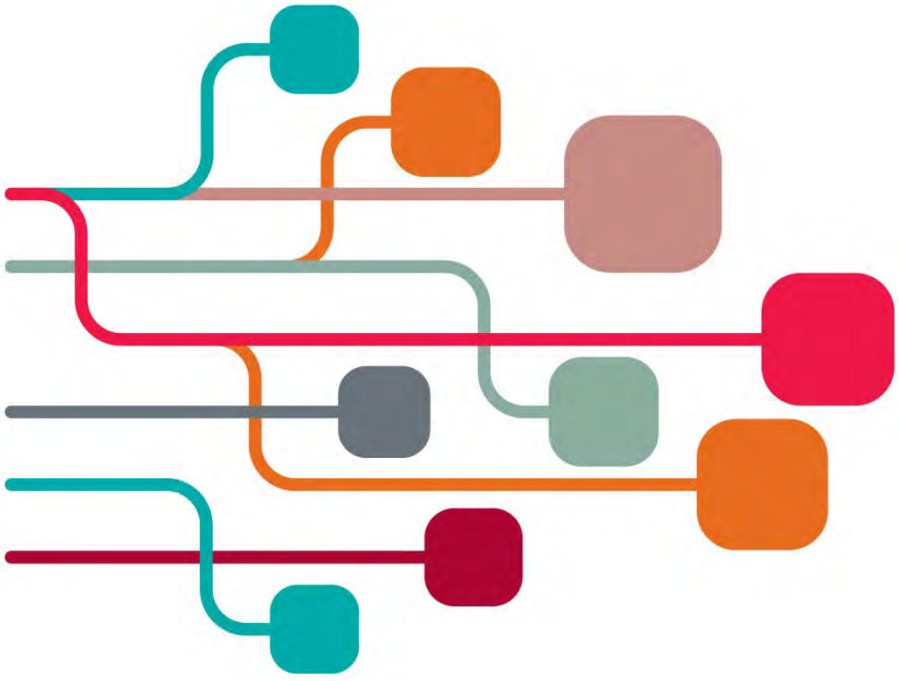
SCONUL Winter Conference 2014

21 November 2014

The Visible Library: Demonstrating our Value



Royal College of Physicians
11 St Andrews Place, Regent's Park, London NW1 4LE

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Wifi information

Wifi is available free of charge within the Royal College of Physicians for all SCONUL delegates. To connect to the internet please follow the steps below:

- In your device settings log onto the network "RCP"
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Conference Programme

The Visible Library: Demonstrating our Value

There is an increased need for library directors to define and articulate the value of the library to both internal and external stakeholders. The programme for this year's Winter Conference is a response to this need. It offers significant space for reflecting on the perspectives and priorities of stakeholders and crafting messages to address the challenges and opportunities that arise from those reflections. In addition, delegates will be inspired by examples of work both within and beyond the library of using evidence to demonstrate value and impact. The conference is unique in that the outputs from the discussions will form a basis for a SCONUL advocacy toolkit.

10.15	Registration
10.45	Welcome Liz Jolly, Chair of SCONUL and Director, Library & Information Services, Teesside University
	Part 1: Perceptions
11.00	Opportunities and Challenges for the Modern Academic Library: A VC's perspective Professor Graham Henderson CBE DL, Vice-Chancellor and Chief Executive, Teesside University
11.40	*Coffee break*
12.00	Crowd sourcing narratives Groups will consider the views of stakeholders and draw on their collective expertise to develop key messages on how the library provides solutions and support for these audiences.
13.00	*Lunch*
14.00	SCONUL reflections: key challenges and opportunities for demonstrating value The SCONUL Chair and Strategy Group Chairs will reflect on the narratives developed during the morning sessions and consider how they can be used as the basis for advocating for the library both within and beyond the institution.
	Part 2: Evidence and advocacy
14.45	Case studies: Innovation in collecting evidence and demonstrating value Margaret Weaver, Head of Library and Student Services, University of Cumbria *Leading for value added* This session aims to provoke discussion about the value of academic libraries to higher education and how to evidence it. Using the University of Cumbria as a case study, Margaret will outline how the LiSS leadership team distilled the key points about the service, using poster presentations and performance outcomes, ensuring that messages about the value of the service were understood. Data sets used to underpin these assertions will be briefly shared which will also help to test the sustainability of the approach and through audience engagement, enhance future practice.

