

## Introduction

The following is a list of consultants working in the academic library sphere produced by SCONUL for the benefit of our members.

While many of the consultants here have an excellent track record of working with SCONUL members, their inclusion should not be taken as an endorsement by SCONUL. We would also recommend that credentials and references are checked when using consultants in any sphere.

If you know of consultants who should be included in this list, please ask them to contact [Ann Rossiter](#), Executive Director of [SCONUL](#).

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## Auctus Bespoke Training Solutions

James Winsor  
 Auctus House  
 20 Victoria Avenue  
 Llandudno LL30 1DQ  
 T: 01492 871189  
 M: 07929 341114  
 E: [mail@auctustraining.co.uk](mailto:mail@auctustraining.co.uk)  
[www.auctustraining.co.uk](http://www.auctustraining.co.uk)  
 Skype: James.Winsor

### Areas of expertise:

From 2003 – 2012 I was responsible for providing support to Armed Forces personnel during times of acute difficulty. During this role, I developed a skill set based in Psychology, Psychotherapeutics, Counselling and Social Work

A further element to my managerial role was to develop and deliver bespoke training packages to Armed Forces teams in the field of human resources, well-being and support.

In 2014, after leaving the Armed Forces, I have continued to provide training consultancy and delivery to Higher Education Service Delivery Staff and to Private Sector Organisations.

### Services provided:

Bespoke Training Consultancy and Delivery in:

- Human/Soft Skills
- Customer Relations/Service
- Confidence & Resilience
- Conflict Resolution
- Stress Management
- Leadership
- Mindfulness in the Workplace
- Raising Staff Morale
- Aligning Values & Standards
- Managing Disclosures & Difficulty
- Workplace Happiness
- Change Management

Workplace Assessment & Support:

- Coaching & Mentoring
- Supervising & Appraising
- Stress Assessment
- Workplace SWOT analysis
- Bespoke Post Training Support

### Previous work:

See area of expertise.

Since establishing my own company in September 2014, I continue to provide various packages for to service delivery staff at both Wolverhampton and Harper Adams

Universities, which have included Customer Service, Managing Disclosures and directorate level Leadership in Management.

I have also worked with the Manchester United Foundation and Army Welfare Service providing role enhancement skills to staff supporting young people.

I am currently providing mindfulness Course (MBSR&MBCT) to clinical staff at St David's Hospice in North Wales and am in the process of developing a confidence and well-being package for adolescents.

## Andy Priestner Training & Consulting

103 High Street  
 Cherry Hinton  
 Cambridge CB1 9LU  
 T: 07917 267579  
 E: [info@andypriestnertraining.com](mailto:info@andypriestnertraining.com)  
[www.andypriestnertraining.com](http://www.andypriestnertraining.com)  
 LinkedIn: [uk.linkedin.com/in/andypriestner/](http://uk.linkedin.com/in/andypriestner/)  
 Twitter: @andytraining  
 Skype: PriestLib88

### Areas of expertise:

I deliver training and consulting to academic, public and national library services.

My primary focus is User Experience (UX) research and design thinking, embedding these approaches within institutions in order to build library services in response to user behaviour as well as need.

Over the past 2 years I have led UX courses in 16 countries worldwide.

I also offer successful leadership courses to emerging library leaders based on research with current library leaders, leadership theory and in response to the specific challenges of library leadership.

A third focus is using LEGO Serious Play to help services explore creativity innovation, mission and objective setting and to build teams.

I also regularly train up LEGO Serious Play facilitators.

UX and design thinking in libraries Leadership

LEGO Serious Play (Creativity and innovation, Mission and objectives, teambuilding).

### Services provided:

Transformative and interactive training for library staff at all levels featuring innovative and practical methods to encourage engagement and lasting change in participants.

My consulting model seeks to embed approaches and techniques long-term, and to engage and train staff to ensure they have a toolkit and mind set to continue with the work.

- User Experience
- Research methods
- Leadership for emerging leader
- Library Leadership
- Creativity and innovation with LEGO Serious Play
- Mission and objectives setting with LEGO Serious Play
- Teambuilding with LEGO Serious Play
- LEGO Serious Play facilitation

### Previous work:

Training and consulting to library services worldwide, chiefly in

- ABDU (Association of Library Directors, France)
- Anglia Ruskin University
- Bath Spa University
- CILIP
- ARLG
- Delft Technology University Netherlands
- Francis Crick Medical Research Institute
- Glasgow University
- Goldsmiths University
- Imperial College London
- King's College London. LIASA (Library Association of South Africa)
- Library Association of Ireland/CILIP Ireland
- Macquarie University, Australia
- National Library of Australia
- Oxford Brookes University
- Singapore Library Association
- University of Agder (Norway)
- University of Bristol
- University of Hertfordshire
- University of Kent
- University of Northampton
- University of Southampton
- University of Surrey
- University of Westminster
- University of Wolverhampton
- WHELF (Wales Higher Education Libraries Forum) UX and leadership.

## Ash Charlton

### Ace Training

29 Germander Way

London  
E15 3AB  
T: 07740 982 163  
E: [ash@acetraingcourses.co.uk](mailto:ash@acetraingcourses.co.uk)

**Areas of expertise:**

People skills' – including

- Diversity
- Training
- Coaching,
- Confidence-building,
- Empowerment
- Involvement and support.

**Services provided:**

Training and consultancy on: resilience, cultural awareness, speaking in public, dealing with difficult people, training and coaching skills, time management, managing diversity etc. (For a complete list please see website: [www.acetraingcourses.co.uk](http://www.acetraingcourses.co.uk)).

**Previous work:**

Training courses and consultancies with CPD25, SALCTG and many individual universities, including Universities of Edinburgh, Reading and Kent, and related organisations such as the National Library of Scotland.

## Bisset Adams Ltd

Sarah Godowski  
Director  
Bisset Adams  
The Cube Building, 17-21 Wenlock Road,  
London N1 7GT  
T: 020 7250 0440  
E: [sarah@bissetadams.co.uk](mailto:sarah@bissetadams.co.uk)  
[www.bissetadams.co.uk](http://www.bissetadams.co.uk)  
Twitter: @BissetAdams

**Areas of expertise:**

Specialists in library design, master planning, listed building refurbishment, new build and remodelling of buildings of all periods.

**Services provided:**

- Birkbeck University, numerous projects including student centre and library feasibility study.
- London School of Hygiene and Tropical Medicine: numerous projects including library, refectory, offices etc.
- University of Westminster: School of Media, Arts and Design.

**Previous work:**

Academic and research libraries

- The libraries of the future study for RIN, RLUK, SCONUL and the BL used futures techniques to develop scenarios for HE and the role of academic libraries to give librarians the necessary tools and

resources to help them plan for the longer term future.

- Curtis + Cartwright contributed to the development of a business case for SCONUL regarding the introduction of shared services for libraries across the UK HE sector.
- A study for Jisc that developed online guidance for librarians in the UK HE sector regarding to the transfer and re-use of bibliographic records in web applications. The guidance is now hosted on the Jisc Legal website.
- A study for RIN that estimated the value of UK academic library services for researchers and the contribution made to institutional research performance. The aim was to identify key characteristics of library support to research in successful UK institutions.
- A project for RIN that examined the emerging role of research supervisors in information literacy through desk research, interviews, focus groups and surveys together with detailed synthesis and analysis. Outputs included a dissemination and advocacy strategy.
- This market research for Mimas examined the potential markets for bibliographic services, including Copac, Zetoc and AH and the barriers to uptake.
- The UK Research Reserve has been successful in managing the de-duplication of low-use print journals across research universities. This strategic review investigated future strategy, given that no further HEFCE funding was available.

