

SCONUL Summer Conference 2012

14 – 15 June 2012

Demonstrating value and maximising impact

ipack: part 1

Formal conference papers

Liverpool Hilton
3 Thomas Steers Way
Liverpool L1 8LW

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Conference Programme: Demonstrating value and maximising impact

Thursday 14 June 2012

09.30 - 10.30	The SCONUL fringe: pre-conference briefings and seminars	
10.00 - 11.00	Conference registration and refreshments	Grace Foyer
11.00 - 11.15	<p>Welcome</p> <ul style="list-style-type: none"> • Fiona Parsons - Conference Chair 	Grace Suite
11.15 - 12.30	<p>Panel debate: Excellence in the student experience</p> <ul style="list-style-type: none"> • Nigel Weatherill - Vice-Chancellor, Liverpool John Moores University • Rachel Wenstone - NUS Vice-President for Higher Education • Joe Twyman - Director of Public and Social Research, YouGov • Paul Gentle - The Leadership Foundation • Chair: Ann Rossiter - Executive Director, SCONUL 	Grace Suite
12.30 - 13.30	Buffet lunch and the SCONUL fringe	Grace Suite Foyer
13.30 - 14.30	<p>Parallel sessions on evaluation</p> <ol style="list-style-type: none"> <p>1. LibQual & other ARL initiatives</p> <ul style="list-style-type: none"> • Stephen Town - Director of Information, The University of York • Selena Killick - Library Quality Officer, Cranfield University <p>2. Delivering efficiency through effective benchmarking</p> <ul style="list-style-type: none"> • Chris Hale - Deputy Director of Policy, UUK <p>3. The Balanced Scorecard approach to evaluation</p> <ul style="list-style-type: none"> • Professor Sheila Corrall - Professor of Librarianship and Information Management, and Graduate Research Tutor, The University of Sheffield • Jacqui Dowd - Management Information Officer, University of Glasgow <p>4. Using the SCONUL stats for strategic planning</p> <ul style="list-style-type: none"> • Claire Creaser – Director, LISU • Julie Berry - University Librarian, University of Salford <p>5. Sharing best practice in evaluation strategies</p> <ul style="list-style-type: none"> • Kitty Inglis - Librarian, University of Sussex for SCONUL 	<p>Meeting Room 3</p> <p>Meeting Room 7</p> <p>Meeting Room 5</p> <p>Meeting Room 4</p> <p>Meeting Room 6</p>

- **Karel Thomas** - Executive Director, BUFDG
- **John Townsend** - Director of Corporate Information Services, Liverpool John Moores University, representing UCISA
- **Ian Munton** - Head of Student Support & Development Services at Keele University, representing Amosshe.

14.30 - 15.45	Keynote address: Evaluation and Learning Outcomes	Grace Suite
	<ul style="list-style-type: none"> • Megan Oakleaf - Assistant Professor, Syracuse University 	
15.45 - 16.30	Long coffee break for bedroom check in and more from the SCONUL fringe	
16.30 - 17.30	The ideas slot: Brand, reputation and the student experience: what your VC is really worrying about	Grace Suite
	<ul style="list-style-type: none"> • Sholto Lindsay-Smith - Director, Industry Branding 	
17.30 - 19.00	Break to change for dinner	
19.00 - 19.30	Walk to dinner venue	
19.30	Conference dinner: Ballroom, City of Liverpool Town Hall	

Friday 15 June 2012

09.45 - 10.45	Ideas slot: Future trends in personalisation	Grace Suite
	<ul style="list-style-type: none"> • Elizabeth Tilley - Faculty Liaison Librarian, Cambridge University and joint author of <i>Personalising Library Services in HE</i> • Paul Walk - Director, Innovation Support Centre, UKLON 	
10.45 - 11.15	Coffee break	Grace Suite Foyer
11.15 - 12.30	AGM and update on SCONUL activity	Grace Suite
12.30 - 13.30	Lunch	Restaurant
13.30 - 14.30	Practical workshops: Tools for influencers	
	1a Handling the media	Meeting Room 3
	<ul style="list-style-type: none"> • Jo Nussbaum and Tony Cox - Linstock Communications 	

	<p>1b Handling the media</p> <ul style="list-style-type: none"> • Lea Sellers - Trainer, Media Skills for Women 	Meeting Room 8
	<p>2a Professional skills at top table</p> <ul style="list-style-type: none"> • Jan Wilkinson - University Librarian and Director of the John Rylands Library, The University of Manchester 	Meeting Room 4
	<p>2b Professional skills at top table</p> <ul style="list-style-type: none"> • Michele Shoebridge - Deputy Registrar and Director of Academic Services, University of Exeter 	Meeting Room 5
	<p>3a Advice on public speaking</p> <ul style="list-style-type: none"> • Rosalind Adler - Business Training 	Grace Suite 1
	<p>3b Advice on public speaking</p> <ul style="list-style-type: none"> • Tommy Hutchinson – CEO, i-genius 	Meeting Room 2
	<p>4a Expanding your sphere of influence</p> <ul style="list-style-type: none"> • Christine Fyfe - Pro-Vice Chancellor with special responsibility for Students, University of Leicester 	Meeting Room 6
	<p>4b Expanding your sphere of influence</p> <ul style="list-style-type: none"> • Maxine Melling – Maxine Melling, Director of Library and Student Support, Liverpool John Moores University • Elizabeth Selby - Dean of the Learning and Information Service, Southampton Solent University 	Meeting Room 7
14.30 - 14.45	Afternoon refreshments	Grace Suite Foyer
14.45 - 16.15	<p>Keynote speaker: The leading question - developing a personal answer</p> <ul style="list-style-type: none"> • Professor Mary Malcolm - Deputy Vice-Chancellor, University of Bedfordshire 	Grace Suite
16.15 - 16.30	<p>Chair's summary & farewell</p> <ul style="list-style-type: none"> • Sara Marsh – Director of Learning Support Services, University of Bradford 	Grace Suite
16.30	Departure	

List of Delegates

First Name	Last Name	Organisation
Emma	Adamson	Cardiff Metropolitan University
Andy	Alfervos	Ingram
Leo	Appleton	Liverpool John Moores University
Rossitza	Atanassova	The British Library
Jeremy	Atkinson*	University Of Glamorgan
Robert	Atkinson	Birkbeck, University Of London
Chris	Banks	University Of Aberdeen
Gill	Barry	Manchester Metropolitan University
Alison	Baud	Bath Spa University
Lorraine	Beard	University Of Manchester Library
Mike	Berrington	Nottingham Trent University
Simon	Bevan	Cranfield University
Robert	Bley	Ex Libris
Debbi	Boden-Angell	York St John University
Frances	Boyle	Imperial College London
Jason	Briddon	University Of The West Of England
Andy	Buckley	Anybook.Biz
Stella	Butler	University Of Leeds Library
Colin	Carter	Innovative Interfaces
Lesley	Castens	University of Gloucestershire
Elizabeth	Chapman	London School Of Economics
Jackie	Chelin	University Of The West Of England
Kate	Cheney	UCL Library Services
Pat	Christie	University Of The Arts London
Sue	Clegg	University Of Roehampton
Brian	Clifford	University Of Leeds
Jan	Conway	University Of Arts London
Ursula	Crow	Buckinghamshire New University
Ann	Cummings	Brunel University
Ann	Davies	The Open University
Jacqui	Dowd	University of Glasgow
Dawn	Derraven	Ingram
Nuala	Devlin	Sheffield Hallam University
Liam	Earney	JISC Collections
Carol	Edwards	National Library Of Wales
Lorraine	Estelle	JISC Collections
Andrew	Evans	Oclc
Deborah	Findlay	University College Birmingham