	Andy Priestner, Information & Library Services Manager, Judge Business School, University of Cambridge *Ethnography for Impact: new ways of exploring user experience in libraries* In this presentation Andy will explore how ethnographic approaches are being adopted to determine the real needs of our users, increasingly under the heading of UX (User Experience). Through studies conducted at Cambridge University's business school, he will detail some of these methods and suggest how the type of evidence gathered could make a real impact on how we all deliver library services. Lorraine Beard, Head of Digital Technologies and Services, University of Manchester, *Eureka – enabling student-led innovation and engagement at the University of Manchester Library* Lorraine will describe how the Eureka student innovation challenge is creating a new partnership with students, by encouraging their creative ideas to improve services and raising the profile of the Library with the student community.
15.30	*Coffee break*
15.50	Translation, Communication and Mental Health Paul Farmer, Chief Executive Officer, Mind
16.30	Closing remarks Liz Jolly, Chair of SCONUL and Director, Library & Information Services, Teesside University
16.40	Close and departure

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Conference venue

SCONUL Winter Conference 2014 will take place at the Royal College of Physicians, 11 St Andrews Place, Regent's Park, London.

The main conference hall is the Seligman Theatre on the lower ground floor. One of the meeting rooms, the Thomas Cotton Room is on the same floor opposite the Theatre. The remaining three meeting rooms, the Censors', Linacre and Sloan are on the ground floor above.

Getting to the conference venue

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Speaker Biographies in order of appearance

Liz Jolly

Director of Library and Information Services, Teesside University and Chair of SCONUL

Liz has been Chair of SCONUL since June 2014 and was Vice-Chair from 2012 to 2014. Before joining Teesside University, she was Associate Director (Services and Operations) in Information and Learning Services at the University of Salford. She has held departmental senior management positions at East London and London South Bank universities and has also worked at Huddersfield, Leeds Metropolitan, Lincoln and Manchester Metropolitan universities.

Liz is a Fellow both of the Chartered Institute of Library and Information Professionals (CILIP) and the Royal Society for the encouragement of Arts, Manufactures and Commerce (RSA). A former Chair of the CILIP University, College and Research Group, Liz is a member of the Editorial Board of the New Review of Academic Librarianship and a member of the British Library Advisory Council.

Liz wrote the chapter 'Space: changing the boundaries' in *Collaboration in Libraries and Learning Environments*, 2013, Facet Publishing, edited by Maxine Melling and Margaret Weaver.

Professor Graham Henderson CBE DL

Vice-Chancellor and Chief Executive, Teesside University

Graham became Vice-Chancellor of Teesside University on 1 April 2003. Prior to that (from February 1999) he was Deputy Vice-Chancellor (Academic & Development) at Teesside with responsibility for the strategic development of the University's academic portfolio. This included learning and teaching, quality and standards, library and information systems, lifelong learning, the development of collaborative partnerships and the personnel and staff development work of the University. He was awarded the CBE in the 2011 New Year Honours list for his outstanding services to higher education, both for the contribution he has made within his own institution and to higher education nationally. He was appointed as a Deputy Lieutenant of North Yorkshire in 2012. He is a Fellow of the Royal Statistical Society (FSS), a Fellow of the Royal Society of Arts (FRSA) and a Companion of the Chartered Management Institute (CCMI).

Graham started his academic career in 1975 at Nene College (now the University of Northampton). He then spent 17 years in Newcastle Business School at Northumbria University (including eight years as Deputy/Assistant Director of School) before becoming Director of the Business School at the University of Sunderland.

During his period as Vice-Chancellor, Teesside has gone through a process of rapid growth and development, including Teesside becoming the first modern University to win the Times Higher Education University of the Year Award in 2009/10 and receiving the Queen's Anniversary Prize for

Business Engagement in 2013. Turnover of the University has more than doubled in six years and student numbers rose from c.12,000 when he took up post as Vice-Chancellor to 30,000 in 2011.

In addition to his role as Board member of a number of University companies, Graham is a member of the Board of Universities UK and the Leadership Board of Tees Valley Unlimited. He is a Council Member of both the North East Chamber of Commerce (NECC) and the North East CBI. He is also Chair of the Leadership Foundation for HE Membership Advisory Group and Leadership Council and a member of the National Council for Universities and Business. He is President of his local rugby club in Guisborough, a Trustee of the Captain Cook Birthplace Trust and a patron of both the Middlesbrough Older Persons Forum and Community Campus, a social enterprise with a mission to reduce youth homelessness and provide opportunities for people across Teesside and Hartlepool.

Kitty Inglis

University Librarian, University of Sussex and Chair of the SCONUL Academic Content & Communications Strategy Group

Kitty has over 25 years' experience in a wide range of academic libraries, the last 15 of which have been at a senior managerial level. Her professional interests are wide ranging and include open access, research data management, customer service, leadership development and e-learning. Elected to the SCONUL Board in June 2012, she is Chair of the Academic Content & Communications Strategy Group. Kitty represents SCONUL on the UKRR Board, on the UK Open Access Implementation Group and on the UUK Open Access Co-ordination Group. She has served on the Steering Group of the M25 Consortium of Academic Libraries and is Chair of the Mass Observation Archive Trust.