## Bridgford Consultancy

Diana Edmonds  
T 01949 851309  
M 0794 1279522  
E: [diana@bridgfordconsultancy.co.uk](mailto:diana@bridgfordconsultancy.co.uk)  
[www.bridgfordconsultancy.co.uk](http://www.bridgfordconsultancy.co.uk)  
LinkedIn: diana-edmonds  
Twitter: @BridgfordC

**Areas of expertise:**

- Leadership & change management
- Customer service including 'roaming techniques & skills' Team development influencing skills & conflict resolution
- Train the trainer & presentation skills
- Confidence & assertiveness
- Building resilience
- Selection Skills
- Time Management
- The principles of project management
- Advocacy & networking skills

**Services provided:**

- Facilitation of team events and project groups
- Design & Delivery of bespoke programmes in leadership, change and other aspects of people development

- Psychometric questionnaires including Myers Briggs, Firo B and the SDI (Strength Deployment Inventory)
- Coaching for leadership, career development and performance
- Action learning sets
- Virtual classroom delivery for small groups – facilitated, interactive bite-sized sessions

**Previous work:**

- Contracts with relevance to College, National & University Libraries
- Leadership: 'Motivate, Learn, Lead' cross-sectoral leadership programme for LIEM (Libraries and Information East Midlands) annually for over 10 years.
- Exceptional feedback and outcomes.
- Royal Holloway University – leadership courses. Including 'Lead Productive Meetings' and 'Handling difficult conversations'
- **Customer Service:** Customer Service Training for all staff in Nottingham Trent University Libraries; Roaming Skills for Regents University and Vision West Nottinghamshire College
- **Team Development:** Academic Services Team Event, University of Derby
- **HR:** Recruitment & Selection, disciplinary & grievance procedural training for London South Bank University
- **People skills courses:** entire programme for English Heritage/Historic England for 8 years

## Charles Beagrie Ltd

2 Helena Terrace  
College Street  
Salisbury SP1 3AN  
T: 01722 338482  
E: [info@beagrie.com](mailto:info@beagrie.com)  
[www.beagrie.com](http://www.beagrie.com)  
<http://blog.beagrie.com>  
Twitter: @CharlesBeagrie

**Areas of expertise:**

Charles Beagrie Limited is an independent management consultancy company specialising in the digital archive, library, science and research sectors.

Our areas of expertise are:

- e-journals
- digital archives
- research data
- digital preservation
- archival technology
- impact evaluation
- user surveys
- cost/benefit analyses

- project evaluation
- strategy development
- service development.

#### Services provided:

- research services
- strategy and service reviews
- evaluation studies
- impact studies
- feasibility studies
- research project partnerships
- sustainability
- business cases
- supporting project to service transitions.

#### Previous work:

Based in the UK and working globally, we have a reputation for the integrity, quality and impact of our work. Some examples of the work we have done are listed below, and you can read what our clients say about us and what we have delivered for them on our website: [www.beagrie.com/services/](http://www.beagrie.com/services/).

- Digital Library Strategy for the International Labour Organisation (ILO).
- Value and Economic Impact of Research Data Centres for Jisc and research councils.
- Formative/Summative evaluation of the BRIL project for Bodleian Library and University of Oxford.
- E-Journal archiving study for Jisc.
- Research 360 business case for the University Library and University of Bath.
- Digital preservation strategy for The John Rylands Library and University of Manchester.
- Dryad Repository Sustainability Plan for Duke University.
- Cloud Storage and Digital Preservation Guidance for UK HE, Local and Central Government Archives.

For additional clients and projects see [www.beagrie.com/clients](http://www.beagrie.com/clients)

## Curtis+Cartwright

Dr Geoff Curtis  
Surrey Technology Centre  
Guildford  
Surrey GU2 7YG  
T: 01483 685023  
E: [geoff.curtis@curtiscartwright.co.uk](mailto:geoff.curtis@curtiscartwright.co.uk).

#### Areas of expertise:

Curtis+Cartwright is expert in the following areas of particular relevance to academic libraries:

- strategy development and review, including use of futures techniques
- market research
- feasibility studies and business cases
- evaluation and audit
- programme and project management support.

#### Services provided:

Services provided comprise independent and impartial consultancy services in the above areas and expertise across the public sector.

#### Previous work:

Academic and research libraries

- The libraries of the future study for RIN, RLUK, SCONUL and the BL used futures techniques to develop scenarios for HE and the role of academic libraries to give librarians the necessary tools and resources to help them plan for the longer term future.
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- The UK Research Reserve has been successful in managing the de-duplication of low-use print journals across research universities. This strategic review investigated future strategy, given that no further HEFCE funding was available.

E: [davidball1611@gmail.com](mailto:davidball1611@gmail.com)  
Skype: davidball1611

#### Areas of expertise:

David has an established track record in working with British, European and African academic and national library and technical services, covering:

- scholarly communication
- interim management
- Open Access
- Open Science
- procurement
- e-books
- digital resources
- library management systems
- institutional repositories
- Library and learning analytics.

#### Services provided:

- strategic and operational library reviews
- research
- interim management
- facilitation
- training
- project management
- bid and ITT writing.

#### Previous work:

A wide range of projects, many focused on Open Access publishing, for diverse clients, including:

- Public Library of Science (PLoS)
- Berlin-Brandenburgische Akademie der Wissenschaften
- City University London
- UKeIG
- Jisc Collections
- UCL
- SPARC Europe
- Public Health England
- OAPEN, Enabling Open Scholarship (EOS)
- FP7 PASTEUR4OA
- FOSTER projects.

David has also worked with Sero-HE on a range of projects.

## Deborah Dalley and Associates Ltd

Deborah Dalley  
T: 07949 7730  
E: [info@deborahdalley.com](mailto:info@deborahdalley.com)  
[www.deborahdalley.com](http://www.deborahdalley.com)

#### Areas of expertise:

- leadership and management
- development

## David Ball Consulting

David Ball  
T: 07795 094292

- team coaching and team development
- managing change and transition
- effective influencing
- organisational and personal communication.

**Services provided:**

- individual coaching
- team coaching
- training programmes
- facilitation.

**Previous work:**

- For the past 15 years I have been a regular contributor on management development programmes at several universities. This includes delivering workshops on:
  - handling difficult conversations
  - developing effective communication practices
  - developing and managing teams
  - effective people management
  - influencing with integrity
  - managing change.
- I have provided coaching support to over 150 managers across 11 Universities in the North West and the Midlands.
- In 2009 I designed and delivered a bespoke management development programme for all managers at the John Rylands Library at Manchester University and am still working with their senior management team.
- The design and delivery of a conference on Communication Skills for Effective Advocacy for the Repositories Support Project at Nottingham University.
- I have contributed to several library conferences and events including CILIP North West events, an ALLIS conference and a NWLIP event.
- Team development workshops for management teams from Teesside University, Salford University, Manchester University, Mimas and others.
- I designed and delivered the training and learning module on the Certificate in Library and Information Practice for NoWAL (North West Academic Libraries Consortium) – this involved running workshops, carrying out individual assessments and giving feedback to staff on their training practice. This module ran seven times over a ten year period.
- In the last two years I have co-tutored programmes of the ILM level 5 and level 7 Certificate in Coaching and Mentoring at Manchester University.