Catriona	Fisher	University Of Glasgow
Alexandra	Follett	Ex Libris
Christoph	Frech	Ex Libris
Cathryn	Gallacher	University Of Bristol
Jessica	Gardner	University Of Exeter
Sarah	Godowski	Bisset Adams
Nick	Goodfellow	Leeds Trinity University College
Avril	Goodwin	University Of The West Of Scotland
Robin	Green	The University Of Warwick
Robert	Hall	King's College London
Allyson	Hayes	University Of Edinburgh
Richard	Heseltine	University Of Hull
Sue	Hodges	Bangor University
Julie	Howell	London Metropolitan University
Grace	Hudson	University Of Bradford
Denise	Jackson	University Of Dundee
Paul	Jackson	Demco Interiors
Robert	Jacobs	Swets
Tom	Jacobson	Innovative Interfaces
Ann-Marie	James	University Of Birmingham
John	Jardine	Swets
Ruth	Jenkins	Loughborough University
Pat	Johnson	University Of Derby
Liz	Jolly	Teesside University
Carol	Kay*	University Of Liverpool
David	Kay	Sero Consulting Ltd
Angela	Kennedy	Capita
Paula	Keogh	Capita
Liz	Kerr	Regent's College
Nicky	Kershaw	Anglia Ruskin University
Margaret	Kitching	London South Bank University
Maire	Lanigan	City University London
Veronica	Lawrence	Goldsmiths
Sandra	Leitch	Kingston University
Caroline	Lloyd	London School of Hygiene & Tropical Medicine
Margaret	Lobban	Edinburgh Napier University
Rosemary	Lynch*	University For The Creative Arts
Alison	Mackenzie	Edge Hill University
Pete	Maggs	Durham University Library
Elizabeth	Malone	Kingston University
Maja	Maricevic	The British Library
Simon	Maule	Linstock Communications

Ciara	McCaffrey	Library, University Of Limerick
Gregor	McCall	Capita
Colette	McKenna	University Of Ulster
Maria	Mirza	Edge Hill University
Marie	Montague	Queen Mary University Of London
Cath	Morgan	University Of Brighton
Martin	Moyle	UCL Library Services
Julia	Munro	University Of Reading
Ann	Murphy	University Of Greenwich
Susan	Murray*	Liverpool Hope University
SitMui	Ng	SCONUL*
Howard	Nicholson	University Of Bath
Jo	Norry	Leeds Metropolitan University
Fiona	O'Brien	University Of Westminster
Alan	Oliver	Ex Libris
Andy	Panayiotou	SirsiDynix
David	Parkes	Staffordshire University
Richard	Parsons	University Of Dundee
Philip	Payne	Birkbeck, University Of London
Trevor	Peare	Trinity College Library Dublin
Steve	Phillips	University Campus Suffolk
Stephen	Pinfield	University of Nottingham
Doreen	Pinfold	University College Falmouth
Chris	Porter	Newman University College
Clare	Powne	Lancaster University
Christopher	Pressler	University Of London
Oliver	Pritchard	University Of Sunderland
Paul	Reynolds	Keele University
John	Robinson	SOAS, University Of London
Caroline	Rock	Coventry University
Steve	Rose	Southampton Solent University
Gurdish	Sandhu	University Of East London
Carole	Satchwell	University Of Westminster
Martin	Scarrott	St Mary's University College, London
Bernard	Shaw	Staffordshire University
Bear	Shaw	Cambridge University Library
Andrew	Simpson	University Of Portsmouth
Steve	Smith	Oclc
Jacqui	Smith	Demco Interiors
Ian	Snowley	The University Of Lincoln
Valerie	Stevenson*	Liverpool John Moores University
Philip	Sykes	University Of Liverpool

Caroline	Taylor	Nottingham Trent University
Heather	Thrift	University Of Sheffield
Mark	Toole	University Of Stirling
John	Tuck	Royal Holloway University Of London
Trudy	Turner	University Of Kent
Denise	Turner	Teesside University
Richard	Wake	University Of Southampton
Elizabeth	Waller	University Of York
Catherine	Walsh	University Of East London
Graham	Walton	Loughborough University
Margaret	Weaver	University Of Cumbria
Jo	Webb	De Montfort University
Rachel	Westwood	Capita
Jack	White*	SCONUL
Sue	White	University Of Huddersfield
Heather	Whitehouse	Aston University, Library & Information Services
Sally	Wilkinson	Cranfield University
Caroline	Williams	The University Of Nottingham
John	Williams	Newcastle University
Graham	Woodruff	Innovative Interfaces
Marcus	Woolley	University Of Bedfordshire
Helen	Workman	Oxford Brookes University
Daryl	Yang	Imperial College London
Iain	Young	Heriot-Watt University

- Member of the conference organising team

Speakers

First Name	Last Name	Organisation
Rosalind	Adler	Founder, Media Skills for Women
Julie	Berry	University Of Salford
Emma	Bull	Queen Mary University Of London
Sheila	Corrall	University Of Sheffield
Tony	Cox	Linstock Communications
Claire	Creaser	LISU
Jacqui	Dowd	University of Glasgow
Christine	Fyfe	University Of Leicester
Paul	Gentle	Leadership Foundation
Chris	Hale	UUK
Tommy	Hutchinson	I-Genius
Kitty	Inglis	University Of Sussex
Selena	Killick	Cranfield University
Sholto	Lindsay-Smith	Industry Branding
Mary	Malcolm	University of Bedfordshire
Sara	Marsh	University Of Bradford
Maxine	Melling	Liverpool John Moores University
Ian	Munton	Keele University
Jo	Nussbaum	Linstock Communications
Megan	Oakleaf	Syracuse University
Fiona	Parsons	University Of Wolverhampton
Ann	Rossiter	SCONUL
Elizabeth	Selby	Southampton Solent University
Lea	Sellers	Media Skills For Women
Michele	Shoebridge	University of Exeter
Karel	Thomas	BUFDG
Elizabeth	Tilley	Faculty Of English, University Of Cambridge
Stephen	Town	The University Of York
John	Townsend	Liverpool John Moores University
Joe	Twyman	YouGov
Paul	Walk	UKLON
Nigel	Weatherill	Liverpool John Moores University
Rachel	Wenstone	NUS
Jan	Wilkinson	The University Of Manchester Library

Speaker Biographies in order of appearance

Fiona Parsons

Director, Learning and Information Services, University of Wolverhampton



Fiona joined the University of Wolverhampton as Director of Learning and Information Services in January 2007. Her responsibilities include knowledge and information services, learning support, development of learning spaces and virtual services. She has extensive experience in building spaces for effective learning and research, and in the leadership of change, and has been involved in a number of University transformation projects. She is a member of the Steering Group responsible for the University strategic plan, and is leading one of the enabling strategies for the University. Fiona is an Alumna of the Leadership Foundation Top Management Programme (TMP).

Fiona has worked in the field of Education all her adult life. She has been a secondary school teacher, a children's librarian, a university lecturer, and has held a variety of roles in library and information services at Anglia Ruskin University, the University of Birmingham, and the University of Wolverhampton. She gained her first degree in English at the University of Swansea, PGCE at King Alfred's College, Winchester, and Masters in Librarianship at the University of Aberystwyth.