Alison Mackenzie

Dean of Learning Services, Edge Hill University and Chair of the SCONUL Performance & Quality Strategy Group

At Edge Hill University, Alison is responsible for a range of complementary academic services, including library services; learner support, comprising IT, academic literacies and support for students with a specific learning difficulty (SpLD); learning technology and media development teams who provide support and expertise on technologies to support teaching, learning and research to academic staff, students and researchers. Prior to taking up this post, Alison was University Librarian at Bangor University and held a variety of roles at Manchester Metropolitan University. In her early career she worked in art colleges and commercial practice.

Alison has been active in SCONUL for a number of years, as a member and Chair of the Working Group on Information Literacy and as a contributor to the E-learning Task and Finish Group. She is currently a member of the SCONUL Board and Chair of the Performance & Quality Strategy Group and and has recently co-edited a book on topical issues related to Digital Librarianship.

Sue White

Director of Computing and Library Services, University of Huddersfield and Chair of the SCONUL Shared & Collaborative Services Strategy Group

Sue spent the early part of her career in further education, which had a strong focus on the student experience and was a major influence in her approach to service development. Now as a Director of a converged library and IT service, she has a strong understanding of the synergies to be gained from collaborative working – both within and across sectors. She has been involved in a number of collaborative ventures over the years and is currently Chair of the Northern Collaboration steering group. A project with which she is particularly involved at present is exploring shared/outsourced models for virtual enquiry services. She is also a Board Member of SCONUL and Chair of the Shared and Collaborative Services Strategy Group.

Her other current professional interests are in library impact and 'super' convergence service delivery. She is a Fellow of the Higher Education Academy (HEA) and CILIP, and currently studying for a professional doctorate.

Steve Williams

Deputy Director, Information Services and Systems, Swansea University and Vice-Chair of the SCONUL User Experience & Success Strategy Group

Steve has broad responsibility for the university library and archives services as well as for HR across the directorate and managing the Richard Burton Archives, the South Wales Miners' Library, the University Transcription Centre and the Information Services and Systems Administrative Team.

ISS provides a range of services including the university library, employability, research and cultural collections, computing services and management information to the university's students, staff, visitors and the public.

Steve is a Fellow of the British Computer Society, a Board Member of SCONUL, and sits on various university committees and groups including the Strategy Management Group for Research, Research Committee, REF Strategy Group, Student Affairs Committee, Postgraduate Student Forum, History of Computing Collection board, Welsh Monitoring Group and others. He is a Governor at Ysgol Gyfun Gwyr, a local Welsh medium secondary school.

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Margaret Weaver

Head of Library and Student Services, University of Cumbria

Margaret has been at the University of Cumbria since 2003. She has a MSc in Information Management and is a chartered member of CILIP and a Fellow of the HEA. Margaret has written widely on learning spaces, integrated learning support, library collaboration and is the co-editor of a recent book on this subject. She has led various sector level projects including two HEA Change Academies. She is the Chair of North West Academic Libraries (NoWAL) and a founding member of the Northern Collaboration. She is a member of editorial board of the New Review of Academic Librarianship.

Andy Priestner

Information and Library Services Manager, Judge Business School, University of Cambridge

