

[M25 SpeedMeet](#)

November 2024

Tom Pratt



Questions

- **Who are you, where are you based and what do you do?**

My name is Tom Pratt and I'm the Associate Director (User Experience and Engagement) within Library, Archives and Learning Services at the University of East London. I work across two campuses: Stratford and Docklands.

- **What do you most enjoy about your job?**

I lead the Customer Services team across two campus libraries and what I enjoy the most is the variety the role has to offer. Whether it be working on collaborative projects across the institution, delivering service improvement work within our campus libraries, or supporting the frontline team on the helpdesk. I am also very passionate about customer experience and love interacting with our students and other customers each day.

- **What motivates you in your work?**

I love seeing a plan come together, particularly when there is a real positive impact. Whether that is improvements to space, the hosting of an event or developments in digital technology. Seeing the completion of a successful project or a piece of work motivates me to achieve more.

- **How can/has the M25 Consortium supported you in your career?**

I am relatively new to the library sector, but I have attended a networking event, which was extremely useful. It is always good to talk about experiences across the sector and share valuable insight, whilst also expanding your network.

- **What would it surprise people to know about you?**

Whilst I currently work in the library sector, my background is in sport and leisure. I moved from the sport service at UEL, where I was the Associate Director of Sport two years ago and I'm enjoying the challenge that comes with the change. In my spare time when I'm not balancing family life, I still have a keen interest in sport. Whether it's competing in triathlons, running half or full marathons, or supporting my football team, Leeds United.

- **Complete the sentence: If I wasn't working in a library I would be..... because**

If I wasn't working in a library I would either be working in sport, as this is where my background lies, or I would be in another student facing role within HE as I am passionate about delivering an excellent student experience.