

**CASE STUDY** The John Rylands University Library

## FIVE-YEAR RELOCATION AND RE-DELIVERY PROGRAMME

**THE HIGHLIGHTS**

- HIGH VOLUME**  
more than 750,000 printed volumes and a million manuscripts and archives moved
- AWARD-WINNING PARTNERSHIP**  
Harrow Green received a Commercial Mover of the Year award for the JRL programme
- EXPERT MONITORING**  
sophisticated barcodes identification and tracking system

**ADDITIONALLY ...**

- full sequential packing, storage and re-delivery
- weekly collection and delivery of material from store
- transparent 'open book' financial management



**THE BRIEF**  
The safe, secure and accurate relocation of the John Rylands Library's entire collection from its historic Deansgate building into store prior to refurbishment in 2003, and its return in 2007.

**THE SOLUTION**  
A meticulous programme of protection and sequential relocation supported by an innovative inventory management system.

**WHEN THE JOHN RYLANDS LIBRARY** embarked on a major modernisation programme, Harrow Green was appointed to manage the relocation of its collections – a staggering ten miles of stock – out of its building in Deansgate, into store and back again after the refurbishment. Half of the collection went to the University of Manchester's library and half went 500-feet underground, into the former Cheshire salt mine known as Deepstore. The move began five years ago, when Harrow Green undertook a three-month decant of the library prior to the refurbishment. Then, for five months between January and May 2007, Harrow Green implemented the epic move back to the library with painstaking care and accuracy. "If this had been a standard library move, we would have completed it in half the time," said John Lord, Harrow Green's commercial manager in Manchester and account manager for the library. "But this wasn't about saving a couple of months. This was about preserving many hundreds of years of irreplaceable history." ▶

**MANCHESTER 1824**

**HARROW GREEN** Workplace Change Solutions

**CASE STUDY** Metropolitan Police Service


## ESTATE-WIDE FURNITURE FULFILMENT AND WORKPLACE CHANGE SUPPORT

**THE HIGHLIGHTS**

- LARGE SCALE**  
one of the biggest furniture fulfilment contracts in the UK serving 40,000 staff in 600 buildings across 350 sites
- VERSATILE AND SCALEABLE**  
service infrastructure built totally around the needs of the programme, and able to grow with the contact
- RESPONSIVE SUPPORT**  
rapid response support for knife amnesty, London bombings and other events

**ADDITIONALLY ...**

- all staff security-oriented to counter-terrorism level
- 5,000 orders per year with order values ranging from £5 to £1m



**THE BRIEF**  
A long-term contract to provide a co-ordinated independent furniture and service solution across the Metropolitan Police Service's entire estate, covering environments from custody, public access and residential areas to Safer Neighbourhood offices, call centres and conference rooms.

**THE SOLUTION**  
Defining a new furniture standard with selected manufacturing partners, designing and implementing a brand-new order processing and delivery system, and providing a range of group support services, from space planning and workspace consultancy to relocation and equipment recycling.

**WHEN THE METROPOLITAN POLICE SERVICE** reviewed its furniture asset in 2003 almost forty years had passed since it had last completed a full organisational evaluation of what it had and what it needed. The modern MPS requires furniture and services that represent quality, durability and best value, meet the design needs of the modern workplace, conform to a strong corporate identity standard and demonstrate environmental responsibility. Harrow Green has partnered with the best UK manufacturers, including main supplier Bisley, to specify and centrally provide thousands of furniture products to meet the needs of an organisation with workspaces ranging from custody suites to the offices of senior personnel. ▶

**METROPOLITAN POLICE**  
Working together for a safer London

**HARROW GREEN** Workplace Change Solutions

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**Making a case :** When you're pitching for business, proving you've done it before (and done it well) is one of the top dealmakers in winning new work. Case studies are the heralds of your glorious back catalogue; the proud statements of success in your field. I produced a dozen or more case studies for FM services company, Harrow Green. Written to be scanned or read in detail, depending on your inclination – they're short, sharp, sweet, and packed with detail. Design by Gregory Gray (www.gregorygray.co.uk).