

ANGLIA RUSKIN UNIVERSITY • BIRKBECK, UNIVERSITY OF LONDON • BRITISH LIBRARY • BRITISH MUSEUM • BRUNEL UNIVERSITY • BUCKINGHAMSHIRE NEW UNIVERSITY • CANTERBURY CHRIST CHURCH UNIVERSITY • ROYAL CENTRAL SCHOOL OF SPEECH & DRAMA • CITY, UNIVERSITY OF LONDON • COURTAULD INSTITUTE OF ART • CRANFIELD UNIVERSITY • GERMAN HISTORICAL INSTITUTE LONDON • GOLDSMITHS, UNIVERSITY OF LONDON • HEYTHROP COLLEGE, UNIVERSITY OF LONDON • HORNIMAN MUSEUM • IMPERIAL WAR MUSEUM • KING'S COLLEGE LONDON • KINGSTON UNIVERSITY • LAMBETH PALACE • LONDON METROPOLITAN UNIVERSITY • LONDON SCHOOL OF ECONOMICS & POLITICAL SCIENCE • LONDON SCHOOL OF HYGIENE & TROPICAL MEDICINE • LONDON SOUTH BANK UNIVERSITY • MIDDLESEX UNIVERSITY • OXFORD BROOKES UNIVERSITY • QUEEN MARY, UNIVERSITY OF LONDON • RAVENSBOURNE •

ANNUAL REPORT 2016-17

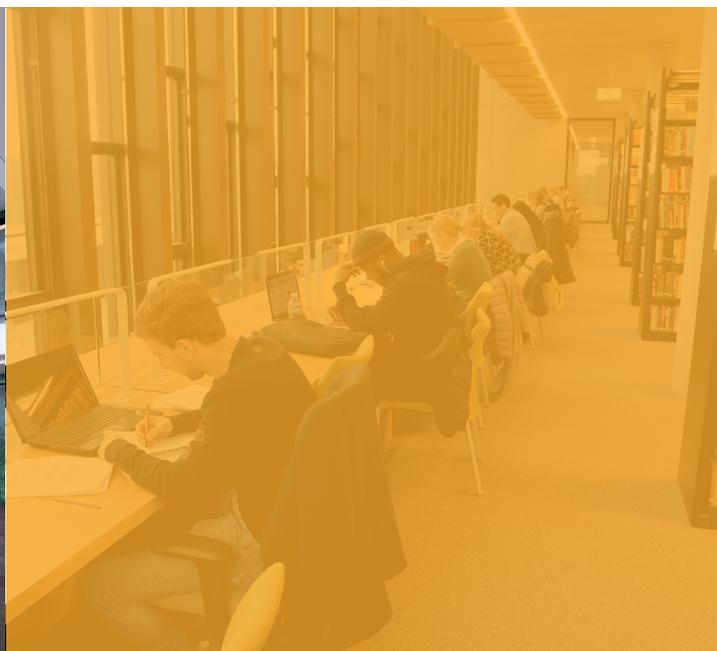
REGENT'S UNIVERSITY LONDON • ROYAL COLLEGE OF ART • ROYAL HOLLOWAY, UNIVERSITY OF LONDON • ROYAL SOCIETY OF CHEMISTRY • ROYAL VETERINARY COLLEGE • SCHOOL OF ORIENTAL & AFRICAN STUDIES • SCIENCE MUSEUM • SENATE HOUSE & SAS LIBRARIES • ST GEORGE'S UNIVERSITY OF LONDON • ST MARY'S UNIVERSITY, TWICKENHAM • THE OPEN UNIVERSITY IN LONDON • UNIVERSITY COLLEGE LONDON • UNIVERSITY FOR THE CREATIVE ARTS • UNIVERSITY OF BEDFORDSHIRE • UNIVERSITY OF BRIGHTON • UNIVERSITY OF EAST LONDON • UNIVERSITY OF ESSEX • UNIVERSITY OF GREENWICH • UNIVERSITY OF KENT • UNIVERSITY OF READING • UNIVERSITY OF ROEHAMPTON • UNIVERSITY OF SURREY • UNIVERSITY OF SUSSEX • UNIVERSITY OF THE ARTS LONDON • UNIVERSITY OF WEST LONDON • UNIVERSITY OF WESTMINSTER • UNIVERSITY OF WINCHESTER • VICTORIA AND ALBERT MUSEUM • WIENER LIBRARY •



CONTENTS

- 2 Chair's Report
- 3 Treasurer's Report
- 3 cpd25 Report
- 4 M25 Annual Conference 2017
- 6 Networking Event
- 8 Directors' Briefing
- 9 Support Team update
- 9 M25 New Website Launched
- 10 Online Services and Search25
- 11 M25 Steering Group members 2016-17
- 12 Special Project: The Book, the Archive and the Space
- 14 Regent's University London Library Services
- 16 The Imperial War Museum Library
- 18 Library Services at the University of Essex
- 20 University of Reading – refurbishing the Library

See front cover for list of Members



CHAIR'S REPORT

During the past year there were regular meetings of the Steering Group, including in September at Senate House Library, in December at the University of Bedfordshire and in March at the Wiener Library.

The planning day was held at the University of Surrey in January with the theme "Making a difference". As usual the Consortium's Annual General Meeting was held at the start of the day of the Annual Conference, on 3 May 2017 at the Royal Society of Chemistry. At the AGM Simon Bevan (Cranfield) stepped down from the Steering Group after completing the maximum four year term. We welcomed Regina Everitt (SOAS) and Catherine Walsh (Essex) to the Steering Group. Jonathan Lucas (St Mary's), chair of the Online Services Group was co-opted onto the Steering Group as planning the future of Search25 is an important priority for the Consortium. The Steering Group's first meeting after the AGM was held in June at the UCL School of Pharmacy.

