

## 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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## Andy Priestner Training & Consulting

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Lincolnshire, DN19 7HZ  
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Twitter: @andypriestner

### Areas of expertise:

Training and consulting to academic, public and government library services and Higher Education more generally.

User Experience (UX) research and design:

- Practical and interactive training programmes with staff at all levels to ensure library services are user-centric and relevant. Recent extensive programmes with Stockholm Public Libraries, Canada's Library of Parliament in Ottawa, University of Wolverhampton;
- Consultancy to research user experience of spaces and services. Recent work includes redesigning the entrance way/reception building of the Swedish Defence University.

Failure/How to Fail workshops: Changing our relationship with failure. The intention and approach of such workshops is to help attendees to be more realistic about failure so that they don't put unnecessary and damaging pressure on themselves in the future and lead by example with others when failure occurs.

LEGO Serious Play/LEGO Serious Play facilitation. Using this established methodology to build teams, embrace innovation and creativity, and assist educators with their teaching. I also train staff to become LEGO Serious Play facilitators themselves.

### Services provided:

Consultancy and research (user experience of library services)  
Training programmes  
Teambuilding workshops  
Creativity and innovation workshops  
Facilitation

### Previous work:

University of Leeds, UK (2022)  
Queen's University Belfast, Northern Ireland (2022)  
Technological University of the Shannon, Republic of Ireland (2022)  
Stockholm Public Libraries, Sweden (2021-2)  
Lund University, Sweden (2021)

Royal Holloway, University of London, UK (2021)  
Carleton University, Ottawa, Canada (2021)  
Linköping University, Sweden (2021)  
ABDU, Lille, France (2021)  
Aston University, UK (2021)  
Designing for Digital conference, USA (2021)  
Library of Parliament, Ottawa, Canada (2021)  
TK Forum conference, Bangkok, Thailand (2021)

## Bridgford Consultancy

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LinkedIn: [bridgford-consultancy](https://www.linkedin.com/company/bridgford-consultancy)

### Areas of expertise:

- Leadership & change management
- Effective hybrid working
- Customer service especially 'difficult customer situations'
- Team development
- Influencing skills & conflict resolution
- Train the trainer & presenting with impact (online and in-person)
- Confidence & assertiveness
- Building resilience
- Selection skills
- Prioritisation techniques
- The principles of project management
- Advocacy & networking skills
- One to one and team coaching

### Services provided:

Bridgford Consultancy designs and delivers people development programmes to public and private sector organisations. Libraries and Information services are a specialist area. A team of consultants hold qualifications in Librarianship, HR, Management, Coaching & online facilitation.

We offer (in person, virtual or blended)

- Facilitation of team events and project groups
- Design & delivery of bespoke programmes in leadership, change and other aspects of people development
- Coaching for leadership, career development and performance
- Action Learning Sets

### 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. 'Inspiring Leadership' for SWRLS (South Western Regional Library Services)  
Royal Holloway University – leadership courses including 'Lead Productive Meetings' and 'Handling difficult conversations'

- **Customer Service:** 'Handling difficult customer situations' virtual workshop for all staff in Nottingham Trent University Libraries;
- **Team Development:** Academic Services Team Event, University of Derby
- **Prioritisation Techniques:** virtual workshops for 20 leaders, University of Nottingham
- **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; Facilitating online meetings & Train the online trainer: ongoing programme for Health Education England and Medical Education, University Hospitals Birmingham.

## David Baker Consulting

David Baker  
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### Area of expertise:

- Higher Education
- Libraries
- Research

### Services provided:

- Report writing
- Mentoring
- Workshops
- Training
- Benchmarking
- Research Services
- Organisational Development
- Consultancy

### 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.

## Dr Lesley Trenner

### Change Coach

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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.
- Focus groups.
- Plain English, report writing, copywriting, newsletters, blogs.

#### Services provided:

- executive coaching and mentoring
- career coaching and mentoring
- consultancy on ageing workforce
- 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 *Whentheygetolder*.
- 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.