## Delta Sigma Consulting Ltd

Pramod Philip FCA FRSA

F: 01454 614480

T: 07968 701612

[www.deltasigmaconsulting.com](http://www.deltasigmaconsulting.com)

**Areas of expertise:**

- ICAEW Chartered Accountants
- PRINCE2 (Project Management) Registered Practitioner
- MSP (Managing Successful Programmes) Registered Practitioner
- Business planning
- Library service costing.

**Services provided:**

- Project management of mergers and other corporate restructuring.
- Project management of IT transitions.
- Development and delivery of KPI scorecards.
- Supplier financial health checks.

**Previous work:**

- Jisc Collections, merger of the Mimas business unit of the University of Manchester with Jisc. Procurement of cloud hosting for Mimas.
- Janet(UK), Interim Director of Finance.
- Jisc, development and delivery of the “Financial X-ray” IT service costings.
- HEFCE, programme management of the Leadership Governance and Management Fund. Consultant with the HEFCE Shared Services team.
- UCEA, development of strategic plan
- Equality Challenge Unit, project management of the spin out from Universities UK to become a separate limited company and registered charity.
- Leadership Foundation for Higher Education, project management of the creation of LFHE as a separate limited company and registered charity.
- Universities UK, pilot university service costing and benchmarking project

## Dr Lesley Trenner Change

### Coach

T: 07919 880250

E: [coach@lesleytrenner.com](mailto:coach@lesleytrenner.com)

[www.lesleytrenner-changecoach.co.uk](http://www.lesleytrenner-changecoach.co.uk)

Twitter: @LesleyTrenner

### Areas of expertise:

- Executive coaching - personal development professional development, leading through change, communication, presentation and interpersonal skills.
- Career development coaching for library and information professionals reinventing yourself and your role, transferable skills, 'shameless self-promotion' for women.
- Ageing workforce, midlife challenges and opportunities.
- Worklife balance, juggling career with a caring role, managing employees who have caring responsibilities.
- Workshop on meeting facilitation – purpose, agendas, focus, outcomes. Focus groups.
- Plain English, report writing, copywriting, newsletters, blogs.

### Services provided:

- executive coaching and mentoring
- career coaching and mentoring
- consultancy on ageing workforce, workshops, presentations
- workshops and presentations on managing change
- editing, copywriting, consultancy on clear communication and stakeholder engagement.

### Previous work:

- Executive coach and mentor for clients at all levels at GlaxoSmithKline.
- TFPL Associate coach.
- Associate at managing change consultancy.
- Publication on coaching for LIS professionals in Business Information Review.
- Career coaching for LIS professionals.
- Career coach at Resource charity.
- Doctorate in Information Science.
- Expert panel for Positive Ageing.
- Presentations on ageing workforce to local councils.
- 'Ask Lesley' advice column in Whenthegetolder.
- Workshops on managing change to corporate and other audiences.
- Facilitated 'Awaydays' for Gloucester LIS following reorganisation.
- Editor 'The Politics of Usability' (Springer).
- Publications in LIS journals.
- Published blogs and newsletters.

## Evidence Base Research & Evaluation Services

Evidence Base

Birmingham City University

Joseph Priestley Building

Birmingham

B4 7BD

United Kingdom

T: 0121 331 6891

E: [ebase@bcu.ac.uk](mailto:ebase@bcu.ac.uk)

<https://ebasebcu.wordpress.com/>

[www.bcu.ac.uk/evidence-base](http://www.bcu.ac.uk/evidence-base)

### Areas of expertise:

Evidence Base is a well-established Library and Information research and consultancy unit. It has provided high quality research and consultancy in the Information and Library sector since 2004. We pride ourselves on producing results that are validated by reliable evidence. The team have considerable expertise in:

- Evaluation of services; projects, policies and programmes
- Qualitative and quantitative research methodologies
- Impact measurement
- Statistical analysis of library resources
- User studies
- Community engagement
- Reading, literacy and learning within libraries
- Open Access

### Services provided:

- Research and evaluation services including: planning, data collection (e.g. surveys, focus groups, interviews, online and document analysis); data analysis and reporting.
- Analysis of e-resource usage.
- Guidance for planning and implementing mobile technologies.
- Advice on utilising social media to enhance your service.
- Stakeholder engagement and community building.
- Capacity building and training.
- Proposal writing.
- Project and programme support.
- Event facilitation (e.g. workshops, training conferences).
- Developing collaborative projects.

### Previous work:

Evidence Base has undertaken projects for a wide range of clients. This includes many individual library and information services in HE and other sectors.

Other clients include:

- Jisc
- Jisc Collections
- SCONUL
- HEFCE
- COUNTER
- Macmillan
- Multiple Sclerosis Trust
- Research Information Network
- Learning and Skills Council.

## Flow Publishing

Julian Emsley

T: 07747501995

Skype: julianemsley

Viv Ward

Skype: vivien-ward

E: [contact@flowpublishing.co.uk](mailto:contact@flowpublishing.co.uk)

### Areas of expertise:

- publishing (books and journals, digital and print)
- editorial management including peer-review process
- production systems and processes
- outsourcing and purchasing of publishing services
- revenue generation.

### Services provided:

- We offer expert and practical insight into the complexities of publishing operations.
- There are a range of services from initial consultancy to complete publishing solutions. Our aim is to facilitate critical thinking about the challenges and opportunities available to librarians who are keen to understand, and control, publishing resources and budgets.
- Joint publishing opportunities, including setting up and running publishing.
- Consultancy on resources, processes and strategies for publishing operations.

### Previous work:

HEA Open Access journals – set up complete and continuing publishing operation  
We have both worked for a number of publishers, on content ranging from Trade books to STM journals including:

- Wiley
- Taylor & Francis
- Continuum
- The Royal Society.

## Graham Bulpitt

T: 0795 772 7777

E: [g.bulpitt@live.co.uk](mailto:g.bulpitt@live.co.uk)

### Areas of expertise:

- The integration of services to meet the requirements of students and staff; convergence and superconvergence.
- The educational role of libraries (including collaboration with academic staff and integration with learning and teaching).
- The design and use of space in libraries (and academic services).
- The management and development of academic libraries in general, including the review of library and related services (particularly in relation to institutional requirements).

### Services provided:

- Advice on the strategic development of libraries and related services.
- Advice on organisational matters, including convergence and superconvergence.
- Reviews of academic services provision.
- Assistance with planning the use and development of space; the specification of functional requirements for buildings.
- Practical support and advice on staffing and staff development.
- Interim management roles.

Clients have included universities, colleges, public libraries, government departments, the European Commission, consultancy firms and architects based in the UK and other European countries.

### Previous work:

- Acting Senate House Librarian, University of London (2014). Interim Director of Library and Student Services, University for the Creative Arts (2013-14).
- Formerly Director of Information Services, Kingston University London (2003 to 2011).
- Developed learning centre model at Sheffield Hallam University (1996).
- Advisor on development of integrated provision at Oldenburg University, Germany (2003); Avans Hogeschool, the Netherlands (2004); Free University of Brussels (2012), Karel de Grote Hogeschool, Antwerp (2013).
- Advisor on learning centre model to French Ministry of Higher Education and Research (2009), Nord- Pas de Calais Regional Council (2009) and CAP TIC (Strasbourg consultants) (2010).
- Advisor on library buildings: University of Indonesia (1998); Tilburg University (2003); Lausanne Institute of Technology (competition entry with Herzog and de Meuron) (2004), University of Tartu, Estonia (2006), Waalse Krook Public

Library and Multimedia Centre, Gent (2009), Dublin Public Library (2011).