Fiona was elected Chair of SCONUL in June 2010. She was a member of the RLUK/JISC Resource Discovery Task Force, and is now a member of the Discover implementation group. She is a founder member of the SCONUL Shared Services Steering Group.



Professor Nigel P. Weatherill

Vice-Chancellor and Chief Executive, Liverpool John Moores University

Professor Weatherill was an undergraduate and postgraduate at the University of Southampton where he read Mathematics and Aeronautics and obtained a PhD in the Department of Mathematics for his work in magnetohydrodynamics. After leaving Southampton, he joined the Research Team of the Anglian Water Authority where he developed mathematical models to predict water quality in rivers and estuaries, before moving to the aerospace sector to undertake research on compressible flows at the Aircraft Research Association, Bedford.

In 1986 he was a Research Fellow in the Department of Mechanical and Aerospace Engineering at Princeton University, USA and on his return to the UK was appointed as a lecturer in the Department of Civil Engineering at Swansea University in 1987. He was promoted to a Personal Chair in 1995 and became Head of Department in 1996. In 2001 the Engineering Departments at Swansea were integrated and Professor Weatherill was appointed Head of the School of Engineering, a post that he held until November 2007. In 2002 he was appointed Pro-Vice-Chancellor with the responsibility for research, a post he held until moving to the position of Pro-Vice-Chancellor and Head of the College of Engineering and Physical Science at the University of Birmingham in May 2008. In September 2011 he took up the position of Vice-Chancellor of Liverpool John Moores University.

Professor Weatherill has undertaken research visits to many countries and was appointed Adjunct

Professor at the National Science Foundation Engineering Research Centre in Mississippi where he spent the year in 2001. For three years he was Scientist-in-Residence at the Institute for High Performance Computing in Singapore. He has over 300 publications in journals and conference papers. He is the Co-Editor of the International Journal for Numerical Methods in Fluids published by Wileys. His main research interests are in high speed compressible flows of relevance to aerospace engineering but has also published work in the areas of environmental modeling and bio-engineering.

He has worked with business and industry throughout his career, working with both large multi-national companies and SMEs in the UK and overseas. He has a passion for teaching and has taught a wide range of topics from mathematics to project management. Whilst at the University of Birmingham he was the executive lead of the National HE STEM (Science, Technology, Engineering and Mathematics) Programme for England and Wales. The aims of the project were to promote and widen access to HE in STEM disciplines, innovative curriculum development and STEM skills for employment. He is a Fellow of the Royal Aeronautical Society and the Institute of Mathematics and Its Applications. He is a Chartered Mathematician, Chartered Engineer and Chartered Scientist. In 1996 he was awarded a DSc from the University of Southampton for his work on computational fluid dynamics. In 2003 he was elected a Fellow of the Royal Academy of Engineering.

Joe Twyman

Director of Political and Social Research at YouGov

Joe Twyman is Director of Political and Social Research at YouGov and was a founding director of the company back in 2000. His first responsibility was to build the company's online research operations, having previously developed internet research for Research Services Limited (now Ipsos-MORI).



Prior to leading the Political and Social Research Team, Joe held a variety of senior positions within the company. This included spending two and a half years in Baghdad as a director of YouGov's Iraq operation, working closely with organisations such as the United Nations Development Programme and the Iraqi Independent High Electoral Commission.

Joe has conducted research for a host of different clients on a wide range of subjects, spoken at conferences across the world and has been a project director for the 2001, 2005 and 2010 British Election Studies. He has co-ordinated election studies in countries beginning with the letters A, B, C, E, F, U and I (hoping to complete the alphabet by the time he retires) and is a lecturer in research methods at the University of Essex Summer School in Social Science Data Analysis and Collection.

Joe is the author of *Getting it Right: YouGov and Online Survey Research*, published in a special edition of the *Journal of Elections, Public Opinion, and Parties*. He is also co-author (with David Sanders, Harold Clarke, Marianne Stewart and Paul Whiteley) of *The 2001 British Election Study Internet Poll: a Methodological Experiment*, published in the *Journal of Political Marketing* and (with Harold Clarke, Allan Kornberg and Thomas Scotto) *Flawless Campaign, Fragile Victory: Voting in Canada's 2006 Federal Election*, published in *PS: Political Science and Politics*.

He regularly provides expert analysis for both the national and international media including BBC television and radio, ITN, Reuters, Bloomberg, GMTV and CNBC. On the night of the General Election he was the on-screen analyst for CNN's live broadcast and was also named a 'World Opinion Leader for the 21st Century' by *El Comercio* newspaper in Ecuador.

Joe holds a BA in Politics from the University of Sheffield and, in his spare time, enjoys swimming, films, cooking and then more swimming. He is a former national backstroke champion and once held three British relay records.



Dr Paul Gentle

Director of Programmes at the Leadership Foundation for Higher Education

Paul Gentle has worked for the last four years for the Leadership Foundation, after spending over 15 years in leadership positions in higher education institutions.

Previously Paul was Dean of International Education at University College Plymouth. His responsibilities also included the role of Director of Regional Affairs, enabling him to take a lead in building capacity in engaging academic staff in activity with business and the community. Prior to this Paul was based at the University of Central Lancashire for 11 years, where he was Head of the Department of Languages and International Studies, and Faculty Project Development Manager.

His developmental interests include: using Action Learning Sets to support organisational development in higher education; change management in higher educational leadership; leadership of learning-centred management cultures in universities.

Ann Rossiter

Executive Director, SCONUL

Ann Rossiter joined SCONUL as Executive Director in September 2010 and is a member of the Shared Services Steering Group and a Board member of ETHOS.

She is a public policy expert and has written and contributed to a number of books and pamphlets on public policy issues. Before joining SCONUL, she was Special Adviser to Rt. Hon John Denham MP, including when the latter had responsibility for higher education and intellectual property policy. Before joining the then government, Ann led the public policy think-tank, the Social Market Foundation and has also worked as a researcher at the BBC and in Parliament and as the Board Director of a communications consultancy.



Stephen Town

Director of Information and University Librarian at the University of York

Stephen Town is Director of Information and University Librarian at the University of York, UK, including responsibility for its Libraries, Archives and IT Services. Stephen has previously worked for Cranfield University and in the NHS after education at Cambridge and Loughborough.

Active in research and development and in providing consultancy and advice internationally, Stephen has consulted, taught, written and presented internationally on library quality, performance, evaluation, information literacy and strategy. Formerly Chair of SCONUL's Working Group on Performance Improvement, he is also a member of international conference and journal editorial boards and of the LibQUAL+ Steering Committee.

Selena Killick**Library Quality Officer for the Barrington Library, Cranfield University**

Selena Killick is the Library Quality Officer for the Barrington Library, Cranfield University, UK, with responsibility for the analysis of customer feedback and library performance data. This includes the implementation of the LibQUAL+ survey within the University and development of models to guide planning and evaluation of library services. Selena is also retained by the Association of Research Libraries (ARL) to support European consortia participation in the LibQUAL+ survey methodology, and regularly analyses survey data, presents, publishes and advises libraries on an international basis on library surveys. Selena is a member of the SCONUL Performance Portal sub-group.

**Chris Hale****Deputy Director of Policy, Universities UK**

Chris Hale is the Deputy Director of Policy for Universities UK and is responsible for working with the Director of Policy in the planning, coordination and management of UUK's policy work

Chris has significant expertise in research policy and funding and leads on a number of cross-cutting projects, including efficiency in HE. Before joining UUK Chris worked at the General Medical Council and the University of Sussex. He holds a degree from the University of Sussex and an MSc in public policy from University College London.

