M25

CONSORTIUM
OF ACADEMIC LIBRARIES
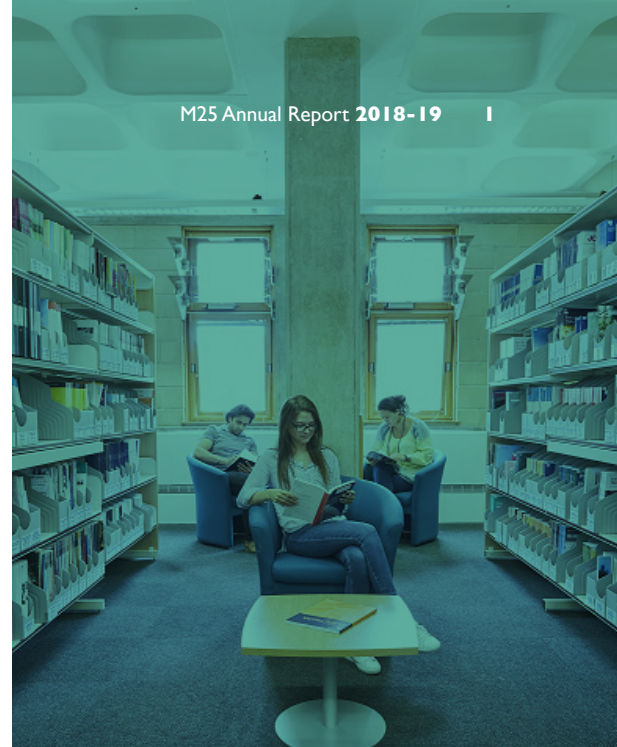
ANNUAL REPORT
2018-19

Contents

Front cover images: Old College University of Edinburgh, University of West London Library Desk, Paul Hamlyn Library – University of West London, Signet Library – Edinburgh, Cecilia's Hall Music Museum Edinburgh, Paul Hamlyn library – University of West London.

Right (top to bottom): Anglia Ruskin University Library, Royal Holloway University of London Library, Anglia Ruskin University Library.

Chair's Report

I have very much enjoyed my first year as Chair of the Consortium and have found it especially rewarding working with the Trustees, Steering Group members and support team.

There have been five regular meetings of the Steering Group this year; in July 2018 at Birkbeck, in September 2018 at Middlesex University, in December 2018 at London South Bank University, in March 2019 at University of the Arts London and in June 2019 at the Victoria and Albert Museum. In addition a planning day was held in January 2019 at the University of Essex where we focused on developing the Consortium's new strategy covering 2019-22. I would like to take this opportunity to thank all Steering Group members for their attendance and contributions over the last year and for taking on responsibility for specific aspects of the Consortium's business.

Following the AGM elections we welcomed Andrew Preater, Vicky Worsfold and Stuart Hunt to the Steering Group and said goodbye to Adjoa Boateng, Jonathan Lucas, Susan Scorey and Cathy Walsh who stood down. I would like to thank them for their work and support as Steering Group members.

We have also welcomed 1 new member library into the Consortium: Royal College of Nursing and it will be great to have their involvement in future initiatives.

The Trustees (Cathy Phillpotts, Treasurer; Caroline Thomas, Secretary; David Archer, cpd25 Chair and I) and the Executive Manager (Thomas Baldwin) have continued to meet to progress business matters. Under David's leadership the cpd25 task groups have again put on a significant and successful programme of visits, training and development events and I am delighted that he is continuing to lead cpd25 for a second term. I would like to thank the Trustees for their support and guidance during my first year as Chair.

During the year the review of the administrator roles was completed with the confirmation of the revised responsibilities and the team moved into new accommodation within Senate House. The team have again continued to work productively over the last year to support all aspects of the work of the Consortium and thanks are due to them; Thomas Baldwin, Executive Manager, Jeni Kutaika Billiard, Administrator (Finance and Reporting), and Laura Howlett Administrator (Events and Programmes) who joined us in January 2019. Thanks also to Valerie Antwi who provided temporary support for the team between January and December 2018.

The undoubted highlight of the M25 year was the successful and enjoyable 25th anniversary networking event which took place in the sumptuous surroundings of the State Drawing Room at Lambeth Palace on 17 January 2019. It was great to celebrate the achievements of the Consortium with so many faces from the past, present and I'm sure the future and to gather suggestions for future priorities which were hung on our very own wishing tree!

The M25 Staff Development Awards scheme, open to staff in member libraries, ran for the second year and attracted an encouraging response. The winners from 2018 wrote reports of how they used their awards and these were published in the annual report for 2017-18 and on our website. Details of the winners and their reports for 2019 can be found on page 24 (Staff Development Awards). We look forward to reading the reports of the 2019 winners.

cpd25 has had another successful year and continues to be an essential component of the M25 Consortium. It offers a large range of training and development events for library staff at a range of stages in terms of career development and positions in our organisations. The programme is developed and implemented through four task groups, providing significant personal/professional development opportunities for the task group members.

The development of a new strategy for the Consortium, Connecting Libraries, Developing Staff which supports members in academic and scholarly libraries in the region has been a central focus this year. Priority has been given to supporting the development of library staff throughout their careers to ensure successful services both now and in the future. A number of practical activities to enable this have been proposed and two new working groups focusing on Diversity and Wellbeing led respectively by Regina Everitt and Pat Christie have recruited members from across the Consortium and will start work soon.

I would like to convey my personal thanks to every institution and colleague across the Consortium for their time, efforts and contributions during 2018/19. You have made it possible for us to deliver events and activities and will enable us to go from strength to strength in future years.

Matthew Lawson
Director of Library and
Student Support
Middlesex University
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 2018/19 financial year income from subscriptions was £128,512.50 Further income from sponsorship (for the Conference and for the Networking Event), M25 Conference bookings and Directors' Briefings brought this figure up to £145,136.50 (these figures are subject to confirmation by Kingston Smith when they conduct their Independent Examination).

CPD25 activities have produced a surplus; the 2018/19 surplus is projected to be £26,980.08 (again this is 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 Webpages and Search25 costs.

The M25 Staff Awards Scheme gave out grants of £899.25 to cover attendance at conferences as well as making places available to selected award recipients at our events.

For the 2018/19 year reserves of £69,150.00 were calculated as required in order to cover any potential risks to the Consortium.

Once again, I would like to thank Kingston Smith formally for their invaluable assistance and advice in relation to financial matters, and, I would like to thank the M25 Consortium's Support Team for their invaluable help and attention to detail in relation to the Consortium's finances.

Catherine Phillpotts
University Librarian
London Metropolitan University
M25 Treasurer

cpd25 Report

A total of 661 delegates attended 41 events and visits over the course of the year, with Copyright for Repository Administrators, Reading Lists, Interlibrary loans and Managing Student Behaviour amongst those drawing the highest number of attendees.

89 per cent of attendees giving evaluation feedback during 2018-19 rated our events as either very good or excellent, indicating that the cpd25 programme has continued to deliver a high quality programme of development opportunities over the past year.

Laura Howlett joined the M25 Support Team in January of this year as Administrator (Events and Programmes) and has provided valuable input and support across the cpd25 programme. Kevin Wilson stepped down as Chair of Task Group 1 at the end of July, having led the group expertly during 2018/19. Following a call for expressions of interest, Ros Francis (Anglia Ruskin University) was approved by the M25 Steering Group as the new Chair of TG1, and a number of new Task Group members were also appointed. A large number of responses to the call were received, and the quality of the submissions was very high indeed. Thank you to everyone who expressed interest in getting involved. Thank you also to the Task Group Chairs, the Task Group Members, and the M25 Support Team

for all their contributions to the delivery and ongoing development of the cpd25 programme during 2018-19.

The four Task Groups and the Working Group have met regularly over the course of the year, and in March we held a very successful planning day at the Museum of London where all of our Task Group members gathered together to explore ideas for the year ahead. A highlight of the day for me was hearing from staff working in various roles in very different M25 member organisations about what they needed cpd25 to deliver for them, which gave us plenty to think about as we plan for the future. Over the past year we've introduced an online suggestion form where individuals can request topics or events for cpd25 to cover. We've also piloted taster videos on the web site featuring event speakers which we're keen to expand on, with a view particularly to providing "just-in-time" resources for staff who may wish or need to access development opportunities outside of core working hours, at a time and place that suits them. The cpd25 Working Group is also keen to expand opportunities to

foster networking and communities of practice. It is important that the programme remains relevant and keeps moving forwards, so please do let me know if there are particular areas you would like to see the cpd25 programme cover in future.

David Archer
Head of Library and Archives Service
London School of Hygiene & Tropical Medicine
cpd25 Chair

M25 Annual Conference

The M25 Annual Conference took place on the 8th May 2019 at Senate House, University of London. Our theme was "Diversifying our Services" and we welcomed 103 delegates and 9 Sponsors at this venue.

We were very pleased to welcome Professor Marcia Wilson as our keynote speaker on the topic of "Diversity at Work." Our presenters from our member organisations chose to look at diversity through a range of lenses, including diversifying our workforce, our collections, our services and our environments. Delegates also had the chance to feed into and shape our upcoming strategic plan.