At the end of July Michelle Wake (UCL School of Pharmacy) completed her term of office as Chair of cpd25 and an Officer of the Consortium. Many thanks are due to Michelle for all that she achieved during this time; it was a pleasure and a privilege to work with her. David Archer (London School of Hygiene and Tropical Medicine) has been appointed as the incoming Chair of cpd25 following a recruitment process that attracted a number of excellent candidates. Jackie Marfleet (Senate House and SAS Libraries), Kat Hubschmann (Wiener Library) and Sue David (St George's) resigned from the Steering Group before the end of the 2016-17 academic year.

As in previous annual reports, I would like to acknowledge the excellent work done by the M25 Support Team staff, who are based in Senate House Library, to

support the business of the Consortium and take the opportunity to thank Thomas Baldwin (Executive Manager), Jeni Smith (M25 Administrator), Rachel Telfer (cpd25 Coordinator until March 2017) and Beverley Roberts (cpd25 Coordinator from May 2017). Thanks are also due to my fellow officers, Treasurer Catherine Phillpotts (London Metropolitan) and Secretary Caroline Rock (Surrey). One particular matter which the Officers and the Executive Manager have been progressing is a review of our governance framework to ensure alignment with the Charity Commission best practice.

One of the highlights of the year was the launch of the Consortium's new website in May 2017. Not only does the new site have a much more professional and attractive look, it also provides much improved functionality. Particular thanks are due to Jonathan Lucas and Thomas Baldwin for ensuring the work on the new website was completed after the web developers who were working on the project went into administration.

Other highlights of the year for me as Chair included the networking event, the annual conference and the cpd25 planning day. The networking evening was held in January at the Botanist near Liverpool Street Station and did indeed provide an excellent opportunity for networking. The annual conference around the theme of "Inspiring staff" was a particularly lively affair this year (see report on page 4) and the drinks reception held at the close of the conference ensured that conversations continued. Thank you to Talis who sponsored the reception, and

to all the other companies who have sponsored and exhibited at our events in 2016-17. The cpd25 planning day was held in March at the Horniman Museum and it was great to be able to meet the members of the four task groups and enjoy the enthusiasm and expertise in the room. I also found the Directors' Briefing held in central London in March on the topic of Open Data very thought provoking and useful for the day job.

Finally, I'd like to say thank you to all of you across our Member libraries who have supported the Consortium in 2016-17 through participation in groups, hosting visits, presenting at and attending events. The M25 Consortium could not function without your involvement.



Helen Workman

Oxford Brookes University
Director of Learning Resources,
M25 Chair

TREASURER'S REPORT

As a charitable company the Consortium undergoes independent examination of its financial accounts each year. Once again we have appointed Kingston Smith for this scrutiny and their report will be made available to members at our next AGM.

For the 2016-17 financial year income from subscriptions was £136,895.17. Further income from sponsorship and M25 Conference bookings brought this figure up to £151,668.57 (these figures are subject to confirmation by Kingston Smith when they conduct their independent examination).

Once again CPD25 activities have produced a surplus – the 2016-17 surplus is projected to be £17,571.06 (subject to confirmation by Kingston Smith)

Expenditure for the Consortium included:

- Support team staffing costs
- Space and Support Team IT costs at Senate House, University of London

- Production of marketing materials
- Improvements to the M25 website and Search25 costs.

For the 2017-18 year reserves of £135,000.00 are required in order to cover any potential risks to the Consortium.

Once again, I would like to formally thank Kingston Smith for their invaluable assistance with financial matters and I would like to thank the Consortium's Support Team for their invaluable help and attention to detail in relation to the Consortium's finances.



Catherine Phillpotts

London Metropolitan University
M25 Treasurer

cpd25 REPORT 2016-17

2016-17 has proved to be a record year for cpd25, with the highest number of attendances ever. 714 delegates attended 39 events and a number of events had waiting lists. There were repeats of popular topics such as "Applying to study Library and Information Science", "Managing Student Behaviour" and "Moving into Management", but also new and updated events to proactively meet the needs of our Members.

The most popular events in terms of number of delegates were "Librarians and Learning Technologies", "Copyright", "UX", "Digital Librarianship" and "Reading Lists: Challenge or Opportunity", but as always a broad range of topics were provided for, including more niche areas.

Our annual planning day on 31 March 2017 was kindly hosted by an M25 Member, the Horniman Museum. It was an excellent opportunity for us to reflect on our training provision, to receive refresher training ourselves from an external speaker on different learning styles, to network and most importantly to look ahead to the 2017-18 programme. I would also encourage Heads of Library Services to suggest events to cpd25 at any time – we are there to serve your needs.

Rachel Telfer proved a very able cpd25 Coordinator, making improvements to the marketing and feedback mechanisms of

our events. Rachel has now taken up a new post and so in May 2017 we welcomed Beverley Roberts.

After temporarily filling in as Chair of Task Group 3 (Operations Management) David Archer, of the London School of Hygiene and Tropical Medicine, took up the post formally. This will be my last report as Chair of cpd25 and, as I come to the end of my term of office, I want to take this opportunity to give an extra special thank you to the Chairs and members of the four cpd25 Task Groups. Without these volunteers, supported by their Library Services, we would not be able to deliver the programme for M25. David Archer has been appointed as my successor and I know that working with the volunteers, and the support of the cpd25 Coordinator, cpd25 will go from strength to strength.



Michelle Wake

UCL School of Pharmacy
cpd25 Chair

M25 ANNUAL CONFERENCE 2017



The annual conference of the M25 Consortium of Academic Libraries took place on Wednesday 3 May 2017 in the magnificent setting of Burlington House, Piccadilly. Built in 1664 as a private mansion it is now the home of the Royal Society of Chemistry.

The conference theme “Inspiring Staff” attracted 111 delegates, speakers and sponsors. The organising team aimed for a participatory approach and conference evaluation forms indicated the delegates appreciated this. The feedback received was 100 per cent positive and the organisers were especially gratified to read one comment: “The whole conference was relevant”.