Sheila Corral**Professor of Librarianship & Information Management and Graduate Research Tutor at the University of Sheffield Information School**

Professor Corral's teaching activities and research interests include academic libraries, collection management, research data, information literacy, strategic planning and professional development. She has worked in public, special, national and university libraries in frontline and backroom roles at every level from shelver to director, which has included directing library, information and academic services at three UK universities. She is a member of the Research Information Network Working Group on Information Literacy and serves on the international advisory boards of Credo Reference and Facet Publishing and editorial boards for Education for Information, Information Research and The New Review of Academic Librarianship. In August 2012, Sheila will move to a new position as Professor of Library & Information Science at the University of Pittsburgh School of Information Sciences.





Jacqui Dowd
Management Information Officer at the University of Glasgow Library

Jacqui Dowd is the Management Information Officer at the University of Glasgow Library with a remit that encompasses qualitative and quantitative performance measurement activities both internally and externally to ensure that the Library is delivering services that are responsive, efficient, progressive and in line with the University's strategic priorities.

Jacqui has been involved in many SCONUL, RLUK and Evidence Base initiatives in performance and impact measures and she has been Glasgow's LibQUAL+ coordinator since its introduction to the UK in 2003.

Claire Creaser
Director of LISU



Claire Creaser has been employed at LISU since 1994 and was appointed Director in 2007. As well as overseeing the day-to-day management of the unit, she plays a key role in ensuring the quality and reliability of methods of investigation and data gathered for the various studies and consultancies undertaken. Claire's main areas of interest are in the use of statistical evidence for management, with a particular focus on benchmarking, the analysis and interpretation of survey data, and scholarly communication, with reference to researcher behaviours and open access to research outputs.

Recent projects in which Claire has played a significant role include: a study on the value of academic libraries for teaching and research staff, funded by SAGE Publishing; an investigation of researcher behaviours vis-a-vis self-archiving and open access to research outputs for PEER; investigations into the accessibility of the most popular books, and the impact of reading for visually impaired readers, for the RNIB; a review of the status of health libraries and librarianship in Ireland; for the HSLG; a study of the publication and dissemination behaviour of researchers for the Research Information Network (RIN); an investigation into the provision of services for external academic library users, also for the RIN; analysis of the CILIP Life@Work survey; and the initial stages of the SCONUL Value and Impact project. Claire also takes an active role in promoting good statistical practice via a number of external committees and working groups, including as Chair of the BSI committee for Library and Publishing Statistics, and a member of the Royal Statistical Society Statistics User Forum.



Julie Berry
University Librarian, University of Salford

Julie Berry was appointed as University Librarian at the University of Salford in January 2011, after working in the University for 18 years. She has responsibility in the University for library services, spaces, and collections; student PC clusters, the institutional repository; information and digital literacy support and training for students; staff and student print and copy services.

Her previous role was Associate Director in Information and Learning Services, the integrated Library and IT Department, until it deconverged. Julie also worked for the University of Manchester for over 15 years.

Julie's professional interests include open access, library collaboration and quality assurance. External activities include membership of the Sconul Working Group on Performance and Quality (SWGPO) and Chair of the Quality Assurance Sub-Group; Board Member and, until recently, Treasurer of the North West Academic Libraries Consortium (NoWAL); member of the Steering Group for the Northern Collaboration (University Libraries in the North of England) which was established as a result of an HEA Change Academy.

Kitty Inglis **Librarian at the University of Sussex**

Kitty Inglis has worked in academic libraries for over 25 years, and has been University Librarian at Sussex since 2008.

Her professional interests are wide ranging and include open access and (research) data management, customer service, leadership development, learning spaces and the impact agenda. She is currently the SCONUL representative on the HEFCE UKRR Board and sits on the steering group of the M25 Consortium of Academic Libraries.



Ian Munton **Head of Student Support and Development Services at Keele University**

Ian Munton is the Head of Student Support and Development Services at Keele University where he has worked for the last two years. He has previously worked in Student Services settings at the University of Sheffield and De Montfort University. Ian has responsibility for a broad and varied portfolio of services covering academic, living and social aspects of the student experience.

His main areas of interest and responsibility include student induction and transitions, peer mentoring, harassment and bullying, and crisis management.

John Townsend **Director of Corporate Information Services at Liverpool John Moores University**

John Townsend is Director of Corporate Information Services at Liverpool John Moores University, where he has overall responsibility for the development and support of information services and associated tools and technologies, including management of LJMU's IS development programme, focused on coordinated project delivery and benefits realisation. He is Chair of the UCISA Procurement Strategy Group, and has been a member of the JISC Organisational Support Committee with a particular role in relation to JISC Programme Evaluation. He is a Chartered IT Professional Member of the British Computer Society and has an MBA (Technology Management) from the Open University.





Karel Thomas
Executive Director, BUFDG

After a degree in Banking and Finance in the 80s, Karel worked in banking and financial systems until she made a career change in 1993 to see higher education from "the other side". For ten years Karel was a departmental administrator at Loughborough University, which involved everything from pastoral care of students to management of an extensive ERASMUS programme. She also worked on the 2001 RAE as secretary to the linguistics panel, and copy-edited a number of academic books and papers. In 2003 she joined BUFDG with some ambitious objectives, some of which have been achieved. In her spare time, Karel helps to run a farming business in Leicestershire.

Sara Marsh
Director of Learner Support Services, University of Bradford

Sara joined the University of Bradford as Director of Learner Support Services in summer 2007, and she currently has responsibility for the Library, IT, Careers, Disability, and Counselling services. She was previously Deputy Director of Library and Information Services at Swansea University.



Sara is currently Vice Chair of SCONUL and will take over the role of Chair after the Conference. She represents SCONUL on the JISC Access Management Federation Policy Board, and is also a member of SCONUL's Shared Services Steering Group.



Megan Oakleaf
Associate Professor, iSchool at Syracuse University

Megan Oakleaf is an Associate Professor in the iSchool at Syracuse University where she teaches "Reference and Information Literacy Services" and "Planning, Marketing, and Assessing Library Services." Her research interests include library value and impact, outcomes assessment, evidence-based decision making, information literacy instruction, information services, and digital librarianship. She is the author of the Value of Academic Libraries Comprehensive Report and Review and is on the faculty of the ACRL Immersion Program. Megan has presented at numerous conferences, including ALA, ACRL, AAC&U, and AALHE National Conferences, ARL Library Assessment Conferences, the IUPUI Assessment Institute, the NCSU Undergraduate Assessment Symposium, the Texas A&M Assessment Conference, and EDUCAUSE. Megan won the 2011 Ilene F. Rockman Publication of the Year Award, was named to the LIRT Top 20 Instruction Articles three times, was included on the 2010 Reference Research Review List, and was awarded "Best Paper" at the 2007 EBLIP Conference. She has published articles in JASIST, College & Research Libraries, Journal of Documentation, Communications in Information Literacy, Library Quarterly, and Portal, among other journals. Megan also serves on the editorial boards of Library and Information Science Research and Library Quarterly.

Previously, Megan was the Librarian for Instruction and Undergraduate Research at North Carolina State University. In this role, she designed, implemented, coordinated, and assessed the library instruction program; she also trained fellow librarians in instructional theory and methods. Megan completed her dissertation entitled, "Assessing Information Literacy Skills: A Rubric Approach," at the School of Information and Library Science at the University of North Carolina at Chapel Hill. She

earned her MLS from Kent State University and also holds a BA in English and Spanish and a BS in English Education and Spanish Education from Miami University. Prior to a career in librarianship, Megan taught language arts and advanced composition in Ohio public schools, grades 8-12.

