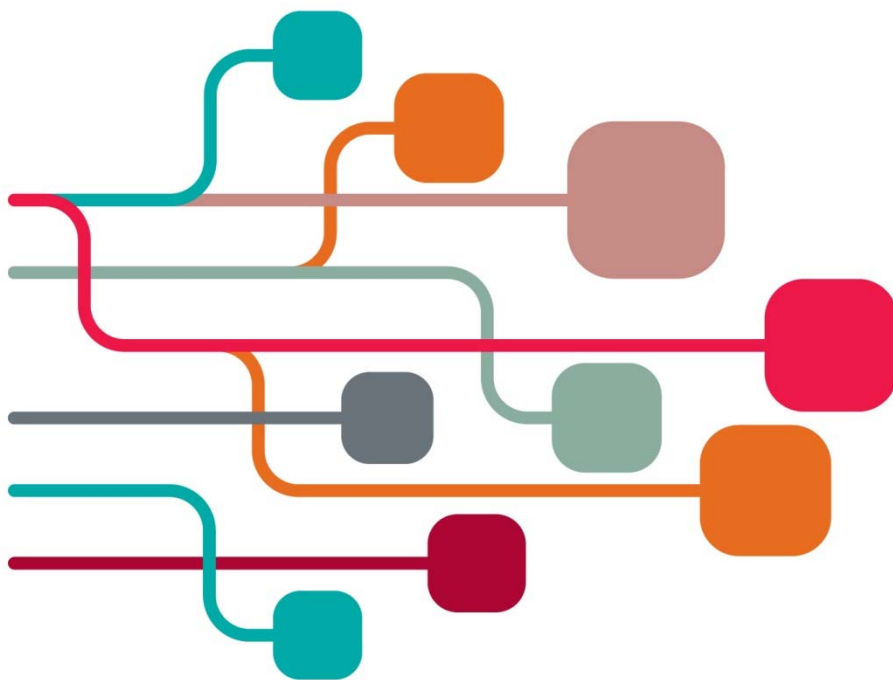


26 November 2019

SCONUL Library Design Awards



Leeds Royal Armouries Museum
Armouries Drive, Leeds LS10 1LT

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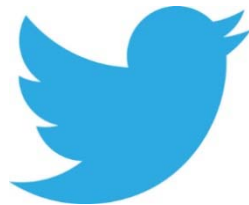
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Wifi information

Wifi is available within the Royal Armouries Museum for all SCONUL delegates. To connect to the internet please follow the steps below:

- open your web browser on your device. You should be automatically directed to the login webpage
- enter your e-mail address or sign in via Facebook.



#librarydesign19

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- Assist users with the use of copiers and printers and restock paper trays
- Reporting faults
- Keeping the Library space in good order through regular tidying, clearing rubbish, shelving and filing
- Gather and record basic statistics such as head counts

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Event programme

10:20	<i>Registration, coffee and design showcase</i>
11:00	Welcome from Pete Ryan, Chair of SCONUL and Leo Appleton, Chair of the SCONUL Library Design Awards Panel
11:05	Keynote address: Smart campus, smarter library Professor Nick Petford, Vice Chancellor and CEO, University of Northampton
11:55	Presentations from the shortlisted libraries under 2,000 square meters <ul style="list-style-type: none"> • Albert Sloman Library, University of Essex Cathy Walsh, Director of Library Services and University Librarian and Emma Wisher, Assistant Director for User Engagement, University of Essex • RCSI Library, Royal College of Surgeons in Ireland Kate Kelly, Director of Library Services, Royal College of Surgeons Ireland and Peter McGovern, Director, Henry J Lyons Architects • Great Ormond Street Institute of Child Health Library, University College London Ben Meunier, Director of Operations, UCL Library Services and Grazia Manzotti, Library Manager, Great Ormond Street Institute of Child Health Library, University College London
12:30	Announcement of winner
12:35	<i>Lunch, design showcase and sponsors</i>
13:50	Keynote address: An ode to participation – citizen involvement in Helsinki Central Library Oodi Laura Norris, Service Manager, Oodi Helsinki Central Library
14:30	<i>Coffee break and design showcase</i>
15:00	Presentations from the shortlisted libraries over 2,000 square meters <ul style="list-style-type: none"> • University of Birmingham Library, University of Birmingham Diane Job, Director of Library Services and Steve Ashton, Senior Project Manager Estates Department, University of Birmingham and Warren Jukes, Associated Architects • Templeman Library, University of Kent John Sotillo, Director of Information Services and Julia Crompton, Quality and Marketing Manager, University of Kent and Louise Boddie, Associate, Penoyre & Prasad • Laidlaw Library, University of Leeds Stella Butler, University Librarian and Michael Fake, Head of Learning and Customer Services, University of Leeds • University of Roehampton Library, University of Roehampton Susan Scorey, University Librarian and Deputy Chief Operating Officer and Hugo Marrack, Partner, Feilden Clegg Bradley Studios
15:45	Announcement of winner
15:50	Closing remarks from the Chair of SCONUL
15:55	Close and departure

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Venue information

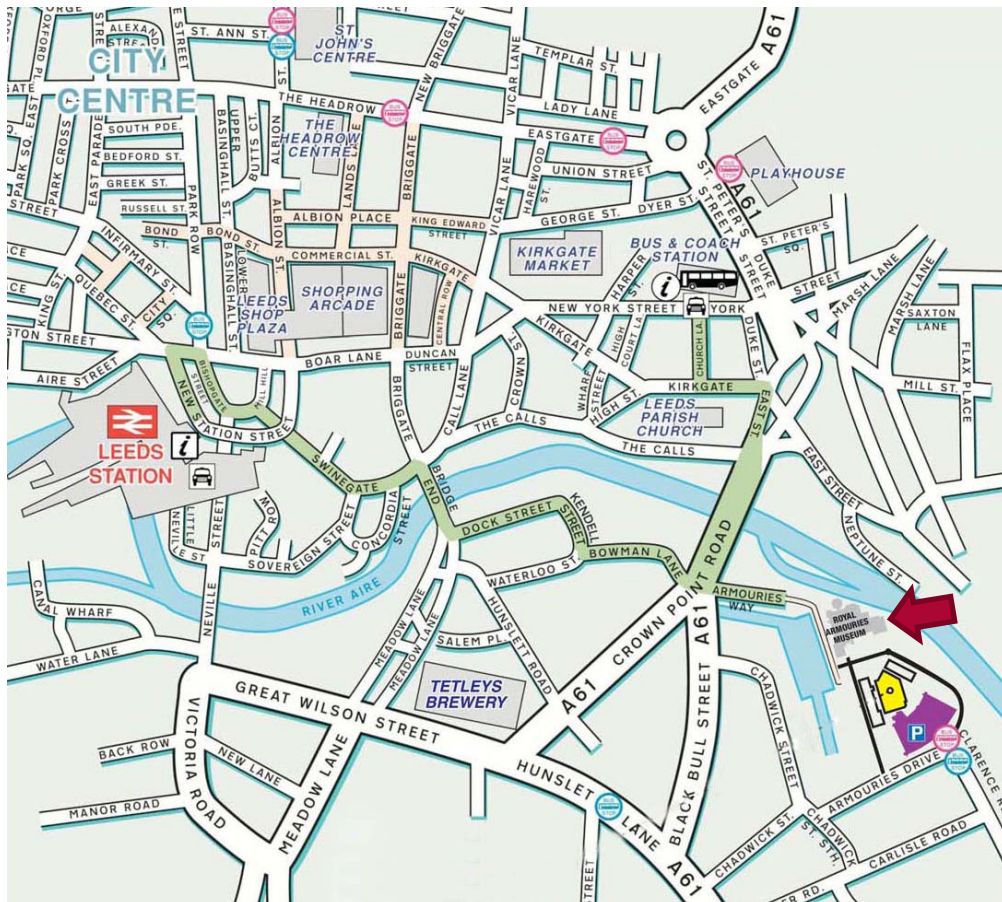
The SCONUL Library Design Awards will take place in the Wellington Suite and Bury Theatre at the Leeds Royal Armouries Museum. The museum is located in a modern building, a short distance from Leeds City centre, at the rejuvenated Leeds Docks, a technology, media and creative industry hub. Access is via the main gate entrance and signage will guide delegates to the SCONUL registration desk.

On arrival, coffee will be served in the Wellington Suite on the first floor. The Design Awards ceremony will be held in the Bury Theatre on the ground floor.

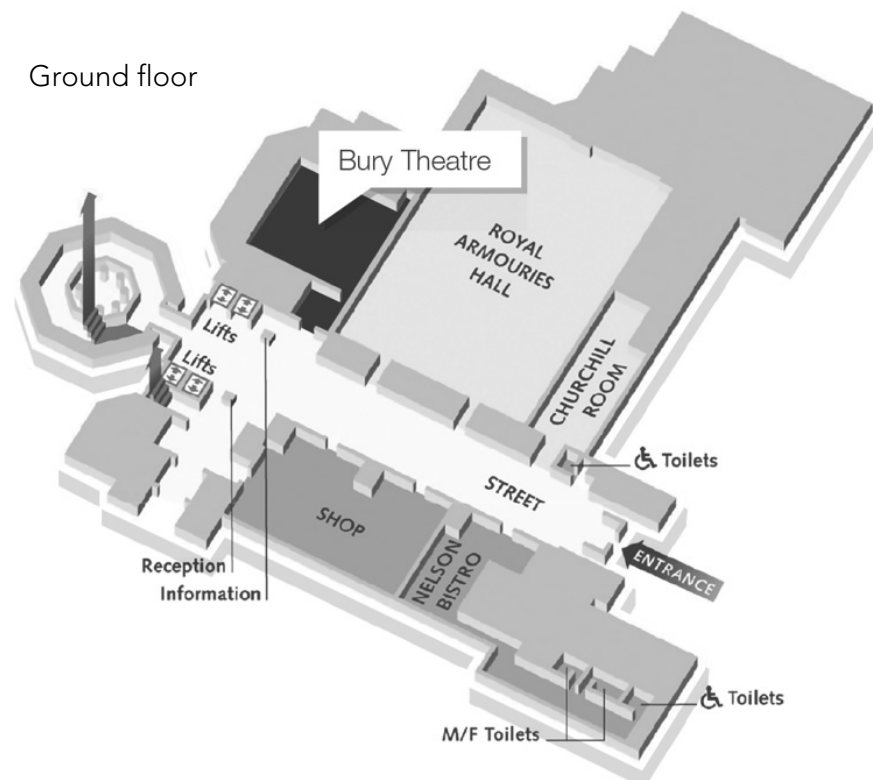
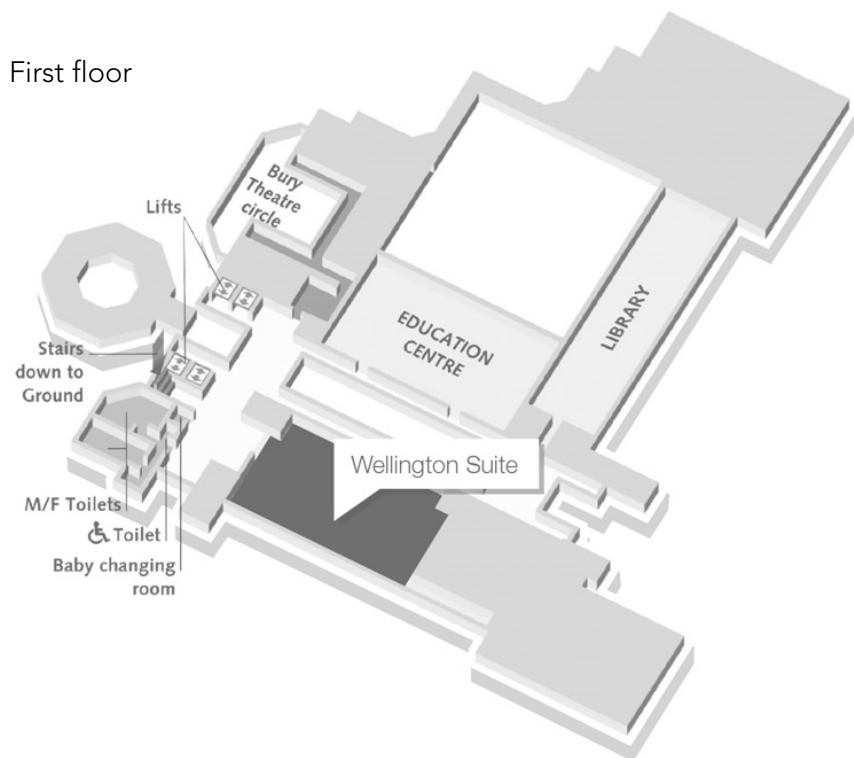
Getting to the Leeds Royal Armouries Museum, Leeds

