

M25 SpeedMeet

October 2025



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

My name is Natalie Brown. I am a Library Customer Services Team Leader for Anglia Ruskin University. I am based at their Chelmsford campus. My role is to support the library team in the day to day running of the service on site and online. Aside from line managing and helping develop team members, I head up the Interlibrary loans team, I run User Experience projects about our library space and service and I am part of the library social media team. Outside of my library role I facilitate EDI training sessions for all staff and help staff get to where they want to be in their careers through the professional services development framework program.

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

I enjoy that my role is multi-faceted. No day is the same. Overall, I enjoy getting to work with a diverse team across the university and getting to see the positive impact we have on students is great.

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

I think what motivates me in my work is that no matter how much I learn there is always something new to develop and learn in. The fact you can always keep growing and developing is a great motivator when times are hard. It's one of the reasons why I enjoy contributing to the EDI training team. We are always learning and then able to pass our knowledge onto staff.

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

I am part of Task Group 4 and when there was an opening to send in expressions of interest, I had no idea how it would impact and support me in my career. Task Group 4 helped me further my enthusiasm to help staff develop in their careers. I have been very fortunate to run online training sessions as well as assist with the running of 3 SLA conferences to date. M25 has opened up my network to be able to work with some amazing passionate individuals which I am grateful for. I have recently been appointed as Chair of the task group and I am looking forward to carrying on with all the hard work Sally has put in.

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

I am a rock and metal head! It can be deceiving being 5ft 2 and having blonde hair!

- **Complete the sentence: If I wasn't working in a library I would be..... because**

If I wasn't working in a library I would be a therapist because I enjoy listening to and helping people.