Sholto Lindsay-Smith

Founding director of independent brand consultancy, Industry

Sholto Lindsay-Smith is a founding director of independent brand consultancy, Industry. He offers 21 years consulting experience built up over a career working first in corporate and financial public relations and then in branding.

He has led strategic research, positioning and brand-led transformation programmes for a wide range of businesses, across the financial services, transport, utility, property, education and professional services sectors. Based in London, he has worked extensively in the US, Asia Pacific and Europe.



He started his career at Citigate, where he quickly rose to become a board director of its corporate public relations business, leading on key accounts for Procter & Gamble and Kodak. Sholto then joined the board of sister brand consultancy Lloyd Northover where he led the strategy team. Here he led branding assignments for China Light & Power, Singapore Land Transport Authority, Network West Midlands, Department for Education, New Century Energy and National Savings & Investments.

Latterly, Sholto held the position of Managing Director at independent brand agency Uffindell, where he has overseen the company's successful growth, placing as one of the fastest growing business-to-business brand consultancies. Whilst at Uffindell he ran brand programmes for the Royal Bank of Scotland Group, Coutts, HSBC, Grosvenor, FSA, De La Rue, BioCity, British Computer Society, University of Cambridge, University of Kent and Nuffield Health.

Sholto has a BA (Hons) in Social Psychology from the University of Kent and an MSc in Public Relations from Stirling University. He is a member of the Chartered Institute of Public Relations. He speaks regularly at industry conferences and is regularly published in the trade and business press.



Elizabeth Tilley

Faculty Liaison Librarian, Cambridge University

Elizabeth Tilley has worked in small, specialist academic libraries since 1997. As well as learning to tackle all aspects of librarianship, her previous career as a trained teacher has helped to inform much of her work in libraries. Her first post as librarian at the University of Cambridge was in a small science library where she was responsible for developing a tailored skills programme for undergraduates, and adopting an Information Commons approach to the space. Currently working in the English Faculty Library, Cambridge, she has spent the last four years working out what it is that English students and faculty need, and want, and has made many changes to the library service – policies, look and feel, teaching, and use of space – in order to tailor the service appropriately.

Elizabeth is committed to the profession and has been active at both national and international levels via CILIP and is currently Candidate Support Officer for CILIP's CDG Eastern Region group. She is a Fellow of the Higher Education Academy. She is joint editor, with Andy Priestner, Judge Business

School, University of Cambridge, of the forthcoming book 'Personalising Library Services in Higher Education', Ashgate, 2012.

Paul Walk

Director, Innovation Support Centre, UKOLN



Paul Walk has been working with library and web technologies since the early 1990s, both as a software developer and as a service manager, in the UK Higher Education sector. He has led the development of successful Web services in the areas of library systems, e-Learning and university management information systems. Paul is currently Director of the Innovation Support Centre at UKOLN, University of Bath in the UK, where he has been for six years (<http://isc.ukoln.ac.uk>). The Innovation Support Centre is funded by the JISC to provide programme support, technical advice and research and development services to the Further and Higher education sectors. Paul has been an active blogger since 2003 and currently maintains a blog at <http://blog.paulwalk.net>



Emma Bull

Director of Library and Employability, Queen Mary, University of London

Emma has been the Director of Library Services at Queen Mary, University of London since 2007. The library service includes 4 libraries and the Hive, a social learning area. The Mile End Library recently completed Phase 2 of a capital refurbishment project which included a complete redesign of the ground floor and the development of a research reading room. Changes in the organisation of Professional Services at Queen Mary has meant that Emma's role now includes responsibility for Employability services such as the Careers Service and Academic Support for students.

Prior to joining Queen Mary Emma held management positions at both Royal Holloway and Imperial College. Emma is an active member of SCONUL and has been an Executive Board member since June 2009 and took over the position of Honorary Treasurer for SCONUL in June 2011.

Tony Cox

Linstock Communications



Tony Cox is an experienced media relations consultant working for clients across the financial services, education and local government sectors. At Linstock, Tony advises many of its financial services clients, including the Association of Independent Financial Advisers, Honister Capital and TheCityUK. Tony is adept at helping clients reach their target audiences through the media at a local, regional and national level. Tony works regularly with national broadcast journalists securing slots on BBC and ITV news shows as well as key national radio outlets such as Radio 4's You and Yours.

Prior to Linstock, Tony has worked as senior researcher to David Ruffley MP, the Shadow Minister for Welfare Reform, Shadow Home Secretary David Davis MP and also the Shadow Transport Minister Greg Knight MP. Tony has a degree in British Politics and Legislative Studies from the University of Hull.



Jo Nussbaum

Linstock Communications

Jo Nussbaum is an experienced PR consultant and has worked with clients across a variety of sectors including financial and professional services, education and public sector. As Linstock, Jo works on campaigns for SCONUL, West Kent Housing Association, TheCityUK and the Design Council. Prior to joining Linstock, Jo worked at Flagship Consulting where she managed media relations campaigns for clients including employment law specialists Croner and IT recruitment firm Highams. Jo has particular experience running media training for clients, having run media coaching and crisis communications training sessions for organisations including international service company Serco, pensions consultants Hymans Robertson and St Benedict's School.

Lea Sellers

Media Trainer

Following a career as a news and current affairs television producer for the BBC and Channel 4, Lea Sellers now works as a media trainer.

Her experience on programmes such as Newsnight, Channel 4 News and Question Time give her the knowledge and expertise necessary for explaining a journalist's requirements while giving people confidence when they engage with the media.



Media Skills for Women

Email: courses@ms4w.co.uk

Website: <http://mediaskillsforwomen.com/index.html>



Jan Wilkinson

University Librarian & Director of the John Rylands Library

Jan Wilkinson has been a senior leader at the University of Manchester since 2008. With over 20 years' experience of senior management of the HE sector, in nine different posts and eight different organisations, Jan joined the University of Manchester, and its Senior Executive Team, as University Librarian & Director of the John Rylands Library. Prior to this she was a member of the Senior Leadership Team of the British Library (July 2004) in a new role of Head of Higher Education. Previous experience includes the University of Leeds, as University Librarian and Keeper of the Brotherton Collection, the London School of Economics, as Deputy Librarian, and a range of roles within the former polytechnic and college sectors.

Jan has led major strategic development and modernisation programmes to ensure that libraries remain relevant, innovative and accessible in the 21st century. While at the LSE, she also led a major philanthropic capital campaign for a very large, newly designed building, by Sir Norman Foster.

Jan has been involved in library developments at a national level for a number of years. She is currently a Board member of Research Libraries UK, an Advisory Board member of the Research Information Network (RIN), and the UK Research Reserve. Jan has undertaken a large number of board and consultancy roles and has also worked on projects and committees for JISC and HEFCE. She is currently an assessor for the Wolfson Foundation and a member of the Advisory Board of the

Canadian Research Knowledge Network. Jan is currently Course Director for an international leadership development programme for Library & ICT Directors, based in the Netherlands (TICER), and for European directors based in Barcelona, Estonia and Germany, to date (LIBER).

Michele Shoebridge

Deputy Registrar and Director of Academic Services of the University of Exeter



Michele Shoebridge is the University of Exeter's Deputy Registrar and Director of Academic Services, responsible for academic quality and enhancement, UK student recruitment, admissions, outreach and widening participation, registry services, employability, library, C&IT and a range of student support services.