Leeds Royal Armouries Museum
 Armouries Drive
 Leeds
 LS10 1LT

<https://royalarmouries.org/venue/royal-armouries-museum/>



Map of the conference centre

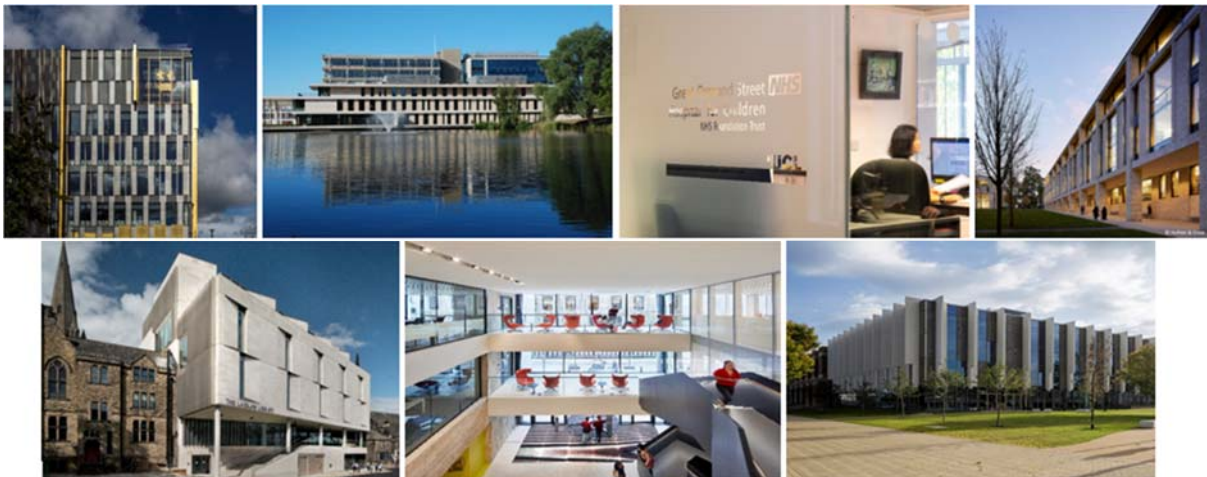



Design showcase

The design showcase is taking place in the Wellington Suite on Upper Level 1 and has a number of elements:

- **Photo exhibition** of the winning libraries
- **Exhibition stands** from library design suppliers

The design showcase provides you with an opportunity to explore with representatives from the short-listed libraries the rationale behind their building design, how they have worked with stakeholders to make it a reality and the impact it has had on customers, staff and their insitution. Plus you will be able to explore the services offered by the events' sponsors.



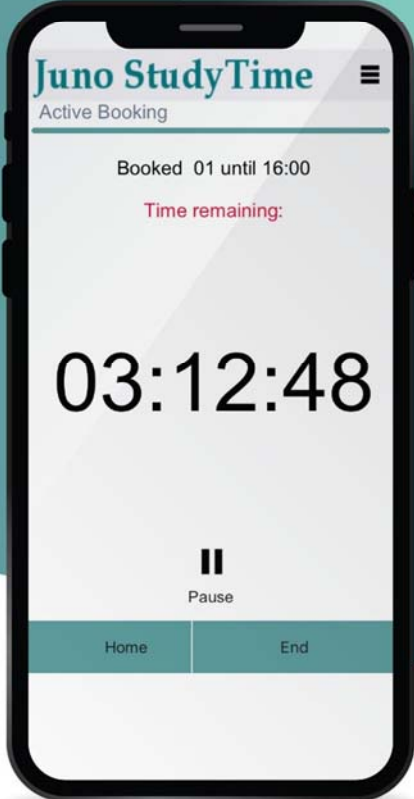


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- Bookings can be easily cancelled if no longer required.

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Speaker biographies in order of appearance



Pete Ryan

Director of Library and Learning Resources, Canterbury Christ Church University and Chair of SCONUL

Pete has over 30 years of experience in libraries within the public and HE sectors. As Director of Library and Learning Resources at Canterbury Christ Church University he is a champion of the student experience, learning innovation and the research endeavour, and is committed to the student and researcher voice in service development. Working in a competitive environment with financial challenges, the pursuit of efficiency and effectiveness are also critical

to his role. Through Pete's contribution to the planning, development and implementation of Augustine House Library and Student Services Centre he has led Library and Learning Resources through a period of significant change and has contributed to the development of university learning services, including a partnership with the universities of Kent and Greenwich at the Medway campus. Pete is jointly leading the development of a medical school library in partnership with colleagues from the University of Kent.

Whilst working in public libraries he was an active committee member of the Public Libraries Group of CILIP, specifically in the role of Treasurer. Pete has been actively involved in regional library developments and was a member of the M25 steering group, during which time he chaired the Marketing & Communications Sub-Group, with responsibility for co-ordinating the production of the consortium's Annual Report. In 2016 Pete joined the Executive Board of SCONUL, and in 2018 he became SCONUL Chair.



Leo Appleton

Director of Library Services, Goldsmiths University of London and Chair of the SCONUL Library Design Awards Panel

Leo is the Director of Library Services at Goldsmiths, University of London and chaired the panel for the 2019 SCONUL Library Design Awards. He has been a member of both the SCONUL Transformation Group and the SCONUL Performance Measurement and Quality Group in recent years and is also active in a number of CILIP special interest groups. He is the editor of the New Review of Academic

Librarianship and also of the UKSG fortnightly eNews publication. Leo has published and presented widely on a number of library and information related themes, including: library technology, library design and space planning, student experience, performance measurement and quality assurance. Leo is also an active library and information science researcher and is currently undertaking doctoral research into the role of public libraries in the information society.



Professor Nick Petford

Vice-Chancellor and CEO, University of Northampton

Professor Nick Petford is Vice Chancellor and CEO of the University of Northampton. Nick is a former Royal Society University Research Fellow and Fellow of Churchill College, Cambridge. A geologist by training, with a DSc from the University of Liverpool, Nick has worked in industry and on academic and commercial research projects throughout the world. He has held visiting research appointments at the Universities of Michigan and Vermont and at NASA and is currently visiting professor at Macquarie University, Australia. He is a graduate of Harvard Business School.



Cathy Walsh

Director of Library Services and University Librarian,
University of Essex

Cathy joined the University of Essex as Director of Library Services and University Librarian in 2015. Since then she has led a programme of transformational change, remodelling library spaces and developing services to create a welcoming environment with students at the heart. Cathy was Director of Library and Learning Services at the University of East London between 2012 and 2015, where she was involved in the design of a brand new library at the University's Stratford Campus which opened in 2013. Prior to that she was Associate Director at UEL, having previously worked in senior management roles at London Metropolitan University, the LSE and Edge Hill University. Cathy has served as a member of the M25 Consortium's Steering Group and is a Senior Fellow of the Higher Education Academy.



Emma Wisher

Assistant Director for User Engagement, University of Essex

Having joined University of Essex Library Services in 2000 as a Subject Librarian, Emma became the first (and only) Student Engagement & Learning Support Manager in 2016. She was promoted to another newly created role of Assistant Director User Engagement in 2018, and has responsibility for frontline library services at the three campuses of the University in Colchester, Loughton and Southend. She is a Senior Fellow of the Higher Education Academy and her special areas of interest are: the library as learning community; working in partnership with students; embedding digital literacy in the curriculum and collaborating with other

student facing teams across the institution. She lives in Colchester with her husband and their two children, aged seven and three.



Kate Kelly

Director of Library Services, Royal College of Surgeons in Ireland

Kate Kelly is Director of Library Services at the Royal College of Surgeons in Ireland (RCSI) and has spent most of her career in health science libraries. She has worked variously in rehab, hospital and academic health science settings in the USA and Ireland and also as a consultant for government and public service agencies in Ireland. Prior to a career in libraries she worked with emigrants and homeless agencies in the non-profit sector. She is a fellow of the Library Association of Ireland (LAI), Chair of the LAI Professional Standards

Committee; a member of the An Leabharlann editorial board, Co-Chair of the EAHIL Training and Education Special Interest Group; a distinguished member of the US Academy of Health Information Professionals (AHIP) and a member of the Medical Library Association Librarians without Borders Committee. She also serves on the Library and Archives Committee of the Royal Dublin Society and is a former Chair of CONUL, the Irish Consortium of National and University Libraries.



Peter McGovern

Director, Henry J Lyons Architects

Peter is a director at Henry J Lyons where he has practiced since his graduation from the Dublin Institute of Technology in 1996 with First Class Honours and the DIT Gold Medal for Academic Excellence.

Peter passionately believes that architecture shapes our behaviour as human beings. Central to this ethos lies the belief that each building project is ultimately a manifestation and expression of the people, institutions and the community that it serves. Peter is committed to creating an architecture which is informed by its context, is functional

and practical, imaginative and innovative, resulting in unique and bespoke solutions to each problem addressed.

He has successfully delivered a wide range of buildings with highly complex briefs the most notable of which are the new Central Bank of Ireland Headquarters on North Wall Quay and the Criminal Courts of Justice at Parkgate Street, Dublin.



Grazia Manzotti

Library Manager, Great Ormond Street Institute of Child Health Library, University College London

Grazia is an experienced medical information professional who has worked in medical information for over 10 years. She did her first degree in Modern Languages and Literature at the University of Milan and then moved to the UK where she did the MSc in Information Science at UCL in 2005. She has a special interest in Open Access and assists academics with the UCL Research Publications Database (RPS) and REF requirements. She also assists staff and students with

searching the Biomedical Literature Databases and with reference management software such as Endnote.

She has presented at various conferences and has also been awarded the Sally Hernando Innovation Award by NHS Library and Knowledge Services.

Grazia is Library Manager at the UCL Great Ormond Street Institute of Child Health Library. The library provides information support and information skills training for staff and students at the Great Ormond Street Institute of Child Health (ICH) and staff of Great Ormond Street Hospital (GOSH).



Ben Meunier

Director of Operations, UCL Library Services, University College London

Ben Meunier is the Director of Operations at UCL Library Services, overseeing strategic estate developments, human resources and communications. He is a member of the LIBER Architecture Group. Ben is leading the development of library services in UCL East, a major UCL development on the Olympic Park to create a model for the university campus of the future. He has significant experience in architectural developments, including overseeing major building works in heavily-used Grade 1 and 2-listed historic buildings. Recent projects include

UCL's new Student Centre which opened in early 2019 with 1,000 study spaces.



Laura Norris

Service Manager, Helsinki Central Library Oodi

Laura Norris is a Service Manager at the Helsinki Central Library Oodi, which is the new public library in Helsinki.