We also, for the first time, put out a call for poster presentations and received some excellent submissions. We hope this area will continue to grow into the future.

Verity Allison, recipient of the M25 Staff Development award reflects on the conference below…

Alison Chojna
Acting Director of Academic
Related Resources
London South Bank
M25 Steering Group Member

"This was the first time I have attended the M25 Annual Conference, and in all honesty, I didn't really know what to expect from it, being more accustomed to attending events in the area I work in (journal and e-resource management) – rather than around broader issues in the sector/profession."

Having made it through a rather grey and rainy commute, a warming coffee before the conference got underway was very welcome and was a chance to meet colleagues from other institutions. We talked stock moves and reading lists among other things – some of these conversations were also picked up with suppliers and sponsors present for the exhibition. It is hugely reassuring to realise we're not on our own with the challenges and new developments we face. The knowledge and experience in our community is rich and there is enormous generosity there too, with a willingness to openly share experience evident in all the discussions I had.

As the conference presentations got underway the theme of diversifying our services was explored from a number of perspectives.

The keynote *(Lack of) Diversity at Work* given by Professor Marcia Wilson, Acting Executive Dean, University of East London (UEL) – presented the work being undertaken at UEL as they prepared their submission for the Race Equality Charter (REC) Mark. The REC seeks to create long term institutional change to improve the representation, progression and success of BAME academic and professional/support staff, and students in Higher Education. The research Professor Wilson presented, including sector-wide benchmarking of representation, progression and attainment, starkly demonstrated the urgent need for action. Professor Wilson was compelling in her professional and personal insight on both the need for change and the challenges. As I listened it felt, as with many of today's problems, that the scale of the challenge risks seeming too overwhelming and hence creating a kind of inertia – the issue is noted, but what is the action? However, some of the steps identified in Professor Wilson's talk are extremely doable, no matter what level of an organisation you are working at – from having conversations about race, to gathering evidence and analysing the data – that

is not to say they are easy, but they are actions that are within the scope of our working practices and service design. Not only this, but sometimes relatively simple interventions can have a big impact – such as UEL's Many Voices Reading Group which they have had incredible engagement with from their student body simply by creating a forum for these discussions to take place. So, while the challenge is big, and there is a need for strong leadership at an institutional level to take steps to meet it, libraries can absolutely play a role – for example in working to shape inclusive environments, supporting diversity in our collection development practices, and creating opportunities for these conversations to take place.

At the other end of the day, the closing presentation was from Katherine Marshall and Aimee Anderson, Libraries and Curriculum Services, University of Westminster – talking about the *Human Library Project: Courageous Conversations at the University of Westminster.* This is an inspiring project that has been so successful that their events have become a well-known part of the University's calendar. The events involve facilitators, the "librarians"; "books", who volunteer to share their lived experience; and "borrowers", who choose a "book" to have a conversation with, typically for half an hour. The result being a "courageous conversation" around the book's lived experience. The project is a perfect

example of how libraries can support work in this area, realising benefits for participants, the institution and the library service in doing so – the project having raised the profile of the library within the university, and promoted the library space to users who may not have otherwise accessed it – including staff. Aimee Anderson is an Information Assistant and the Library lead on the project – working with the support of her manager she has been able to establish this powerful project, not just as a one-off event but as an ongoing part of the University's calendar. Again, showing that initiatives in these areas do not only have to be led top down, but can be driven through collaboration across traditional boundaries and hierarchies.

While a number of the presentations acknowledged that diversity within the library and information profession is itself a challenge, another of the afternoon sessions tackled this head on. Regina Everitt (Director of Library and Learning Services, University of East London) and Libby Homer (University Librarian, Anglia Ruskin University) presented on their work as part of the SCONUL Workforce Development Group: *What next? Challenges and opportunities for achieving diversity in the library and information profession*. The talk discussed the findings of their research into the experiences of BAME staff in the sector, through surveys, focus groups and interviews. This research again

demonstrated the compelling need for change, for example, less than 20 per cent of staff who had reported experiencing racial discrimination at work (from a co-worker, service user, or both) reported that it had been resolved to their satisfaction. But having identified the challenges, there is a clear opportunity now to act, and everyone at the conference was challenged to set their own 5-point action plan, to be reviewed in a year's time – at the next M25 Annual Conference!

In the course of the day it was apparent that many attending the conference concurred with the need to act on the issues raised as they engaged with the speakers and poster presentations, questioning and reflecting. Indeed, during the interactive feedback session on the *M25 Consortium 2019-2022 Strategy: "Connecting Libraries, Developing Staff"* when asked to rank potential M25 Task Groups in a live poll, the conference collectively ranked diversity as the top priority.

Sadly, I do not have the space to highlight all the great research and practice shared at the conference – more can be found on **Twitter #2019M25**, and the slides from the day are on the M25 Consortium webpages and well worth exploring: **m25lib.ac.uk/2019/05/09/ presentations-2019-annual-conference/**

Verity Allison
Journals and e-resources librarian
St George's, University of London

25th Anniversary Networking Event

25 years is a milestone by any measure, so it was fitting that in the year of the M25 Consortium's quarter century a special effort was made to celebrate this.

Accordingly the annual networking event met in the State Drawing Room of Lambeth Palace, whose library is a Consortium member, on the evening of Thursday 17th January 2019. In addition to the usual general invitation to all current members of staff in M25 libraries, former Officers (as they were then known) and Steering Group members from across the 25 year period were invited to attend. Some short speeches were heard from Robert Hall (Chair 2003 to 2007), Helen Workman (Chair 2014 to 2018), Michelle Wake (cpd25 chair 2013

to 2017) and Matthew Lawson (Chair since 2018) who jointly reflected on the Consortium's achievements and growth in both the past and the present.

It was noteworthy that the principal resident of Lambeth Palace, the Primate of All England (commonly called the Archbishop of Canterbury) paid a surprise visit to the registration desk before the event started and was interested to learn of the Consortium and its work. It must be helpful to have friends in high places.

Thomas Baldwin
Executive Manager
M25 Consortium

Support Team

2018-19 saw the completion of the restructuring of the Administrators' roles within the Support Team.

Valerie Antwi very ably supported the cpd25 programme as temporary Administrator while the Trustees worked with the Executive Manager to evaluate the Administrator roles. As heralded in last year's annual report, the decision was taken to re-cast the responsibilities between the two roles to allow consolidation of skillsets and streamline operations. The M25 Support Team now has two part-time (both 0.6 FTE) Administrator roles: Jeni Kutaika Billiard took on the redefined role

of Administrator (Finance and Reporting) and we recruited Laura Howlett to be Administrator (Events and Programmes). Laura started work in January 2019. I would like to thank both Administrators for their vital contribution to the Consortium's work and particularly to Jeni and Valerie for their loyal continuity of service during the lengthy period of restructuring.

As Executive Manager I continue to value the M25 Consortium's links with other library consortia and so in January I

hosted the second annual convention of regional consortia managers in London at Senate House. We discussed several issues of topical importance to our regional groups and benefited from the mutual support and encouragement.

Thomas Baldwin
Executive Manager
M25 Consortium
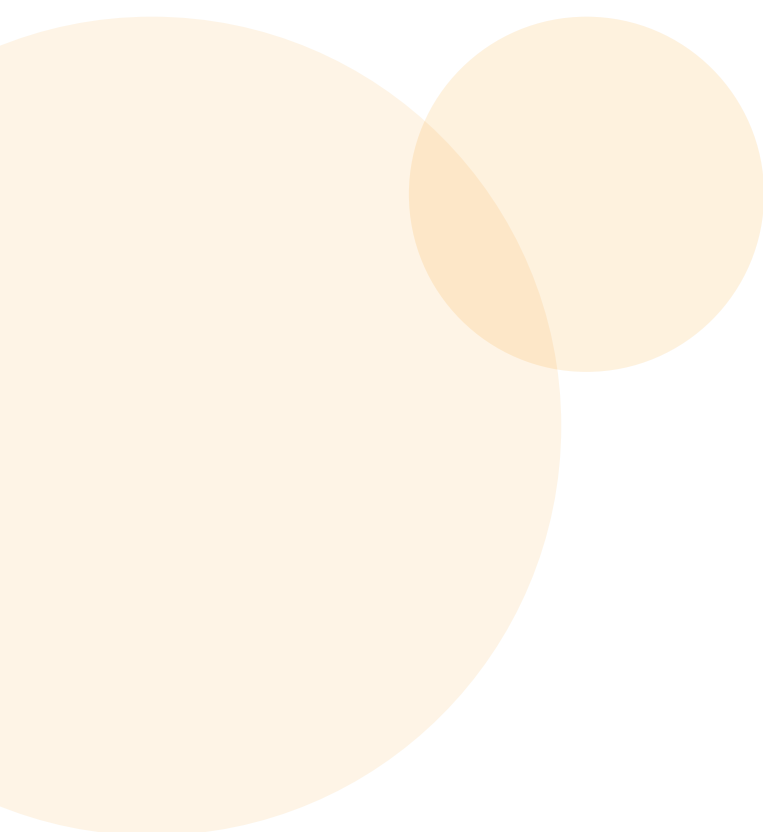
Disaster Management to Business Continuity

With University of East London, Docklands Library and Archives, adjacent to London City Airport, there is no shortage of risk scenarios that can be assessed.

