



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

**I'm Emma Wisner, I'm based in Colchester in Essex and I am the Assistant Director for User Engagement at the University of Essex Library & Cultural Services.** This essentially means I'm responsible for frontline services online and at 2 of our 3 campuses (Colchester & Loughton) and for

partnership working at Southend, where the frontline service is provided by Southend Borough Council. I also head up our communications, engagement and community building activities, notably being responsible for the Library Advisory Group, a participatory forum for generating rich contextual feedback towards service redesign and improvement.

### **What do you most enjoy about your job?**

People! I love talking to colleagues both within the library and across the University, and thinking of ways for us to engage more effectively with students to ensure we're shaping our services around them. One of the best things about Essex is walking around campus, bumping into someone you haven't seen for a while and having a chat – something I've really missed during the pandemic.

### **What motivates you in your work?**

Working with supportive and creative colleagues. Contributing to the University's overall mission of transformational education and research by identifying places where we as Library & Cultural Services can add value.

### **How has/can the M25 Consortium support you in your career?**

Attending cpd25 training events to learn from colleagues at other libraries is always really helpful; the way in which these events match current trends and areas of interest is definitely a positive.

### **What would it surprise people to know about you?**

I developed a passion for Gilbert & Sullivan operettas at University and have appeared in HMS Pinafore, The Mikado, The Gondoliers and Ruddigore, as well as directing a production of Patience. I've always been in the chorus, never a starring role, but the music evokes really happy memories for me.

### **Complete the sentence:**

**If I wasn't working in a library I would be...** working as a ghostwriter **because...** I love stories and writing but don't have original enough ideas to create my own!