She has been in the library business for over 15 years. She started out as a librarian, and then worked for several years in library web services, marketing and events. Before her current position, she worked as the Chief Librarian of Kallio Library – the third-busiest public library in Helsinki. Her passion is in leadership, now developing the Teal way of working together with the Oodi staff. Developing the future library together with customers as well as putting the strategy into action with the 54 staff members in Oodi is an inspiring adventure.



Diane Job

Director of Library Services, University of Birmingham

Diane moved to the University of Birmingham in 2009 to take up the post of Director of Library Services. Her portfolio includes responsibility for Library Services and Special Collection and recently her remit has been expanded to include other shared learning spaces on campus as well as development and management of all centrally managed teaching spaces.

Diane oversaw the development of the University's new Main Library which opened in autumn 2016 and is currently involved in the development of a teaching and learning building on an adjacent plot.

Phase 1 of The University of Birmingham's overseas campus in Dubai opened in Sept 2018 and Diane and her team are currently working towards the project for the full campus there.



Steve Ashton

Senior Project Manager Estates Department, University of Birmingham

Stephen Ashton is a Senior Project Manager in the Estates Department at the University of Birmingham. In this role he has successfully delivered a number of large capital projects including the new main library on the Edgbaston campus and the adjacent landscaped park – called the 'Green Heart'. After training as an architect, Stephen worked in private practice before joining the capital projects team at Telford & Wrekin Council. Whilst in Telford, he delivered projects to construct a number of new-build primary schools and helped run the Building

Schools for the Future programme which delivered a dozen new and refurbished secondary schools in the town. Outside work, Stephen is a lay preacher at his local Christadelphian church and enjoys hill walking with family and friends.



Warren Jukes

Director, Associated Architects

Warren is Director of Associated Architects, an award-winning practice based in the heart of Birmingham. Warren has led projects in the Higher Education sector for 23 years since graduating from the Birmingham School of Architecture in 1996.

He has successfully delivered library projects for the University of Birmingham, Royal Holloway University of London, and University of Wolverhampton. The David Wilson Library for University of Leicester, opened by HRH the Queen in 2010, won a RIBA Architecture and SCONUL Library Design Award later that year.

In 2016, Warren and his team completed the largest non-residential Passivhaus building in the UK, again at the University of Leicester. The George Davies Centre for Medicine combines a mixture of renewable technologies, sustainable design techniques and sensitive massing, providing a building that costs less than £3 m² per annum to run. The University of Birmingham Library aspires to this ultra-low energy standard, taking many of its principals into its design.

Warren's current design projects include a teaching & learning centre, a school of engineering, a molecular science laboratory and a university railway station.



John Sotillo

Director of Information Services, University of Kent

John has been Director of Information Services, University of Kent since 2005. He developed a converged library and IT Service with a focus on the transformation of services through partnership working and the exploitation of new technology. As former director and chair of GOETEC (2011–2017) and Director of the JISC Regional Support Centre for the South East (2005-2014), John helped promote and support the use of technology across the HE and FE sector.

He was instrumental in forming a ground-breaking library and IT partnership at the Universities at Medway in order to deliver shared services to a partnership of three universities and an FE college centred on the Drill Hall Library and is working closely with colleagues as Kent forms a new joint medical school with Canterbury Christ Church University and NHS partners. He looks forward to welcoming their first medical students in September 2020. John is committed to the vision that students, scholars and professional service staff are justly proud of exceptional library and IT services and systems at Kent. He has worked closely with his team to oversee the transformation of physical learning spaces including the Templeman Library and he continues, with his team, to strive for excellence.



Julia Crompton

Quality and Marketing Manager, University of Kent

Julia led on the Templeman Library's stakeholder engagement strategy including the library's branding, communications and wayfinding planning, as part of the extensive re-development project. An established marketer with over 25 years' experience in education, private and public sectors, she believes that a great user experience is achieved through collaboration, communication and service iteration.



Louise Boddie

Associate, Penoyre & Prasad

Louise is an Associate at Penoyre & Prasad. She is an innovative designer with extensive project architect experience in all aspects of the design process and has delivered a variety of large-scale projects across a diverse range of sectors.

Louise was the Project Architect on Templeman Library at the University of Kent, working on the project from inception to completion on site, in close collaboration with the University and end-users to deliver a design that exceeded their expectations. Louise is currently leading the team on a new project for the UCL's Institute of Education.



Stella Butler

University Librarian and Keeper of the Brotherton Collection, University of Leeds

Dr Stella Butler joined the University of Leeds in 2011 as University Librarian and Keeper of the Brotherton Collection. She is a member of the Executive Board of Sconul and chairs the Sconul Content Strategy Group. Stella chairs the panel for the Designation Scheme of Arts Council England which aims to identify and celebrate collections of outstanding significance held in museums, libraries and archives across England. She is a member of the Board of Research Libraries UK (RLUK), and was Chair of RLUK between 2013 and 2015. She chairs the Management Board of White Rose University Press. She is a Patron of the Pankhurst Trust, which secured 62 Nelson Street Manchester, the birthplace of the suffragette movement as a Women's Centre. Stella has published widely on the history of science and medicine and on library and heritage issues.



Michael Fake

Head of Learning and Customer Services, University of Leeds

Michael Fake joined the University of Leeds in 2016, where he has responsibility for a number of student-facing services, including the award-winning Skills@Library academic skills team, customer services teams, library buildings, and communication and engagement. Michael's interests include library design, enhancing the student experience, and improving methods of evaluation and decision-making in libraries.

Prior to working at Leeds, Michael was the White Rose Libraries Executive Manager, developing the institutional collaboration between the libraries of the Universities of Leeds, Sheffield, and York. In this role he oversaw the creation of the White Rose University Press, the UK's first jointly-run open access university press. He has worked in academic libraries throughout his career, including roles as liaison librarian, teaching support manager, and systems librarian.



Susan Scorey

University Librarian and Deputy Chief Operating Officer,
Roehampton University

Susan has been University Librarian at Roehampton University since July 2012 and Deputy Chief Information Officer since November 2017. Previous posts include Director of Knowledge at the University of Law for 14 years including developing the service from four to eight libraries and roles in academic and law firm libraries. During her law librarian career, she held a number of posts in the British and Irish Association of Law Libraries including President and more recently was Secretary of the M25 Consortium of Academic Libraries. She is a

SCONUL Mentor. Experience in developing new libraries and the £35m library for Roehampton has led to other building and refurbishment projects for the university.



Hugo Marrack

Partner, Feilden Clegg Bradley Studios

Hugo is a partner and group leader at Feilden Clegg Bradley Studios (FCBS), architects for the new library at University of Roehampton. During his sixteen years at FCBS he has become a specialist in both higher education and creative re-use projects (sometimes both at the same time). His work includes projects for the Universities of Bristol, Leeds, Staffordshire and London, and colleges in Oxford and Cambridge. His working group of architects includes student apprentices; he also teaches architecture at the University of Bath – all of which informs his interest in what students want from their buildings

and how these places of collective endeavour can inspire them. He is passionate about fulfilling this group of needs in terms of 'firmness, commodity and delight'. Above and beyond this, Hugo is equally fascinated in how a building can bring wider transformation and betterment to its institution in ways that may not have been predicted. He and his team are 'incredibly proud of the new library, our working relationship with its custodians, and the way that it has been embraced by the students at Roehampton'.

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- **Installation and refurbishments**
- **Manufacturing innovative solutions**
- **Design and manufacture of bespoke items**



Delegates

alphabetically by surname

Name	Job title	Organisation
Karen Abel	Subscriptions and E-Resources Coordinator	University of Leeds
Dave Allcock	Sales Director	FG Library
Johanna Archbold	Customer Service and Communications Coordinator	Royal College of Surgeons in Ireland
Stephen Ashton	Senior Project Manager, Estates Department	University of Birmingham
Susan Ashworth	Executive Director of Information Services	University of Glasgow
Martin Beeson	Head of Library Teaching & Learning Support	Queen Mary University of London
Laura Bewick	User Services Manager	Leeds Trinity University
Kirsten Black	Director of Student Journey	University of Sunderland
Louise Boddie	Associate	Penoyre & Prasad
Stella Butler	University Librarian & Keeper of the Brotherton Collection	University of Leeds
Jenny Campbell	Head of Business and Management Services	Newcastle University
Jeanette Castle	Library Services Manager	University of the West of Scotland
Kate Cheney	Head of Site Library Services	University College London
Jan Conway	Deputy Head of Libraries	Royal Horticultural Society
Catherine Cooke	College Librarian for Arts and Tourism	Technological University Dublin
John Cox	University Librarian	National University of Ireland Galway
Julia Crompton	Quality and Marketing Manager	University of Kent
Mary Dawson	Head of Library Learning & Teaching Support	Sheffield Hallam University
Rachel Dolan	Campus Library Manager	University of Sunderland
Tracey Douglas	Sales Support Administrator	Demco Interiors
Richard Ebdon	Business Development Manager	The British Library
Julia Eccleshare	Head of PLR Policy & Engagement	The British Library
Alan Elkes	Sales and Marketing Director	Telepen

SCONUL Library Design Awards 2019

Name	Job title	Organisation
Katherine Everest	Head of Library Services and Operations	Leeds Beckett University
Michael Fake	Head of Learning & Customer Services	University of Leeds
Debbie Heatlie	Librarian	University College London
Nicola Hurlle	Customer Services Team Manager	Leeds Beckett University
Susan Isaac	Information Services Manager	Royal College of Surgeons of England
Diane Job	Director of Library Services	University of Birmingham
Chris Johnson	Project Sales Manager	Demco Interiors
Liz Jolly	Chief Librarian	The British Library
Warren Jukes	Director	Associated Architects
Ken Kajoranta	Digitisation Studio Manager	University of Leeds
Allison Kavanagh	Head of Library Services	Technological University Dublin
Judith Keene	University Librarian	University of Worcester
Darren Kelly	Sales Director	Southerns Broadstock
Kate Kelly	Director RCSI Library Service	Royal College of Surgeons in Ireland
Philip Kent	Director of Library Services and University Librarian	University of Bristol
Kate Kluttz	Learning Spaces and Operations Manager	Leeds Beckett University
Annette Linton	Head of Library Content & Scholarly Communications	Swansea University
Alison Little	Associate Director, Learning Strategy & Student Engagement	University of Sheffield
Xiao Lu	Digitisation Assistant	University of Leeds
Grazia Manzotti	Librarian	UCL Great Ormond Street Institute of Child Health
Hugo Marrack	Partner	Feilden Clegg Bradley Studios
Katherine Marshall	Customer Services Manager	University of Westminster
Peter McGovern	Director	Henry J Lyons Architecture
Kathryn McGowan	Contract Director	Reassurance Security Services Ltd

Name	Job title	Organisation
Alex McPherson	Commercial Partnership Manager	BibliU
Benjamin Meunier	Director of Operations	University College London
David Morgan	Assistant Manager (Stock Management)	University of Leeds
Jenelle Negraeff	Team Administrator	SCONUL
Sarah Newbold	Assistant Director of Library Services (Students and Learning)	University of Bristol
SitMui Ng	SCONUL Co-ordinator	SCONUL
Lorraine Noel	Head of Customer Services	University of Huddersfield
Gobnait O'Riordan	Director, Library Information Services Division	University of Limerick
Richard Partridge	Library & Learning Spaces Manager	De Montfort University
Chris Powis	Head of Library and Learning Services	University of Northampton
Oliver Pritchard	Deputy Director of Student Journey	University of Sunderland
David Prosser	Executive Director	Research Libraries UK
Ann Rossiter	Executive Director	SCONUL
Pete Ryan	Director of Library and Learning Resources	Canterbury Christ Church University
Martin Scarrott	Director of Library Services	St Mary's University, Twickenham
Susan Scorey	University Librarian and Deputy Chief Information Officer	Roehampton University
Amina Shah	Assistant Director (User Services and Engagement)	University of St Andrews
David Sherwood	CEO	BibliU
Andrew Simpson	Associate Librarian	Royal College of Surgeons in Ireland
Kathryn Smith	Associate Librarian Library Services Delivery	Royal College of Surgeons in Ireland
Ursula Sorrell	Library Space Manager	King's College London
John Sotillo	Director of Information Services	University of Kent
Sue Storey	Associate Director Customer Services, Libraries	University of Nottingham