However, the reality is that in the event of a major disaster, I, as the University Librarian, would be allowed near the site only after the "all clear" is given by emergency services (such as police, fire, and rescue) and the institution major incident management team led by Estates and Facilities.

For less dramatic incidents, I, like any University Librarian, would be balancing protection/restoration of assets with enabling business as usual. No matter how much our users love our collections, they would soon lose patience if an entire Library is inaccessible for an extended period due to an isolated leak, for example.

An important member benefit of the M25 Consortium of Academic Libraries is the mutual support agreement in the event of disaster, guidance on how to manage a disaster, and a template for creation of local policies and procedures. Drafted in 1998 and updated in 2001 and 2004, the agreement and guidance

were valuably practical tools that could be operationalised quickly. Member institutions would agree to accept users from other libraries for agreed periods; the guidance explained how to salvage water-damaged materials, for example. In 2017, a task & finish group was convened to review and update the agreement and guidance. The group agreed that *business continuity* rather than *disaster management* should be the emphasis as library and archives services operate within the wider institution context. As such, the University Librarian would generally operate within an institution-wide business continuity plan and incident management procedures.
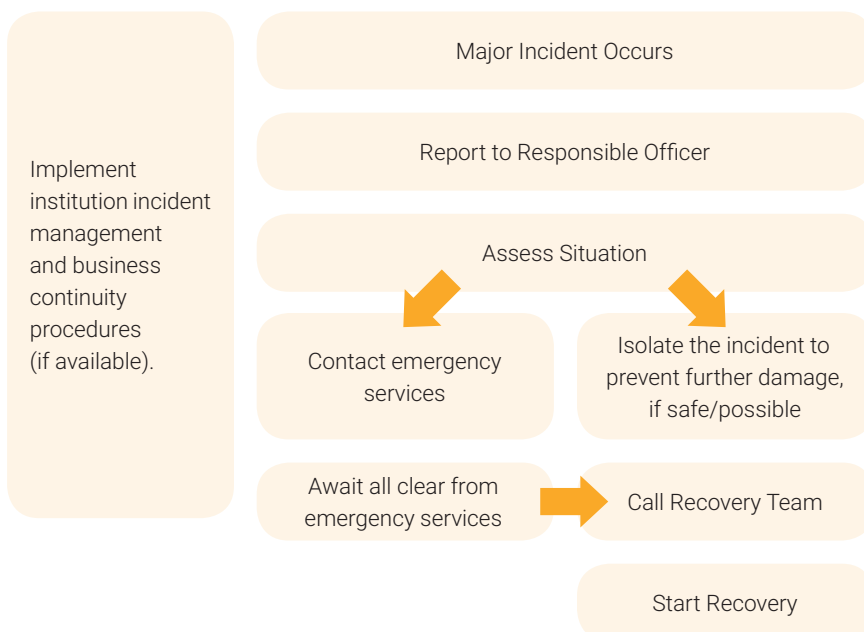
As an M25 Steering Group member, I chaired the task & finish group when I was then Interim Director at SOAS University of London. A call for task & finish group members was made on the M25 discussion list where individuals could self-nominate or be nominated by

their directors. The group members were Hannah Fogg, Anglian Ruskin University; Geoff Gardner, University of Reading; Maria Vardaki, Royal Holloway, UoL; Jennifer Marvin, St. Mary's University; Marcus Wooley, University of Bedfordshire; and Nick Ross, University of the Creative Arts. The group first met in November 2017 and shared examples of disaster management plans at their institutions. It became clear during initial discussions that institutions were thinking beyond a single disaster and about managing single or multiple incidents which impact business as usual. In addition, some group members noted that their incident management planning was part of wider institution business continuity planning. The group met several times between November 2017 and Spring 2018, sharing best practice and reviewing iterations of drafts of documentation with a target completion of end of July 2018 for Steering Group endorsement.

Key updates:

The Mutual Agreement was updated to reference use of eduroam and "walk-in user" access to e-resources. Although some of the information in the *2004 Disaster Control Template* remains relevant, content was streamlined to distinguish between a *template* which would be used to create local documentation (*Incident Control and Recovery Plan Template*) and *guidance* which provided wider context about the template (*Incident Control and Recovery Plan Commentary and Tools*). The *IT Preparedness Template* was consolidated into the revised template and guidance. Group members provided useful local examples of flowcharts and forms that they use for incident control and management. The suppliers list was also checked and updated to remove those no longer trading, revise contact information or add new information.

A sample flowchart

Implement institution incident management and business continuity procedures (if available).

Major Incident Occurs

Report to Responsible Officer

Assess Situation

Contact emergency services

Isolate the incident to prevent further damage, if safe/possible

Await all clear from emergency services

Call Recovery Team

Start Recovery

The revised Business Continuity documentation was launched for members on the M25 website in September 2018 (see **m25lib.ac.uk/ m25-resources-and-activities/**). As part of the launch, a cpd25 training event took place in November 2018, called *Disaster Management & Business Continuity: How to Be Prepared.* Geoff Gardner, a member of the task & finish group, facilitated the event with Emma Dadson, Account Director at Harwell Restoration Services. Feedback from members about the documentation and training has been positive.

Regina Everitt
Director of Library, Archives
and Learning Services
University of East London
M25 Steering Group

M25 Steering Group Members 2018-19

Matthew Lawson   **Caroline Thomas**   **Catherine Phillpotts**   **David Archer**   **Leo Appleton**

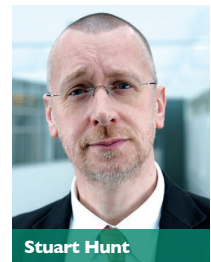**Robert Atkinson**   **Adjoa Boateng**   **Alison Chojna**   **Pat Christie**   **Regina Everitt**   **Stuart Hunt**

Jonathan Lucas   **Susan Scorey**   **Andrew Preater**   **Michelle Wake**   **Catherine Walsh**   **Victoria Worsfold**

M25 Chair	**Matthew Lawson**, Middlesex University
M25 Secretary	**Caroline Thomas**, University of Surrey
M25 Treasurer	**Catherine Phillpotts**, London Metropolitan University
cpd25 Chair	**David Archer**, LSHTM

Members

Leo Appleton, Goldsmiths, University of London

Robert Atkinson, Birkbeck, University of London

Adjoa Boateng, British Library (Until December 2018)

Alison Chojna, London South Bank

Pat Christie, University of the Arts London

Regina Everitt, University of East London

Stuart Hunt, University of Reading (Since May 2019)

Jonathan Lucas, St Mary's University (Until May 2019)

Susan Scorey, University of Roehampton (Until May 2019)

Andrew Preater, University of West London (Since May 2019)

Michelle Wake, UCL

Catherine Walsh, University of Essex (Until May 2019)

Victoria Worsfold, National Art Library at the V&A (Since December 2018)

Mandy at info table Aspects of Age – Credit: Justine Desmond

Front cover of the "official journal of the Jamaica general trained nurses association December 1965".

Royal College of Nursing

The RCN Library and Archive service (LAS) is Europe's largest nursing specific library with 435,000 members spread across the UK and the world. Our membership spans all stages of nursing careers from first year student to retirement and we aim to support them across their working lives.

As 90 per cent of our membership are remote users and accessing our resources and services outside of core hours, our library offer focuses on e resourcing and ensuring we are accessible to our members when and where they need us. We answer around 13,000 customer enquiries by phone, email, face-to-face and webchat and 20,000 members accessed our e resources in the past year.

Learning and teaching

The Library is continuously expanding its learning and teaching provision. The LAS has created video tutorials on multiple topics to help our members use resources regardless of their location. Our expert subject guides launched in 2016 have seen impressive year on year growth in both number and usage and these are developed in collaboration with RCN members and nursing experts. In the past year we have launched a programme of informal support sessions which are

aimed at addressing specific research needs facing our members. In addition we have introduced new reference management tool, Zotero, to our members and staff and this work has included creating a new RCN citation house style.

Service Development

After many years of testing and development we launched single sign on for our members last year and began improved reporting of our member's online usage. In January our new Skype training sessions were launched allowing members to attend virtual 1:2:1 training sessions via Skype, opening up these valuable sessions to members from across the UK. We have worked closely with our education colleagues to support the new masters level programmes the college is offering including researching and implementing plagiarism and reading list software.

Outreach

We have an extensive outreach programme across England. We attend student recruitment in every English University offering a nursing degree and actively support RCN conferences, CPD events and regional meetings. As part of this work we have led a number of RCN-wide work streams including developing Black History Month resources and attending family history events.