## Elizabeth Malone

Elizabeth Malone

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Web: <https://librarymentor.co.uk/>

#### Areas of expertise

- New build and refurbishment planning;
- Student centred service development
- Communication
- Team building
- Library and service leadership
- Mentoring for management and team leadership
- Leading multidisciplinary teams

- Planning and leading large scale projects
- Data driven services - KPIs, standards, UX
- Technology

#### Services provided

- Mentoring and coaching for leadership and management roles at all levels
- Consultancy

#### Previous work

Elizabeth Malone has extensive management and leadership experience in academic libraries and wider student services functions. Placing the student at the heart of the library and student services experience, Elizabeth has led multi-disciplinary teams including archives, web and digital, first-line student support and library teams ranging across both content delivery and customer service. At Kingston University she led on the library service requirements of the Town House building which went on to win the RIBA Stirling Prize 2021 for the UK's best new building. Elizabeth has also worked closely with SCONUL, chairing the SCONUL Statistics Group for many years. Elizabeth takes an evidence-based approach to her work embracing both hard statistical data alongside UX. Elizabeth led Kingston's successful Customer Service Excellence accreditation. An excellent communicator, Elizabeth enjoys working to develop groups of staff as well as individuals. She was also one of the first library professionals to gain the Principal Fellowship of the Higher Education Academy (AdvanceHE).

## Evidence Base Research & Evaluation Services

#### Evidence Base

Birmingham City University

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United Kingdom

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

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

#### Areas of expertise:

Evidence Base is a research, evaluation and consultancy unit combining academic rigour and commercial flexibility. Established within a UK HE library service in 2004, Evidence Base has thrived on successfully delivering high quality outputs for client's year on year. Evidence Base has extensive experience in working across a broad spectrum of the library and information sector and related sectors.

Staff are solely focussed on, and experienced in, delivering consultancy which supports

clients with decision making and providing practical evidence-based outcomes.

The team has considerable expertise in:

- Evaluation of services; projects, policies and programmes, developing service evaluation capacity
- Qualitative and quantitative research methodologies
- Impact measurement
- Workforce studies
- Statistical analysis of library resources
- User studies
- Community engagement
- Reading, literacy and learning within libraries
- Open Access
- Coaching
- Information presentation

#### 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-resources
- Workforce studies
- Feasibility studies
- Stakeholder engagement and community building
- Evidence-based decision making support
- Capacity building, coaching, 'critical friend' and training
- Bid writing
- Project and programme support
- Event facilitation (e.g. workshops, seminars, conferences).
- Report writing and information presentation
- Developing collaborative projects – including HE organisations and collaborating with other consultants

#### 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
- RLUK
- SCONUL
- HEFCE
- COUNTER
- Macmillan
- Multiple Sclerosis Trust
- Libraries Connected
- CILIP

## Jeremy Atkinson Consultancy

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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.

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: Creation, description, validation and quality assurance for the implementation of the Jisc open access offer; 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)
- University of Winchester: Reviews of Library, IT, Technology Enhanced Learning and Student Services
- University of Sheffield: Service review of copyright provision

- Regent's University: Review of Learning Resources
- Fire Service College: Review of Library Services
- Loughborough University: External Reviewer for Library Quadrennial Review
- SCONUL: Conference workshop on high quality customer services
- University for the Creative Arts / University of Sheffield / University of Winchester: External for senior staff appointments
- Jisc and Chandos Publishing: Evaluator for proposals

Jeremy has had a long standing and active involvement in a large number of UK strategic committees and groups, notably those of Jisc, SCONUL (including three years as a trustee and member of SCONUL Executive Board) and WHELF (Wales Higher Education Libraries Forum). For WHELF he was Chair of the WHELF 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 and library collaboration. He has written / edited three books all including UK and international contributions and all published by Chandos / Elsevier: 'Quality and the academic library' (2016), 'Collaboration and the academic library' (2018) and 'Technology, change and the academic library' (2020).

Jeremy's LinkedIn entry provides more detailed information.

## JGW Consulting Ltd.

(established 2017)

3, Harvester Way, Wideopen, Newcastle Upon Tyne, NE12 9BH

T: 07757 11 9278

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LinkedIn: <https://www.linkedin.com/in/drgraham-walton-22052416/>

Google Scholar:

<https://scholar.google.co.uk/citations?user=Coqzt-IAAAAJ&hl=en>

#### Areas of expertise:

- Organisational development and its successful integration into library and information services

- Quality assurance and evaluation in library and information services
- Setting up effective Key Performance Indicators (KPIs) in library and information services
- Evaluating library and information services' physical spaces and making resulting informed decisions
- Event facilitation (both online and face to face)
- Scenario planning in strategic development
- Academic writing and effective scholarly communication for library and information services
- Providing quality Information, Advice and Guidance (IAG)
- Developing customer centric library and information services

#### Current work:

Graham Walton is currently Honorary Research Fellow in the Centre for Information Management at Loughborough University. As JGW Consultancy Ltd, he works annually with around 60 different organisations (across all sectors) as an external assessor for the following:

- Partner Assessor, Customer Service Excellence accreditation – Cabinet Office, Assessment Services
- Registered Standard Assessor for the matrix IAG Standard, The Growth Company
- Quality Assessor (Observer) for the National Citizen Service, Assessment Services

#### Previous work

Dr Graham Walton has over 30 years' experience in at a senior level in libraries at Northumbria and Loughborough Universities. This has enabled to develop substantial expertise in human resources, strategic planning, integrating digital and physical resources, developing information banks for informed decision making, marketing and changing physical spaces effectively. He was also External Professor for the Masters in Digital Librarianship at the University of Parma, Italy.