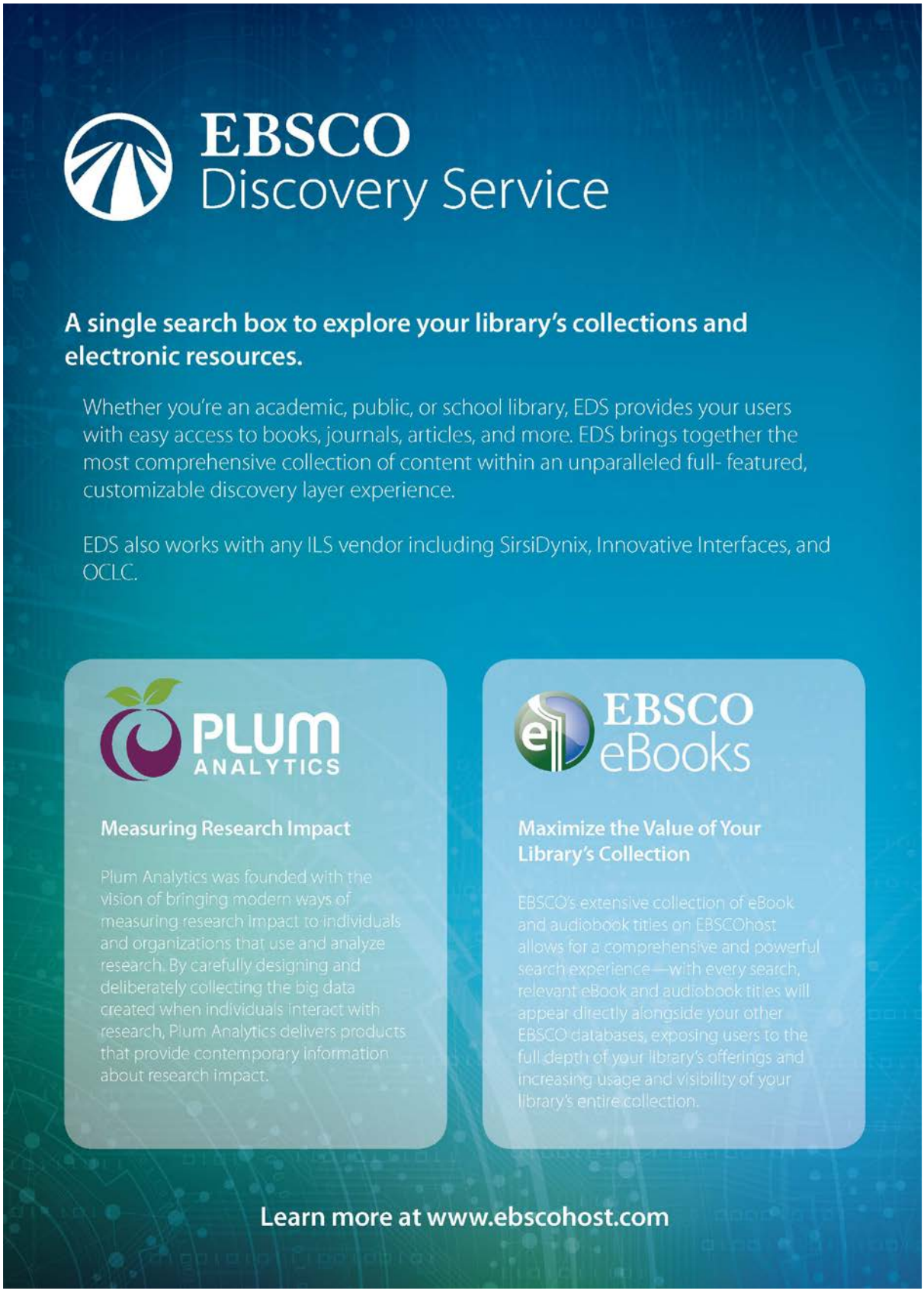
Andy has been at Cambridge University's Judge Business School for the past seven years. He now also works as a consultant/trainer in strategic thinking, ethnography and user experience, teambuilding, social media and communication. He is currently President of the European Business School Library Directors Association and Chair of a Cambridge University Libraries Project Team ('FutureLib') which is exploring alternative forms of service delivery.

Lorraine Beard

Head of Digital Technologies and Services, University of Manchester

Lorraine is responsible for leading a team which manages and develops the Library's eLibrary infrastructure, digitisation infrastructure, the Library Management System and the Institutional Repository. She is a member of both the Library Leadership Team and the IT Leadership Team for the University of Manchester and in these roles has been involved in the development of the Library and IT Strategies for the University. Recently Lorraine has been closely involved in improving the user experience at Manchester by implementing a new LMS and developing a research data management service. She has also led the development of the Library's digitisation strategy and led the team which has developed the University's institutional repository, Manchester eScholar, which is now one of the largest in the UK. She is also the Library's lead on innovation, and has led a number of new projects and services emerging from this including the Eureka innovation challenge competition and gamification.

Lorraine has had various roles in academic libraries over the last 18 years, including Faculty Librarian and Electronic Resources Librarian. Before pursuing a career in libraries, Lorraine worked for several years in biological sciences research, after finishing her degree in biology at the University of Manchester.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Paul Farmer

Chief Executive Officer, Mind

Paul has been Chief Executive of Mind, the leading mental health charity working in England and Wales since May 2006. He is Chair of the NHS England Mental Health Patient Safety Board, an advisor to the Catholic Bishops on mental health and was on the Metropolitan Police commission on policing and mental health. He is a trustee at the Mental Health Providers Forum, an umbrella body for voluntary organisations supporting people with mental distress. Paul is also trustee at Lloyds Banking Foundation and Chair of the Acevo board.

In November 2012 Paul received an Honorary Doctorate of Science from the University of East London in recognition for achievements in promoting the understanding and support of mental health. Nominated by sector experts and voted by chief executives, Paul was selected most admired charity chief executive in the Third Sector Most Admired Charities Awards 2013.