Michele joined Exeter in October 2006 following a long career at the University of Birmingham, where her last post was Director of Information Services. Michele is a member of the Vice-Chancellor's Executive Group (VCEG) and one of the main sponsors for the University's £48m flagship Forum Project. She works closely with Exeter's Deputy Vice-Chancellor for Education and is a major partner in the delivery of Exeter's Education Strategy.

During Michele's varied career in higher education she has been involved in a number of networks and membership organizations including RLUK, RUGIT, Educause, Gartner and Universitas 21. She has served on several JISC committees and a number of Boards. She is currently a Board member of SWERN and TCS - a joint venture company that delivers a range of services to the University's Cornwall campus.

Academic Services is one of the major Professional Services at Exeter reporting to the Registrar and Deputy Chief Executive. Created in 2007, it has a £24m budget and nearly 450 staff spread across three campuses, two in Exeter and one in Cornwall.

Rosalind Adler

Actor and writer



Rosalind Adler read Modern Languages at Cambridge University and then went to Drama Centre to train as an actress. She has worked in theatre since then, ranging from West End runs (in the first cast of *Daisy Pulls It Off*) to stand-up comedy and repertory theatres all over England. Television work includes appearances in *My Family*, *Ella And The Mothers*, *This Could Be The Last Time*.

She's also a writer. Both her one-woman, multi-charactered plays *Jubilate!* and *LOL* have won awards. Simon Russell Beale read the lead in the recent showcase of her play *Holy Fool*, co-written with Lea Sellers. She also writes playlets as icebreakers for conferences and events.

In 1996 she took a year out to study for a post-graduate diploma in Voice Studies at the Central School of Speech and Drama and so now also works as a freelance Communication Skills coach. Clients come from both the private and public sectors, including The National Gallery, Barclays, The Electoral Commission, The Financial Services Authority and Richmond, Islington, Hackney, Camden and Ealing Councils in London.

With Lea Sellers, she founded Media Skills For Women <http://www.mediaskillsforwomen.com>. She

will be performing at Pleasance Edinburgh during the Festival in August 2012 in her own play Jubilate! <http://www.rosadler.com>

Tommy Hutchinson Founder & CEO, i-genius



Tommy career spans politics, banking, corporate communications, social marketing and social businesses. He worked in the City for ten years first as an aerospace analyst and eventually becoming Political Adviser to the NatWest Group. Leaving NatWest in 2000, he became Director of the Industry Forum for two years developing relations between the business community and governments in UK, Washington DC, European Union and World Trade Organisation. After which, Tommy's interest and passion for social entrepreneurship led him to chairing a new youth charity and creating a number of social businesses including a social marketing agency before founding i-genius, a world community of social entrepreneurs in 2008.

i-genius has members in over 200 countries and provides a popular website, organises events and training around the world through its social business school, i-genius Academy. Tommy is a Visiting Fellow at Liverpool Hope University, adviser to Hunan University (Changsha), Fellow of the Royal Society of Arts and a trustee of Maytree Respite Centre for the suicidal. He stood for Parliament as Labour candidate in Chingford & Woodford Green in 1997 general election and co-authored a booklet entitled 'A risky business'.



Christine Fyfe Pro-Vice-Chancellor (Students) and University Librarian, University of Leicester

Christine has over 20 years' experience as a senior manager in academic libraries. As University Librarian she is responsible for developing and delivering library strategy in support of the University's research and teaching activities. Since 2007 she has also held the position of Pro-Vice-Chancellor (Students) in which she is responsible for leading strategy and policy on all matters relating to students, with a particular focus on enhancing the student experience. She led the award-winning development of the David Wilson Library which was completed in 2008.

Maxine Melling Director of Library and Student Support (L&SS), Liverpool John Moores University



Maxine is responsible for the leadership of student administration services, student finance, library & archives and computing support. L&SS also hosts front-line provision of careers and student advice and well-being services. The Service is responsible for three campus-based centres, employing 190 staff and operating 24 hours a day during semesters. Maxine has led a number of institution-wide change programmes at LJMU, including the review of the student experience which led to a new service model for student support at the University.

Maxine's professional background is in library and information services in further and higher education. She has published in the fields of quality management, staff development and training,

customer services and support for e-learning. Her current interests lie in collaborative working to support the student experience and she is researching the different ways in which universities work across traditional boundaries. She has acted as external advisor on service reviews and for a range of senior university appointments and is a consultant for the LFHE, supporting institutions in leadership of the student experience.

Maxine has been pro-active in the development of cross-institutional and cross-sectoral collaboration and shared services. She has chaired the North West Academic Libraries Group, represented higher education libraries on Libraries North West and is the inaugural chair of the Northern Collaboration group. She is also a Trustee of the Gladstone Library in Hawarden.



Elizabeth Selby

Dean of the Learning and Information Service. Southampton Solent University

Elizabeth Selby worked in the UK engineering industry for 15 years including working as Head of Library Services for Vickers PLC and being Head of Marketing Services for Brown & Root Vickers for five years.

She was appointed as User Services Librarian in the new Mountbatten Library at Southampton Solent University (then Southampton Institute) in 1994 and held a variety of library management roles until 2004, when appointed Head of Learning Support within the Learning and Information Service (LIS). This role enabled her to draw together the expertise of staff working in teams across LIS to develop learning systems, resources and support services to enhance the learning experience of students.

In March 2009 Elizabeth was appointed as Dean of the Learning and Information Service and she leads a diverse team of over 200 staff delivering ICT, library, information and learning resources, learning technologies and web developments, employability and enterprise, and student support services. She is Chair of the University's Teaching and Learning Sub-Committee and a member of the University's senior management team. In 2011 Elizabeth was awarded Leadership Foundation Small Project funding jointly with the University of Gloucestershire and has been undertaking a project that is looking at the role of middle managers in leading and managing change.

Professor Mary Malcolm

Deputy Vice Chancellor (Academic), University of Bedfordshire

During Professor Mary Malcolm's early academic career she specialised in medieval Icelandic literature, studying at the Universities of Liverpool, Oxford, and Leeds, before undertaking a postdoctoral year at the University of Oslo. She then trained as an EFL lecturer and moved to the Middle East, where she later set up and ran a range of small businesses in retail, training and professional services.



A decade later, she returned to the UK and joined the University of Abertay Dundee, where she developed and managed overseas collaborations, before becoming a Head of Department (Marketing) and Head of Dundee Business School. She was appointed Vice Principal (Academic Development) at Abertay in 2007, and moved to a similar role at the University of Bedfordshire in 2009. Mary is responsible for academic planning, HR, and the learner experience at Bedfordshire, and has particular responsibility for the Bedford Campus. She recently led the development of the

University's strategic plan 2012-17.