- Editor of Leadership Foundation research paper on Super-Convergence (2012).
- Regular speaker at conferences, staff workshops and seminars on educational developments and their impact on libraries: Bibliothekartag, Mannheim (2008), Bremen University (2010); ESEN (Grand Ecole) Poitiers, 2011; LIBER, Prague (2012), ENNSIB (Grand Ecole) (2012), University of Lyon 3 (2013), University of Antwerp (2013).

## Higher Education Consultancy Group

Allan Schofield  
T: 01234 771613  
E: [as@highered.powernet.co.uk](mailto:as@highered.powernet.co.uk)

### Areas of expertise:

- general management of HE
- information service reviews and management
- HE governance and information governance.

### Services provided:

Consultancy and training.

### Previous work:

For more than 25 years the Higher Education Consultancy Group (HECG) has provided training, consultancy, and support services to HE. Clients have included more than 80 HEIs, most of the UK HE agencies and stakeholder groups, and a range of international organisations. The HECG is led by Allan Schofield who is well known in UK HE, and operates by using a core group of senior associates, all with extensive high level practical experience of HE management and governance. In the area of information management previous work has included numerous work for Jisc, The British Library, CURL, UCISA, OCLC, and the University of London Senate House Library.

## Information Power Ltd

5 Stirling Acres Road  
Kirkudbright DG6 4EY

Helen Henderson  
T: 01865 596256  
E: [helen@informationpower.co.uk](mailto:helen@informationpower.co.uk)

Dr Hazel Woodward  
T: 07725 567 200  
E: [hazel@informationpower.co.uk](mailto:hazel@informationpower.co.uk)

Lorraine Estelle  
T: 01962 866843  
E: [lorraine@informationpower.co.uk](mailto:lorraine@informationpower.co.uk)

### Areas of expertise:

Hazel Woodward: Library management; digital libraries; scholarly communication; eContent especially innovation and strategic planning; usage statistics; licensing and negotiation; ebooks; library consortia; library/publisher relations.

Helen Henderson: Standards especially for identification and usage; strategic planning for publishers and intermediaries; pricing and business models for publishers; analysis of trends and usage.

Lorraine Estelle: Digital publishing; gold open access; shared services; licensing and negotiation; ebooks; usage statistics; library consortia; library/publisher relations

### Services provided:

- forward planning and innovation for publishers and libraries
- business modelling
- industry analysis and trend forecasting
- Industry surveys.

### Previous work:

- Surveying the use of, and recommending improvements to, ebook usage statistics for COUNTER.
- Surveying and analysing APC (article processing charge) usage and "Total Cost of Ownership" for journals on behalf of Jisc Collections.
- Analysing Jisc's Digital Media activities and reporting on overlaps.
- Managing the ebooks pilot consortium project for Jisc Collections and carrying out statistical analysis of use.
- Working with subscription agents to specify the next generation products and services for libraries and consumers.
- Working with major STM publishers to develop standard customer databases with standard metadata (which became Ringold's Identity Database).
- Working on the PIRUS Project to investigate article usage in institutional repositories.
- Working with Rightscom to study business models for ejournal content.
- Working with a major STM publisher to develop innovative business models for consortia purchasing.

## Jeremy Atkinson

T: 07743 574233  
E: [jeremyatkinson@hotmail.co.uk](mailto:jeremyatkinson@hotmail.co.uk)

LinkedIn: [uk.linkedin.com/pub/jeremy-atkinson/3/ba5/a67](https://uk.linkedin.com/pub/jeremy-atkinson/3/ba5/a67)

#### Areas of expertise:

- strategic and operational reviews of library and information services, projects and organisational structures
- benchmarking of library and information services
- quality assurance of projects and library and information services
- electronic resources development, procurement and service provision
- development of collaborative library provision
- conference organisation and content.

#### Services provided:

- consultancy
- research
- report writing.

#### Previous work:

Jeremy Atkinson has wide-ranging experience and expertise in the leadership, management and development of academic library services. He had overall responsibility for the strategic and operational management of library and information services at the University of Glamorgan from 1991 to 2012. He previously held library posts at the University of Northumbria, Cardiff University and Manchester Metropolitan University.

Jeremy has had a long standing and active involvement in a large number of UK strategic committees and groups, notably those of Jisc (continuous involvement from 1998 – 2012), SCONUL (including three years as a trustee and member of SCONUL Executive Board) and WHELP (Wales Higher Education Libraries Forum). For WHELP he was Chair of the WHELP Development Group and responsible for the HELP (Higher Education Libraries in Partnership) project, which defined the future direction of Welsh academic library collaboration, and for the development of the WHEEL (Welsh Higher Education Electronic Library) initiative, covering e-journal and e-book procurement for the Welsh HE sector.

Jeremy has produced a wide range of publications and conference papers on topics including change management, quality assurance, electronic resources, library collaboration and networked moving images. He has been commissioned to write / edit a book, 'Quality and the academic library', including UK and international contributions, to be published by Chandos Publishing in late 2015.

His most recent experience (2012 to date) is as a Library and Information Services

Consultant working with a number of high profile clients, including Jisc and individual UK universities. Consultancy clients have included:

- Jisc: Review of the Knowledge Exchange initiative; Review of the Strategic Content Alliance initiative; Review of Repository Network +; Business case for open access repository shared services; Quality assurance for Open Mirror feasibility study and review of Jisc repository services (for Jisc and co-partners RLUK, SCONUL, UCISA and RUGIT)
- Regent's College / University: Review of Learning Resources
- Coventry University: Library Quality Review
- Fire Service College: Review of Library Services
- SCONUL: Conference workshop on high quality customer services
- University for the Creative Arts: External for Library & Student Services senior staff restructuring
- Jisc and Chandos Publishing: Evaluator for proposals.

Jeremy's LinkedIn entry provides more detailed information.

## Jules Winterton

Director and Librarian  
Institute of Advanced Legal Studies  
School of Advanced Study  
University of London  
17 Russell Square  
London WC1B 5DR  
T: 020 7862 5884  
E: [jules.winterton@sas.ac.uk](mailto:jules.winterton@sas.ac.uk)

#### Areas of expertise:

- legal information and law libraries collection
- development and management of legal materials
- services planning – law libraries
- strategic
- development – law libraries
- Recruitment and staff development.

#### Services provided:

- confidential assessment
- informal advice
- formal report
- referral.

#### Previous work:

- major academic and professional law libraries

- international work.

## Kathy Roddy Research and Consultancy

E: [kathyrodtraining@gmail.com](mailto:kathyrodtraining@gmail.com)

#### Areas of expertise:

- Training for LIS staff
- Fundraising
- Volunteer management

#### Services provided:

Training in the following subjects:-

- Practical project management (in the LIS context)
- Analysing and presenting statistical information
- Managing the library budget
- Essential library skills (for library assistants)
- Information literacy
- Desk research skills
- Fundraising for librarians
- Bidding for Funds
- Recruiting, managing and developing library volunteers
- Demonstrating outcomes (and Outcomes based-planning)

#### Previous work:

Since 2000, I have been (and continue to be) a CILIP trainer in the subjects listed. This has involved delivering training to diverse groups (from different libraries) and developing and delivering 'in-house' training for specific clients, including universities and specialist organisations.