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Delegates

alphabetically by surname

Name	Job title	Organisation
Bethan Adams	Head of Research and Learning Information Services	University of Hertfordshire
Emma Adamson	Head of Library Services	Cardiff Metropolitan University
Jo Aitkins	Head of Public Services	University of Leicester
Leo Appleton	Assistant Director Library Services	University of the Arts London
David Archer	Reader Services Librarian	London School of Hygiene & Tropical Medicine
Robin Armstrong Viner	Head of Collection Management	University of Kent
Robert Atkinson	Director of Library and Media Services	Birkbeck, University of London
Lori Bailey	Head of Policy and Member Engagement	SCONUL
Paul Banks	Head of Library Planning	London Business School
Richard Bapty	A&SS Library Team Leader	University of Glasgow
Alison Baud	Director of Library Services	Bath Spa University
Lorraine Beard	Head of Digital Technologies and Services	University of Manchester
Julie Berry	University Librarian	University of Salford
Nick Bevan	Director, Library and Student Support	Middlesex University
Simon Bevan	University Librarian	Cranfield University
Kirsten Black	Director	University of Sunderland
Katie Blackford	Liaison Librarian	Tate
Phil Brabban	University Librarian	Coventry Univeristy
Victoria Braggan	Liaison Librarian	Tate
Diane Bruxvoort	University Librarian & Director	University of Aberdeen
Ellen Buck	Head of Learning Services	University Campus Suffolk
Steve Bull	Project Sales Manager	Bruynzeel Storage Systems Ltd
Marie Burke	Associate Librarian	University College Dublin
Elizabeth Chapman	Director of Library Services	London School of Economics and Political Science
Elizabeth Charles	Associate Director: E-Services, Media Services and Systems	Birkbeck, University of London

Name	Job title	Organisation
Jacqueline Chelin	Deputy Director of Library Services	University of the West of England
Pat Christie	Director of Library Services	University of the Arts London
Christopher Cipkin	Assistant Director	University of Biringham
Beth Clark	Acting Head of Teaching & Research Support	SOAS, University of London
Brian Clifford	Deputy University Librarian	University of Leeds
David Clover	Associate Director - Modern Collections	Senate House Library, University of London
Philip Cohen	Head of Library Services	Dublin Institute of Technology
Wayne Connolly	University Librarian	Newcastle University
Janice Conway	Director of Library & Student Services	University for the Creative Arts
Vivien Cook	Account Manager	OCLC
John Cox	University Librarian	National University of Ireland, Galway
Jess Crilly	Assistant Director of Library Services	University of the Arts London
Ann Cummings	Library Services Director & Interim Head of Student Centre	Brunel University London
Helen Davies	Head of Library Services	Royal Central School of Speech and Drama
Richard Davis	Head of Collections & Digital Strategy	Liverpool John Moores University
Keith Dean	Assistant Director, Head of Corporate Services	University of Sheffield
Claire Donlan	Customer Services Manager	Heriot-Watt University
Martin Edwards	Academic Services Librarian	Canterbury Christ Church University
Adam Edwards	Liaison Manager Law and Science and Technology	Middlesex University
Paul Farmer	Chief Executive Officer	Mind
Hannah Fogg	Assistant Director - Customer Services	Anglia Ruskin University
David Ford	Chief Information Officer	University of Hertfordshire
Ian Forshew	Chief Operting Officer	RefME
Christine Fowler	Head of Library Services	Bournemouth University
Sarah Friend	Information Services Manager	University of Brighton
Jane Gosling	Head of Library & Digital Support	Plymouth University

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Name	Job title	Organisation
Robin Green	Librarian	University of Warwick
Heather Green	Head of Client Services	University of Warwick
Neil Grindley	Head of Resource Discovery	Jisc
Roisin Gwyer	University Librarian	University of Portsmouth
Andrew Hall	Sales Manager	OCLC
Robert Hall	Director of Library Services and Employability	King's College London
Julie Hart	Librarian and Deputy Director Information Services	Aberystwyth University
Anne Harvey	Head of Library & Learning Resources, Swansea Campus	University of Wales Trinity Saint David
Paul Harwood	General Manager	EBSCO
Helen Hathaway	Head of Academic Liaison and Support	University of Reading
Tom Hatton	Chief Executive Officer	RefME
Professor Graham Henderson	Vice-Chancellor and Chief Executive	Teesside University
Richard Heseltine	Director of Library and Learning Innovation, University Librarian	University of Hull
Penny Hicks	Head of Strategic Marketing and Communications	The University of Manchester
James Hodgkin	Deputy Head and Academic Services Manager, Library and Information Services	University of Gloucestershire
Libby Homer	Associate Director (Client Services)	University of East London
Valerie Housley	Associate Director of Strategy and Planning	The University of Nottingham
Susan Howard	Assistant Director	Imperial College London
Grace Hudson	Head of Library Services	University of Bradford
Kitty Inglis	Librarian	University of Sussex
Liz Jolly	Director of Library & Information Services	Teesside University
Scott Jordan	Customer Services Manager, Library and Information Services	University of Gloucestershire
Carol Kay	Head of Planning & Resources	University of Liverpool
Judith Keene	University Librarian and Deputy Director, Information & Learning Services	University of Worcester
Kate Kelly	Chief Librarian	Royal College of Surgeons in Ireland