Thursday 14th June 13.30 – 14.30: Parallel sessions on evaluation

1. LibQual and other ARL initiatives: Meeting Room 3

- **Stephen Town** - Director of Information, The University of York
- **Selena Killick** - Library Quality Officer, Cranfield University

First name	Surname	Organisation
Robert	Bley	Ex Libris
Jason	Briddon	University Of The West Of England
Kate	Cheney	UCL Library Services
Alexandra	Follett	Ex Libris
Christoph	Frech	Ex Libris
Sarah	Godowski	Bisset Adams
David	Kay	Sero Consulting Ltd
Pete	Maggs	Durham University Library
Ciara	McCaffrey	Library, University Of Limerick
Julia	Munro	University Of Reading
Alan	Oliver	Ex Libris
Oliver	Pritchard	University Of Sunderland
Caroline	Taylor	Nottingham Trent University
Stephen	Town	The University Of York
Trudy	Turner	University Of Kent
Daryl	Yang	Imperial College London
Iain	Young	Heriot-Watt University

2. Delivering efficiency through effective benchmarking: Meeting Room 7

- **Chris Hale** – Deputy Head of Policy, UUK

First name	Surname	Organisation
Jeremy	Atkinson	University Of Glamorgan
Simon	Bevan	Cranfield University
Debbi	Boden-Angell	York St John University
Emma	Bull	Queen Mary University Of London
Stella	Butler	University Of Leeds Library
Lesley	Castens	University of Gloucestershire
Elizabeth	Chapman	London School Of Economics
Sue	Clegg	University Of Roehampton
Brian	Clifford	University Of Leeds
Jan	Conway	University Of Arts London (UAL)
Ann	Cummings	Brunel University
Dawn	Derraven	Ingram
Cathryn	Gallacher	University Of Bristol
Jessica	Gardner	University Of Exeter
Robert	Hall	King's College London

Julie	Howell	London Metropolitan University
Liz	Kerr	Regent's College
Maire	Lanigan	City University London
Sandra	Leitch	Kingston University
Margaret	Lobban	Edinburgh Napier University
Martin	Moyle	UCL Library Services
Ann	Murphy	University Of Greenwich
Howard	Nicholson	University Of Bath
Andy	Panayiotou	SirsiDynix
Chris	Porter	Newman University College
Christopher	Pressler	University Of London
Steve	Smith	Oclc
Mark	Toole	University Of Stirling
Richard	Wake	University Of Southampton
Catherine	Walsh	University Of East London

3. The Balanced Scorecard approach to evaluation: Meeting Room 5

- **Professor Sheila Corral** - Professor of Librarianship & Information Management and Graduate Research Tutor, The University of Sheffield
- **Jacqui Dowd** - Management Information officer, University of Glasgow

First name	Surname	Organisation
Alison	Baud	Bath Spa University
Pat	Christie	University Of The Arts London (UAL)
Sheila	Corral	University Of Sheffield
Carol	Edwards	National Library Of Wales
Deborah	Findlay	University College Birmingham
Christine	Fyfe	University Of Leicester
Richard	Heseltine	University Of Hull
John	Jardine	Swets
Ruth	Jenkins	Loughborough University
Liz	Jolly	Teesside University
Nicky	Kershaw	Anglia Ruskin University
Colette	McKenna	University Of Ulster
Maria	Mirza	Edge Hill University
Fiona	Parsons	University Of Wolverhampton
Richard	Parsons	University Of Dundee
Steve	Phillips	University Campus Suffolk
Doreen	Pinfold	University College Falmouth
Gurdish	Sandhu	University Of East London
Carole	Satchwell	University Of Westminster
Elizabeth	Selby	Southampton Solent University
Heather	Thrift	University Of Sheffield
John	Tuck	Royal Holloway University Of London
Margaret	Weaver	University Of Cumbria

Jo	Webb	De Montfort University
Sally	Wilkinson	Cranfield University
Caroline	Williams	The University Of Nottingham
John	Williams	Newcastle University

4. Using the SCONUL statistics for Strategic Planning: Meeting Room 4

- **Claire Creaser** - Director LISU
- **Julie Berry** - University Librarian, University of Salford

First name	Surname	Organisation
Emma	Adamson	Cardiff Metropolitan University
Andy	Alfervos	Ingram
Robert	Atkinson	Birkbeck, University Of London
Chris	Banks	University Of Aberdeen
Gill	Barry	Manchester Metropolitan University
Mike	Berrington	Nottingham Trent University
Julie	Berry	University Of Salford
Ursula	Crow	Buckinghamshire New University
Ann	Davies	The Open University
Nick	Goodfellow	Leeds Trinity University College
Robin	Green	The University Of Warwick
Grace	Hudson	University Of Bradford
Robert	Jacobs	Swets
Ann-Marie	James	University Of Birmingham
Pat	Johnson	University Of Derby
Marie	Montague	Queen Mary University Of London
Susan	Murray	Liverpool Hope University
Fiona	O'Brien	University Of Westminster
Trevor	Peare	Trinity College Library Dublin
Paul	Reynolds	Keele University
Steve	Rose	Southampton Solent University
Martin	Scarrott	St Mary's University College, London
Bear	Shaw	Cambridge University Library
Ian	Snowley	The University Of Lincoln
Philip	Sykes	University Of Liverpool
Denise	Turner	Teesside University
Marcus	Woolley	University Of Bedfordshire
Helen	Workman	Oxford Brookes University

5. Sharing best practice in evaluation strategies: Meeting Room 6

- **Kitty Inglis** - Librarian, University of Sussex for SCONUL
- **Karel Thomas** - Executive Director, BUFDG

- **John Townsend** - Director of Corporate Information Services, Liverpool John Moores University representing UCISA
- **Ian Munton** - Head of Student Support & Development Services

First name	Surname	Organisation
Leo	Appleton	Liverpool John Moores University
Rossitza	Atanassova	The British Library
Lorraine	Beard	University Of Manchester Library
Jackie	Chelin	University Of The West Of England
Nuala	Devlin	Sheffield Hallam University
Andrew	Evans	Oclc
Avril	Goodwin	University Of The West Of Scotland
Allyson	Hayes	University Of Edinburgh
Sue	Hodges	Bangor University
Denise	Jackson	University Of Dundee
Carol	Kay	University Of Liverpool
Margaret	Kitching	London South Bank University
Veronica	Lawrence	Goldsmiths
Caroline	Lloyd	London School of Hygiene & Tropical Medicine
Elizabeth	Malone	Kingston University
Sara	Marsh	University Of Bradford
Cath	Morgan	University Of Brighton
Jo	Norry	Leeds Metropolitan University
Philip	Payne	Birkbeck, University Of London
Clare	Powne	Lancaster University
Caroline	Rock	Coventry University
Andrew	Simpson	University Of Portsmouth
Elizabeth	Waller	University Of York
Graham	Walton	Loughborough University
Heather	Whitehouse	Aston University, Library & Information Services
Jan	Wilkinson	The University Of Manchester Library

Friday 15th June: Practical workshops

1a Handling the media with Jo Nussbaum and Tony Cox Meeting Room 3

First name	Last name	Organisation
Robert	Bley	Ex Libris
Alexandra	Follett	Ex Libris
Robert	Hall	King's College London
Grace	Hudson	University Of Bradford
Denise	Jackson	University Of Dundee
Maja	Maricevic	The British Library
Ciara	McCaffrey	Library, University Of Limerick
Alan	Oliver	Ex Libris
Chris	Porter	Newman University College
Oliver	Pritchard	University Of Sunderland
Trudy	Turner	University Of Kent
John	Williams	Newcastle University

1b Handling the media with Lea Sellers Meeting Room 8

First name	Last name	Organisation
Rossitza	Atanassova	The British Library
Elizabeth	Chapman	London School Of Economics
Sheila	Corrall	University Of Sheffield
Christoph	Frech	Ex Libris
Pat	Johnson	University Of Derby
David	Kay	Sero Consulting Ltd
Elizabeth	Selby	Southampton Solent University
Mark	Toole	University Of Stirling
Elizabeth	Waller	University Of York
Graham	Walton	Loughborough University
Daryl	Yang	Imperial College London