The conference opened in the traditional M25 manner with a welcome from Helen Workman, the Chair of the M25 Steering Group and David Allen the Library Collections Coordinator for the Royal Society of Chemistry. In a departure from the recent conferences, which featured speakers from the world of Higher Education, Carol Noakes, Director of Voice Ltd. ably provided the keynote address. Carol specialises in coaching executive presence and her talk, “Speak with impact: help others want to listen”, started the conference on exactly the right note. She explained an array of techniques that could be used to inspire all levels of staff and she included audience participation from the start, asking delegates to practise the techniques with each other. We learned that preparation is often the key to inspirational vocal delivery and how it is always important to be aware of one’s body posture, breathing, and use vocal choices pertinent to the audience. Choosing the right words and the appropriate delivery can “bring words to life”.

Building on the concept that confidence inspires, “Say it loud and say it proud! “I’m a librarian.... and I’m a superhero!” was a very entertaining session delivered with humour by Leo Appleton from Goldsmiths and Wendy Morris from Kingston University. The audience had an opportunity to play the part of their favourite super hero for a second or two as part of a self-evaluation exercise to determine their level of professional pride.

Colin Moses, a founding Partner of the Moses Cameron Williams Architectural Practice, finished the morning session by taking the audience on a metaphorical walk through a range of educational buildings designed to inspire staff and students alike. The talk and discussion centred on the idea that inspirational buildings are designed to meet the requirements of people rather than function. I honestly cannot remember what was on offer for lunch or even if I enjoyed it. On reflection, I would like to consider this a real positive rather than an indication of a failing memory. I must have been more involved in the content of the conference than my gastronomic desires.

The afternoon began with a truly inspirational and informative discussion led by Kit Heyams who related the experience at Leeds Beckett University where faith in the personal expertise of frontline staff eventually resulted in inspirational institutional improvement. Much of the audience seemed to hang on every word as he explained how people are made to feel when service providers

don't take time to think about how individuals wish to be treated. Kit may have felt there was only time to cover the basic points concerning trans identities but many of us in the audience were introduced to an inclusive view of how to deal with people. We learned about the Gender Unicorn and what it is like to be a trans library user.

Archives are just old records; well Elisabeth Thurlow from the Royal College of Nursing does not think so. In her session "Surgeons, Smallpox and Sharing Stories: using archives to engage staff with your past, present and future" she asked the delegates to consider how figures from history can inspire people and ideas today. She explored how the RCN archive is used to retrace medicinal miracles and establish the "real" history of the people behind the discoveries.

Middlesex University Library Liaison specialists Vanessa Hill and Adam Edwards discussed the concept that inspiration was not necessarily a one-off concept but could spark a revolution in behaviour in their talk entitled "Chain reaction: how inspiration for us became inspiration for others". They took the audience through their serendipitous journey from improving engagement with information literacy teaching by developing a culture of innovation

that inspired academic colleagues to think of the team in a new light and, in turn, inspire them to undertake new collaborative ventures.

The final session of the day, "Space to Play: exploring the possibilities of games and learning" was led by Rosie Jones the Directory of Library Services at the Open University. Rosie discussed the value of using games and play to enliven teaching and better engage the audience. Throughout the session, delegates were empowered to experience the power of play first hand as cards, instructions and even a beach ball were evenly distributed to all who listened. This fun, interactive session offered serious practical advice on how to run games session and collaborate with academic teams to ensure that games are made relevant to the context of the subject being studied. We learned that it was important to be disruptive, to be playful and to suppress our inner desire to ensure all the games had strict rules and categories. Rosie outlined her crazy point system, discussed where further information was available for those who would like to try this approach and highlighted a few game based collaborative initiatives featured in recent ALT C and LILAC conferences.

In the closing remarks, Helen Workman expertly wove the many and distinct threads of the conference together and pronounced that the thought provoking ideas surfaced by the speakers and the enthusiastic audience had made it an inspirational day.



Marcus Woolley

University of Bedfordshire
Director of Learning Resources
and Service Excellence



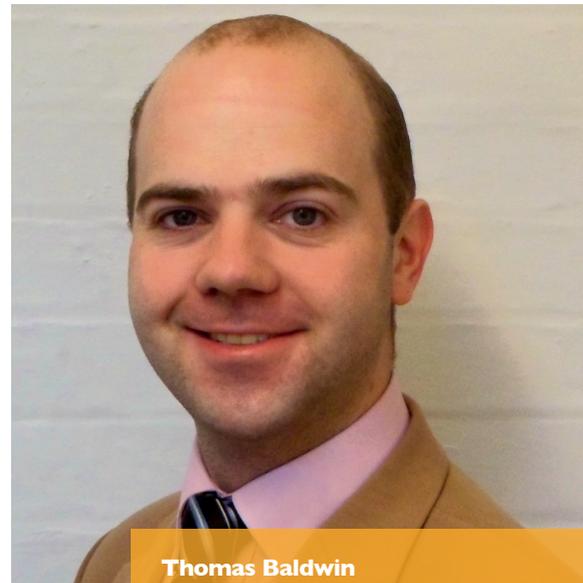
“The feedback received was 100 per cent positive and the organisers were especially gratified to read one comment ‘The whole conference was relevant’.”

NETWORKING EVENT

On Tuesday 24 January 2017 the annual networking event of the M25 Consortium was held. The venue this year was the Soda Room at The Botanist, in Broadgate Circle. An underground room decorated with brass pipes and guarded by a watchful swan suspended over the staircase provided a rather different setting from previous years.

The event was supported by both Talis and SirsiDynix and their representatives mingled with the Directors and other staff who attended from M25 Member libraries. About 80 colleagues from 37 institutions registered their attendance and people appreciated the suggested topics for networking where colleagues had indicated this in advance.

The evening once again demonstrated the importance of informal networking between all levels of staff in the Consortium and it is good that the M25 Consortium can facilitate this.



Thomas Baldwin
M25 Consortium, Executive Manager





DIRECTORS' BRIEFING

Following on from the success of the first M25 Directors' Briefing in 2016, which was held on the Public Sector Information (PSI) Regulations, a further Briefing event took place on 20 March 2017 at Chandos House. The topic for this second Briefing again came from horizon scanning by the M25 Steering Group and from Member feedback. That this event on "Open Data" was booked out demonstrated the need not just for information on this particular topic, but also the convenience for Directors of the half day format with concise information delivery and exchange, as well as excellent speakers.