Leadership has been provided for a number of projects such as: IMPEL2 for the ELib programme, cross national study on how students access information and communication technologies, information overload in emergency medicine physicians, Bring Your Own Devices (BOYD) and evaluating how students' use informal learning spaces.

He was Editor in Chief of the following journals: Health Information and Libraries Journal and the New Review of Academic Librarianship. Graham has also published

extensively in the sector. This has included over 80 articles and book chapters and he has also edited 7 books. He has given international conference presentations in many countries including Brazil, Germany, Norway, South Africa, Spain, Turkey and USA

## Ken Chad Consulting Ltd

(established 2007)

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

He is a member of CILIP & ALA

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Twitter: @kenchad

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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:

We are one of the few consulting companies on the Jisc research and development framework. Our main areas of expertise are:

- Technology
- Strategy
- Innovation
- Review of whole services, or aspects of services
- 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 Research/Science/Access

Ken is 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. As

well as overall service reviews and reviews of particular areas of service

We also help organisations review and develop strategy and innovate new products and services. We provide 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 & SCOUNL) and businesses. See our website for details of specific projects:

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

Projects undertaken have included:

- Service reviews
- 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

- Higher Education Library Technology (HELibTech) - an open community resource for HE

Ken Chad has published

<http://www.kenchadconsulting.com/publications/> and presented at conferences

<http://www.kenchadconsulting.com/conferences/>

## Lemontree Leadership Consultancy

Helen Hinds

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### Areas of expertise:

We're experts on enabling teams and individuals to work more effectively. We help you identify the outcomes you're looking for and build the roadmaps and interventions to get you there.

### Services provided:

- Vision & Culture setting consultancy support
- Leadership & management team development & deliver
- Facilitation services
- Mentoring & Coaching training
- Mentoring & Coaching services

### Previous work:

- Leadership support building the new Student Experience Directorate, University of Manchester
- Strategic Objective setting workshops, University of Manchester
- External Relations Leadership Team Development, Manchester Metropolitan University
- Professional Services Leadership Conference Workshop design & Delivery, Manchester Metropolitan University
- Creating High Performance Teamworking , SLT University of Sussex
- Library Services Leadership Team Development, University of Sussex
- Library Services & Learning Development Values & Behaviour Workshop, University of Lancaster
- Library Services & Learning Development Management Team Development Programme, University of Lancaster
- Coaching & Mentoring Support programmes
- Coaching & Mentoring Support programmes

## Library Design Collective

Sarah Godowski  
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John MgBadiefe

### Areas of expertise:

Specialists in library design.

### Services provided:

Consultation, strategy, interior design and graphics

### Previous work:

- With Bisset Adams: SCONUL branding
- Birkbeck University Library

- CERNE scientific library
- Institute of Mechanical Engineers library
- Royal College of Nursing library

## Lisa Jeskins Training

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### Areas of expertise:

- Coaching
- Resilience
- Change management
- presentation skills
- train the trainer
- customer service
- enquiry/reference desk skills
- information literacy
- facilitation for communications, marketing and team building.

### Services provided:

A dynamic and committed individual with strong communication skills, I currently work as a freelance consultant providing coaching and training to individuals and organisations. I'm passionate about learning and helping people to reach their potential. I specialise in providing career and life coaching and I train on a variety of different subjects including train the trainer, resilience and change management, moving into management and communication. My chief strengths are building rapport with people, creating safe environments for them to work through issues and designing engaging training.

I can provide training on:

- Resilience
- Change
- Presentation skills
- Train the trainer
- Moving into management
- Reference desk skills
- customer service skills
- facilitated workshops on
  - team building
  - communications
  - marketing.

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

### Previous work:

- NHS and NHS Library and Knowledge services across the UK.
- CILIP
- South Essex College Library
- Library Services, City, University of London

- Lancaster University (Staff Development Unit)
- University of Manchester (Library, IT Services)
- University of Nottingham Libraries, Research and Learning Resources
- Liverpool John Moores University Library
- Manchester Metropolitan University Library
- Edge Hill University
- York St John Library

## Michelle Maden

Clinical Information Specialist,  
PhD, PG Cert HE

Teaching & Learning Support

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### Areas of expertise:

Over 20 years' experience in delivering workshops and seminars to information professionals, HE staff and students in the following:

- systematic reviews
- critical appraisal
- summary and synthesis
- research methodology (with a focus on health/medical, LIS fields)
- literature searching

### Services provided:

- Comprehensive literature searching, data extraction and quality assessment for systematic reviews and other types of evidence synthesis. 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, summary and synthesis.
- Supervision and external marking for Masters and PhD level students undertaking systematic reviews.

