a fairy in *Iolanthe* to 3rd 'niece' in *The Baker's Wife* and a Cabaret-eque dancer in *Musical of Musicals!*

If I wasn't working in a library I would be an urban tour guide and photographer **because** I love exploring the local history and connections between people and places. During lockdown I got involved in a Layers of London Twitter challenge for people to photograph Royal Mail pillar boxes and have spent far too much time exploring the Post Office Directories to find out more about local businesses that have left behind 'ghost signs'.