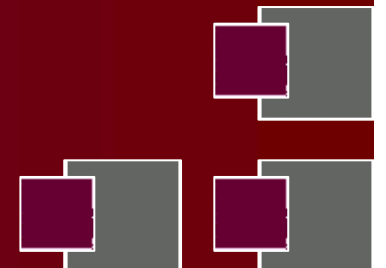




# Best practice examples: focus on public good

Jean Sykes

Librarian and Director of IT Services, LSE





# Collaboration – why do it?

- Common interests, problems, and strategic issues
- Professional need to:
  - avoid isolation
  - share/exchange expertise
  - avoid reinventing wheels
- Prove vfm and cost-effectiveness



# Collaboration – public value?

- A more clued-up community through:
  - collaborative staff development
  - seminars and workshops
  - email lists and FAQ web pages
  - partnerships, educational and commercial
  - mutual support mechanisms



# Examples from library services

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- M25 Consortium of Academic Libraries
- Established in 1993
- Wholly self-funding via subscription
- Now employs 3 people
- Offers valuable services and products
- Now has 52 members



# M25 Consortium and LMN

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- Training and staff development events
- Upcoming M25 events: legal research skills, new manager skills, coping at the counter, coaching skills, disability law update, acting on user feedback
- Recent LMN events: disaster recovery, developing an effective helpdesk, dealing with network abuse



# M25 Consortium and LMN

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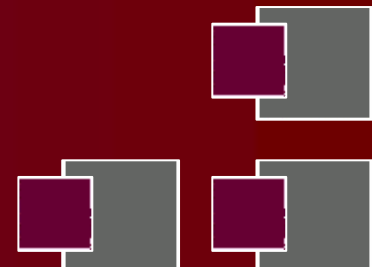
- Both welcome institutions from the wider community, eg in M25:
- British Museum, Imperial War Museum, National Art Library, Natural History Museum, Royal Botanic Gardens, Royal College of Art, Royal College of Nursing, Royal Society of Chemistry, Wellcome Library



# M25 Consortium and LMN

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- As a collaborative community, you can tell a big story/sell a powerful brand:
- M25's Top 10 facts include:
  - 1 million users, over 20% of whom are from outside HE
  - 25 million volumes
  - 21 million books borrowed p.a.

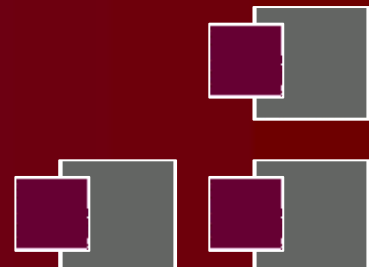




# Continued

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- 25 million visits made p.a.
- 45,000 study spaces, 25% with PC workstations
- £35 million spent each year on information resources
- 80,000 enquiries answered each week during term





# M25 Consortium

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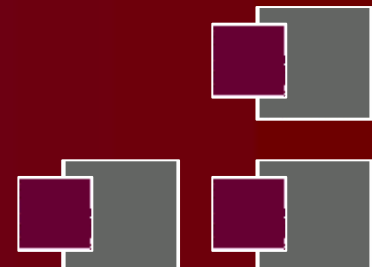
- M25 library access schemes: for academics, for students
- M25 resources: AIM25 (archives HE), MASC25 (special collections)
- InforM25: virtual union catalogue – find which of the 150 site libraries in the M25 have books you want:  
<http://www.m25lib.ac.uk> and click on Find a Library, Visit a Library, or Search Catalogues



# M25 Consortium

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- Disaster management website:
- Models and templates for libraries to use/adapt for their own disaster control plans
- Mutual support agreement – extra access to M25 libraries for students, using Find a Library to direct them to the most appropriate alternative libraries





# M25 Consortium and LMN

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- The network is the people
- Both organisations are dynamic
- Collaboration helps everyone – we can't do everything ourselves
- There's plenty of scope for further products and services to be developed for the common good

