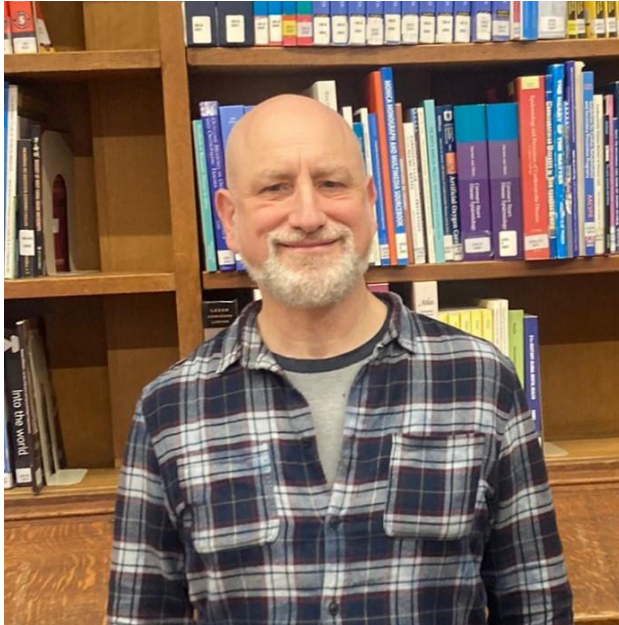


M25 SpeedMeet

March 2025



Questions

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

My name is **John Heyderman**, and I am a Library Assistant at the London School of Hygiene & Tropical Medicine in Bloomsbury, in the heart of London.

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

Interacting with library users. My front-line role is focused on supporting students, researchers and members of the public, particularly staffing the library enquiry desk, and I get a wide range of queries. I have plenty of variety as well as the chance to use the skills and knowledge I've gained from 25 years working in academic and public libraries. I also have fantastic colleagues who are always ready to step in and help when needed.

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

I get a real buzz from helping people access the information and resources that they need and satisfaction from resolving a wide range of problems: from getting a visitor connected to our WiFi to helping an academic researcher find an obscure journal article. I am also involved in finding new ways to improve the service and library environment, for example, redesigning the library lobby to make it more welcoming to our users.

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

I have taken many courses with CPD25 and they have been excellent. Recently I have attended training on managing student behaviour, understanding libraries with qualitative techniques as well as going on visits to some fascinating libraries, including the House of Commons Library, the Marx Memorial Library and the British Film Institute Reuben Library.

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

I played in an obscure punk band, the Milkmen (not to be confused with the Dead Milkmen) around 1979. About 15 years ago, two of our studio tracks were included on a compilation album of London DIY bands released by the Hyped to Death label in the United States.

- **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 love to be a local tour guide as I love sharing my knowledge and answering questions. My fantasy is to be a guide for time travellers from the seventeenth century but until this enters the realm of possibility, I am content to carry on working in libraries!

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