Name	Job title	Organisation
Liz Kerr	Head of Learning Resources / Acting Chief Information Officer	Regent's University London
Masud Khokhar	Head of Digital Innovation	Lancaster University
Margaret Kitching	Director of Library and Learning Resources	London South Bank University
Thalia Knight	Director of Library & Surgical Information Services	Royal College of Surgeons of England
Jessie Kurtz	Deputy Librarian	Trinity College Library Dublin
Veronica Lawrence	Librarian	Goldsmiths, University of London
Lynne Leader	Head of Library Business, Planning & Quality	University of Salford
Sandra Leitch	Co-director Library and Learning Services	Kingston University
Nicholas Lewis	Library Director	University of East Anglia
Alison Little	Assistant Director for Customer Relations	The University of Sheffield
Caroline Lloyd	Associate Director Library & Research Services	Goldsmiths, University of London
Rosemary Lynch	Director, Collection Care	Tate
Alison Mackenzie	Dean of Learning Services	Edge Hill University
Elizabeth Malone	Co-director Library & Learning Services	Kingston University
Chris Manning	Systems Librarian	London School of Hygiene & Tropical Medicine
Margaret March	Assistant Director: Academic Services	Anglia Ruskin University
Jackie Marfleet	Librarian	Senate House Library, University of London
Joseph Marshall	Head of Special Collections	University of Edinburgh
Darlene Maxwell	Head of Library Services	Royal College of Art
Ciara McCaffrey	Head, Administration, Library & Information Services Division	University of Limerick
Andrew McDonald	Director Newsam Library and Archive Services	Institute of Education, University of London
Kathryn McGowan	Contracts Director	Reassurance Security Services
Darryl Mead	Deputy National Librarian	National Library of Scotland
Fiona Middleton	Head of Library Academic Support	Leeds Beckett University
Cath Morgan	Assistant Director Library Services	University of Brighton

Name	Job title	Organisation
Julia Munro	University Librarian	University of Reading
Susan Murray	Head of Library Service	Liverpool Hope University
Sarah Newbold	Assistant Director, Library Services	University of Bristol
SitMui Ng	SCONUL Co-ordinator	SCONUL
William Nixon	Digital Library Development Manager	University of Glasgow
Claire Norman	Contract Manager	Reassurance Security Services
Anna O'Neill	Director of Learning and Information Services	University of Chichester
Gobnait O'Riordan	Director, Library & Information Services Division	University of Limerick
Fiona Parsons	Director of Academic Support	University of Wolverhampton
Janet Peters	Director of University Libraries and University Librarian	Cardiff University
Doreen Pinfold	Associate Director: Library and Academic Skills	FXPlus/Falmouth University
Lesley Pitman	Librarian and Director of Information Services, SSEES Library	University College London
Andy Pow	Head of Finance - Library Services	University College London
Clare Powne	Head of Library & Culture Services	University of Exeter
Chris Pressler	Director of Library Services	Dublin City University
Andy Priestner	Information & Library Services Manager	University of Cambridge
Oliver Pritchard	Assistant Director	University of Sunderland
David Prosser	Executive Director	RLUK
Caroline Rock	Director of Library and Learning Support Services	University of Surrey
Steve Rose	Head of Library Learning Services	Southampton Solent University
Ann Rossiter	Executive Director	SCONUL
Elaine Salter	Library Services Manager	University of Westminster
Emma Sansby	Head of Library Services	Bishop Grosseteste University
Carole Satchwell	Acting Director Information Services	University of Westminster
Jane Savidge	University Librarian	University of Southampton
Susan Scorey	University Librarian	Roehampton University
Pat Simons	Assistant Director Academic Services and Resources	Queen Mary University of London

Name	Job title	Organisation
Gareth Smith	Vice President of Sales UK, Ireland & Nordic Regions	EBSCO
Steve Smith	Sales Specialist ProQuest Workflow Solutions	ProQuest
Ian Snowley	University Librarian	University of Lincoln
Hannah South	Head of Library Academic Services	University of Bath
Michael Stringer	Head of Library Resources & E-Strategy Development	London Metropolitan University
Georgia Stroud	SCONUL Administrator	SCONUL
Heather Thrift	Director of Library Services	Liverpool John Moores University
Mark Toole	Head of Libraries & Learning Resources	Nottingham Trent University
John Tuck	Director of Library Services	Royal Holloway University of London
Denise Turner	Assistant Director (Learning and Research Support)	Teesside University
Julia Waite	Head of Library & Information Services	Arts University Bournemouth
Michelle Wake	Librarian, School of Pharmacy	University College London
Tim Wales	Director of Library Services	The University of West London
Liz Waller	Deputy Director of Information	University of York
Emma Walton	Head of Academic Services	Loughborough University
Margaret Weaver	Head of Library and Student Services	University of Cumbria
Jo Webb	Director of Library and Learning Services	De Montfort University
Sue White	Director of Computing & Library Services	University of Huddersfield
Heather Whitehouse	Director of Information Resources	Aston University
Nicky Whitsed	Director of Library Services	The Open University
Sally Wilkinson	Head of Barrington Library	Cranfield University
Caroline Williams	Director of Libraries and Research & Learning Resources	The University of Nottingham
Steve Williams	Deputy Director of ISS	Swansea University
Helen Workman	Director of Learning Resources	Oxford Brookes University
Lale Yurtsever	Senior Account Manager	ProQuest