Recent clients have included:-

- University of Sussex
- Institute of Development Studies
- University of the Arts, London
- University of Kent LIS
- University of Bournemouth LIS
- The Bar of Ireland
- Canterbury Cathedral
- Oxford University Bodleian Library
- National Institute for Health and Care Excellence

## Ken Chad Consulting Ltd

16 Regency Court  
Brentwood CM14 4LU  
T: 07788 727 845

E: [ken@kenchadconsulting.com](mailto:ken@kenchadconsulting.com)

[www.kenchadconsulting.com](http://www.kenchadconsulting.com)

LinkedIn: /kenchad

Twitter: @kenchad

Skype: kenchadconsulting

Researcher IDs:

Orcid.org/0000-0001-5502-6898

ResearchGate:

[https://www.researchgate.net/profile/Ken\\_Chad](https://www.researchgate.net/profile/Ken_Chad)

**Areas of expertise:**

- Strategy
- Innovation
- Value propositions
- Business models
- Marketplace analysis
- Horizon scanning
- Business cases
- Needs gathering, analysis & prep of requirements documents
- Procurement (inc prep & evaluation of tenders)
- Library systems & technology
- Archive systems
- Discovery systems
- Research management and research data
- Ebooks
- Open Access
- Shared services

Ken has worked in the library technology business (inc. at Board level) for over 20 years.

He is a member of CILIP & ALA. He is a member of the NISO Open Discovery Initiative and an Advisory board member of the open access journal Studies in Arts & Humanities.

**Services provided:**

Our services include advice on changing library, archive & related systems, market analysis, roadmaps, recommendations and business cases for change & improvement. We also help organisations review and develop strategy and innovate new products and services. We provided horizon scanning services and market reports

We have strong, innovative and engaging methodologies that provide clear, actionable outputs

We have partnered with a wide range of other consultants and experts

There is more information on our website:

<http://www.kenchadconsulting.com/how-we-can-help/>

**Previous work:**

We have worked with many individual HE institutions, sector bodies (e.g. Jisc & SCONUL) and businesses. See our website for details of specific projects:

<http://www.kenchadconsulting.com/recent-projects/>

Projects undertaken have included:

- Analysis and review of library, archive, repository and research system infrastructure
- Advice on new library systems/system replacement
- Needs gathering, system specifications and help with procurement.
- Review and analysis of potential solutions
- Strategy
- Innovation-developing new services and products
- Horizon scanning and market analysis

Ken Chad Consulting set up and hosts Library Technology community resources:-

- Higher Education Library Technology (HELibTech)
- Open Specifications for Library Systems (LibTechRFP)

Ken Chad has [published](#) and [presented](#) at conferences.

## Les Watson

T: 07909880985

E: [admin@leswatson.net](mailto:admin@leswatson.net)

[www.leswatson.net](http://www.leswatson.net)

**Areas of expertise:**

- library buildings and use
- user views, attitudes and requirements
- space use
- technology deployment, use and suitability
- interior design development and impacts
- libraries role in learning
- service offer-development, integration and response to locality and community futures.

**Services provided:**

- Client services for spaces and buildings – new builds, refurbishment projects, concept development and pre-planning, project advisory services, liaison with architects, designers and other building professionals, ITT development and overall project planning.
- Library reviews – space organisation and use, service reviews, strategy assessment and development, user technology selection implementation and strategy, operations, user expectations surveys.
- Links with other services e.g. Student services.
- Interim Management Roles.

## Previous work:

- 2006 Project champion for Saltire Centre, Glasgow Caledonian University
- 2007 Invited keynote speaker at Places and Spaces for Learning seminars for Australian Universities
- 2008 Interim Director of Information Services, Royal Holloway University of London led the refurbishment of Bedford Library
- 2008-2010 Expert consultant on Technology Enhanced Learning Environments at Jisc
- 2009 Consultancy project to inform library development at the University of Teesside
- 2010 Invited international speaker at Universities Australia Vice-Chancellor's conference – Canberra Australia
- 2011 consultancy for York St John University refurbishment project of Fountains Learning Centre
- 2012 Keynote address to Bibliothekartag conference on Library Space Development – Hamburg Germany
- 2013 published *Better Library and Learning Space – Projects, Trends and Ideas* (FACET pub.)
- 2014 Library guru consultancy at University of Salford to advise on library consolidation and development
- 2010 to present – Visiting Professor at University of Lincoln on Learning Environment Development.

## Lisa Jeskins Training

T: 0161 491 1669

T: 07870773317

E: [lisa@lisajeskinstraining.com](mailto:lisa@lisajeskinstraining.com)

<http://lisajeskinstraining.com/>

### Areas of expertise:

- social media
- presentation skills
- train the trainer
- customer service
- enquiry/reference desk skills
- information literacy
- facilitation for communications, marketing and team building.

### Services provided:

I provide high quality, and engaging training and facilitated workshops. My training is tailored to the needs and requirements of your staff so that it is relevant and effective. I am a chartered librarian with over 15 years' experience working in libraries. This means that I understand the challenges information professionals face.

I can provide training on:

- presentation skills
- train the trainer
- reference desk skills
- customer service skills
- introduction to Twitter
- introduction to blogging
- introduction to social media
- enhancing customer experience using social media
- facilitated workshops on
- team building
- communications
- marketing.

I can help to review your information literacy practice and make suggestions for new practice.

### Previous work:

- The British Library
- University of Manchester (Library, IT Services)
- University of Leeds Library
- University of Nottingham Libraries, Research and Learning Resources
- Lancaster University (Staff Development Unit)
- Liverpool John Moores University Library
- Manchester Metropolitan University Library
- ASLIB
- NHS Libraries in the North West, North East, Yorks and Humber, Kent, Surrey and Sussex
- Lancashire Academic Libraries Network
- Edge Hill University
- York St John Library
- RNIB (Library)
- Credo
- Cardiff
- Metropolitan University Library.
- An investigation into the use and value of the Balanced Scorecard in an international sample of libraries.
- A project to establish the extent to which changes in usage statistics for electronic resources may be attributed to the introduction of resource discovery tools.
- An investigation of the role of publicly available repositories in scholarly communication, with a special focus on researchers' perceptions of, and their attitudes towards using, repositories.
- An investigation of the value of academic libraries for teaching and research staff, to provide the academic library community with a greater understanding of their connections with academic departments, and to identify ways to improve those connections through the identification of good practice.

- An investigation into the status of health librarianship and libraries in Ireland including a review of international best practice, interviews with key stakeholders, and a survey and focus group of health librarians in Ireland.
- An investigation of options for measuring the performance of digital library resources at a national library, involving a review of current assessment practices and the development of new tools to evaluate the performance of the digital library.
- Support for a stakeholder consultation project – two questionnaires were designed, for online and telephone administration, and the resulting data analysed and synthesised to inform the wider project.

## Max Hammond

T: +49 173 5782440

E: [max@mh-strategy.eu](mailto:max@mh-strategy.eu)

### Areas of expertise:

Max is an experienced consultant who has undertaken work spanning detailed technology and business process reviews, audience analysis and market research, service evaluations, through to strategic reviews of major national services and the development of long-term strategy. Max has an excellent understanding of academic libraries, the library community, and in particular the strategic implications of current and emerging technologies:

- HE and research libraries
- national strategy and guidance
- shared/above-campus services
- technology strategy
- skills and staffing structures
- cloud computing
- data-centric infrastructures
- digitisation and digital curation
- digital heritage
- authentication/authorisation infrastructures
- information assurance.

### Services provided:

- audience/user analysis
- business analysis
- business case development
- business model design
- business process modelling and improvement
- evaluation and impact assessment
- facilitation
- market research
- project, programme and portfolio design and management

- requirements capture
- scenario planning
- strategic review.