Keynotes and shorter practical case studies meant for a packed programme, but still with time for a Q&A session:

- Rachel Bruce, Jisc – Research data, policy and infrastructure
- Neil Wilson, The British Library – Open library data: a British Library perspective
- Tony Peatfield, Medical Research Council/RCUK – Open data: MRC and RCUK policies
- Paul Ayris, UCL Library Services and LEARN – The role of LEARN in research data management
- Gareth Knight, London School of Hygiene and Tropical Medicine – case study
- Jess Crilly and Jeremy Barraud, University of the Arts, London – case study
- Andrew Gray, Goldsmiths College – case study
- Stephen Grace, London South Bank University and LARD – Networking for RDM, or why everything's better with LARD.

As well as the speakers I must thank the M25 Support Team and my fellow co-organiser, Sue David (Head of Library and Learning Service at St George's, University of London).

Further Directors' Briefings are planned for 2017-18.

Michelle Wake

UCL School of Pharmacy
cpd25 Chair

Slides of the presentations are now available on the M25 website – m25lib.ac.uk/2017/06/23/m25-directors-briefing-open-data-slides-available/



SUPPORT TEAM UPDATE

The M25 Consortium's Support Team has continued to develop in the last year whilst maintaining staffing levels.

In March 2017 Rachel Telfer left her role of cpd25 Coordinator to take up the post of UK Executive Officer at the Council for British Research in the Levant. She had made an enormous contribution to the Support Team and to the cpd25 programme in particular. Whilst we recruited to the permanent role Valerie Antwi worked temporarily in a reduced cpd25 role to ensure continuity of service.

After a successful recruitment campaign Beverley Roberts joined the Support Team in May 2017 as the new full time cpd25 Coordinator, having previously worked at the UCL Institute of Education and the BBC.

Jeni Smith continues as part-time M25 Administrator and Thomas Baldwin still leads the team as Executive Manager. We continue to be hosted at Senate House Library, a mutually very beneficial arrangement.

Thomas Baldwin
M25 Consortium, Executive Manager

NEW M25 WEBSITE LAUNCHED

I am pleased to report that the Consortium's new unified website at m25lib.ac.uk successfully launched in May 2017.

This is the product of an extended project that became very challenging in the latter stages due to the unexpected business failure of our original web design contractor in early 2017. Fortunately, a potentially very difficult situation was avoided following productive negotiations with the administrators, allowing the technical work to be completed.

The new site brings together the formerly separate M25 and cpd25 websites into a single entity, thereby simplifying both navigation for users and administration for M25 staff. Other benefits include:

- A completely new visual design and revised colour palette from the old websites, with improved readability and navigation across all devices
- Native support for smartphones and tablets using Responsive Web Design

- A revised site structure and menu system, developed following analysis of audience needs
- A new login-protected Members' Area for staff at M25 Member libraries, providing access to internal documents and meeting minutes as well as other resources
- Improved facilities for displaying M25 news and event details.

A solid framework has therefore now been created for ongoing development of web content to support communication across the Consortium and its various activity areas. The next priority for the Online Services Group is to appoint a new permanent website maintenance contractor to provide technical support for the site and take forward further improvements to its design and functionality.



Jonathan Lucas
St Mary's University
Chair of the M25 Online Services
Working Group

ONLINE SERVICES AND SEARCH25

The past year has seen considerable change for the Consortium's online services with the launch of the new M25 Consortium website in Spring 2017. Work has also continued to map out the Consortium's role in library resource discovery in light of the evolving external landscape in this area.

Membership changes within the Online Services Group

The M25 Online Services Group was pleased to welcome Adjoa Boateng (British Library), Tamsin Rothery (Oxford Brookes) and Jackie Skinner (Reading) as new members in early 2017. My thanks to them for the numerous contributions they have already made within the group.

Search25 and library resource discovery

The ongoing task of maintaining and improving the Consortium's Search25 shared discovery service has continued apace this year. Most prominently, Search25 was given a new visual design in Spring 2017 to match the design of the new M25 website, and considerable positive feedback has already been received on this. Following on from this, a project is currently taking place to convert the Search25 interface to Responsive Design to

make the service more usable on smartphones and tablets. Work is also ongoing to update Search25's configuration to keep pace with library system changes within the M25 membership, as well as to improve the performance of the service for users. As ever, we are grateful to Graham Seaman, Search25 Developer, for his work in maintaining the service.

Succession planning for the Search25 service has also continued over the last year. This process has been significantly affected by the recent progress made by Jisc on its National Bibliographic Knowledgebase (NBK) project, which aims to establish a national shared discovery and metadata service for academic libraries. Discussions are currently in progress as to how the Consortium can best contribute to this new service, as well as the likely medium-term impact on Search25. In support of this, the Online Services Group has been supporting a small-scale pilot with Jisc, aiming to integrate three additional

M25 libraries into the Copac discovery service. This has already yielded useful learning for both Jisc and the Consortium regarding the workload involved with integrating additional library catalogues into the central Jisc database. Longer term decisions regarding the Consortium's future involvement in discovery services are expected shortly.