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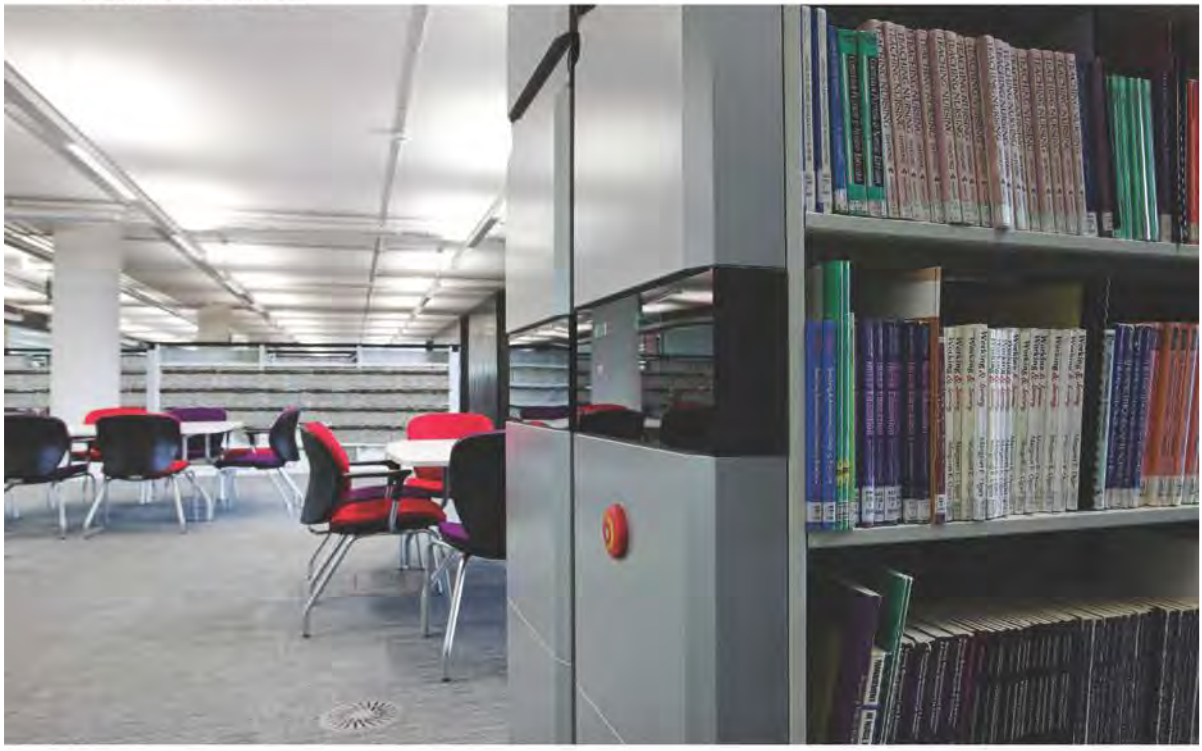

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Pete Ryan –
Head of Library Services
at Canterbury Christ Church University

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SCONUL's advocacy role

One of SCONUL's key sets of activity on behalf of members is lobbying and advocacy. This takes place in a number of ways:

- Board, Strategy Group members and office staff represent members on a wide variety of committees and working groups. For example, Kitty Inglis sits for SCONUL on the UUK Open Access Co-ordination Group, while Mark Toole represents the community on the KB+ Steering Group. A full list of SCONUL representatives is available from the SCONUL Office.
- Responding to UK and EU consultations on a range of policy issues, for example, recent consultations on copyright reform and on health and social care information.
- Briefing journalists and responding to media stories on libraries, for example on the rising costs of subscriptions.
- Producing the SCONUL statistics which allow members to benchmark their services and expenditure against that of their peers.
- Engaging with partner organisations to ensure that members' views are understood and recognised, including with Jisc, UUK and funding bodies.

Two further recent initiatives may be of interest to members.

Content Forum

SCONUL has recently held the first meeting of its Content Forum. This grouping has been established to provide an opportunity for members to meet to discuss key issues of concern around the cost of, and access to, content. It is open to all SCONUL library directors. It also provides the Board and the Academic Content and Communications Strategy Group with an opportunity to hear direct from members on the action they would like to see SCONUL taking. Recommendations from the Forum are currently being turned into a programme of work. The Forum also provides a conduit for an improved flow of information between library directors and Jisc Collections, which was one of the key recommendations of the recent report into Jisc Collections negotiations role. http://www.jisc-collections.ac.uk/News/A-call-for-a-review-of-NESLi2/. As well as holding face-to-face meetings, there is a Content Forum email list which allows information to be shared and issues discussed confidentially. If you are not currently a member of the Content Forum and would like to join, please contact Ann Rossiter at ann.rossiter@sconul.ac.uk.