SCONUL Library Design Awards 2019

Name	Job title	Organisation
Ruth Stubbings	Deputy Director, Services	SCONUL
Caroline Thomas	Director Library and Learning Services	University of Surrey
Lynne Thompson	Customer Services Assistant Operations Manager	University of Leeds
Catherine Walsh	Director of Library Services and University Librarian	University of Essex
Sally Wilkinson	Head of Barrington Library	Cranfield University
Emma Wisher	Assistant Director User Engagement	University of Essex
Jed Woodhouse	Director of Information Services	University of the West of Scotland
Katy Woolfenden	Associate Director: Faculty and Student Partnerships	The University of Manchester
Barney Yabbacome	Sales Account Manager	Telepen
Paolo Zanelli	Customer Experience and Service Delivery Manager	Kingston University

The SCONUL Library Design Awards

About the Awards

There are many awards for buildings made by architecture and building organisations. The SCONUL award is distinctive in that it is made by a library body in recognition of newly-designed or refurbished spaces which function effectively, meeting the needs of users and library staff and the demanding requirements of a modern learning and research environment. The award identifies and celebrates examples of best practice completed between 1 January 2015 to 1 January 2018.

The awards have been made every three years since 1973 and recognise the best in the design of UK academic libraries. Previous award winners include The Hive, University of Worcester and Heritage Quay, University of Huddersfield.

The shortlisted libraries all stood out in a highly competitive field by demonstrating sophisticated responses to their institutions' strategic priorities. The winning libraries showed thoughtful concern for the needs of individual users, evidenced by the enthusiastic responses of students and academics talking about their experiences of using the new spaces. The continued success of the SCONUL Design Awards programme is just one indication of the continuing value and importance of world class and innovative academic library spaces and programmes for the continuing health of higher education institutions in the UK.

Judging was carried out by the SCONUL Design Awards Panel and was based on the following criteria:

Strategic alignment

- How does the development contribute to the strategy for the institution?
- How does it help to articulate the vision for development of the library service?

Design

- How have the stakeholders and users contributed to the development?
- How does the design meet the objectives of the development?
- How has the design enabled innovation, or the potential to enable innovation for the institution or the wider sector?

Transformation

- How has the design facilitated service redesign and innovation for the institution or the wider sector?
- How does the development support its stakeholders and users in achieving their objectives and those anticipated in the future?



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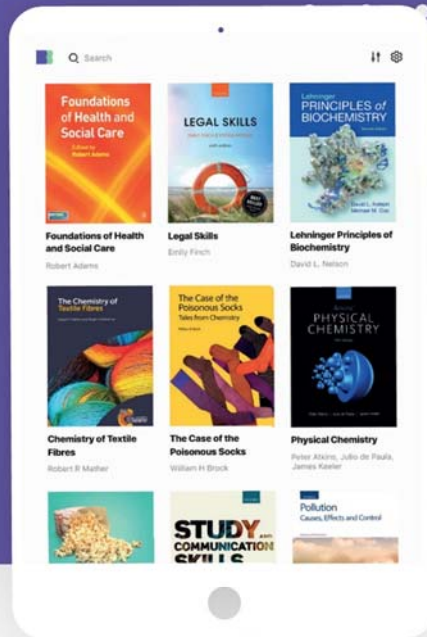


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The shortlisted libraries

SCONUL is pleased to announce that the shortlisted libraries of the 2019 awards are:

Development over 2000 sq. metres

- University of Birmingham Library, University of Birmingham
- Templeman Library, University of Kent
- Laidlaw Library, University of Leeds
- University of Roehampton Library, University of Roehampton

Development under 2000 sq. metres

- Albert Sloman Library, University of Essex
- Great Ormond Street Institute of Child Health Library, University College London
- RCSI Library, Royal College of Surgeons in Ireland

We would like to thank the SCONUL Design Awards Panel:

- Leo Appleton, Director of Library Services, Goldsmiths University of London
- Judith Keene, University Librarian, University of Worcester
- Phillip Kent, Director of Library Services and University Librarian, University of Bristol
- Annette Linton, Head of Library Content and Scholarly Communications, Swansea University
- Chris Powis, Head of Library & Learning Services, University of Northampton
- Martin Scarrott, Director of Library Services, St Mary's University Twickenham
- Sally Wilkinson, Head of Barrington Library, Cranfield University

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04 Jan 2019	29 Jan 2019	90	90	COMPLETED	PICKUP25536
04 Jan 2019	02 Jan 2019	90	90	COMPLETED	PICKUP25537
04 Jan 2019	06 Jan 2019	90	33	COMPLETED	PICKUP25538
04 Jan 2019	09 Jan 2019	90	0	SCHEDULED	PICKUP25539
03 Jan 2019	08 Jan 2019	90	90	COMPLETED	PICKUP25529
03 Jan 2019	11 Jan 2019	90	90	COMPLETED	PICKUP25530
03 Jan 2019	16 Jan 2019	90	90	COMPLETED	PICKUP25531
03 Jan 2019	18 Jan 2019	90	90	COMPLETED	PICKUP25532
03 Jan 2019	22 Jan 2019	90	90	SCHEDULED	PICKUP25533

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University of Birmingham Library, University of Birmingham

Transformation

The new library project offered a generational opportunity to deliver a paradigm shift in how library services could support the University's mission. The building is now seen as a high profile asset which supports numerous library and other activities e.g., University Council Meetings, local MP constituency surgeries, staff network groups etc. delivering on the University's core values based on its civic roots.

It's hard to over emphasise how the building has facilitated whole service transformation in line with library strategy as our focus moves from:

- physical to **virtual**
- undergraduate to **research**
- print to **digital**
- narrow to **broad**
- transactional to **value added**.



The building enabled us to deliver the change our community wanted; a place which:

- is welcoming, easy to navigate and offers friendly and helpful advice and has enhanced accessibility
- is bright, modern and light with a variety of spaces open 24/7 for 39 weeks per year
- supports the widest student experience and promotes learning at all levels
- supports research endeavour through collections and expert services
- and of course has excellent wifi connectivity.

The building delivers the highest levels of environmental sustainability. An advanced building management system controls lighting, heating and airflow based on prevailing conditions. It has an automated external blind system to prevent excessive heat gain or loss to maintain balance and minimise running costs. The exterior is dynamic rather than static, utilising innovative design, technology and materials for long term sustainability.

Space ambitions we delivered on include:

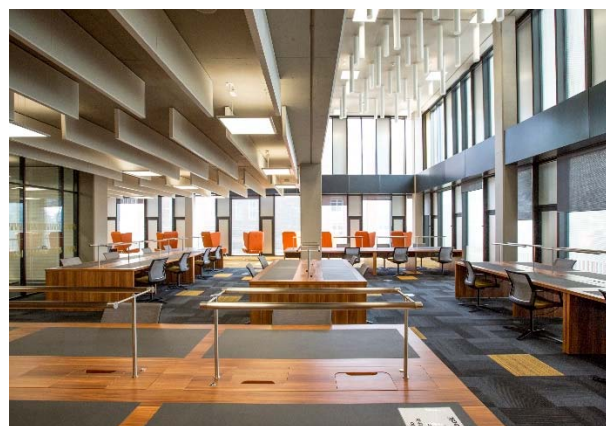
- power points at all study spaces
- flexible space e.g. enabling pop up furniture at peak times such as exam periods
- specific zones for adaptive technologies
- a dedicated, flexible space for our post graduate research community
- a lounge environment adjacent to a café, both outside the entry gates
- gender neutral toilets
- an IT “clinic”
- a search room adjacent to our Research Reserve
- multiple training spaces located in high profile locations which signal our focus on skills provision for teaching, learning and research
- a 50km mediated access Research Reserve housing the majority of our low use physical collections
- and most recently, the creation of a fully accessible changing room.

However, perhaps more importantly, the physical building has enabled previously unachievable service transformation. The building has both facilitated and required changes to many of our teams. Our teams now work in open plan environments with adjacencies to facilitate cross team working and collaboration.

To ensure innovation and continual service improvement is embedded in our culture, a Service Development team consisting of a number of customer relationship roles has been established. Working across Library Services, particularly with our Academic Engagement Team, their remit is

to proactively gather feedback using a variety of methods and tools and to engage across our stakeholder base. We continue to adapt our service offer and space as we and our users recognise opportunities the new building provides.

Our Customer Services team has transformed into a dedicated virtual and physical enquiry team. Their remit includes providing ready access to Research Reserve material via a rapid click and collect style model. Appreciating the importance of our heritage and legacy collections, a dedicated Collection Management team was configured. Improved discoverability and access to our print collections has benefited the research and academic community far beyond Birmingham. Additionally, we are now better placed to participate in national collection management initiatives.



We have taken advantage of technology, much of which facilitates self-service e.g. large scale deployment of RFID; automated return and sortation, loanable laptops, high quality book scanners; an online and in situ room booking solution that is now being deployed to other study spaces across campus; and a mapping tool linked to our discovery platform that allows users to locate and navigate themselves to materials held within the Library.

We have further developed services which capitalise on the expertise of our staff for the benefit of our users e.g. end user digitisation services which support accessibility to texts and availability of core reading in other platforms e.g. Canvas, ResourceLists. We have also introduced a new skills support offer that has been positively welcomed by students and the academic community.

We believe that the new building reflects the vision of our University founder, Joseph Chamberlain: a "great school of universal instruction"; in paraphrasing him, *'we have drawn from the legacy of past developments, in order to provide 21st century facilities for our staff, students and community'*. The development has been the catalyst for transformation.

John Dowd

Assistant Director Collection
Management and Development,
University of Birmingham

Diane Job

Director of Library Services,
University of Birmingham

Ian Keepins

Assistant Director (Library Customer
Support), University of Birmingham

Design and suppliers:

Architect: **Associated Architects**

(Multidisciplinary design team services)

1 Severn Street Place

The Mailbox

Birmingham B1 1SE

T: [0121 233 6600](tel:01212336600)

www.associated-architects.co.uk

Contact: Warren Jukes

w.jukes@associated-architects.co.uk

Main Construction: **Carillion**

(Full build and main contractor)

Library movers: **Harrow Green**

Unit 3 Bromford Central

Bromford Lane

Birmingham B8 2SE

T: 0121 326 0810

www.harrowgreen.com

Library shelving: **Ecospace**

Suite 11, Sheraton House

Castle Park

Cambridge CB3 0AX

T: 01869 278002

www.ecospace.co.uk

sales@ecospace.co.uk

Furniture supplier: **Broadstock**

Lyme Green Business Park

Brunel Road

Macclesfield

Cheshire SK11 0TA

www.southernsbroadstock.co.uk

Contact: Daniel Thomas

Daniel.Thomas@broadstock.co.uk

Counter suppliers: **A. Edmonds & Co Limited**

(Reception desk, café counter, etc.)