Jonathan Lucas

St Mary's University
Chair of the M25 Online Services
Working Group

M25 STEERING GROUP MEMBERS 2016-17



Helen Workman



Caroline Rock



Catherine Phillpotts



Michelle Wake



Jackie Marfleet



Jonathan Lucas



Kat Hubshmann



Marcus Woolley



Matthew Lawson



Robert Atkins



Susan Scorey



Simon Bevan



Sue David



Catherine Walsh



Regina Everitt

© David Bracegirdle

Consortium Chair **Helen Workman**,
Oxford Brookes University

M25 Secretary **Caroline Rock**, University of Surrey

M25 Treasurer **Catherine Phillpotts**,
London Metropolitan University

Cpd25 Chair **Michelle Wake**, UCL School of Pharmacy

Members **Jackie Marfleet**, Senate House and SAS Libraries,
University of London

Jonathan Lucas, St Mary's University, Twickenham

Kat Hubschmann, Wiener Library

Marcus Woolley, University of Bedfordshire

Matthew Lawson, Middlesex University

Robert Atkins, Birkbeck, University of London

Susan Scorey, University of Roehampton

Simon Bevan, Cranfield University

Sue David, St George's, University of London

Catherine Walsh, University of Essex (Since May 2017)

Regina Everitt, SOAS (Since May 2017)

SPECIAL PROJECT: THE BOOK, THE ARCHIVE AND THE SPACE



This year a marketing collaboration took place between Ravensbourne's Graphic Design students and the scholarly libraries of the M25 Consortium.

One of the distinguishing features of the M25 Consortium, particularly when it is compared to other library consortia, is the diversity of its membership. University and other scholarly libraries are both represented and this year the Consortium ran a special project to facilitate collaboration across the sector. It started with an informal conversation over a coffee break at the annual conference in 2016, and led eventually to three live briefs being given to third year Graphic Design students at Ravensbourne.

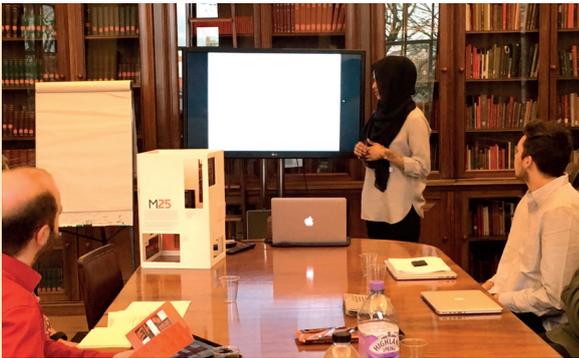
The briefs were to market the collections of two museum libraries and the use of scholarly libraries in general in the M25 Consortium. The grand finale was an exhibition of all the students' work, enjoyed by Ravensbourne students and staff from M25 Consortium libraries.

The lecturers in the Graphic Design department at Ravensbourne were looking for live briefs for their third year students' projects. After some discussion and planning, representatives from the M25 Consortium, the Wiener

Library, the Horniman Museum Library and the British Museum Libraries attended a meeting of the students at Ravensbourne on 4 October 2016. There they presented three live briefs for the students to answer in their projects. The M25 Consortium brief looked at raising awareness both of scholarly libraries' collections and of their open access to the public. The Horniman Museum brief invited students to celebrate their library collections in general but also to focus in particular on the item *Book of Cyanotypes* by Anna Atkins. The Horniman's copy of this book has unique features of binding etc (each copy produced was individual). Finally, the British Museum's brief focussed on celebrating their collections in the Anthropology Library with the requirement that the output be tied in to an exhibition at the Museum.

The 60 students were allowed to select which brief they wished to answer. As well as submitting their projects to the Ravensbourne lecturers for marking, they were also sent to the staff of the three





institutions which provided the original brief. At the M25 Consortium we selected the five most outstanding submissions for our brief and invited their authors to pitch them to M25 staff at a special meeting. The students were:

- Adam Birkett
- Connor Beck
- Shasmin B. S. Mozomil
- Jo La Trobe
- Nadezda Vizzacaja.

During their pitches, when they demonstrated their prototypes, students were questioned further on their ideas both about design and execution.

The shortlisted projects were imaginative and innovative. Micro-websites had been designed, along with poster campaigns and also an interactive exhibition stand for use in libraries to promote access. At the end of the pitches all five were awarded a special certificate for their effort, which they would be able to use in their portfolios when they graduate from Ravensbourne.

The finale to the project came on Thursday 16 March 2017 when a grand exhibition with drinks reception was held at Ravensbourne. All the students' work was exhibited and several M25 Member libraries who hadn't taken part in the project sent staff along. It was a fitting showcase of the collaboration in the M25 Consortium, showing the strength we have in working across the library sector.

Thomas Baldwin

M25 Consortium, Executive Manager



“One of the distinguishing features of the M25 Consortium, particularly when it is compared to other library consortia, is the diversity of its membership.”

REGENT'S UNIVERSITY LONDON LIBRARY SERVICES

Regent's University London: a brief history

Based in the heart of Regent's Park, Regent's University London occupies a site with a rich and diverse history, and a long tradition of education and achievement.

Regent's University London is an independent and not-for-profit university. As a charity, the surplus income is re-invested in the student experience.

The University campus was originally built for Bedford College, which moved to the park from nearby Bedford Square. Founded in 1849 by Elizabeth Jesser Reid, the college was the first higher education institution for women in the United Kingdom.

In 1911 it moved to Regent's Park, taking the "Bedford" name with it.

A new, purpose-built campus was designed by architect Basil Champneys in Queen Anne style. Science was at the core of the new college's very first programmes, together with the arts and humanities and teacher training.

The Tate Library, designed by Sydney Smith, was built with £10,000 donated by Lady Amy Tate in memory of her husband Henry, founder of London's Tate Gallery.

The ladies at Bedford College were accommodated in Reid Hall, which still houses Regent's University London students to this day. The 1960s saw the admission of male undergraduates in 1965, and the expansion of UK higher education in the 1970s eventually led to a merger with Royal Holloway College.

In 1984 the Crown lease was taken by Rockford College, Illinois, which founded Regent's College to offer a "study abroad" programme, and provide courses with a clear British focus. Other institutions began to take up residence on the campus. The European Business School arrived in 1985, followed by the School of Psychotherapy and Counselling in 1990. Regent's Business School was set up in 1997. These schools formally merged in 2006 to become Regent's College London. Programmes in drama, film and media were launched in 2010 and in 2013 the College began to offer programmes in fashion and design.

In 2012 Regent's College gained its own taught-degree awarding powers and the following year the institution was awarded university status, becoming Regent's University London in June 2013.