### Previous work:

- Postgraduate Research Associate in Evidence Synthesis (University of Liverpool) Systematic reviewer on

NIHR/HTA/WHO/PHE funded systematic reviews

- Associate Tutor in Systematic Reviews (Edge Hill University) 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 MA level programme with responsibility for curriculum content and delivery via a synchronous learning environment.
- Content lead for Health Education England Literature Searching and Critical Appraisal E-Learning modules.
- Lecturer on a MA Library and Information Management course with responsibility for the Research Methods module.
- Trainer for the Health Education England and North West Library and Information Health Network Northwest (LiHNN) in critical appraisal, literature searching and systematic reviews.
- Author of the LiHNN Literature Searching MOOC.
- 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.

## MoreBrains Cooperative Ltd

Josh Brown  
Co-founder, Research and Strategy  
MoreBrains Cooperative Ltd  
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### Areas of expertise:

MoreBrains Cooperative is a team of consultants who specialise in and share the values of open research with a focus on scholarly communications, and research information management, policy, and infrastructures. We provide services for organisations of all shapes and sizes: not-for-profit and commercial; small and large; local, national, and international; funders, libraries, publishers, research institutions, infrastructure organisations, start-ups, and more. We offer collaborative consulting services, designed to encourage contributions from a wide range of stakeholders.

### Services provided:

Working with and for scholarly communications and research organisations

We provide collaborative consulting services for organisations across the whole research

ecosystem — funders, libraries, publishers, research institutions, infrastructure organisations, startups, and more — with a particular focus on open research. With decades of experience between us, our expertise spans market research and business modelling, product development and technology, community engagement and outreach. We are committed to providing sound, evidence-based advice, equipping your organisation to make good strategic decisions, both now and in the future, in order to provide the best possible support for the researchers and communities you serve.

### Our services include:

- Programme review and development
- Market research and analysis
- Landscape review and analysis
- Product development
- Business model design
- Community engagement and outreach strategy
- Startup coaching and growth planning

### Previous work:

We work with organisations around the world — small and large, not-for-profit and commercial — to help with their strategic planning around research policy and infrastructure; their community engagement and outreach strategies; their product and business modelling; and with consultancy and advice about the research ecosystem.

### Our clients include:

- Australian Research Data Commons
- Book Industry Study Group
- British Library
- Canadian Research Knowledge Network
- Center for Open Science
- Centre for Agriculture and Bioscience International
- ChronosHub
- Crossref
- Jisc
- ORCID Inc.
- ScholarFreedom
- UKRI
- Wiley and Sons

## Ned Potter

E: [nedpotter@ymail.com](mailto:nedpotter@ymail.com)  
[www.ned-potter.com](http://www.ned-potter.com)

### Areas of expertise:

Communication, strategic marketing, social media, presentation skills

### Services provided:

Interactive training and workshops for staff at all levels, focusing on Libraries but also relevant to Archives and Museums. I have worked with Public Libraries, Academic Libraries, NHS and other Health Libraries, School and FE Libraries, and Business / Special Libraries.

I run full-day in person workshops, and half-day online workshops via Zoom, Teams or similar. If being employed by a particular organisation the materials are tailored to suit.

Everything in the training is designed to be applicable right away, and I have developed extremely well received workshops in the following areas

- Strategic marketing
- Better social media
- Presentation skills
- Interactive tools for presenting and teaching
- Instagram for libraries
- Twitter for libraries
- Marketing with Video
- An introduction to User Experience (UX) methods

### Previous work:

Long-term clients include the British Library ("...this course was excellent, one of the best courses I have attended at the BL... ALL the content was useful - Ned was excellent. I have already recommended this course to colleagues!"), the NHS ("Fantastic training session, so useful... Best course I have been to in a long time"), and the Bodleian Libraries ("The best course I ever have been on").

I've run multiple training sessions for many other organisations in the UK, including UKeIG, CILIP, CILIP Scotland, the Royal College of Nursing and the Welsh Government.

I've also worked extensively with international libraries, having run workshops in South Africa, Australia, New Zealand, the US, Denmark, Norway, Germany, Latvia and Ireland.