### Previous work:

Max has successfully conducted a very wide range of projects for the education and research sectors, with a particular focus on libraries. A selection of examples includes:

- The strategic review of UKRR (2012) evaluated the progress that this nationally-important shared service has made, identified challenges and potential future models and developed a change plan which has been accepted by the Board.
- The review of all services provided by Jisc (2012) was part of the continuing work to implement the recent Wilson Review of Jisc. The report considered overall management of portfolios and services, and alignment with customer requirements.
- A review of the Jisc datacentres EDINA and Mimas (2011) considered their role and their relationship with their sponsors through a series of organisation and governance models.
- The Libraries of the Future project (2011) used horizon scanning and futures techniques to create scenarios to support the development of long-term strategic plans for academic and research libraries.
- Author of a Jisc Observatory TechWatch paper (2012) on data-driven infrastructure, including technical overviews of Linked Data, APIs, and NoSQL database systems – but focusing on the business impact of the design paradigm.
- Joint author of an Audience Analysis Toolkit (2008), bringing together key market research and service planning techniques to meet the needs of a diverse set of stakeholders within the UK public sector, including education, health, broadcasters, health, and libraries.
- Developing content and providing mentoring for a project to develop a course and associated training materials to teach the skills required to manage digital content creation projects (2012).
- Supported a study of a shared services approach for a Library Management System for academic libraries (2009). Working with SCONUL member libraries, publishers and suppliers to design, justify and plan a shared service that could potentially be scaled up across the UK. Max's contribution included requirements capture, designing the proposed service and the assessment of

benefits, costs and risks for the plan and associated policy developments.

- Conducted a project to investigate the legal implications of re-using library catalogue records in a web environment (2009). This project produced practical information to UK university libraries to facilitate their decision-making.

## Michelle Maden

**Clinical Information Specialist,  
MA Hons, MA, PGCert HE  
Teaching & Learning Support**

T: 0151 924 0428

E: [michelle\\_jenkins@hotmail.com](mailto:michelle_jenkins@hotmail.com)

LinkedIn: [linkedin.com/in/michellemaden](https://www.linkedin.com/in/michellemaden)

### Areas of expertise:

Delivering workshops and seminars to librarians and health/medical students in the following research methods:

- systematic reviews
- critical appraisal
- research methodology (with a focus on health/medical, LIS fields)
- literature searching
- undertaking comprehensive literature searches to support all aspects of evidence-based practice, publications, research proposals and guideline production.

### Services provided:

- Comprehensive literature searching, data extraction and quality assessment for systematic reviews. Transparency of the process is explicitly outlined with detailed presentation of the methodology involved.
- Consultancy and training provided for all aspects of systematic reviewing (literature searching, data extraction, quality assessment, synthesis, structure and presentation of final review). An interactive, practical approach is offered to introduce trainees to systematic reviewing.
- Training delivered as a standalone in literature searching (beginners, intermediates, advanced), critical appraisal, study designs, reference management, systematic reviewing.
- Quantitative and qualitative data analysis.

### Previous work:

- Associate Tutor in Systematic Reviews involving the supervision of MA level systematic review students, lecturer on systematic reviews, research methods and critical appraisal modules for Master's levels programmes.

- Module lead for systematic reviews on a 10 week MA level programme with responsibility for curriculum content and delivery via a synchronous learning environment (Wimba).
- Lecturer on a MA Library and Information Management course with responsibility for the Research Methods module.
- Research Assistant for a Systematic Review looking at the effectiveness of treatments for cocaine dependence (£20k grant awarded).
- Trainer for the North West Library and Information Health Network Northwest (LiHNN) in critical appraisal, literature searching and systematic reviews.
- Supporting and delivering a proactive and reactive clinical information service across two NHS trusts.
- Information Officer and Research Assistant for BestBETs undertaking literature searching for shortcut evidence-based reviews published in the medical literature.
- Published author and co-author of systematic reviews in the LIS and health fields.
- LIS Researcher and Practitioner Excellence Award 2012 for work undertaken on a systematic review examining the effectiveness and impact of Clinical Librarian Services.

## Ned Potter

E: [nedpotter@ymail.com](mailto:nedpotter@ymail.com)

[www.ned-potter.com/training](http://www.ned-potter.com/training)

Twitter: @ned\_potter

### Areas of expertise:

Communication, specifically in the areas of marketing, presentation skills, social media, and emerging technologies.

### Services provided:

Full-day interactive workshops, tailored for the specific organisation.

The content is not based on future trends but on what is happening NOW. The feedback reflects that delegates leave with plenty of ideas they can apply straight away to improve their organisations' (or their own) communication and marketing.

Examples of training offered include:

- Making Your Message Stick: a presentation skills workshop covering both PowerPoint and Prezi.

- The Digital Marketing Toolkit: covering new technologies, publishing online, marketing with video and more.
- An Introduction to Twitter and Blogging, aimed at organisations taking their first steps with these platforms.
- Social Media Improvers, for those already using social media who want to build their network, develop a more engaged audience, and measure and track impact.
- Pure Marketing, on tuning out the white noise and effectively promoting the library to relevant parties.

Workshops are always adapted to suit the audience, and the above can be broken down into half-day sessions and mixed and matched depending on need.

#### Previous work:

- Regular Trainer for the British Library and UKeIG (the UK electronic Information Group).
- In-house training for various organisations including the Bodleian, the Open University, and University of the Arts, and the Army.
- Workshops for various groups including the Academic and Research Libraries Group, School Libraries Group, Health Libraries North, the International Library and Information Group, and abroad for the Library and Information Association of South Africa, the Latvian Ministry of Culture, and upcoming workshops for Public Libraries Australia.

## Nomad RDC Ltd

Valerie Clugston  
Creative Director  
T: 0141 424 1111  
E: [val@nomad-rdc.com](mailto:val@nomad-rdc.com)  
E: [info@nomad-rdc.com](mailto:info@nomad-rdc.com)

#### Areas of expertise:

- Specialists in people centred / co-design processes incorporating field research, creative consultation and social media communications.
- Specialists in strategic design of library learning and healing spaces.
- Specialists in the creation of identities for places and spaces including way-finding strategy.

#### Services provided:

- field and bench research
- people centred consultation & co-design
- service design
- interior design
- environmental graphics

- navigation & way finding strategy
- sign design.

#### Previous work:

- The Saltire Centre – Glasgow Caledonian University
- University of Bath – Collaborative Learning Space
- Dublin City University – Technology Rich Learning Café
- University of Bradford – Atrium Project and Student Services Hub
- Learn Direct Scotland – ‘Designing Learning Spaces’ & ‘SME’s & Learning spaces’
- University of Glasgow – The Fraser Building
- University of Bristol – Medical Library/Arts & Social Sciences Library
- Royal Holloway University of London – TLC@Bedford Library
- Transformation, a 21st Century University – Glasgow Caledonian University
- University of East Anglia – ‘Love @ UEA – Rethinking Library Spaces’
- University of Bristol – The Design Guide
- University of Bristol – The Chemistry Building
- Regents College London – Tate Library
- University of Bristol – ‘Libris’ International Design Competition in partnership with Wilkinson Eyre Architects
- Glasgow Caledonian University – Campus Master planning in partnership with Page/Park Architects
- University of Bristol – ‘ASSL Design Project’
- Archie Foundation – Aboyne Hospital
- Archie Foundation – Fraserburgh Hospital
- Apollo Capital Projects – Rutland Surgery
- Middlesex University – Inside Out: Rethinking Learning Resources
- City of Glasgow College – Library Refurbishment
- University of Stirling – Atrium Master planning in partnership with Page/Park Architects
- Heriot Watt University – Gateway & Heart Project – Design Manifesto
- Kings College London – Quadrangle Creative Consultation Project
- Glasgow Caledonian University – Heart of Campus Project
- University of Bristol – Spaces to Grow Project
- University of Liverpool – Guild of Students Project
- Stobhill Hospital – Exemplar Dementia Wards 45 & 46

- Kings College London – Somerset House East Wing Learning Centre.