Events and Exhibitions

The LAS has a vibrant and interesting programme of events and exhibitions. The team deliver two temporary exhibitions each year and recent themes have been wandering womb, aspects of age and wake up slackers! Nursing registration. Alongside these themes we host 50 events a year across all four countries on a variety of nursing, library and archive themes. In 2020 we are launching our new permanent exhibition in conjunction with Queen Mary University of London, titled "Who cares? The history of emotion in nursing".
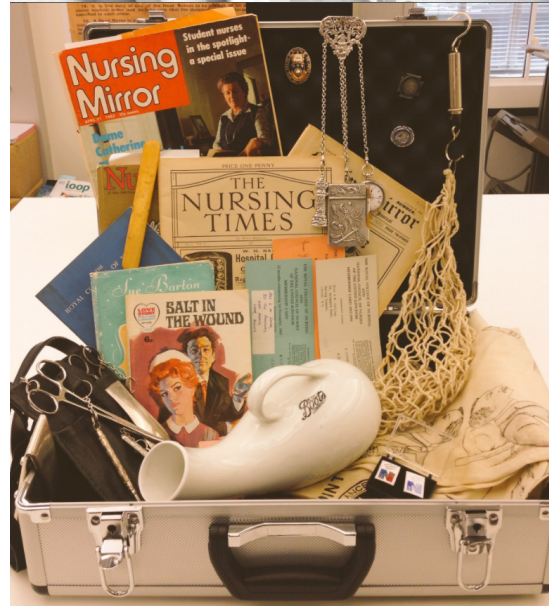
Collections

We made the decision in 2015 to move to a digital first collection model and we launched resource discovery and PDA the following year. Alongside this we have continually refined and improved our online offer which has seen our collections usage grow year on year, with 210,000 eJournal user downloads last year.
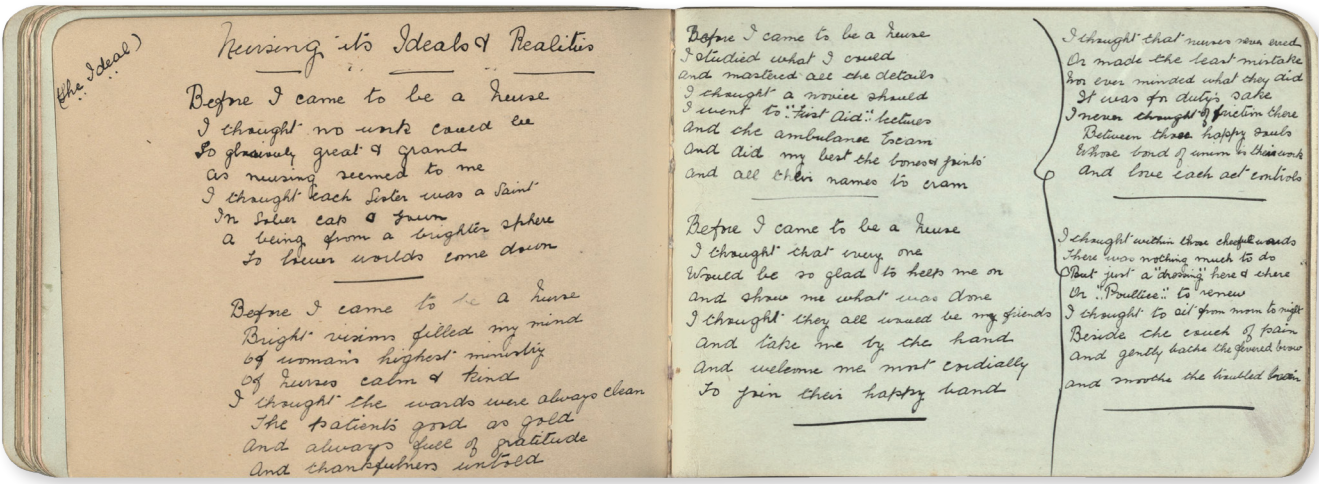
Our special collections include Florence Nightingale's library, first editions of Mary Seacole's autobiography and extensive historic nursing and midwifery titles dated back to 19th Century. Our events and exhibitions programme makes extensive use of these collections, and in November two of our rare books went on display at the Charles Dickens Museum as part of their "Glorious Food" exhibition. We continue to add to our special collections and last year this involved purchasing a new and unpublished Florence Nightingale letter which is especially significant as we prepare for her bicentennial celebrations in 2020.

Service Scrapbooks: Nursing and Storytelling in the First World War

Following our successful Heritage Lottery Funding bid, we completed our "Service Scrapbooks" project which commemorates the contribution of nurses in the First World War. With the help of 32 RCN nurse volunteers, we digitised, transcribed and researched nearly 2,000 pages of photographs, poems, diary entries and illustrations from our collections, covering 1909 to 1919. In February we launched a new online resource, making the complete diaries and scrapbooks of ten First World War nurses available to the public for the first time.

Above: Two Nurses 600 c.1955 dpi (c) RCN Archives 2016

Handling collection

Below: D Campbell Scrapbook

Aristotle the famous philosopher 1855 Inside cover RCN Library and Archive Credit Phil Coomes

digital archive, which aims to store the college born digital content to keep this important history safe. Alongside this the archive continues to develop its print and digital holdings through its active donation processes and last year we received over 180 donations of personal papers collections and 69 oral histories. The archive works in partnership with Mary Evans Picture library to make its content commercially available and holds a wealth of images and nursing badges.

Anna Semmens
Joint Head of Library and Archive Service
Royal College of Nursing

In addition, the project made new partnerships possible. Our resource was featured in the #WomensWork100 series led by the Imperial War Museum, showcasing the contributions of women at war, and we held a screening of archive footage and documentary material in Cardiff.

The project was praised by the National Lottery Heritage Fund and awarded the Women's History Network Community History Prize for 2018. The judges were unanimous in their voting, saying that: "We believe that the work you've done is of national and international importance and helps address the gender imbalance in accessible primary material from the Great War as well as shedding light on the work of the nurses."

Archive

The RCN archive holds the business records of the college as well as collections of personal papers which demonstrate much of the social history of nursing. The Archive team have focussed on implementing and developing their

Pandemic Exhibition

University of West London, Library Services

University of West London (UWL) is a modern university with sites in Ealing, Brentford, and Reading. We have roots going back to 1860 when the Byron House School was founded at our Ealing site, and were in the wave of institutions that became universities in 1992.

We have an exemplary record in equity and widening participation and social inclusion, extending the reach of higher education to people who have traditionally been excluded from it; and an institutional strategic focus on developing learners as innovative and creative professionals who progress from higher education into employment.

Library Services supports and aspires to further role model an inclusive culture within our University, serving one of the most diverse student populations in the UK. Our student body of just over 13,000 includes:

- 63 per cent of our students are mature at entry

- 56 per cent of our students are from Black, Asian and Minority Ethnic (BAME) groups

- 53 per cent of our students are the first in their immediate family to go to university

- 98 per cent of our students are state school educated.

Library Services has two sites, the larger Paul Hamlyn Library at our main site at Ealing, and a smaller health library at our Reading site. At Ealing, the Paul Hamlyn Library was reopened in September 2015 as a part of a major campus redevelopment project—a £50 million investment by the University. With the new library space came a staff reorganisation and a reworked service model, designed on the basis that engagement with library resources and expertise is key to raising attainment and that reflects the three transformative and fundamental rights our University believes in for our students: the right to enhancement; the right to inclusion; and the right to participation.

Last year we developed a new strategic plan for 2018-23 which was contextualised by and with overarching themes drawn from our new University strategy Achievement 2023, also launched in 2018. The whole library team engaged with this process and as well as developing new strategic priorities and direction, we refreshed our departmental mission, vision and values. We took time to consider the purpose and position of Library Services, in terms of our baseline of essential service provision, our partnerships with our communities of learners and researchers, and opportunities for developing institutional and sectoral leadership.

Having started 2017-18 on a sound footing, a key theme for Library Services was continuous improvement. We wanted to build on existing areas of good practice, and ensure we were reflecting these

Heathrow Archive

more fully across our service. To support the 2018-23 strategy, we reworked our published KPIs and service standards to be more meaningful for our context and ensure their focus toward measures that best support and evidence continuous improvement. Anticipated future changes to the Teaching Excellence Framework (TEF), for which UWL was a subject-level pilot institution in 2018-19, meant beyond these published KPIs we also needed to consider how to evidence the impact of our interventions on students' experiences of higher education.

In several areas, we have needed to create new methodologies to underpin these KPIs and to surface other qualitative and quantitative evidence. For example, in 2018-19 we worked with course teams in several of our Schools to support developing more inclusive course recommended readings, including better reflecting the diversity of our study body. This formed a strand of work allied to UWL's Office for Students-funded Student Attainment Project, which aimed to reduce degree-awarding gaps (also called "attainment gaps") between students from different groups. Developing inclusive course recommended readings and collections is a way of translating our commitments

to diversity and inclusion into practice, but we wanted to demonstrate how library collections and purchasing is changing in a tangible way using measures such as BAME authorship. There is however no established way of doing this for collections, reading lists, or our free textbook provision—so there is a clear opportunity for collaboration in our sector. The first year of our new KPIs and service standards will be collected during this academic year 2019-20.

Although the Office for Students, as our incoming regulator, is so far taking a very data-driven approach, we have found in areas such as the TEF that developing a qualitative understanding of enhancement and participation is highly valuable. Insight based on user experience (UX) research, which is becoming increasingly mainstream in libraries, forms an important basis for this knowledge and is reflected as a thread throughout our strategy. In 2018-19 our key projects in this area include working with academics to understand how they see the role of reading lists and their interactions with our online reading list system, and evaluation of how students find and make use of subject guides.

