

[Sykes, Jean](#)

Best practice examples: focus on public good

Keynote Item

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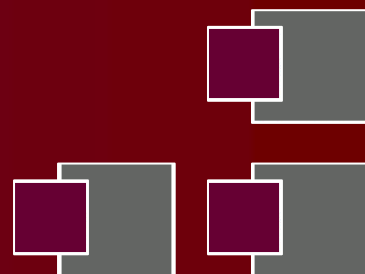
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Best practice examples: focus on public good

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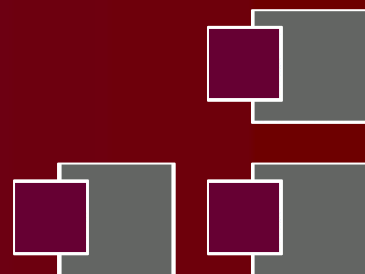
Collaboration – why do it?

- 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?

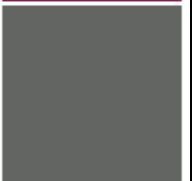
- A more clued-up community through:
- collaborative staff development
- seminars and workshops
- email lists and FAQ web pages
- partnerships, educational and commercial
- mutual support mechanisms





Examples from library services

- 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



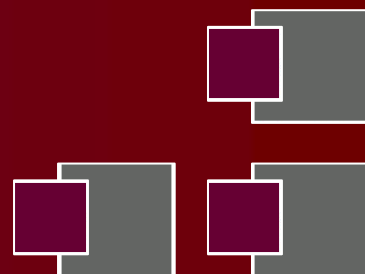
M25 Consortium and LMN

- 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

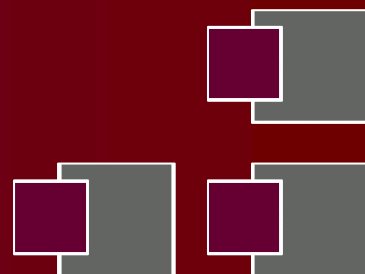
- Both welcome institutions from the wider community, eg in M25:
- British Museum, Imperial War Museum, National Art Library, Natural History Museum, Royal Botanic Gardens, Royal College of Art, Royal College of Nursing, Royal Society of Chemistry, Wellcome Library

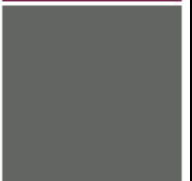




M25 Consortium and LMN

- 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

- 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

- 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

- 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

- 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