## Owen Stephens Consulting

52 Queensway  
Leamington Spa  
Warwickshire CV31 3JZ  
T: 0121 288 6936  
E: [owen@ostephens.com](mailto:owen@ostephens.com)  
[www.ostephens.com](http://www.ostephens.com)  
Skype: owen.stephens

#### Areas of expertise:

- Using IT effectively in libraries.
- Helping libraries design and implement efficient workflows and processes.
- Procuring, implementing and exploiting library systems.
- Integrating library resources and services into learning environments.

#### Services provided:

- review of staffing structures, processes and systems
- stakeholder analysis and requirements gathering for a process or system
- it system analysis, assessment, procurement and/or implementation
- facilitation of strategic planning
- project management
- software development, documentation and maintenance
- staff training in the area of technology and digital humanities.

#### Previous work:

Owen Stephens Consulting has undertaken a wide range of projects for libraries, library consortia and national bodies.

#### Clients include:

- RLUK
- SCONUL
- Jisc Collections
- White Rose Consortium
- and a number of UK HE institutions.

We also have a good track record of collaborating with other consultants and organisations to deliver projects. Before forming the consultancy, Owen Stephens worked on the management team of the library services of two leading UK universities and during that time was responsible for a number of innovative projects at both institutional and national levels.

Recent work undertaken by Owen Stephens Consulting includes:

- Project management technical expertise for a variety of Jisc funded projects in the area of libraries, archives, and open access repositories.
- Workshop facilitation on a range of library related topics.
- Review and documentation of software and related services.
- Analysis of staff requirements to support the use of technology in libraries.
- Software development for the integration of library resources into learning environments.
- Data modelling and system design for electronic resource management.

## Paul Wheatley Consulting Ltd

T: 07753803518

E: [paulrobertwheatley@gmail.com](mailto:paulrobertwheatley@gmail.com)

<http://bit.ly/paulrobertwheatley>

<http://openpreservation.org/knowledge/blogs/author/paul/>

Twitter: @prwheatley

### Areas of expertise:

- digital preservation
- information management
- software development.

### Services provided:

- Digital preservation strategy and policy development and review
- preservation planning, file format assessment and related work
- research and development
- software development
- bid writing
- training, collaborative events, hackathons, mashups.

### Previous work:

Unrivalled 14 years of experience in the digital preservation field, including:

- Strong track record winning external funding for digital preservation projects.
- Comprehensive experience in delivering Jisc and EU-funded project work, from Cedars and Camileon to the Planets and Scape Projects.
- Seven years of experience leading digital preservation at the British Library.
- Unique experience working with 100+ practitioners from libraries, archives, galleries, museums and commercial entities to solve their practical digital preservation challenges as part of the

Digital Preservation Award nominated Spruce Project.

- Consultancy services provided to: The British Library, the Open Preservation Foundation, the University of Northern Illinois University and Harvard University.

## Penny Hicks

T: 07966632027

E: <mailto:Pennyhicks2@gmail.com>

Twitter: @Hicksy\_Penny

### Areas of expertise:

- Communications and marketing strategy
- Customer service development and face to face communications
- Marketing methodology and skills
- Social media strategy and delivery
- Culture change
- Coaching and mentoring
- Presentations and Speaking

### Services provided:

- Working with teams and individuals to build on marketing and communication skills to help develop strategies, action plans and practical skills.
- Review current activity, resources and skills and suggest recommendations
- Working with teams using workshops and skills sessions.
- Deliver one to ones and inspirational events to develop communication with Library audiences.

### Previous work:

I am a qualified senior executive coach and work with senior leaders through to mid-range managers and specialists to support them in reaching their goals.

- Strategic Head of Marketing and Customer Services at The University of Manchester Library.

I was proud to lead the Library's Strategic Marketing and communications team which included the academic engagement team for five years and more recently added the customer services team to my portfolio. Some highlights include increasing student satisfaction by 18% in one year, engaging a third of the Library's staff in providing social media content and building an academic engagement team that is highly respected in the sector.

- 15 years' experience with the Universities of Warwick and Salford where I led student recruitment, internal

communications and press & PR during a period of significant change.

## Professor David Baker PhD

Riga Rose

Scout Close

Mytholmroyd

Near Hebden Bridge

Yorkshire HX7 5JU

T: 01422 884655

T: 01422 886631

M: 07768 743580

E: [d.baker152@btinternet.com](mailto:d.baker152@btinternet.com)

E: [david.baker@sero.co.uk](mailto: david.baker@sero.co.uk)

Skype: davidmbaker1952

### Area of expertise:

- strategic management
- strategic technology management
- financial management and resource allocation
- change management
- training and development project management.

### Services provided:

- consultancy
- training and development
- report writing
- bid writing.

### Previous work:

David Baker has over 30 years' experience in HE, including as Pro-Vice-Chancellor at the University of East Anglia and Principal and Chief Executive of the University of St Mark and St John, Plymouth. He holds a Chair in Strategic Information Management from the University. David led the University through the process of gaining its own taught degree awarding powers (TDAP). He has also worked extensively with Jisc, including as Deputy Chair for four years. He chaired the Transition Board that turned Jisc from a public to a private sector organisation. He was also Chair of GuildHE and Chair of Universities South West when Principal at the University of St Mark and St John.

David has written widely in the field of library and information science (LIS) with 17 monographs and over 100 articles and book chapters to his credit. He has spoken at numerous conferences, led workshops and seminars and has undertaken consultancy work in most countries in the European Union, along with work in Ethiopia, Kuwait, Nigeria, South Africa and the Sudan.

He has led a number of large technology-based projects in the LIS sector, both in

relation to digital and hybrid library development and content creation for teaching and learning. His other key professional interest and expertise has been in the field of human resources, where he has been active in major national projects. He has also advised a number of colleges on gaining TDAP. David has been a senior manager in UK HE for many years with national-level experience at CEO level. He also has significant experience as a consultant in the field.

#### Sample Recent Consultancies

- The British Council – Middle East Office – feasibility study for provision of distance learning to Syrian refugees in Palestine and Lebanon.
- Leeds College of Music – management and development of online learning.
- The Association of Commonwealth Universities – benchmarking of library and information provision.
- St Mary’s University Twickenham – Information Strategy Management and Development.
- University of South Wales – ICT management.
- Nottingham University – Strategic Review of Library and Information Services.
- Organisational Development Projects leading to Taught Degree Awarding Powers for:
  1. Regents’ University London
  2. British School of Osteopathy
  3. Anglo-European College of Chiropractic
  4. Bradford College.

## Sarah Durrant

### Coaching & Training

T: 01394 615714  
M: 07715 121910

#### Areas of expertise:

- Leadership learning and development workshops.
- Professional coaching and mentoring for leadership development.
- Specialist skills in the area of licensing & negotiation for librarians.

