



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

I'm Rachel Geeson and I'm the Assistant Director, Customer Services, at Anglia Ruskin University (ARU). I'm based at the Cambridge site and have strategic responsibility for customer services and learning spaces across three sites: Cambridge, Chelmsford and Peterborough. I am part of the Student and Library Services Senior Management team and am working with colleagues to promote greater collaboration between staff in what is still the early days of a converged service.

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

I like the variety of the job and the opportunities to get involved in projects which bring together different areas of expertise across the university. It has also been a delight to get to know my immediate team and other library colleagues over the last year and I'm constantly impressed with their dedication to helping students fulfil their potential.

**What motivates you in your work?**

Working collaboratively on projects and seeing projects through from inception to reality. I love it when a plan comes together!

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

I am just coming up to 1 year in post at ARU so I haven't been too involved with the M25 group so far, but looking forward to greater participation going forward. It's fantastic to be part of a supportive network with such a strong professional development programme.

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

In my younger days I was a keen competitive swimmer and used to compete in 100m butterfly. Just thinking about that now makes my shoulders hurt.

**Complete the sentence: If I wasn't working in a library I would be ...** a singer in a punky noisy rock band because ... secretly I think I'm an extrovert trapped in an introvert's body!