M25 SpeedMeet

October 2026, Sarah Maule



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

I am Sarah Maule and I am Head of Library Learning, Innovation and Engagement at Queen Mary University of London. I am responsible for our Learning, Support and Engagement team, alongside our Innovation and Planning team who plan and develop service and space improvements and drive digital infrastructure projects.

At present, our main focus is on embedding Alma, after our launch in April. After a whirlwind implementation, we can now utilise all the features available. This is alongside a few more tenders, developing our Academic Skills Centre spaces, contributing to conversations around artificial intelligence in education and understanding more about the needs of our student body.

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

I love that I have the opportunity to join the dots up between projects, break down silos, and build relationships across the University as a whole. One of the most rewarding aspects of my role is bringing together people, ideas and initiatives that might otherwise operate separately, helping colleagues see the bigger picture and creating opportunities for collaboration.

I enjoy working across different teams and disciplines, whether that's supporting service development, leading strategic projects, improving the student experience, or engaging with colleagues from across the institution and the wider sector. No two days are the same, and I find real satisfaction in taking complex challenges, connecting the right people, and turning ideas into meaningful outcomes that have a lasting impact on students.

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

It is important to me that when we are working to improve something, we do our very best to make use of the momentum, funding and opportunity. I am motivated by quality and building something to last, giving our students and academic colleagues the best possible outcome, and something which will deliver value long after a project has finished.

I am also motivated by seeing people succeed. Much of my work involves enabling others and bringing people together around a shared goal. Knowing our work can help students achieve their potential, I think it's important to keep this at the forefront and work to ensure staff do not have barriers to making this possible and have the skills to succeed.

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

From the very beginning, M25 Consortium has been a welcoming group. In my first managerial role I was told during handover that our institution was due to host the M25 Annual Conference in about six months' time! A baptism of fire by events management standards, but the planning team and all the attendees were so kind I realised I truly was in the right sector. I was also part of Task Group 2 for number of years. I have always felt honoured when ask to speak at a training event, and pay it forward to the sector sharing knowledge or skills. It was also at the networking drinks three years ago I met my soon-to-be line manager. The networking opportunities are not to be shied away from, even if it feels daunting to attend.

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

Whilst I am chatty and an extrovert, my work from home days and alone time keep me going. Having two small children and commuting to London means that when I get to sit in my office in silence, I free up the head space to process and think deeply. And that's when the best work gets done.

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

I'm not sure. I was a quite anxious teenager and wanted to do something creative like graphic design or architecture but was petrified at the uncertain job prospects of potentially being freelance. I adore any concrete, brutalist building, or anything mid-century modern, and so working to preserve buildings perceived as ugly or bleak would be a dream. Failing that, my husband thinks librarians would make great detectives, as our thirst for knowledge and finding the answers overlaps quite nicely!