91 Constitution Hill

Birmingham B19 3JY

T: 0121 236 8351

www.edmonds.uk.com

enquiries@edmonds.uk.com

Partition supplier: Horbury Building Systems

(Internal partitions and wall linings)

South Grove House

Rotherham S60 2AF

www.horburygroup.com

T: 01709 515 044

enquiries@horburygroup.com

Flooring supplier: Burmatex Ltd

Victoria Mills

The Green, Ossett

West Yorkshire WF5 0AN

www.burmatex.co.uk

T: 01924 262 525

projects@burmatex.co.uk

Library System: Bibliotheca Ltd (originally 3M)

(Self service loan and return equipment, interlibrary loan self collection lockers)

Landmark House

Station Road

Cheadle Hulme

Stockport SK8 7BS

T: 0161 498 1140

www.bibliotheca.com

info-uk@bibliotheca.com

Library system: Telepen

(Turnstiles and room booking system)

Arden Grove

Harpenden

Hertfordshire AL5 4SL

T: 01582 769991

www.telepen.co.uk

Contact: Alan Elkes

support@telepen.co.uk

Library system: Lapsafe

(Self service laptop loan lockers)

Unit 3 Wakes Hall Business Centre

Wakes Colne

Colchester CO6 2DY

www.lapsafe.com

Contact: Jamie Crathern

jamie.crathern@lapsafe.com

Library System: Genus

(Book scanner facilities)

Hammond Close

Nuneaton

Warwickshire CV11 6RY

www.genusit.com

T: 024 7625 4955

info@genusit.com

Automated blind supplier: Schueco

(Façade including automated blinds)

Whitehall Avenue

Kingston

Milton Keynes MK10 0AL

www.schueco.com

T: 01908 282111

mkinfobox@schueco.com

Templeman Library, University of Kent



When RIBA president Lord William Holford master-planned the Canterbury campus for the University of Kent in the 1960s, the brutalist Templeman Library was one of its centrepieces. Over time, the building was adapted and expanded to meet the University's changing needs, but its limited circulation and narrow staircases couldn't keep up with a student body that had doubled in size by the 2000s. It was beginning to burst at the seams. The original building was designed for just 6,000 students but by 2010 there were 15,000 students on campus with the library supporting up to 9,000 visits per day and there was storage needed for over 800,000 books too. In August 2013 work began to extend, refurbish and refresh the iconic Templeman Library, overlooking the historic city of Canterbury.

The challenge was not only to improve the original structure while maintaining its strong presence, but to add new study space, a lecture theatre and seminar rooms (5,000 square metres), as well as making the whole building more suitable for contemporary ways of learning – incorporating study and teaching spaces, lecture theatre, books, reading room, special collections and archives space and a new café.

The vision was an intellectual centre at the heart of the research-led university, supporting a wide and growing range of learning and research needs, a sustainable and energy efficient building with improved accessibility, a digitally rich and wi-fi enabled environment with flexible, dynamic and comfortable study space.

The University ran a design competition and architects Penoyre & Prasad won with their innovative solution to improving the library.

Understanding and engaging with stakeholders

Before designing the building, it was imperative to know how stakeholders used, and wanted to use, the library. This was achieved both by observation and consultation.

A project board and a consultative group was set up with students, academics, staff and the Student Union which helped make decisions about the building, its services, fixtures and fittings and decided the best way to communicate the service changes. User panels, exhibitions, workshops, sneak peaks, virtual tours, presentations and online channels were all used to strong effect in keeping stakeholders informed during the four year project.

The project

The design proposals were based on a phased solution to ensure all library services could continue during the construction and refurbishment – all services and access to books were maintained during the work. Phase 1 saw the build of the extension begin, taking two years to complete. The centre of the

library was then closed for refurbishment, and services moved into the remainder of the building, in effect separating the library into two. Façades and windows were replaced across the older parts of the library, giving a modernised, harmonised appearance.

In August 2017 the centre opened with a brand new, light and welcoming entrance hall, widened staircases and new windows and the library was re-joined as one!

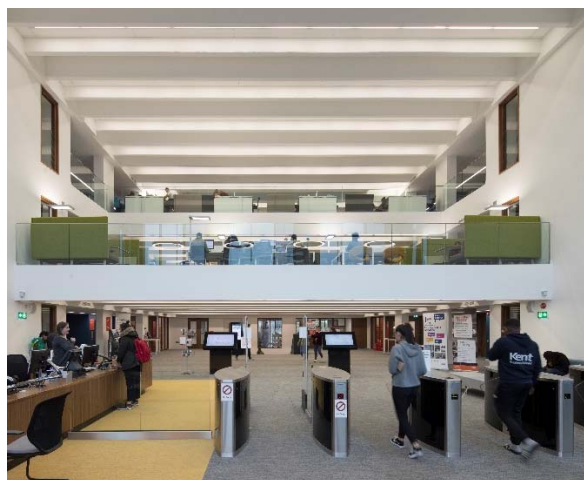
Making a difference

There are now over 400 more high quality, comfortable study spaces to choose from, bringing the total to over 1,600 seats.

Access to collections has improved by using lower height shelving and wider walkways.

Teaching space has been provided for the University by eight 24-seat seminar rooms and a 260-seat lecture theatre.

The University's unique and expanding special collections & archives are now stored in an environmentally and access-controlled space.



A large and bright Reading Room enhances both research and education opportunities for students, staff and visitors alike.

Library spaces showcase community events and support researchers and students to share their outputs.

A gallery area displays diverse exhibitions curated by students, academics and the public, including research outputs.

Satisfaction levels

Student satisfaction has been maintained during the building improvements: NSS scores have gone up from 86% overall satisfaction (2017/18) to 87% (2018/19). Book availability satisfaction increased by 2% from 83% to 85% over the same period (internal survey).

Stakeholders have had great things to say about the improved library:

"The new library looks wonderful and the study spaces are much improved."

Postgraduate student

"The library extension is amazing – all the things I hoped it would be."

Undergraduate student

"The new wing of the Templeman Library means many things to me, but mainly: bright, bold and inspirational."

Academic staff

"A library is the biggest jewel in any University's crown. The new Templeman Library sparkles out across our campus like a great big diamond and invites us all to make the most of the treasures inside it."

Academic staff

The Templeman Library really has reclaimed its place as the 'Heart of the Campus'!

Julia Compton
Quality and Marketing Manager,
University of Kent

Design and suppliers:

Architect/interior design: **Penoyre and Prasad LLP**

28-42 Banner Street
London EC1Y 8QE
T: 020 7250 3477
penoyreprasad.com
Contact: Ian Goodfellow (partner)

Project Co-ordinator: **Rider Levett Bucknall**

60 New Broad Street
London EC2M 1JJ
T: 020 7398 8300
www.rlb.com

Library movers: **Doree Bonner International**

International House
Marshwood Close
Canterbury
Kent CT1 1DX
T: 01227 477108
www.doreebonner.co.uk

Library shelving: **Demco Interiors**

(Refurbish and clad existing shelving and supply of new shelving)
Shipton Way
Rushden NN10 6GL
T: 01992 454630
www.demcointeriors.co.uk

Library furniture: **Broadstock Office Furniture Ltd**

Brunel Road
Macclesfield SK11 0TA
T: 01625 431979
www.southernsbroadstock.co.uk

Counter supplier

(Part of main contractor supply)

Carpet supplier: **Desso**

(Part of main contractor supply)
23-25 Great Sutton Street
Clerkenwell
London EC1V 0DN
T: 020 7324 5500
www.desso.co.uk

Carpet supplier: Milliken Floor Covering

Beech Hill Plant
Gidlow Lane
Wigan WN6 8RN
T: 01942 612777
www.floors.milliken.com

Library Systems: 2CQR

(Self-issue machines and book sorter)
2CQR House
Long Bennington Business Park
Long Bennington
Lincolnshire NG23 5JR
T: 01400 283850
www.2cqr.com

Library Systems: Telepen

(Forgotten card kiosk)
Arden Grove
Harpenden
Hertfordshire AL5 4SL
T: 01582 769991
www.telepen.co.uk

Laidlaw Library, University of Leeds

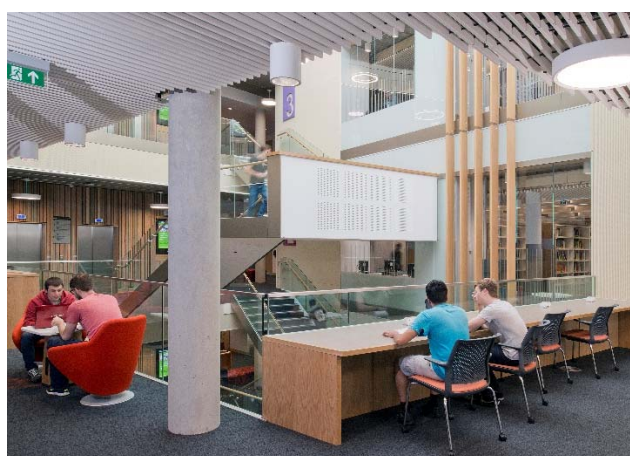


The Laidlaw Library, the University's fourth campus library, was built to improve both the number and quality of study spaces for our growing undergraduate population. However, the design went beyond raw numbers, creating a range of different spaces suitable for different modes of study, including silent study, group-work, and collaborative spaces. These have made the building a hotspot of student activity on campus, and the library has become a focus for collaborative engagement with students, city and the wider University.

The building delineates the different types of study space clearly, making it eminently readable to users, with partitions, enclosures, and furniture designs ensuring that the different spaces are utilised effectively and reducing the need for obtrusive signage. The same design elements are repeated through the building, making it easy to navigate without being uniform. The student-focus is also evident in the infrastructure with power to all study spaces, excellent wifi coverage, and the use of glazing and open spaces to ensure natural light throughout the building. The rooftop garden terrace is an eye-catching part of this approach,

utilising roof space to provide a calming and attractive distraction from intense study. This friendly, open layout creates a real buzz and the building has a distinctive vibe much loved by students.

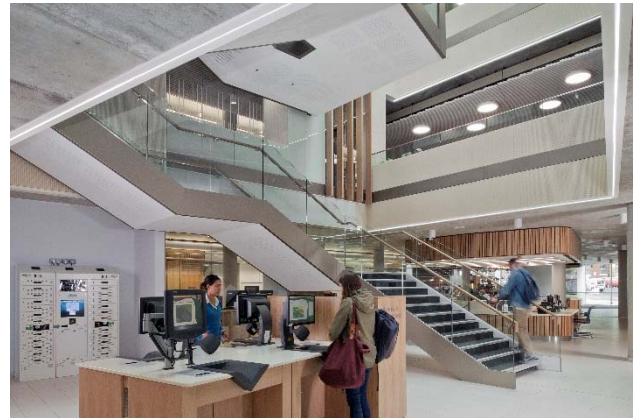
Perhaps part of this is also because the Laidlaw is not just about passive study: teaching spaces are in the heart of the building. The library's award-winning academic skills team, Skills@Library, are based here, and their service counter and consultation booths were placed in areas of heavy traffic, to increase visibility. The relaxed study zone immediately outside the Skills@Library office makes accessing help much less intimidating, and encourages students to drop in for advice and support. Flexible teaching rooms provide spaces for workshops, and drop-in sessions, while sound-proofed consultation booths allow learning advisors to work one-to-one with individual students. Since the building was opened, we've seen use of this key service almost double, while success in the Laidlaw has given impetus to collaborations with other services and teaching units, including the University's Language Centre and Lifelong Learning. These campus-wide, cross-service innovations have their roots in the physical spaces of the Laidlaw.