#### Services provided:

- affordable leadership workshops including (examples):
  - (i) Forever Changes (cultivating resilience in times of change, challenge – and opportunity)
  - (ii) Enable, Empower, Inspire (coaching skills for C21st leaders)

- (iii) Make Yourself Heard (confident public speaking)
- (iv) Lead From Within (skills, tools and knowledge to build confidence in leaders)
- (v) Overcoming Fear of Failure (fostering creativity, learning and innovation in the workplace).
- 1:1 Leadership coaching
- Specialist training in licensing and negotiations skills for librarians.

#### Previous work:

- 25+ years in various areas of research information.
- I have worked extensively with publishers, libraries, consortia and academics as well as subscription agents, intermediaries and technology service providers.
- I also have experience of information for development programmes having worked for INASP for five years (and beyond as a consultant).
- I currently run my own consultancy in the research information sector (est. 2007) and a successful life and leadership coaching business.

## SD Information Services

Shaida Dorabjee  
1 Garden Farm Cottages  
Waterhouse Lane  
Kingswood  
Surrey KT20 5DU  
T: 01737 350767  
E: [sdorabjee@sdis.co.uk](mailto:sdorabjee@sdis.co.uk)  
[www.sdis.co.uk](http://www.sdis.co.uk)  
LinkedIn: [linkedin.com/in/shaidadorabjee](https://www.linkedin.com/in/shaidadorabjee)

#### Areas of expertise:

- over 30 years’ experience in library and information work in the private and public sector
- management of libraries and library staff
- service reviews
- knowledge of resources in medical/scientific fields
- consultancy and advice
- interview, focus groups, survey techniques
- training and facilitation
- marketing activities relating to libraries
- addressing culture change
- Working worldwide with multinationals, as well as with developing countries.

#### Services provided:

- Reviewing of library and information services.
- Ascertaining strategic organisational goals.

- Conducting user and stakeholder interviews.
- Providing strategy and planning for library services.
- Addressing changing culture and work practices amongst library staff, students and other users.
- Trouble-shooting specific managerial and operational issues.
- Marketing a service internally and externally to a diverse range of stakeholders.
- Presenting and holding workshops at conferences.
- Training in auditing a service, managing staff, marketing/promotion and cultural change.
- Working with clients on strategies and business plans to develop a service which reflects business needs.

#### Previous work:

- Review of library and information service in a multinational organisation and developing a new enquiry service.
- Mentoring a new manager in developing and providing a proactive library service. Training academic librarians in marketing and promoting their services. Facilitating a strategy review in an academic organisation.

## Sero Consulting Ltd (including Sero HE)

T: 0114 221 6006  
[www.sero.co.uk](http://www.sero.co.uk)

#### Areas of expertise:

Sero consultants have established track records in working with academic and national library services and in scholarly communications, covering:

- business process design
- shared services
- change management
- library systems
- e-resource management
- resource discovery
- metadata profiles and linked data
- CRM and service desk
- library and learning analytics
- open access publishing
- repositories
- research data management
- digital library services
- Learning management systems.

#### Services provided:

Sero employs 12 staff and works with an expert team of Associates

([www.serohe.co.uk](http://www.serohe.co.uk)) to meet the needs of libraries and IT services including:

- strategic planning
- service evaluation
- systems review
- audit of systems and processes
- requirements and use case capture
- data modelling
- event facilitation
- staff and student focus groups
- online user surveys
- market research
- project management.

#### Previous work:

Since 2010 Sero has undertaken assignments for academic libraries and consortia in the UK, Europe and the US.

Clients have included:

- Gloucestershire (Team Away Days, Workflow design)
- HEIDS, Scotland (Shared services road map)
- Huddersfield (CRM systems evaluation)
- Leicester (LMS review)
- Manchester (Digital library strategy)
- M25 (e-Books strategies)
- Nottingham (Research data)
- OU (LMS and VLE reviews)
- The British Library (Service options)
- White Rose (Repository service review)
- Westminster (Project management)
- Wellcome (Service options)
- Wolverhampton (LMS review).

In addition Sero has led and partnered with universities in a range of UK, European and US projects in library and online learning.

## Margaret Weaver

T: 01706 355572

M: 07854054267

E: [Margaret.weaver@ntlworld.com](mailto:Margaret.weaver@ntlworld.com)

#### Areas of expertise:

- Strategic and change management – esp. converged/de-converged services, multi-professional teams.
- Academic skills and pedagogy advocacy.
- Learning Spaces design.
- Student experience
- Academic engagement.

#### Services provided:

- Senior Library management.
- Interim appointments.
- Mentoring.
- Project work.
- Student Services.

- Literature reviews/methodologies.
- Academic writing.

#### Previous work:

- University sector:
  - Director of Library and Student Services (8 years).
  - Head of Library Services (6 years).
  - Head of User Support (2 years).
  - JISC Project Manager (2 years).
  - Academic Librarian (5 years).
  - Law Librarian (3 years).
- Public library:
  - Operational

## The Research Base

26 Waterfront  
 Brighton Marina Village  
 Brighton BN2 5WA  
 E: [info@theresearchbase.com](mailto:info@theresearchbase.com)  
 W: [www.theresearchbase.com](http://www.theresearchbase.com)  
 M: 07376 489 038  
 Twitter: @theresearchbase

#### Areas of Expertise

The Research Base was founded in 2010 and is an international research consultancy with a mission to use evidence and intelligence to create a positive social impact. Particular areas of expertise include:

- Education and skills research, including evaluations of general education and teacher training programmes, evidence and literature reviews and market intelligence reports. Areas of knowledge include system structure, quality assurance, curriculum development, pedagogy, assessment and accreditation.
- Archives and academic research, delivered by a team comprising academic researchers and external specialist consultants with whom we have worked since our inception.
- International development, with a focus on education, employment, youth/children, social care and health.

As a Market Research Society (MRS) accredited research consultancy, we adhere strictly to the Market Research Society's Code of Conduct. Our Directors and Research Managers are accredited PRINCE2 practitioners and our qualitative researchers have enhanced DBS clearance when working with children and vulnerable adults. We also have a data protection policy and work in accordance with the Data Protection Act and GDPR.

#### Services Provided

Services we provide to clients from across a wide range of sectors include:

- Monitoring and evaluation (including

impact assessments and process evaluations)

- Desk-based research (including systematic literature reviews)
- Quantitative research and analysis
- Qualitative research and analysis (including focus and participatory discussion groups, and stakeholder interviews with a broad range of respondents, including senior policymakers and industry representatives)
- Mixed methods research, involving the triangulation of qualitative and quantitative work.

#### Previous Work

- Research Libraries UK - conducted research through literature reviews and interviews for the development of a national standard for citations of Unique and Distinctive Collections (UDCs) within academic and non-academic publications.
- Royal Society and British Academy - identified the expectations for educational research and the research needs and considered priorities of the 'actors' within the education research ecosystem through a series of focus groups and interviews across the UK.
- The British Council - provided support in an advisory capacity on delivery of the MEL strand of Libraries Unlimited programme, including the development of framework and tools.
- EIT Climate-KIC - conducted a 10 year review, providing lessons learned and recommendations for other, newer KICs (European knowledge and innovation communities).

Other clients have included:

- The Royal Society
- The Education and Training Foundation
- Education Endowment Fund
- City & Guilds
- National Union of Students
- Education Media Centre
- Teach First
- Cherie Blair Foundation for Women
- University of Cambridge
- University of York
- Royal Dublin Society
- The Clore Leadership Programme
- Institute of Leadership & Management