Library Services

The library service at Regent's consists of the main library at Park Campus and

a resource centre at the Marylebone site. The latter is for reference only and houses the main fashion and design journal collection and a small fashion reference collection.

The main library at Park Campus holds the main collection covering subjects including Psychotherapy, Psychology, Business and Management, Film and Media, Fashion, and Design.

The library building celebrated its 100th birthday in 2013 at the same time as we opened our new learning space and launched our Discovery service (RULDiscovery).

The library team consists of myself – University Librarian – 8 full time and 6 part time members of staff, as well as two members of staff who deliver academic skills sessions. The library service has recently been relocated into the Academic and Educational Development Department.

Although we are quite a small library compared to other university libraries, we are able to provide all the main services of a larger HE institution as our staff perform multiple roles.

All Librarians and Assistant Librarians take responsibility for academic liaison covering the main subject areas that are taught at Regent's.

“Our collection consists of 37,600 books, 3,323 DVDs, 635 ebooks and 197 print journal titles.”



“Regent’s University London is an independent and not-for-profit university. As a charity, the surplus income is re-invested in the student experience.”

Claire Shapiro (Academic Liaison for Fashion, Design and Language) and I were part of the development team for an MA in Teaching and Learning which will be delivered in Pakistan.

The Academic and Reader Services Coordinator co taught the Core Skills module with an academic from Film, Media and Performance. This module covered topics such as time management, reflective writing, research skills and reading skill. She is also a Senior Fellow of the HEA and is about to embark on some research with two academics on information literacy.

The Student Support Librarian has commenced studying for his PG Cert in HE. He works closely with the Disability Officer and a Library Assistant to ensure that students who have an SSA are provided with course materials in a format that is easily accessible for their courses.

All these activities have increased our working relationship with the academic departments.

Supporting the students is our main priority and beside the work mentioned above we also deliver new student inductions with the Learning Technology team, information literacy sessions for all programmes, small group sessions

and one to ones. These have increased in number over the last 4 years and in this academic year we aim to increase them further.

Further moves to increase support for the students saw the installation of self-service machines in summer 2016. This required re-tagging all our items with RFID tags, then working with the suppliers to install and implement Chip and Pin. With the implementation of self-service the main counter was reduced in size to allow library staff to roam, eliminating the barriers and dealing with more user enquiries.

Collection Management is an important part of running a small academic library. Like all libraries lack of space plays a major role in managing the collection.

Our collection consists of 37,600 books, 3,323 DVDs, 635 ebooks and 197 print journal titles. Our discovery service in the three and a half years that we have had it has had over 6 million searches which for a library serving 3,381 FTEs is very good.

There has been a significant increase in our ebook rental service over the last two academic years and we continue to monitor this service.

We subscribe to 48 databases covering all subjects taught at Regent’s.

Our priorities for the next academic year are to achieve CSE standards in October, consolidate our liaison with the academic staff, improve access to reading lists and, like all academic libraries, improve our NSS score.



Anne Rowlands
Regent’s University
University Librarian

“Although we are quite a small library compared to other university libraries, we are able to provide all the main services of a larger HE institution as our staff perform multiple roles.”



THE IMPERIAL WAR MUSEUM LIBRARY

History

One hundred years ago, during the First World War, the formation of the National War Museum was approved by the War Cabinet on the 5 March 1917¹. The Committee appointed to deal with the general organisation of the National War Museum consisted of seven posts, one being Professor C.W.C. Oman, F.S.A. for the library.

In a private and confidential letter dated 21 August 1917 the then Director of General Sir Martin Conway wrote:

“The other important point to which I would venture to call your attention is that the Museum should be for all time the centre of research concerning all matters connected with the history of the War. The historian should find there all materials from the British point of view for war research.”

In an amended note of the 31 August 1917 it was stated that:

“To prosecute this study to the fullest extent, it is necessary to form a Reference Library, which should deal with every phase of the War...”

Thus the Imperial War Museum Library was established. Since the outbreak of the Second World War, the remit of the library and Imperial War Museums has expanded to include modern war from the First World War to conflicts today.

Collections

The Library is the custodian of printed and published material, its holdings including books, pamphlets, ephemera and periodicals. IWM continues to add to the collection and still receives gift offers of material from right across IWM’s areas of interest, in terms of both time period and subject matter.

The latter is much wider than histories of military campaigns and unit histories, including material on prisoners of war, refugees, literature and poetry, social and economic history, anti-war movements and an excellent collection of autobiographies and biographies.

The popular ephemera collection includes ration books, Ministry of Food leaflets, aerial leaflets, greetings cards, civil defence material, song sheets and theatre programmes.

The library pamphlet collection consists of political pamphlets, ranging from the Communist Party, the British Union of Fascists, the Peace Pledge Union, the Stop the War Coalition, to the Campaign for Nuclear Disarmament. There is also a subsection of guides for soldiers travelling abroad during their war service.

“Since the outbreak of the Second World War, the remit of the library and Imperial War Museums has expanded to include modern war from the First World War to conflicts today.”



¹ The name was later altered to Imperial War Museum at the request of the Dominions Sub-Committee and is now Imperial War Museums to reflect the importance of all of our five branches.



Visitors to the library's Explore History and Research Room, as well as IWM staff, can also consult e-resources based fully or in part on the IWM Library collection such as the Women's Work Collection (Women, War and Society, 1914-1918) and the Trench Journals and Unit Magazines of the First World War websites.

IWM Library Activities 2016-17

We resumed hard copy production of our Tracing Your Family History leaflets, as these are a popular and useful resource for both IWM staff and visitors across our branches.

The movement of the library records to the main IWM objects database was completed with the merging of library records in Adlib Live.

The library contribution to researching and tagging library material for the new Second World War and Holocaust galleries was also completed, having done much to demonstrate the depth and richness of our collection and the enthusiasm of the library team.