We also sought to improve our performance against several metrics, including successful revalidation of our Customer Service Excellence accreditation for its third year and increasing our NSS Q19 on library and information resources result to 92 per cent from 86 per cent the previous year. We attribute our NSS increase to our work across the University with academic schools, professional services, and UWL Students Union. Key to this approach is ensuring that we know week-by-week what issues students have identified that need to be addressed, that these are acted on quickly, but most importantly that students see evidence of these actions.

We had launched our new Information Literacy Policy in 2017-18, and worked with a cross-University group to develop an institutional definition of information literacy (in the linked policy) so one priority for the following year was to refine these based on our experience. A key focus has been building our knowledge of critical information literacy as a frame, with an aim to implement practically in the current academic year. The foundation for how Library Services approaches information literacy is our working relationships with academic colleagues, which means we are able to embed information literacy

teaching within the curriculum at all levels. An embedded approach develops and strengthens teaching relationships between our librarians and students over time, as well as providing practical benefits such as targeting information literacy skills and knowledge needed at key points throughout students' modules. We exceeded our KPI of reaching 75 per cent of campus-based students at Levels 3, 4, and 7, reaching 89 per cent, and have a current stretch target of 95 per cent.

As well as library collections, we are stewards of archive collections from our academic Schools and Colleges, and hold the archive of Heathrow Airport. The Heathrow Archive and its supporting exhibition at our Ealing site opened formally in 2018 with funding from Heritage Lottery Foundation and Heathrow Airport. During 2018-19 we have worked to embed archival materials within teaching and the curriculum, and in our outreach and widening participation activities. For our London Gellar College of Hospitality and Tourism, which has strong connections with Heathrow Airport, there is a natural connection to the curriculum and in 2018-19 the Archive also supported

the 70th anniversary celebrations of the College. However, the nature of the Archive lends itself to a broad and creative range of outreach and widening participation activity. In 2018-19 we investigated reminiscence therapy using airline ephemera for people living with dementia with the University's Dementia Care Centre taught MSc Dementia Care students about using archives in therapy, and took part in a recollection event at Gunnersbury Park.

Academic year 2018-19 was a challenging one for modern universities, especially in London, and the year was characterised by a high level of political uncertainty. 2019-20 looks to be no less uncertain. For Library Services at UWL, we are looking forward to building on our continued strengths and in particular further developing inclusive and accessible library services which support our university's belief in the transformative power of higher education, and the value of educational experiences to our students, their families, and communities.

More information is available at:
uwl.ac.uk/library/about-library/

Andrew Preater
Director of Library Services
University of West London
M25 Steering Group Member

Anglia Ruskin University Library

Formed from a number of colleges and schools (including the John Ruskin founded Cambridge School of Art), Anglia Ruskin University (ARU) gained polytechnic status in 1992. Since then the University has developed at four sites – Chelmsford, Cambridge, Peterborough and London and has approximately 20,000 students.

In 2017, an ambitious new strategy was launched "Designing our Future" which focusses on creating a leading learning and innovative ecosystem, building and nurturing vibrant communities and strengthening the underpinning operations of the University.

From this a number of other strategies have been developed including a new education strategy which will deliver measurable objectives including active learning, "value added" Ruskin modules and revitalised course design which continues to develop inclusive assessment practices. ARU is committed to transforming lives through innovative, entrepreneurial and inclusive teaching and research, and the University Library is committed to these values and supports them through its practice.

Essex's First Medical School

In September 2018, ARU welcomed it's first Medicine students into a brand new, purpose built Medical School building on our Chelmsford campus. This building houses clinical laboratories, mock hospital wards, Harvard style lecture theatres, a "GP surgery" and an embalming room. Having been given the go ahead from the Government and regional NHS Trusts, ARU was one of the first universities to launch their medical school last year out of the latest HEI's to be granted a medical school. This endeavour provides Essex with it's first medical school and ARU has committed to recruiting diverse students from the local population. The 100 students are split into groups which rotate through classes, workshops and laboratory sessions. The University Library was given extra funding to provide medical resources and has been intrinsic in the development of digital and information literacy skills to this group, with sessions being firmly embedded within the curriculum. We have a strong background in applied health sciences teaching nursing, midwifery and paramedics, however this group is vastly different to those students and the intensity with which they study means that it can be challenging to meet demands. However, our subject team have taken the opportunity to forge strong relationships with the department which we're sure will endure.

User Experience

In the last year, we have "mainstreamed" UX (User Experience) techniques amongst our Library Support Advisor team, meaning that everyone is supported in undertaking UX projects. This has led to projects (amongst others) on favourite study spaces (and the reasons for this) and we are currently assessing our summer food and drink pilot. We have built up a large number of findings based on this work which has informed our practice, for example utilising UX techniques to help us redevelop the navigation of our library website has been incredibly useful. We will also be using these techniques in the coming year to better understand our apprentices. ARU has become the second largest provider of HE apprenticeships in higher education in the UK. In academic year 2018-19, over 700 apprentices joined ARU in Level 4 from businesses such as Barclays and organisations such as the NHS. With their work and teaching pattern, apprentices are only on site one day a week and face many demands on their time. We have realised that this group can be quite remote compared to our other students and we have begun to look at their unique university experience.

Expanding employment opportunities

The University Library is committed to supporting our students' employability as part of the wider university strategy and as such has taken a number of new actions in this year. The UX work on apprentices will be undertaken by an Ambitious Futures Graduate Trainee, a scheme which enables recent graduates to experience working at a university. As part of this scheme, we bid for a six month placement and the individual will co-ordinate our UX work on apprentices. Further to this, over the summer of 2019, we have hired two student interns to work on a library induction film and to help in the set up and development of our new etextbook scheme for Level 4 students. In March 2019, we organised an event showcasing the wide range of jobs which a degree in Librarianship or Information Science can lead to. With speakers from Cambridge University Press, Astrazeneca, Schlumberger and internal ARU staff (not all of whom were from the Library), we highlighted the opportunities that these qualifications present and the variety of fields individuals can enter into. We also took the opportunity at this event to advertise our Graduate Trainee role where we introduced an "ARU first" policy for the first time. Only advertising the role to our students and then offering feedback on a first application with the opportunity to then revise the application and apply again if

they were not shortlisted. This event and the hiring of students in a number of other posts (such as Shelving Assistants and Library Support Advisors) have certainly given us much to reflect upon and we will continue to promote the opportunities we have to our students where appropriate.

What next?

ARU has faced challenges in the last year, with a savings programme which has meant we unfortunately lost colleagues across many departments including the Library. However we continue to strive to meet the University's vision. This year internally in the Library we have recruited a Learning Technologist to maximise our utilisation of Canvas, we have strengthened resource in the Research Services Team, implemented Figshare and our Customer Services Team have won a Vice Chancellor's Award. The University itself has rebranded and our new Vice Chancellor has a collaborative approach and is (most importantly) a Library advocate. We have more innovative, entrepreneurial and inclusive work to do including the launch of electronic core textbooks for Level 4 students, modelling different purchasing models and investigating the impact of and possibilities that artificial intelligence presents. We will also be formulating a new Library strategy which takes into account our diverse users and locations and highlights our role in the vibrant ARU community.

Libby Homer
University Librarian
Anglia Ruskin University

Royal Holloway, University Library

Royal Holloway, University of London

Royal Holloway is formed from the merger of two separate colleges founded by the nineteenth century social pioneers, Elizabeth Jesser Reid and Thomas Holloway. They were among the first places in Britain where women could access higher education.

Many students went on to become active in the women's suffrage movement, including Emily Wilding Davison, whose name the building housing the new library, which opened in September 2017, proudly bears. Davison was a student at Royal Holloway in 1893.

Bedford College, in London, opened its doors in 1849, and Royal Holloway College, with its iconic Founder's Building, was unveiled by Queen Victoria in 1886. In 1900, the colleges became part of the University of London and in 1985 they merged to form what is now formally incorporated as Royal Holloway and Bedford New College. Situated at the apex of Egham Hill, the Founder's Building remains the historic focal point of the campus. The College also has a central London presence at Senate House, Bedford Square. The nucleus of the library collection has its origins in both Colleges,

with nationally important archives, books and works of art remaining under the care of Library Services.

Prior to the opening of the new building, Library Services was based across two sites – a traditional Victorian library in the Founder's Building, and the 1980s Bedford Library. Part of the Founder's Library has since been restored and renovated in 2018 as an unstaffed reading room, which is still under the management of Library Services. The former Bedford Library has been turned over for use by an academic School.

New library for a historic institution

The Emily Wilding Davison Building brings together a range of student-facing services under one roof, physically exemplifying a student first ethos by seeking to deliver consistent, joined-up

services which enhance the student experience. In addition to Library Services, these include: the Student Services Centre, and the Careers and Employability Service. Exhibition and events spaces, a café, a shop and a bank are also co-located. Co-ordination and delivery of a programme of exhibitions within the Exhibition Space is the responsibility of Library Services with the student audience the primary consideration.