The building was the first development in many years built on the main city artery of Woodhouse Lane, and an important element of the design, therefore, was integration with both the campus and the city it faces. The use of Portland stone cladding ensures a good fit with surrounding buildings, and the architecture was designed to complement neighbouring structures, in particular preserving the skyline view of the “three spires” of St David’s Church, Emmanuel Church, and the University’s Parkinson Tower. That integration creates a sense of place for our students as part of both the University and city communities. The public art immediately outside the entrance, *A spire* by international artist Simon Fujiwara, echoes these spires, as well as reflecting the city’s industrial heritage. The large floor-to-ceiling windows throughout the building provide views of the University’s iconic Parkinson Building in one direction, and of the city in the other. The open “street”, which runs between the two main entrances, the ground floor coffee shop, and the open circulation area in front of the barriers, all create the sense of a dual space, part public, part university. These are important elements of integrating the building into both the existing campus and the wider city, and create a sense of engagement with our neighbours.

The building has also been an experiment in integrating technologies that were entirely new to Leeds. Room booking systems were introduced, making the process of accessing and using group spaces much less cumbersome, as well as making it easier for students with disabilities to use appropriate accessible study rooms. This technology has since been rolled out elsewhere on campus. The use of Airmedia audio-visual equipment in group spaces has been instrumental in

supporting group activity within the library, and is part of why these spaces remain so popular.



Ultimately the project has delivered on its central aim of improving student study spaces, with students using the building in ever increasing numbers. At peak periods the Laidlaw attracts over 126,000 entries per month, making it one of the most popular spaces on campus. We think it has played a key role in helping the library to score so highly in recent National Student Surveys. Compelling evidence that the building is offering exactly what our students want: vibrant, welcoming and flexible learning spaces, within a building that buzzes with energy and inspires collaboration.

Michael Fake
 Head of Learning & Customer Services,
 University of Leeds

Design and suppliers:

Architect: **ADP**

1 Portland Street
Manchester M1 3BE

www.adp-architecture.com

T: 0161 238 9460

Contact: Joe Morgan

Joe.Morgan@adp-architecture.com

Main contractor: **Shepherd Construction Ltd** (Company has ceased trading)

Project Co-ordinator: **Aecom**

Ground Floor

2 City Walk

Leeds LS11 9AR

www.aecom.com

T: 0113 391 6800

Contact: Graham Harrigan

Library movers: **Business Moves Ltd**

Offco House

Town Street

Stanningley

Pudsey

West Yorkshire LS28 6HQ

T: 0113 236 0136

Contact: Graham Hardy

GHardy@businessmoves.com

Shelving supplier: **FORSTER Ecospace Limited**

Masons Gate

Townsend

Marsh Gibbon

Bicester

Oxon OX27 0EY

<http://www.ecospace.co.uk/>

T: 01869 278002

Furniture supplier: **Southerns Office Interiors (Yorkshire) Limited**

Units 5 & 7 Bramley Business Park

Railsfield Rise

Leeds LS13 3SA

T: 01132 559555

Contact Dean Pettitt

Dean.Pettitt@southerns.co.uk

University of Roehampton Library, University of Roehampton

Our Vision

Roehampton University's RIBA award winning Library opened in September 2017 as part of the strategic vision to "...provide an excellent physical library; to provide a supportive and engaging study environment and be inclusive and inspirational for students and staff".

The library is the centrepiece of an ambitious campus masterplan, characterised by a generous park and garden landscape. Our aspiration was for a library at the academic heart of the campus; a library building with gravitas and longevity to match our heritage buildings. Our vision was that the building not only had architectural merit, but also clearly contributed to fulfilling university key strategies.

Planning for the new library began in 2012 as part of wider campus developments. We wanted a building inspired by the traditional qualities of great libraries, combining the contemporary and the classic, high quality design and comfort supported by state-of-the-art technologies. Successful collaboration between the library stakeholders and the architects was fundamental to the success of this project.

The new library has been successful, with footfall rising by 45% in our first year. Student and staff feedback has been extremely positive and the library has become an academic hub and destination venue for the university. The Foyer provides an impressive space to host key cross-university events and exhibitions, e.g.



Students' Fair, Roehampton Students Union and student engagement, careers' fairs, wellbeing events, Welcome Week, open days, Black History Month.

Our NSS and Module Evaluation Survey scores improved significantly in the two years since opening; other feedback from module evaluations and general comments from students and staff confirm that we are more than meeting the expectations of our original brief.

Study

Based on discussions with our students, our highest priority was to provide more study space supporting differing learning preferences. The new library delivers over 1,200 study spaces, (improving student to desk ratio from 1:11 to 1:8); over 200 PC's and a new self-issue laptop service. There is a variety of study spaces including fourteen bookable group study rooms; training suites; a post-graduate study room; individual and group booths; collaborative spaces; cybercafé; silent, quiet and chatty study zones. All areas of the library are designed to be accessible to all students.

Innovation

Moving into a new building allowed us to update equipment and systems. We installed RFID and retrospectively tagged 300,000 physical items, improved security access via up-to-date entry barriers and a sorter.

We installed digital information screens to provide real time communications on what is current – drop-in sessions, training, new resources etc. We created a range of communications including ‘how to use’ films on our digital screens and ran group inductions. Our students were excited to use such modern facilities.

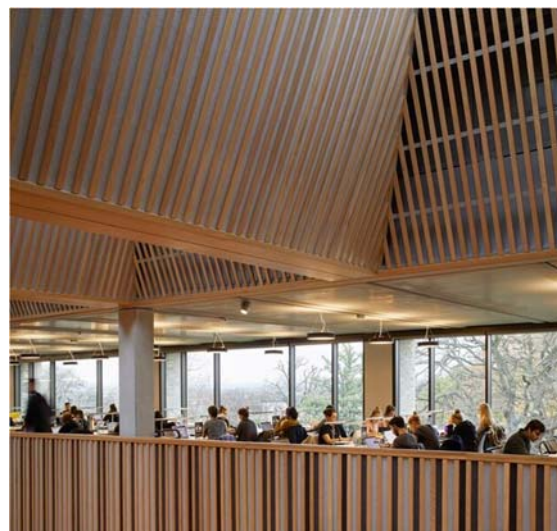
AV equipment allows us to deliver more innovative teaching sessions using interactive technologies. Panopto software was installed to record teaching sessions, made available on our Learning Skills Hub for students to access 24/7.

We wanted to make our physical collections easier for our students to navigate. We moved away from separate key text, short loan and other collections, re-arranging all stock into one continuous sequence and we installed mobile shelving.

Our School Experience Collection and Archives have seen a marked increase in the take-up of research advice within departments (e.g. research methods with PhDs), plus new volunteering opportunities for both undergraduates and postgraduates. The facilities have also increased our outreach work with special interest community groups (e.g. Wimbledon Book Festival).

We operate an e-book first policy. Printed book borrowing has decreased over the last few years, but we know from feedback

our students also love printed books; using our new sorter to register in-house loan returns we know that use within the building has increased. In our old library, students borrowed books and left. Now, it is the opposite!



Service

The project gave us the opportunity to review our processes. Over time our teams and workflows no longer fully matched new systems and software – an example being our Reading List Strategy. We needed to move to a different structure to improve services to students.

The physical design of the new library allowed us to improve our front-facing services. For example, the specific design of the entrance area provides one information point (Welcome Desk) for any enquiry, (rather than three staffed by separate teams in the old building). We operate an integrated ‘triage’ service, answering many questions here and referring students to other in-house colleagues (IT, AV Resources, Moodle, Academic Achievement Team, Wellbeing, Disability Services). This has significantly improved student support, allowing us to work more closely together and take a holistic approach.



Now in our second year of opening, there is no doubt the new library will continue to provide further opportunities to develop services in response to the needs of Roehampton's academic community. The design of this library has created the flexibility of space to continue to evolve and has become a focal point. It really has become the heart of the campus.

Susan Scorey
 University Librarian and Deputy Chief
 Operating Officer,
 Roehampton University

Design and suppliers:

Architect: **Feilden Clegg Bradley Studios**

Twenty
Tottenham Street
London W1T 4RG
<http://fcbstudios.com>

Contact: Hugo Marrack
hugo.marrack@fcbstudios.com

Designers: **Interserve, design by BDP (Colin Ball)**

Interserve House
Ruscombe Park
Twyford
Berkshire RG10 9JU
<https://www.interserve.com/>

Contact: John McPaul
John.McPaul@interservefm.com

Contact: Colin Ball
Colin.Ball@bdp.com

Glazing and door supplier: **Smart Systems** installed by **Avdon Bristol Ltd**

(Curtain walling and windows)
Unit One Longbrook Trading Estate
Ashton Vale Road
Bristol BS3 2HT
<http://www.avdon.co.uk/>

T: 0117 953 3300
Contact: Trevor Evans
trevor.evans@avdon.co.uk

Glazing and door supplier: **Dorma Kaba**

(Revolving doors)
exDorma
Wilbury Way
Hitchin
Hertfordshire SG4 0AB
www.dormakaba.com/gb-en

Contact: Carol lilley
carol.lilley@dormakaba.com

Glazing and door supplier: **Planet Partitioning**

(Internal glazed screens and doors)
Planet House
Edward Way
Burgess Hill
West Sussex RH15 9TZ
www.planetpartitioning.co.uk/

Contact: Andy Padfield
andy.padfield@planetwest.co.uk

Shelving supplier: Bruynzeel

Sheddingdean Business Park
Marchants Way,
Burgess Hill
West Sussex RH15 8QY
www.bruynzeel.co.uk/
Contact: Richard Tong
Richard.Tong@bruynzeel.co.uk

Furniture supplier: WJL Contracts Ltd

(Joinery, linings and fixed furniture)
Units 1 & 2 Ormonde Street
Fenton
Staffordshire ST4 3RR
<http://wjlcontracts.co.uk/>
Contact: Jamie Lovatt
jamie.lovatt@wjlcontracts.co.uk

Furniture supplier: The Senator Group

(Loose furniture)
Altham Business Park
Sykeside Drive
Accrington BB5 5YE
www.thesenatorgroup.com/uk/
Contact: Nick Broadley
NBroadley@thesenatorgroup.com

Furniture supplier: Aktiva Systems Ltd

(Desk lighting)
10 Spring Place
Kentish Town
London NW5 3BH
www.aktiva.co.uk

Furniture supplier: Labetts

(Blinds)
1 – 4 Mitchell Road
Fernside Park
Wimborne
Dorset BH21 7SG
www.labetts.co.uk/
Contact: John Beesley
john.beesley@labetts.co.uk

Flooring supplier: Hardscape

(Stone flooring - Granite Kobra)

Eagley House

Deakins Business Park

Egerton

Bolton BL7 9RP

www.hardscape.co.uk/product/kobra/

Contact: Aidan Baun

abaun@hardscape.co.uk

Flooring supplier: via Osborne

(Resin flooring - Altro Flexiflow)

www.altro.co.uk/Altro-Flexiflow

Contact: Chris Hickman

christopher.hickman@osborne.co.uk

Flooring supplier: Paragon Workspace

(Carpet)

Farfield Park

Manvers

Wath-upon-Dearne

Rotherham S63 5DB

www.paragon-carpets.co.uk/

Contact: Steve Shoebottom

sshoebottom@paragon-carpets.co.uk

Signage: Thomas Matthews

The Clove Building

4 Maguire St

London SE1 2NQ

<https://thomasmatthews.com/>

Contact: Sophie Thomas

Sophie@thomasmatthews.com

Albert Sloman Library, University of Essex

The Albert Sloman Library, one of the founding buildings of the University of Essex, opened at our Colchester campus in 1967. In October 2015, almost 50 years later, a new extension, always envisaged by the architect Kenneth Capon, was added, providing much needed additional study space. The library extension, completed in 2015, has a distinctive and flexible design, sympathetic to the brutalist style of the original 1967 building, and it was developed in parallel with the construction of the neighbouring Silberrad Student Centre to create a new 'student hub' at the furthest end of the campus. The two buildings, designed by Patel Taylor architects, were jointly awarded the RIBA East Building of the Year award in 2016.