Value and Impact Study

The SCONUL Value and Impact study is designed to provide members with good practice and practical advice around the methods of measuring value and impact and communicating the results. Since the study was launched in early 2014, Evidence Base (a research company based at Birmingham City University) has undertaken desk research and a survey to help focus their deliverables and shape their final report to meet the needs of SCONUL members. The final report, due in early 2015, will highlight a range of methodologies for measuring value and impact and methods for disseminating results with examples of good practice and useful resources. In addition to the report, Evidence Base will produce a series of good practice guides focusing on the core themes of concern that emerged from the survey question, 'What one sentence would you like to be able to say about your library's value/impact, and to whom?' The Value and Impact Study will serve as a starting point for creating an advocacy toolkit for members. More information about the study and a report on progress to date are available here: http://sconulvalueandimpactstudy.wordpress.com/about/.

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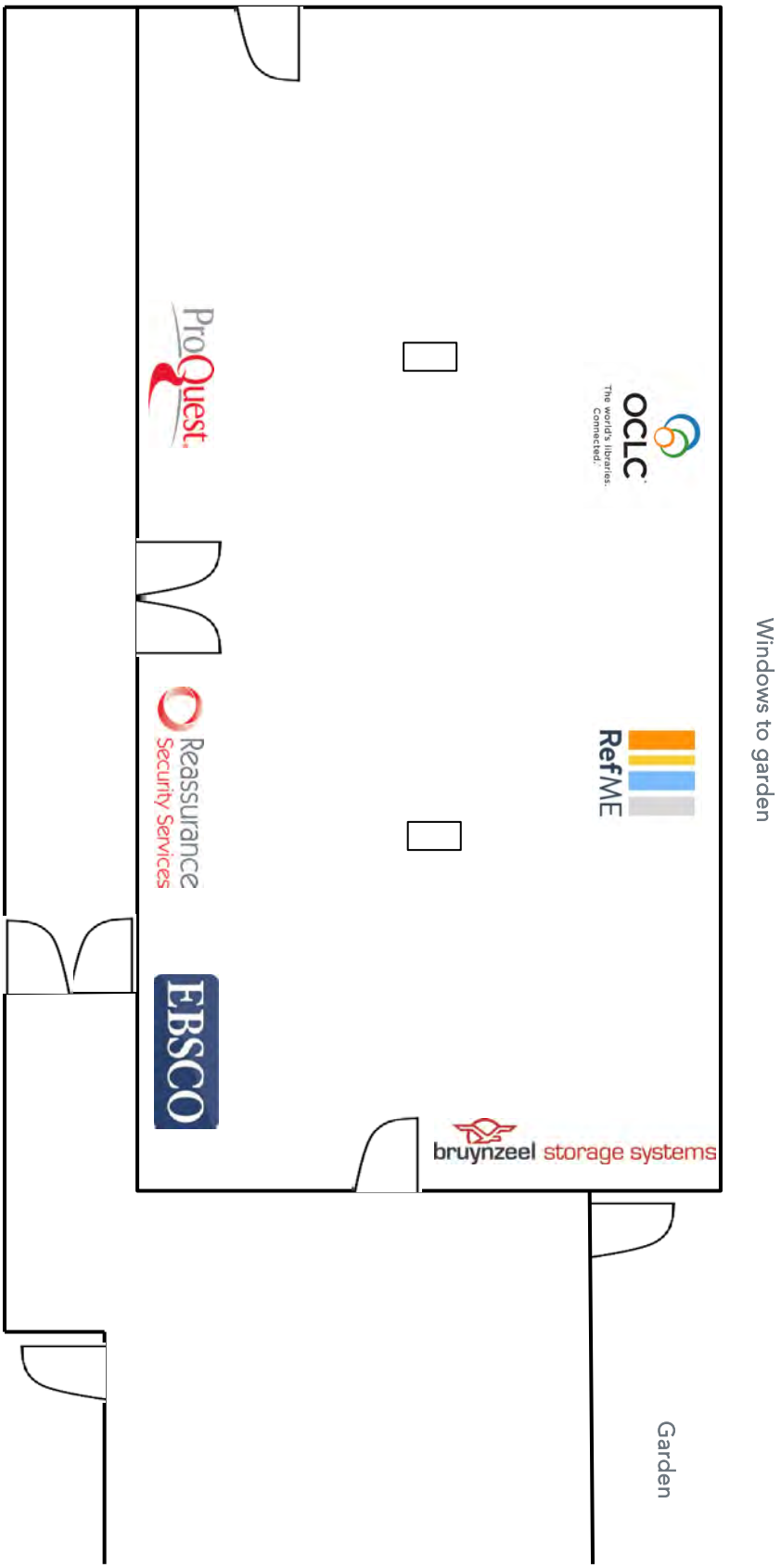
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