## 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:

- People-centred / co-design incorporating field research, creative consultation and social media communications.
- Design, hosting and analysis of collaborative workshops designed to deliver concrete useable results
- Building Vision Briefs for large complex projects.
- The strategic interior design of libraries, learning spaces and healing environments
- Creation of unique identities for places and spaces.

- Navigation and wayfinding strategies

**Services provided:**

- People-centred consultation and co-design
- Field and bench research
- Service design
- Interior design
- Product design
- Environmental artwork and graphics
- Navigation, wayfinding strategy and sign design

**Previous work:**

Since 2006. We have worked with 30+ institutions across the UK, Ireland and Europe, including the following:

University of Bath  
 University of Bristol \*  
 University of Birmingham  
 Bradford University  
 Bath Spa University  
 City of Glasgow College  
 Demontfort University  
 Dublin City University  
 Dublin Institute of Technology  
 University of Dundee  
 University of East Anglia  
 Edge Hill University  
 The University of Glasgow \*  
 Glasgow School of Art \*  
 Heriot-Watt University \*  
 University of the Highlands & Islands  
 King's College London \*  
 University of Liverpool  
 University of Limerick  
 University of Lausanne  
 University of West London  
 University of Manchester  
 Middlesex University  
 Napier University \*  
 National University of Ireland Galway  
 Regents University \*  
 Royal Holloway University of London  
 University of Stirling  
 University of Strathclyde \*  
 University of Warwick \*  
 The Braes High School \*  
 Ineos  
 European Central Bank \*  
 Architecture & Design Scotland  
 Scottish Library & Information Council  
 National Health Service  
 Church of Scotland

\* Multiple projects

Recent projects include:

**European Central Bank – WorkSpirit.**

Creative consultation project exploring activity-based working practice. The project comprised the design and hosting of a series

of innovative co-design workshops culminating in a touring exhibition and resulting in a new strategy, products, and people-centred artworks for all ECB premises in Frankfurt.

**NUIG - Future Library.**

Creative consultation project focusing on the development of the James Hardiman Library, culminating in a Vision Brief issued as part of an architectural design competition and ongoing project.

**SLIC – FORWARD.**

Creative consultation project working with Librarians to explore Scottish Libraries' physical and digital future. The project comprised stakeholder interviews and a series of innovative online workshops or 'Questionshops' culminating in a Toolkit issued to all Libraries throughout Scotland.

**Edgehill – Catalyst**

Interior /product design and environmental artwork for the Catalyst - a four-floor purpose-built flagship Library and Student Service Centre at Edge Hill University.

**Architecture & Design Scotland - FE Case Studies**

Three research papers exploring good practice in learning spaces focusing on Science, Technology, Engineering and Mathematics (STEM), social learning and in-between spaces in recent Scottish FE projects.

**Owen Stephens Consulting Ltd.**

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.
- Product management and ownership for library software
- Procuring, implementing and exploiting library systems.
- Integrating library resources and services into learning environments.

**Services provided:**

- Review of processes, systems

- Stakeholder analysis and requirements gathering for a process or system
- IT system analysis, assessment, procurement and/or implementation
- Software specification, development, documentation
- and maintenance
- Staff training in the area of technology and digital humanities
- Data cleaning
- 

**Previous work:**

Owen Stephens Consulting has undertaken a wide range of projects for libraries, library consortia and national bodies. Clients include: The British Library, LSE, Jisc Collections

Our current focus is on contributing to Open Source software development and use in libraries through product management of Electronic Resource Management and APC management modules in the Folio Library Services Platform and through training library staff in the use of Open Source products relevant to libraries such as OpenRefine.

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.

**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.

development and business. Our clients consist of education providers, national and international charities, governments and multinational businesses.

**Services Provided**

Our services include general research (desk and literature reviews, policy analysis, surveys and data, and qualitative research), market intelligence, monitoring and evaluation, and consultancy. With desk research experience across more than 100 countries, and field research experience in over 40 countries across five continents, we have particular strength in researching internationally. Our mission is to use evidence and intelligence to create a positive social impact. We work with integrity, thoroughness and insight to provide clients with informative, reliable research and recommendations.

**Previous Work**

Clients include:

- British Council,
- SOS Children's Villages,
- HEE, Stonewall, HelpAge, Save
- The Children,
- Education & Training Foundation.

## The Research Base

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Brighton Marina Village  
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T: 07960 012380  
Twitter: @theresearchbase

**Areas of Expertise**

The Research Base is an international research consultancy based in Brighton, United Kingdom. We provide research, market intelligence and evaluation services to a range of clients operating in the fields of education and skills, third sector/international