Library Services occupies ca 80 per cent of the total footprint within the building (10,600 sqm, gross internal floor area), reflecting the case which had been articulated strongly by students over a number of years for an improved and enlarged library. This pressure was driven in large part by growth in the student population from approximately 4,500 in 1993 to nearly 10,000 in 2017. It has since expanded to just over 10.000

students (10397 in December 2018). The Emily Wilding Davison Building now enables 24/7/350 library opening and has 1390seats (ratio 1:7.4). Facilities include bookable group study rooms, a dedicated space for postgraduate researchers, and a high-spec archives reading room. The building accommodates the majority of our physical collections (some material is still located in the University of London Depository, also on campus), including a 1.5km "high use" collection linked to implementation of a reading list system. Archives storage built to PD5454 standard significantly enhances our ability to preserve our unique and distinctive collections, as does a dedicated Art Store which holds those parts of the College's famous art collections not included in our permanent Picture Gallery display.

NSS library scores reflect a welcome increase in student satisfaction, rising from 79 per cent in 2016 prior to the building opening to 86 per cent in 2019.

Consolidating strategic leadership

Since 2017, there has been a period of significant change in the leadership of both the University and the Library Service. In 2017, a new Academic Services Directorate was created which Library Services became a constituent part of. John Tuck, served as the first Director of Academic Services until his retirement in March 2018. He was succeeded by Robert Hall. The subsequent departure of Matthew Brooke as Acting Director of Library, provided an opportunity to create a reconfigured role of Director of Library, Learning Support and Culture, which Christopher Cipkin was appointed to in June 2019. The current focus is on consolidating the leadership team within the Library Service to provide stability following several years of significant change, and to enable the service to develop a refreshed strategy aligned to both the priorities of Academic Services and the new College strategy

which will be launched in 2020. A recent change to the academic structure of the College – from three faculties to six academic schools, plus a central administrative doctoral school – has also prompted a shift towards a more strategic approach to academic liaison.

Future priorities: physical and digital

At the time of writing, the new College Strategy remains under development, but the Library Service will have a key part to play in themes which are starting to emerge, including diversifying the curriculum, and a more thematically-based approach to research.

For Library Services, a key priority will be to continue to realise the benefits of the new building in close collaboration with other parts of Academic Services, especially around customer service standards, wellbeing, equality and diversity, and the "skills" agenda. Aligned to this, we are also reviewing strategic

Emily Wilding Davison Building – Credit: MHK photography

Royal Holloway, University of London

level governance of the building, to ensure co-ordinated planning across professional service stakeholders, especially with colleagues in Estates and IT Services.

With so much focus in recent years on developing physical space, attention will also shift to the digital, such as reviewing our strategy for supporting digital scholarship, including digital preservation and research data management through cross-institutional working. The growth in the number of commuter students is shifting the College's thinking on provision of services to support learners. The balance between the physical and digital also comes to the fore in our emerging Culture strategy. Here the focus is particularly on working towards both museum and archives accreditation. As part of this, completing a number of digitally focussed projects is key. These include fully implementing the KE EMu catalogue (used for both archives and art), and rolling out Smartify which is enhancing the accessibility of gallery interpretation.

The next few years will be a period of change and renewal, built on recent investment in our infrastructure and without losing sight of the College's long and proud history.

Christopher Cipkin
Director of Library, Learning Support and Culture
Royal Holloway
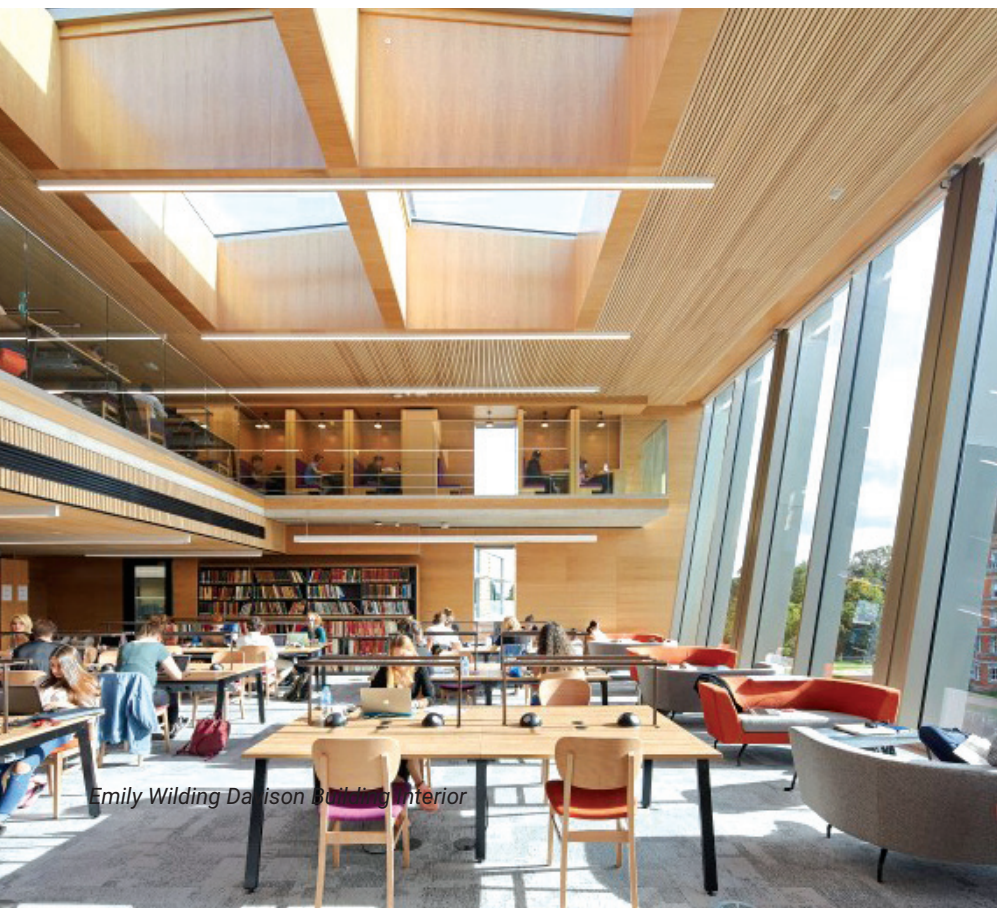
Emily Wilding Davison Building interior

Staff Development Awards

For the second year running the M25 Staff Development Awards were offered to Consortium Members.

These awards are available to assist staff in Member libraries with their professional development. Staff can apply for awards in four different categories. In 2018-19 another strong field of candidates submitted their applications and a sub-group of the Steering Group assessed them against agreed criteria.

The following five candidates were announced as the winners in February 2019:

- **Free place at M25 Annual Conference**
Verity Allison (Journals and E-resources Librarian, St George's, University of London)

- **One full day of cpd25 training**
Manuela Pallotto Strickland (Library Assistant, Warburg Institute)

- **Two full days of cpd25 training**
Silvia de Vecchi (Library and Archive Research Administrator, Science Museum)

- **Bursary to support attendance at an appropriate conference**
Sarah Kafala (Library Assistant (Collections), University of Essex)

Dominic Walker (Research Publications Manager, London School of Hygiene & Tropical Medicine)

The winners have written about how they used their prizes in this annual report. Verity Allison's report about the M25 annual conference is on page 5. Dominic Walker chose to use his bursary to attend the FORCE2019 conference in Edinburgh, Scotland which takes place after this report goes to print. His report will be published on the Consortium website later in 2019. Congratulations to all the winners, and we look forward to another strong field of applications in 2019-20.

Thomas Baldwin
Executive Manager
M25 Consortium

I would like to thank the M25 Consortium team who named me for the 2 full days of the cpd25 Staff Development Award this year.

This supported and encouraged my attendance at a series of workshops and training between March and June 2019.

These are the skills and knowledge I acquired:

Aspect 7: The Glam sector: what we can learn from Galleries, Libraries, Archive and Museums.

The first workshop focused on the different experiences of each sector of GLAM which has been challenged in terms of information development and accessibility, user engagement and library services management and which were the achievements.

The British Library presented the Repository Service project to make all the BL resources collected on one single platform by electronic databases, such as Ethos and DATA.bl.uk. I was very impressed by the potential of these collection management systems and what will be available for research and public use. It would be an advantage for my personal development and in my current role at the Science Museum Library as a research assistant. I also found the partnership with institutions from the cultural heritage sector, such as the TATE, National Museum of Scotland, British Museum, particularly relevant for my job role in the museum library.

The V&A Library presented a new system launched a year ago to facilitate the management of the library service staff with a team arrangement. The V&A Library obtained, in the end, a flexible and manageable model by LiberStaffer, designed ad hoc for public libraries. These showed me how a big fast paced library service works, and how they were implementing another aspect such as the holdings and collection procedures. In my current role, the team is relatively small and the rota is manageable, but it is time-consuming and in case of a staff implementation the V&A would be a good example to follow.

The TATE Library and Archive instead focused on how to change public engagement.