Priorities for the extension were to provide more collaborative spaces and more individual IT equipped study desks, a special collections reading room, and a separate study room for postgraduate students. In the following two years two smaller projects were undertaken to

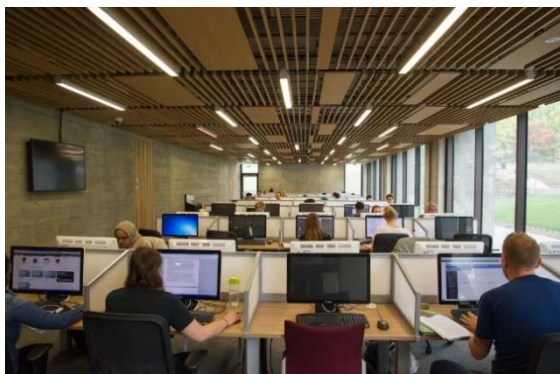


refurbish and remodel key spaces on the ground floor of the original building - the main entrance and circulation area and the outdated library reading room. The aim was twofold - to provide modern, tech-enabled facilities for students, and to shift the perception of the brutalist library building as a rather forbidding 'citadel of learning' to that of a welcoming space for students and staff at the very heart of university life, in keeping with the University's culture of equal membership and community.

The redevelopment of the ground floor of the original library building in 2016 was linked to the implementation of self-service for all transactions and entailed the transformation of the help desk and lobby area to create a more open, free flowing space to draw in library users. The following summer the complete refurbishment of the ground floor reading room transformed this space to offer more tech-enabled study space and a dual function training room to support increased information literacy training and provide quiet study space out of hours. The Library team worked with colleagues from professional services across the University and in consultation with students to develop the vision for



these spaces. Together these two projects have enabled us to transform our services and our engagement with our students in a way that the additional extension space alone could not have done.



For all three projects we worked closely with students and with the Students' Union, developing and improving our engagement with each successive project. The Library Advisory Group (LAG), established in 2016, used innovative approaches to gather student input, both in terms of post-occupancy feedback on the new facilities in the extension and in relation to future planned developments, including the Large Reading Room refurbishment. The LAG workshop, 'Time and Space', held in November 2016, used LEGO® SERIOUS PLAY® methodology to explore with students their ideal study spaces and potential changes in the library environment that would better support their learning. The workshop revealed that students thought that, campus wide, there were already enough group study spaces, and that they wanted the library to provide more individual, tech-enabled study spaces in an environment conducive to independent learning. These ideas directly influenced the reading room refurbishment and further developments to the library spaces.

Across the University perceptions of the Colchester campus library have changed dramatically since the opening of the extension and completion of the two refurbishment projects. The new spaces have enabled us to develop new services and new ways of working, in partnership with students and with colleagues across the University, providing a venue for both library focussed and collaborative events. These include the library led *On Track for your Masters* programme, which is aimed at taught Masters students embarking on their dissertations, and the termly Library Advisory Group workshops, which help us to develop our services in partnership with students. Since 2016-17 we have seen a 50% increase in the number of information literacy sessions delivered by our Academic and Research Services team, partly due to the availability of our new purpose designed training room. The remodelled lobby space also lends itself to a range of engagement activities, including a breakout space during exams, seasonal wishing trees, borrowable themed displays to encourage wider reading and promote our printed collections and, more recently, a 'book swap' for library users. As a result of the refurbishments and developments undertaken since 2015 Library Services is now regarded as a strong partner with students, a change leader and a significant contributor to the life of the University.

Cathy Walsh
Director of Library Services and
University Librarian
Albert Sloman Library, University of Essex

Design and suppliers:

Architect: (Library Extension) Patel Taylor

48 Rawstone Street

Islington

London EC1V 7NQ

<http://www.pateltaylor.co.uk/>

T: 020 7278 2323

Contact: Andrew Taylor (Partner)

andrewtaylor@pateltaylor.co.uk

Library shelving: The Frem Group

(FG Reflection Steel Cantilever Shelving)

Rookwood Way

Haverhill CB9 8PB

www.frem.co.uk

T: 01604 756 567

info@frem.co.uk

Furniture supplier: (Library Extension and Foyer) Hunters Contracts Ltd

Unit A Oyo Business Units

Hindmans Way

Dagenham Dock

Essex RM9 6LP

<https://hunterscontracts.co.uk/>

T: 020 8592 2221

Furniture supplier: (Library Reading Room) Showcase Interiors

Paslow Hall Farm Estate

King Street

High Ongar

Essex CM5 9QZ

<https://showcase-interiors.co.uk/>

T: 08458 336 515

sales@showcase-interiors.co.uk

Flooring supplier: (Library Extension) Kier Eastern

1 Stepfield

Eastern Industrial Estate

Witham

Essex CM8 3TH

T: 01376 520818

Flooring supplier: Gradus Streetwise Design (through Hutton Construction)

Park Green

Macclesfield

Cheshire SK117LZ

<https://www.gradus.com/streetwise%20design>

T: 01625 428 922

imail@gradus.com

Library systems: Bibliotheca

(Self-service kiosks and automatic book return unit)

Landmark House

Station Road

Cheadle Hulme

Stockport SK8 7BS

<https://www.bibliotheca.com/en-gb/>

T: 0161 498 1140

Info-uk@bibliotheca.com

Great Ormond Street Institute of Child Health Library, University College London

The University College London (UCL) Great Ormond Street Institute of Child Health (GOS ICH) Library refurbishment was an incredible transformation of both the space and the service we offer our users. The GOS ICH Library provides an example of real transformation which delivered outstanding value for money.

The refurbishment has been a major boost to the current students' experience, and enables UCL to deliver the "outstanding student experience" set out in UCL 2034 and the customer-oriented services which are outlined both in *Knowledge for Healthcare* and in the UCL Library Services Strategy.



The project was jointly managed by Library Services and Information Services Division (ISD) with support from UCL Estates. Other stakeholders included postgraduate taught and postgraduate research students, a small number of undergraduates, GOSH staff and UCL academic staff. The GOS ICH Librarian worked closely with the Library Buildings Team to represent the interests of all users of the library.

The refurbishment provided over 100 additional PCs for students and formed part of project to increase provision across campus by 500 new study spaces. This initiative addressed UCL's long-term challenges around PC availability and number of learning spaces for students.

The initial project was to have a mixture of desks with fixed computers and desks with new flexible pop-up computers that can convert at the touch of a button to study spaces. As our NHS users are unable to use UCL computers it was agreed that all 105 desks would be fitted with pop-up computers. By adopting this innovative approach to IT provision, neither UCL nor NHS users are excluded from using any desk, and services are tailored around each constituency's needs. The design optimises provision of IT-enabled spaces without compromising on the amount of desk space available for laptop users.

The project also refurbished the GOSH NHS area of the library with brand new desks, new windows and changed the layout of the space so that the NHS computers and UCL computers for NHS staff to access e-resources are all in the same area.

The library team weeded collections to de-clutter spaces which had been cramped, which helped to take full advantage from the natural light which floods in from large windows.

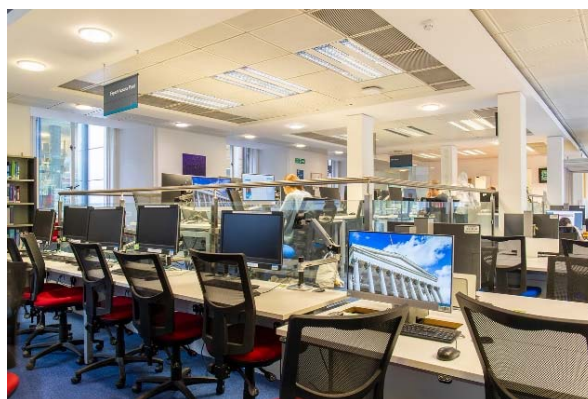
The flexible design of the space provides a range of learning environments which has opened up opportunities for more social learning activities, whilst more traditional study spaces remains available as normal. There is a quiet study room, and in the main area of the library students can engage in group learning activities because of the flexible positioning of the

new desks. The pod is popular, allowing four or five people to have meetings, prepare presentations or work on projects without disturbing other users, as it is sound proof. Plus library staff can use it for information skills training. There is a study room with eight computers which can be used by library staff for small group teaching. The opportunities which the new library design offers are described in a feature published in the UCL student newsletter by a student journalist.

"If you had to describe the library's modern design in just two words, they would have to be "elegance" and "versatility". Just last summer, the library shed its "tired and old-fashioned" reputation. Now, recently-painted white walls call out the space and amplify the natural light, whilst the freshly-laid carpeting adds that splash of luxuriously vibrant red and settling blue."



The design of the GOS ICH Library has been utilised as an exemplar site for the development of UCL's flagship £65m Student Centre, which opened in 2019. The survey on learning spaces which was conducted in October-December 2017 found 92% of users of the GOS ICH Library were satisfied or very satisfied with the space and overwhelmingly positive comments on furniture which was described



by one respondent as "more befitting of UCL". The results from this survey have been analysed by the Design Team and fed into the selection and planning of spaces in the Student Centre. Planning for UCL East, the university's new campus on the Queen Elizabeth Olympic Park, is also taking account of the innovative furniture and layouts used on this project.

When the library first opened reactions from library staff and users were tremendously positive. As soon as it opened the library was an instant success with all the constituencies, including GOSH staff and UCL staff and students.

Usage numbers for the library are substantially higher than in previous years.

The UCL Great Ormond Street Institute of Child Health Library refurbishment has transformed the library into a high-quality learning environment for biomedical learning and study and, in line with the vision outlined above, it is a source of pride both for UCL students and staff and for NHS staff.

Ben Meunier
Director of Operations,
University College London

Design and suppliers:

Architect: **UCL**

38–50 Bidborough Street
London WC1H 9BT

Building contractor: **Sykes & Sons Ltd**

42 Essex Street
London WC2R 3JF
T: 020 7353 9651
www.sykesandsonltd.com
info@sykes1759.co.uk

Interior design: **UCL Library Service/ISD**

Wilkins Building
Gower Street
London WC1E 6BT

Furniture supplier: **Orangebox**

Head Office and Manufacturing
Parc Nantgarw
Cardiff CF15 7QU
T: 01443 816604
www.orangebox.com/

Furniture supplier: **Zioxi**

57 High Street
Tetsworth
Oxfordshire OX9 7BS
T: 01844 393797
<https://zioxi.co.uk/>
contact@zioxi.co.uk

Library system: **Bibliotheca**

Landmark House
Station Road
Cheadle Hulme
Stockport SK8 7BS
www.bibliotheca.com/en-gb/
T: 0161 498 1140

Service supplier: **Occupeye**

Barnfield House
Accrington Road,
Blackburn BB1 3NY
www.occupeye.com
T: 020 3002 0014
sales@occupeye.com

RCSI Library, Royal College of Surgeons in Ireland

RCSI Library is located in the centre of the RCSI's state of the art ten-storey health sciences education building, which opened in July 2017. The library occupies three floors, levels zero to two, with advanced clinical and surgical simulation facilities above, and a five hundred-seat auditorium and sports facilities below.

Goals

The building project provided a once-in-a-generation move for the library team and opportunities for deeper integration within the College community and the curriculum, and for enhancing the student experience. The goals for the new library were to:

- create a vibrant, state of the art learning space that reflected and complemented the building goals
- integrate the library service within the continuum of life-long and self-directed learning supports
- be a showcase and access point for the full range of library services
- use space as a change agent signifying that the library is much more than just a place.