**Julie Robertshaw MA,
DipLib, MCLIP**

Imperial War Museum Library
Library and Research Room
Services Manager

“The library pamphlet collection consists of political pamphlets, ranging from the Communist Party, the British Union of Fascists, the Peace Pledge Union, the Stop the War Coalition, to the Campaign for Nuclear Disarmament. There is also a subsection of guides for soldiers travelling abroad during their war service.”

LIBRARY SERVICES AT THE UNIVERSITY OF ESSEX

The University of Essex opened in 1964, receiving its royal charter in 1965, and was 1 of 7 new “Plate Glass” universities established in the early 1960s.

In October 1964 122 students arrived on the Colchester campus in Wivenhoe Park; now, just over five decades later, the university has three campuses, with 12,000 students from more than 130 countries, making Essex one of the most international universities in the UK. Our graduates have included two Nobel Prize winners and our academics have established Essex’s reputation for research in politics and the social sciences, ranging from pioneering work on poverty and human rights to the world’s first publicly available computer language. In the early years the library was based in “Hut 4” while its permanent home was under construction and in 1965 it had just 30,000 books on its shelves – a collection which has now increased to over 1 million.

The university Library opened in October 1967 and, as we approach its 50th anniversary we can take great pride in our heritage. In the words of our founding Vice Chancellor, Sir Albert Sloman, Essex was to be “a new kind of university... where students could live and learn... and research really mattered.” In the Reith lectures of 1963 Sir Albert put forward his vision for a university that would challenge expectations and place “radical innovation” at its heart. This vision is reflected in the Colchester campus’s distinctive “Brutalist” architecture, intended to link social and educational space and create a strong sense of community. These striking buildings, designed by Kenneth Capon and including the Library itself, have become iconic and our founding commitments to education and research and the creation of a community of learning remain at the very heart of the university’s mission today.

In 2017 library services are provided across three very different campuses. The original campus at Colchester is served by the recently extended Albert Sloman Library, housing the majority of our print collections and providing over 900 study spaces. The Library provides a dedicated 24/7 study room for postgraduate students, collaborative study space and an attractive purpose designed Special Collections room which offers a quiet reading area and is also regularly used for exhibitions and events. Our Special Collections comprise some 60 named collections of books, manuscripts and contemporary archives, over 34,000 printed works and 547 m. of archives. They include the J. A. Baker Archive, relating to the life and work of the Essex nature writer, author of the critically acclaimed *The Peregrine*; the Harsnett Collection, the personal library of Samuel Harsnett, Archbishop of York 1561-1631; and the Margery Allingham/Philip Youngman Carter Collection, an archive relating to the life and work of the distinguished crime writer and her husband.

At our Southend-on-Sea campus the Essex Business School and the School of Health and Social Care are served by the award winning Forum Library, which opened in 2013 as a partnership between the University, South Essex College and Southend Borough Council, while at Loughton the renowned East 15 Acting School has a brand new, purpose designed Library and IT Centre, which opened in July 2017.

In the past two years the Library has undergone transformational change, and key to this has been our commitment to changing the way we work with students

and other stakeholders – moving from a reactive service model to a partnership approach for continuous improvement across all three campuses. The main vehicle for this approach is the recently established Library Advisory Group (LAG), which replaced the traditional Library Committee and has a much wider membership of staff and students from across the university. The LAG employs a workshop approach to gather feedback and to begin to develop new ideas and proposals for our service and it has enabled us to work much more collaboratively with students and academic staff on, amongst other things, plans for new study spaces, simplifying and enhancing borrowing arrangements (our “Simpler, Fairer, Quicker” campaign) and developing a better understanding of the needs of early career researchers.

Alongside the LAG we have undertaken further work to engage with our students and learning community, enabling them to develop a stronger sense of ownership of library space in keeping with the theme of belonging and community that is a feature of life at Essex. In 2016 we opened up the Albert Sloman Library lobby area to facilitate self service, improving circulation and informal social space for library users, and we introduced a range of activities such as themed borrowable displays, “Blind date with a book”, Christmas and Easter “wishes” trees and student breakout spaces for relaxation during revision and exam periods. We’ve also been involved in organising joint community events such as the University’s Mini Book Festival for children and a series of free literary talks, working with the campus-based Lakeside Theatre. While many of our engagement activities

“While many of our engagement activities have been based in the physical library spaces we also seek to bring the library to our users wherever they are.”



have been based in the physical library spaces we also seek to bring the library to our users wherever they are. This year our “Book a librarian” online service has proved very popular, enabling students to make one to one appointments with their Subject Librarian at a time and place to suit them, and in February 2017 we introduced an out of hours chat service, enhancing online support and extending our year round 24/7 offering of online resources and 24 hour study space.

Alongside these activities we have of course continued to develop our digital and physical collections to meet the changing needs of our researchers and students. The Library has, over many years, invested heavily in e resources and our further exploitation of digital content and online services has been central to the transformation of Library Services more recently. Our strategy for content and collections will see us focusing on three main areas – the provision of core teaching resources making maximum use of e resources and digital content, the continued development of our heritage research collections (particularly in politics and government and the social sciences) and the preservation and promotion of our unique special collections. In the next 2-3 years we will also be seeking to create additional study spaces to meet increasing demand and growing student numbers, and we are working to better understand the usage of our physical collections in order to develop a more balanced approach to study space design and collection management within our physical spaces.

One of our guiding principles as a service is to ensure that students not only feel at home in the library buildings but that they should become equally comfortable and confident in finding, using and evaluating the scholarly content we provide, both digitally and in print, supporting the university’s aim to develop a “research mindset” from undergraduate to postgraduate level. In the past two years we have developed a strategy for information literacy which takes a dual approach, working collaboratively with a number of other professional services to deliver a “joined up” programme of academic skills while also working closely with academic colleagues to embed information skills within the curriculum. This has proved very successful so far, with some subject areas seeking library input at every level of their course. While this has inevitably led to increased demands on library staff time our Subject Team has also worked to develop new and innovative approaches to training, including the development of re-usable online tools and materials for students and academic staff.