It gave me an overview of a variety of ways to engage with our users and how to promote our unique collection. They were working on an inclusion program staging the unique role an institutional library has in providing meaningful access to information. The TATE Library showed how facing rapid change in the digital world is expanding the role of library professionals. From this presentation, I took the initiative to involve more museum volunteers in the Science Museum Library with events and "Show and tell" talks to promote the library collection that in the last year achieved the doubling of its entrances.
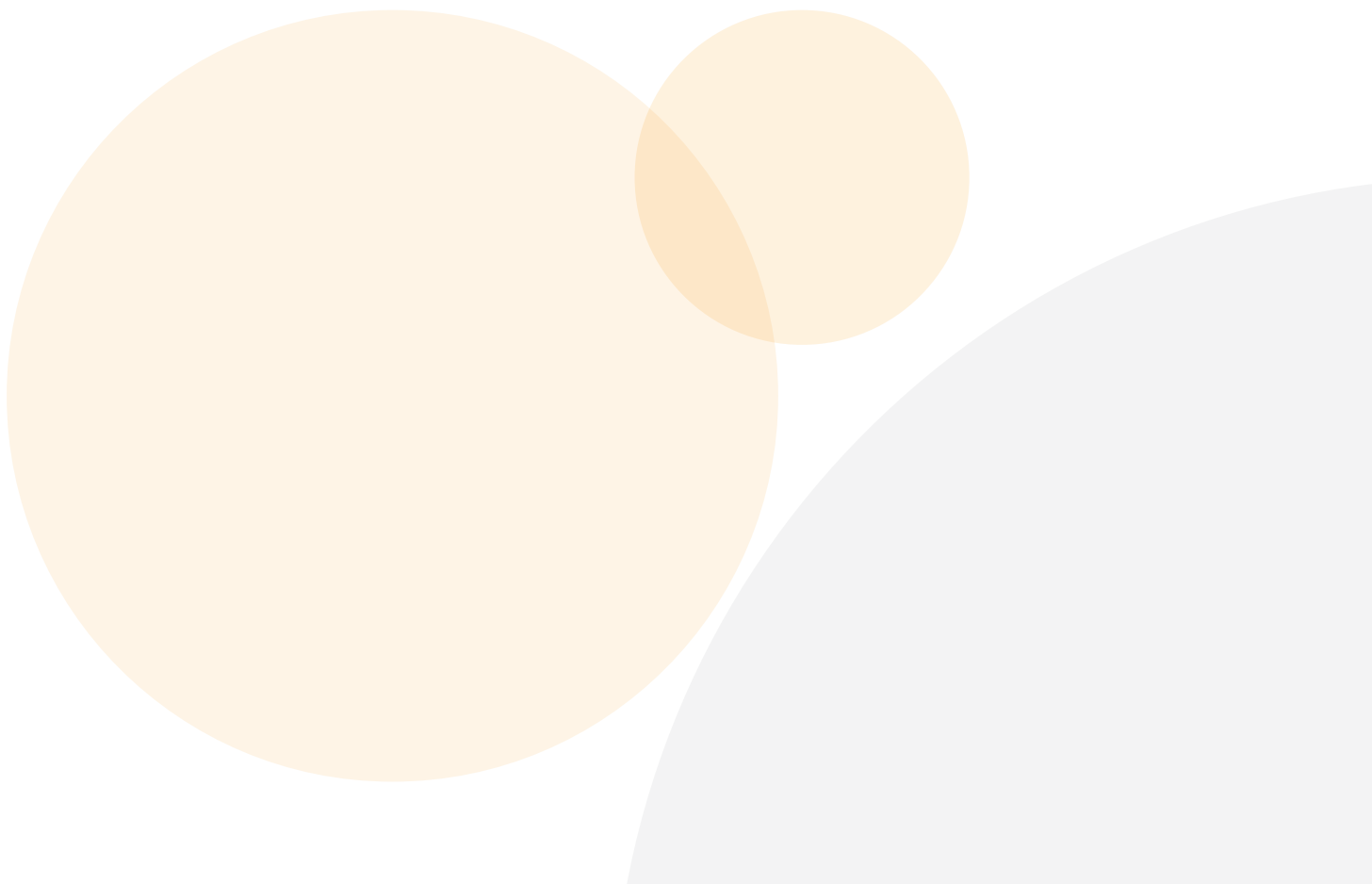
Aspect 8: Learning Analytics

The Science Museum Library is not a university library, nevertheless, we collaborated with the UCL course Museum Studies and with the Imperial Collection through events, lectures and supporting the university students in their research. I found this workshop interesting as Learning Analytics is an emerging area of interest in Higher Education. Universities collect a large amount of data on students and can use it to improve the student academic experience, address wellbeing issues and improve retention levels. The Museum is doing the same for audience development. It was useful to hear speakers from City, University of London and UCL on how they are using library data (library management systems, e-resource systems and LibApps) in combination to gain greater insights into user behaviour. The museum libraries could potentially be included in the research projects.

Aspect 9: Marketing Library Services

This workshop was one of the most interesting ones for me during the year, as it was aimed at library staff looking to acquire additional skills and knowledge in the use of social media and marketing. The workshop explores the value of using social media and marketing to encourage engagement and interaction with the library.

The City Library staff talked about their initiative and creative ideas to engage with their target audience, mainly students of City, University of London.

I reported these initiatives to my team in the Science Museum Library, where we can implement their use on the Museum twitter page to show and promote our special collection with visual images and planning tweets in advance by the digital team.

For example using Tweets to show or promote new acquisitions, event hosted in library spaces, and connections with other libraries and Museum collections.

From the speakers, I got an overview of the potential outcomes of a marketing campaign that includes the visibility of the library space, the awareness of the variety of collections and setting the target audience.

Aspect 10: Building a Community of Librarians

This workshop showed the genesis of a series on library groups' initiatives, such as #UKLibchat, the aim of which was to connect with other librarians creating community experts to share experiences between the sector. It was also a good opportunity for networking and discuss different topics. One that came out on the day is that although the physical library space is still popular there is intense competition within the digital space. Academic libraries should be able to maximise access to digital and print content and services to show the USP of the library in an increasingly embedded world.

Using Standards and Guidelines to inform Support for Systematic Reviews

In my current role, I am not working in a university library, as the Science Museum is a research reference library. However, like self-development, I thought it was interesting to explore and be informed on the systematic review role as I am often working with academics. The workshop showed me the importance of following standards and guidelines when supporting people researching materials. I had the opportunity to know some of the most used guidelines such as PRISMA, looking into the entire process of it. With colleagues from a variety of academic institutions, we discussed the efficiency of the standards and guidelines, brainstorming the importance of being reproducible and comprehensive. I find particularly interesting the way institutions support their students with literature reviews. I share my point of working on communication strategies with library users, and providing students with useful guidelines adapted to their research level.

To conclude, this award supported my professional career by enabling me to develop essential librarianship skills and helped me to network with fellow librarians. These learning experiences have also increased my interest in research library roles and user needs.

Silvia De Vecchi
Library, Archive and Research Center Administrator
Science Museum in London

The M25 award I received in February 2019 could not have arrived at a more propitious moment in my professional development. Back then, I was transitioning from a traineeship placed in a post-grad, subject-focused research institute, to an assistant position in the research support department of a university library.

I was about to step into the unfamiliar realm of *Open Research* and institutional repositories, and to be exposed to a much more varied customer base. I was hungry for training opportunities and was very happy to find them so promptly.

The most useful insights into the world of library services targeting undergraduate students came from the *TG1 event*: **Marketing Library Services**. It focussed on the marketing strategies ingeniously developed by the CityLibrary staff and orchestrated around the CityLibrary News' multifarious social media platform.

The need to enhance the library's impact across its range of services, has led CityLibrary to devise a variety of colourful and playful ways to engage with their students, with the aim of supporting them beyond the library walls. Thematically tuned to the students' calendar, CityLibrary's campaigns have been promoting the students' well-being across the full spectrum of their activities, presenting it as a main concern of the library itself. Gadgets and games are used to bridge between staff and students and create powerful links which, we were told, are strengthened by continuous Social Media activities.

Claire Packham, Monika Koziel and Martina Xenia Baldi gave us very interesting tips as to how to find effective ways to budget SM and marketing campaigns, often relying on scant resources. Particularly revealing was hearing about the differences between various SM platforms and how marketing campaigns must choose their platform depending on the audience they target. Different SM tend to have very different effect and impact depending on the kind of audience they address. This led me to think that perhaps SM is not always the most appropriate and successful tool to market all kinds of library services.

Diving into SM analytics was a vertiginous experience, which strengthened my impression that it is basically impossible to devise a standard tool to univocally measure a campaign's impact – *let alone to define what impact is.*

Impact and *access* are precisely the leading keywords that currently define the library services supporting Scholarly Communications and Digital Curation – and I really wanted to know more about them.