Outcomes

The new library spaces reflect the College's strategic shift in health professionals' education towards team based, self directed, life-long and inter-professional

learning. The spaces also: support learner preferences for where and how they learn; facilitate engagement with, and among, the learner population; and provide ready access to information specialists and digital resources. They have played a large part in creating a new and vibrant culture of learning that has arisen through the convergence of multiple learning, study, and recreational environments in this award-winning building and together with library customer services support they actively facilitate student and public engagement activities. The result is that the library and its services are more visible and connected than at any previous time in its history.



Users and stakeholder engagement in the design and planning of the build

The design of the whole building was based on extensive user and stakeholder consultation and benchmarking. Key conceptual influences for the library were the "campfires, caves, and waterholes" analogy articulated by Thornberg¹ and Dr Jonas Norquist Medical Education Director at the Karolinska Institute. The location of

¹ Thornberg, D. Campfires in Cyberspace.
<http://tcpd.org/Thornburg/Handouts/Campfires.pdf>

the library in the centre of the building reflects his articulation of libraries as connectors, where formal, informal and hidden curricula intersect.²

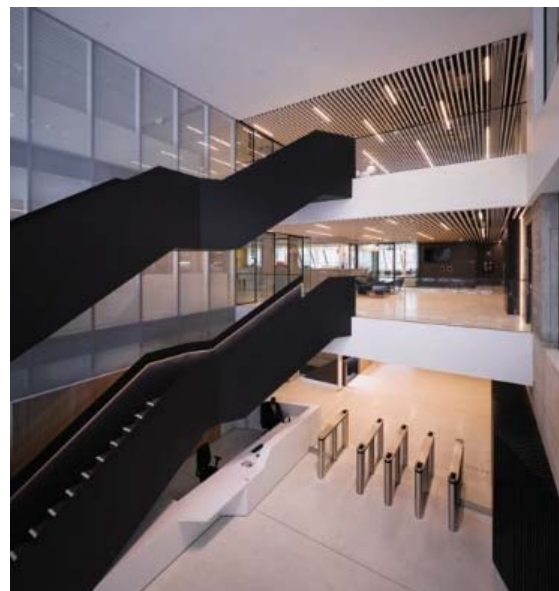
Design principles and innovation

Design principles of openness, transparency and collaboration aimed to optimise the learning environment and by so doing transform the learning experience. For the library these principles, combined with a staff restructuring, enabled significant service redesign resulting in a more active and proactive service and new collaborations and relationships, highlights of which include:

- New experiential and engagement spaces, such as the Expo Stage and the Library Learning Commons, with supporting services contributing to a new culture of learning in RCSI.
- An Information Point pod, a roving service model, self-service circulation and a dedicated Customer Services team resulting in higher quality interactions compared to our former service desk.
- Elimination of book security and turnstiles at entrance to the library which contributes the sense of flow and connectivity between and around the building and which removed all access management responsibilities from the library team.
- An environment and ambience conducive to innovation including variety of spaces and seating; touch down and break out areas; ceiling to floor write on white boards in group

study rooms; mobile whiteboards; magnetic notice boards for student and professional notices.

- New operational relationships with a wider range of stakeholders to manage the impact of activities happening simultaneously in this shared building.
- Digital signage used to promote library services and key messages in high impact spaces.
- Provision of clearly defined spaces and support services to postgraduates and surgical trainees for the first time in the library's history.



Post occupancy evaluation

Post occupancy evaluation highlighted that many of the library spaces worked really well but that the volume of use of the building was such that students perceived a lack of individual study seats. Layout and furniture changes, engagement with the Students Union about student behaviours

² Nordquist J et al. Future learning environments: the advent of a "spatial turn"? *J of Interprofessional Care* 2013;27(S2):77-81



affecting seat availability and with the College Senior Management Team to agree protocols for the use of study spaces at exam time were used to address this issue.

Conclusion

The development has transformed the services we provide, how we provide them and to whom; it has transformed operational relationships, increased the visibility and impact of the library and positioned us to serve the continuum of RCSI learners from undergraduates, through to continuing professional and specialist learners.

Kate Kelly
Director of Library Services,
Royal College of Surgeons, Ireland

Design and suppliers:

Architect: **Henry J Lyons Architects**

51–54 Pearse Street
 Dublin D02 KA66
 Ireland
 T: +353 1 888 3333
<https://henryjlyons.com/>
info@henryjlyons.com

Library movers: **Jonathan Allen Delivery Services**

16 Genoa Street
 Belfast BT12 5BJ
 T: 028 9031 5080
 M: 07545786959
jonathan@delivery-services.com

Library shelving: **Storage Solutions** suppliers of Bruynzeel shelving

Malahide Road Industry Park
 Coolock
 Dublin 17 D17 YH97
 Ireland
 T: +353 1 8711400
<https://www.storagesystems.ie/bruynzeel-commercial-products>
sales@storagesystems.ie

Furniture supplier: **MJ Flood Interiors**

Clonlara Avenue
 Baldonnell Business Park
 Baldonnell
 Dublin 22 D22 V4F5
 Ireland
 Tel: +353 1 466 3500
<https://interiors.mjflood.ie/>
info@mjflood.ie

Furniture supplier: **Sheelin Group Commercial Interiors**

Unit 1 Greenhills Business Park
 Greenhills
 Drogheda
 Co. Louth A92 DPW1
 Ireland
 T: +353 (0)41 9831667
<http://sheelinggroup.com>
info@sheelinggroup.com

Counter suppliers: Redwood Design

(Bespoke carpentry)
Unit 23, Duleek Business Park
Duleek
Co. Meath
Ireland
Tel: +353 (41) 988 0610
<https://www.redwood-design.com/>

Partition/glazing supplier: Walls to Workstations (W2W)

Casement House
Balldonnell Business Park
Balldonnell
Dublin 22 D22 Y5h2
Ireland
Tel: +353 (0)1 6420050
<http://www.w2w.ie/>

Flooring supplier: Ardex Ireland Ltd

(Terazzo)
Unit 622
Phase III, North West Business Park
Ballycoolin
Blanchardstown
Dublin 15
Ireland
Tel: +353 (1) 880 9210
Fax: +353 (1) 880 9211
<https://www.ardexbuildingproducts.ie/>
info@ardexbuildingproducts.ie

Flooring supplier: Sika Ireland Ltd

(Rubber)
Sika House
Ballymun Industrial Estate
Dublin 11
Ireland
Tel: +353 (0)1 8620709
<https://irl.sika.com/>

Library systems: Bibliotheca

(Self-service)
Landmark House
Station Road
Cheadle Hulme
Stockport SK8 7BS
Tel: 0161 498 1140
www.bibliotheca.com

Library systems: Sentry ISIS Telepen

(Room booking)
Telepen
Arden Grove
Harpenden
Hertfordshire AL5 4SL
T: 01582 769991
<https://telepen.co.uk/>
sales@telepen.co.uk

Library systems: Salto

(Swipe access control at room level)
Unit 43
Glenrock Business Campus
Ballybane
Galway
Ireland
T: +353 (0) 91 743 100
<http://doorware.ie/>
info@doorware.ie

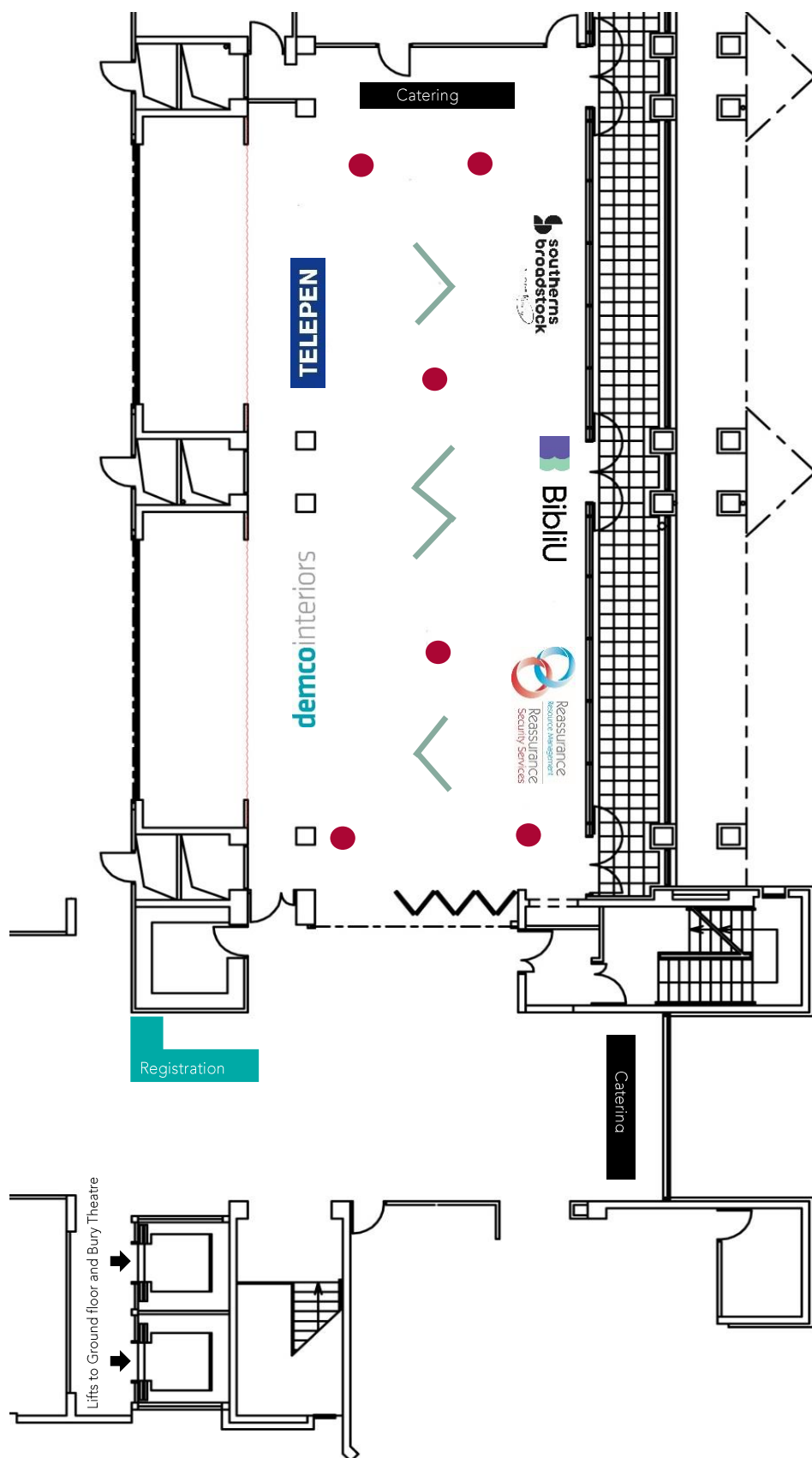
Library Systems: Image Supply Systems (ISS)

(Audio visual)
6A Liberty Lane
Camden Row
Dublin 8
Ireland
T: +353 1 4782520
<https://imagesupplysystems.com/>
sales@imagesupplysystems.com

Library systems: OneLAN

(Digital signage)
Bryants Farm
Kiln Road
Reading RG4 9PB
T: 01491 411 400
<http://onelan.com/>
info@onelan.com

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T: 01992 454 560
M: 07710 086 200



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Kathryn McGowan
Contract Director

Reassurance Security Services Limited
Ground Floor, Bishops Court
17A The Broadway
Old Hatfield
Hertfordshire AL9 5HZ

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T: 01707 682670

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Find us in the Wellington Suite.



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Macclesfield
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T: 01625 431979



www.telepen.co.uk

Telepen
Arden Grove
Harpenden
Hertfordshire AL5 4SL

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