While library support for researchers at Essex is still in its infancy we have developed highly collaborative approaches to providing support and training for postgraduate research students and early career researchers, working with the university’s Research and Enterprise Office, and this has produced many unexpected benefits in terms of our own staff development and a better understanding within the university of what librarians can do to support research.

The university’s REF 2014 ranking in the top 20 for research quality and its achievement of Gold for TEF in 2017 demonstrate continuing success and achievement in the twin purposes on which the university was founded. The Library Services strategy for the next 3 years will remain focused on providing excellent support for both learning and research in keeping with the spirit of innovation and community that was so central to the university’s founding vision. As we plan a series of events to mark the 50th anniversary of the opening of the Albert Sloman Library we look forward to continuing the development of our content and collections, services and spaces to ensure our libraries remain at the very heart of the university.



Catherine Walsh
University of Essex
Director of Library Services
and University Librarian



UNIVERSITY OF READING – REFURBISHING THE LIBRARY

University history and context

The University of Reading was founded in 1892 as an extension College of the University of Oxford and received its Royal Charter in 1926.

The historic University campuses are testament to its heritage. The London Road site in central Reading was donated in 1904 by the Palmer family of Reading biscuit manufacturers Huntley & Palmer. It is now home to the University's Institute of Education, the School of Architecture, The Museum of English Rural Life (MERL) and the Special Collections Services. Our main campus, Whiteknights, was purchased in 1947 and is the former home of the Marquis of Blandford – a 130 hectare country estate with conservation meadows, a lake, a collection of rare trees and several listed buildings. Greenlands, the Thameside former country residence of W. H. Smith, became a University campus following the merger with Henley Management College in 2008, which created Henley Business School, one of the largest

full-service business schools in Europe. Most recently, after educating international students for more than a century, the University of Reading established an overseas campus in Malaysia in 2016.

The University is now recognised as amongst the top universities in the world, and is home to more than 17,000 students from over 150 countries. A wide range of programmes is offered, from the pure and applied sciences to languages, humanities, social sciences, business and arts. New research feeds into teaching, and Reading remains one of the most popular higher education choices in the UK.

Having celebrated its 90th anniversary in 2016 the University is looking forward to its centenary in 2026 with a strategy and vision for a vibrant, thriving, sustainable, global and broad-based institution, with significant growth in terms of students, global reach and presence. In this context the Library continues to re-invent and re-imagine itself and cement its relevance and value as a core University service.

Library refurbishment

In 1892, the first year of its existence, the College had a reading room, in the second year a Library. By 1913, when the University was based at the London Road site, the Library held 8,000 volumes. In 1923 a new Library building was completed at London Road, using a bequest from George William Palmer. By 1947 with the plan to develop Whiteknights as the main University site, a new library building on the new site was a priority. This was completed in November 1963 and officially opened in 1964 – built for a student population of 2,000 and a book stock of 500,000. The Library was the University's third building on the Whiteknights campus. Expansion during the 1960s meant that the need for an extension became a preoccupation during the 1970s. This was finally realized in 1986 – providing space for another 250,000 volumes, improving staff accommodation, and a bigger bindery.

Over the last thirty years, like other university libraries, we have seen study space taken over by shelving for more

stock. Then in the last ten to fifteen years or so, with climbing student numbers, changing teaching methods, and rapid technology development, coupled with increasing availability and use of e-resources, study space has made a come-back. Binderies have been closed. Printed stock has been rationalized and reduced – often via collaborative effort such as the UK Research Reserve – to create space for a wider variety of study environments, including PC areas, group and social areas, and cafes, as well as the traditional quiet and silent spaces. And all technology enabled too. At Reading various piecemeal refurbishments have been taking place since 1999, taking advantage of the changes mentioned above, as well as (in 2006) the move of the Special Collections from the Library building to a new, purpose built store at London Road, joining forces with The MERL on that site. A new Library building was debated several times, but that would have lost the Library its prime site at the centre of the Whiteknights campus. So since 2013 the strategy has been to refurbish the current Library building coherently and comprehensively, retaining its internal character, replacing original features where possible when these have been lost over the last 50 years, whilst introducing modern facilities for today's and future users.

The 2nd and 5th floors were refurbished in 2013 (the latter as silent study space) and the 3rd and 4th floors

in 2014. Students helped to choose furniture for the refurbishment and they and other users have been delighted with the new spaces. (A review after the 2013 simply asked for “more of the same” in future phases.) The final phase – planned during 2015-16 – began in the last year. This is focused on the Ground and 1st floors and will also transform the building's environmental credentials, with new windows and heating system. Other key benefits will include 200 additional study spaces, new and increased toilet provision, a bigger, better café, and improved security and access.

Again our users are involved and are consulted and kept informed. This is the most complex and potentially disruptive phase of the overall refurbishment as the work cannot be confined to the summer vacations (when the undergraduates at least aren't on campus). It is certainly something of a struggle for everyone – Library users, Library staff, project managers and contractors – to find a *modus vivendi* as a building project takes place in an occupied and operational library! Indeed as I write Library services are currently split between two adjacent buildings. Books remain in the Library available for borrowing (print periodicals are being stored off-site with free ILLs meeting user requests) whilst Library staff and services, and study space have moved to a next door building. This means that work can continue faster in the Library to keep the project on track, given the

inevitable surprises and delays that occur in this sort of project.

Despite the challenges we look forward to our Library being re-born yet again with the completion of refurbishment in 2019, ready to serve the University well for its centenary and beyond – not only in terms of the building but also with service initiatives improving support for both teaching and learning and research (topics for a future feature perhaps!).

Further details of the Library's major £40 million refurbishment can be found on our Library Refurbishment Project webpage: reading.ac.uk/library/refurb



Julia Munro

University of Reading
Head of Library Services

“The University is now recognised as amongst the top universities in the world, and is home to more than 17,000 students from over 150 countries.”



M25 Consortium of Academic Libraries

Senate House Library
Malet Street
London
WC1E 7HU

Email: m25sgadmin@london.ac.uk
Tel: 020 7863 6080
m25lib.ac.uk

 twitter.com/m25_consortium