The *TG2 Event:* **Copyright for Repository Administrators: Open Access, Theses and GDPR** presented me with the full range of issues typically challenging professionals involved with institutional repositories which, to promote Open Research, are regulated by an OA mandate. To pick just the most topical issues: *how to advocate, achieve and maintain a good OA practice across all stages and subjects of research; how to promote and assess copyright literacy to maintain low risk of infringement within an OA publishing landscape; how to sustain GDPR compliance within digital and open environments* (Zoe Walker-Fagg, CAM, delivered an impressive contribution on this subject)*; how to achieve and enhance data discoverability and retrieval across repositories and a variety of digital media.*

The choice to focus on PhD theses by no means reduced the range of problems discussed. In fact, all speakers took great care in presenting the management of electronic theses as an extremely interesting and topical area of OA repository administration. Also, a challenging area in which *Open Research* can be supported with great effect, for example by implementing CC BY licenses at institutional level *and* from the earliest stage of the research career (Stephen Grace, LSBU); by promoting digital preservation and curation in PhD researches in accordance with current RDM practices (Dominic Walker, LSHTM); by integrating the national theses OA database EThOS into a shared research repository for large scale heritage preservation (Sara Gould, BL).

Even though the speakers made it clear that there is never one model that fits all (much, obviously, depending on the nature and the size of the institutions, the kind of repository, the scope of the OA mandate), it also became apparent that the way to achieve lawful and research-driven OA practice is precisely to share, compare and discuss local projects and methods.

When it comes to promoting *access* within a digital environment, non-academic institutions and Independent Research Organisations seem eager to follow the lead of Scholarly Comms and RDM, whose research management practices across all the stages of the research lifecycle play an exemplary role in regards to digital preservation, digital access and institutional impact.

During the *TG1 Event*: **The GLAM sector: what can we learn from Galleries, Libraries, Archives and Museums,** we were told that a pilot project such as the British Library's Open Access Shared Repository Service looked more at the academic research support model than at the GLAM sector directly, even though most of the partnering institutions are, in fact, GLAM (Jenny Basford, British Library).

However, when it comes to public engagement and how to achieve a wider institutional *impact*, GLAM still clearly has a lot to offer. By promoting and curating Special Collections events synced to the TATE Modern general calendar, the TATE Library and the Archive opened their doors to the public and saw an increase of about 95 per cent in their public engagement (Maxine Miller, Jane Bramwell, Panchayat Special Collection-WOCI, TATE Modern). To bring the archive "out to the people", the National Archives celebrated the centenary of the women's suffrage movement by offering the public a series of events curated as immersive experiences, often bordering historical re-enactment. The audience response was so positive and so performative in quality that questions immediately rose as to how to make and preserve a record of the celebrative event (Katie Fox, Ina Prugel, NA)!

Perhaps the kind of impact targeted and measured in *Open Research* is qualitatively different from the impact pursued in the GLAM sector. However, the event showed that a certain mingling between the two models can be very successful.

Manuela Pallotto Strickland
Library Assistant – Research Support
King's College London

Kafala, Library Assistant (Collections), Albert Sloman Library, University of Essex, attended the Knowledge Exchange Week (Digitisation Strand), held 10-14 June 2019, at the University of Edinburgh Library and University Collections.

As soon as I read about the Knowledge Exchange Week organised by the Library and University Collections team in Edinburgh, I knew I had to apply: hands-on learning about so many aspects of digitisation direct from specialists in digital imaging, including conservation, scanning equipment and techniques, 3D modelling, mass digitisation, strategy and scholarship. Having studied for my first degree in Psychology (projects in visual cognition and face recognition) in the East Neuk, I was keen to renew my acquaintance with the city I used to stowaway on Art History trips to, but this time to explore the unique collections held in Edinburgh's varied libraries, archives and museums. The opportunity to share knowledge and ideas about digitisation with delegates from across Europe and the Middle East was an added dimension; given the timing, we managed quite well *not* to discuss Brexit.

A view across the Meadows

Currently studying again, part-time, for a postgraduate qualification in Library and Information Studies at UCL, I had chosen the Introduction to Digitisation optional module taught by Professor Melissa Terras (whom I met again in Edinburgh, now Professor of Digital Cultural Heritage, amongst her other roles), alongside the Cataloguing and Classification 2 module taught by Anne Welsh, and I also undertook a Case Study based on my placement at the V&A National Art Library with Nate Evuarherhe. I was inspired by these mentors to identify CPD that would allow me to explore how digitisation can be used in libraries to aid research and teaching, and what impact on scholarship and outreach this might have. I was looking to increase my practical skills in order to help develop broader access to the collections held at Essex, both through developments in digitisation for the reading lists project led by Hannah Groom, and across special collections, where a new curator, Sarah Demelo, has been recently appointed to work on the ESCALA and University art collections alongside Nigel Cochrane, Assistant Director – Academic and Research Services.

Edinburgh's co-location of their Digital Imaging Unit, Conservation Studios, and Treasures Room alongside Collections and Stores, enables teaching and research through object-based learning and subject-specific courses (led by library professionals with curatorial and archival practice) to be accessible to all students and staff. Public engagement at Edinburgh is also encouraged through a new exhibition space experimenting with eclectic but relevant themes – significant footfall showed that this was well visited, although this might be easier to implement in a city centre location than in a semi-rural campus like Essex. Working collaboratively with institutions and companies in the local community was demonstrated through tours of St Cecilia's Hall Concert Room and Music Museum – a cornucopia of historical musical instruments – led by Jenny Nex (Curator, Musical Instrument Collection) and of the Signet Library in Parliament Square – thanks to James Hamilton (Research Principal, The WS Society).

The sharing nature of the whole Knowledge Exchange Week was exceptional, with the Edinburgh team keen to learn from their visitors' diverse experiences and perspectives as well; the Bibliotecha Alexandrina has encompassed mass digitisation on an impressive scale, and the University of Alicante is reconstructing local history through original radio and sound material. The Library Services team at Essex is increasing awareness of the diversity of its collections, utilising in-house digitisation, subject-specific research sessions with a research support and Open Access programme, supplemented by talks, tours and displays. Under guidance from Emma Wisher, Assistant Director User Engagement, I set up a series of spoken word events entitled "Words with…" in conjunction with the Lakeside Theatre (based in the Library building), and assisted the Arts Education team with schools' visits to the library. I would like to continue building connections with academics, departments and Essex's Centre for Curatorial Studies and Art Exchange, as well as with external researchers and the local community.
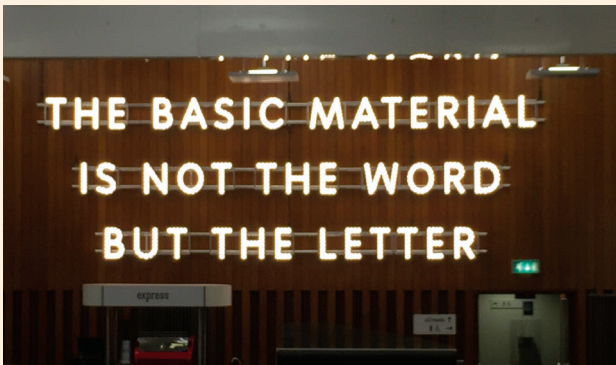

The National Records of Scotland

With the creation of three programmes for the Knowledge Exchange Week this year – Digitisation, Archives, and General Library – the competition for places had increased, so I was very appreciative of the opportunity to attend this event, both in being selected by Edinburgh and supported by bursaries such as this M25 Staff Development Award. THANK YOU to the KEW2019 Library and University Collections team: Rachel Hosker (Archives Manager and Deputy Head of Special Collections), Sandi Lin (Administrative Assistant), Susan Pettigrew (Senior Photographer), Norman Rodger (Projects Development Manager), and Fiona Wright (Scholarly Communications Assistant) and all the staff and fellow participants: it was a very useful and interesting CPD – the tours were all fascinating and I am so inspired and motivated by this week of digitisation learning and cultural sharing. Thenk ye! Merci! Dziękuję Ci! Gracias! Grazzi! Tänan! Efcharisto! Спасибо! Grazie! Hvala! Gràcies! Tack! Danke schön! Xièxie 謝謝 Shukran! اركش

Sarah Kafala
Library Assistant (Collections)
University of Essex

St Cecilia's Hall Music Museum

Edinburgh's Emily Hick (Special Collections Conservator) led an introductory conservation workshop demonstrating simple techniques, materials and tools to improve and maintain the condition of library collections. These could be easily followed in-house and I am sure some of the collections at ASL/Essex would benefit from these low-cost techniques.

The practical workshops in digitisation led by photographers Susan Pettigrew with Malcolm Brown covered the breadth of digital photographic imaging, from making gifs for social media to photographing The Mahabharata and 3D modelling of large format sculptures, and included Mike Boyd's 3D technology taster in the fabulous uCreate makerspace. These were all carefully planned and executed, offering opportunities to try a variety of equipment and software and discuss benefits and pitfalls with highly skilled professionals.

I am delighted to be able to put some of these digitisation skills into action now, using new equipment purchased by Essex eg, a Bookeye scanner for regular digitisation of chapters and articles on reading lists, including the ability to make these accessible via OCR technology. I also hope to be able to be involved in possible digitisation projects within the very varied special collections held by the Albert Sloman Library and the Library-managed ESCALA and University art collections, in order to increase awareness and discovery of these somewhat hidden collections, creating wider engagement, locally and online, as well as enabling greater teaching and outreach using the collections on campus.

Nathan Coley's art installation in the library

Register Building of the National Archives of Scotland, Circular Record Hall

List of Member Institutions

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