2a Professional skills at top table with Jan Wilkinson Meeting Room 4

First name	Last name	Organisation
Emma	Adamson	Cardiff Metropolitan University
Chris	Banks	University Of Aberdeen
Simon	Bevan	Cranfield University

Kate	Cheney	UCL Library Services
Ann	Davies	The Open University
Deborah	Findlay	University College Birmingham
Robin	Green	The University Of Warwick
Julie	Howell	London Metropolitan University
Liz	Jolly	Teesside University
Caroline	Lloyd	London School of Hygiene & Tropical Medicine
Maxine	Melling	Liverpool John Moores University
Marie	Montague	Queen Mary University Of London
Howard	Nicholson	University Of Bath
Trevor	Peare	Trinity College Library Dublin
Christopher	Pressler	University Of London
Caroline	Rock	Coventry University
Carole	Satchwell	University Of Westminster
Ian	Snowley	The University Of Lincoln
Richard	Wake	University Of Southampton
Helen	Workman	Oxford Brookes University

2b Professional skills at top table with Michele Shoebridge Meeting Room 5

First name	Last name	Organisation
Robert	Atkinson	Birkbeck, University Of London
Julie	Berry	University Of Salford
Debbi	Boden-Angell	York St John University
Pat	Christie	University Of The Arts London (UAL)
Dawn	Derraven	Ingram
Catriona	Fisher	University Of Glasgow
Richard	Heseltine	University Of Hull
Carol	Kay	University Of Liverpool
Nicky	Kershaw	Anglia Ruskin University
Margaret	Lobban	Edinburgh Napier University
Maria	Mirza	Edge Hill University
Susan	Murray	Liverpool Hope University
Fiona	Parsons	University Of Wolverhampton
Clare	Powne	Lancaster University
Paul	Reynolds	Keele University
Gurdish	Sandhu	University Of East London
Bear	Shaw	Cambridge University Library
Caroline	Taylor	Nottingham Trent University
Catherine	Walsh	University Of East London

3a Advice on public speaking with Ros Adler Grace Suite 1

First name	Last name	Organisation
Leo	Appleton	Liverpool John Moores University
Stella	Butler	University Of Leeds Library
Ursula	Crow	Buckinghamshire New University
Ann	Cummings	Brunel University
Carol	Edwards	National Library Of Wales
Andy	Panayiotou	SirsiDynix
Philip	Sykes	University Of Liverpool
Heather	Whitehouse	Aston University, Library & Information Services
Caroline	Williams	The University Of Nottingham
Marcus	Woolley	University Of Bedfordshire

3b Advice on public speaking with Tommy Hutchinson Meeting Room 2

First name	Last name	Organisation
Gill	Barry	Manchester Metropolitan University
Alison	Baud	Bath Spa University
Frances	Boyle	Imperial College London
Brian	Clifford	University Of Leeds
Jessica	Gardner	University Of Exeter
Ann-Marie	James	University Of Birmingham
John	Jardine	Swets
Veronica	Lawrence	Goldsmiths
Denise	Turner	Teesside University
Iain	Young	Heriot-Watt University

4a Expanding your sphere of influence with Christine Fyfe Meeting Room 6

First name	Last name	Organisation
Jeremy	Atkinson	University Of Glamorgan
Mike	Berrington	Nottingham Trent University
Lesley	Castens	University of Gloucestershire
Sarah	Godowski	Bisset Adams
Avril	Goodwin	University Of The West Of Scotland
Kitty	Inglis	University Of Sussex
Ruth	Jenkins	Loughborough University
Liz	Kerr	Regent's College
Elizabeth	Malone	Kingston University

Sara	Marsh	University Of Bradford
Ann	Murphy	University Of Greenwich
Fiona	O'Brien	University Of Westminster
Steve	Phillips	University Campus Suffolk
Doreen	Pinfold	University College Falmouth
Andrew	Simpson	University Of Portsmouth
Steve	Smith	Oclc
Stephen	Town	The University Of York
John	Tuck	Royal Holloway University Of London
Margaret	Weaver	University Of Cumbria
Sue	White	University Of Huddersfield

4b Expanding your sphere of influence with Maxine Melling and Elizabeth Selby: Meeting Room 7

First name	Last name	Organisation
Andy	Alfervos	Ingram
Lorraine	Beard	University Of Manchester Library
Emma	Bull	Queen Mary University Of London
Jan	Conway	University Of Arts London (UAL)
Allyson	Hayes	University Of Edinburgh
Sue	Hodges	Bangor University
Maire	Lanigan	City University London
Sandra	Leitch	Kingston University
Alison	Mackenzie	Edge Hill University
Pete	Maggs	Durham University Library
Colette	McKenna	University Of Ulster
Cath	Morgan	University Of Brighton
Martin	Moyle	UCL Library Services
Jo	Norry	Leeds Metropolitan University
Steve	Rose	Southampton Solent University
Martin	Scarrott	St Mary's University College, London
Heather	Thrift	University Of Sheffield
Elizabeth	Tilley	Faculty Of English, University Of Cambridge
Sally	Wilkinson	Cranfield University

Evaluation Survey

We would be very grateful if you would take the time to complete this evaluation form, either by completing it on paper and returning it to the SCONUL office, or by completing it on-line at: <https://www.surveymonkey.com/s/86Y3VRV>

Section 1: conference administration

1. How satisfied were you with the registration process?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Any comments:

2. How satisfied were you with the information provided in advance of the event?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Any comments:

3. How satisfied were you with the venue facilities?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Any comments:

4. Did you make use of the information provided about your stay in Liverpool?

- Yes
- No
- I wasn't aware of it

Any comments:

5. Did you take part in the social activities arranged for members arriving on Wednesday evening?

- Yes
- No
- I didn't arrive on Wednesday evening
- I wasn't aware of them

Any comments:

Section 2: conference content

6. How satisfied were you with the conference content overall?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Any comments:

7. How satisfied were you with the relevance of the main conference sessions?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Panel debate: Excellence in the student experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keynote speaker: Evaluation and Learning Outcomes with Megan Oakleaf	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ideas slot: Brand, reputation and the student experience with Sholto Lindsay-Smith	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ideas slot: Future trends in personalisation with Elizabeth Tilley and Paul Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keynote speaker: The leading question - developing a personal answer with Professor Mary Malcolm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments:

8. Which of the parallel sessions on Thursday did you attend?

- LibQual and other ARL initiatives with Stephen Town and Selena Killick
- Delivering efficiency through effective benchmarking with Chris Hale
- The Balanced Scorecard approach with Professor Sheila Corrall and Jacqui Dowd
- Using the SCONUL stats for strategic planning with Claire Creaser and Julie Berry
- Sharing best practice in evaluation strategies with Kitty Inglis and peer organisations
- None of them

9. How did you rate this session?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Any comments:

10. Which of the parallel sessions on Friday did you attend?

- Handling the media with Jo Nussbaum and Tony Cox
- Handling the media with Lea Sellers
- Professional skills at top table with Jan Wilkinson

- Professional skills at top table with Michele Shoebridge
- Advice on public speaking with Rosalind Adler
- Advice on public speaking with Tommy Hutchinson
- Expanding your sphere of influence with Christine Fyfe
- Expanding your sphere of influence with Maxine Melling and Elizabeth Selby
- None of them

11. How did you rate this session?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Any comments:

Section 3: the SCONUL fringe

12. Were you aware of the SCONUL fringe before you attended conference?

- Yes
- No
- Not sure

13. Do you think the SCONUL fringe is a useful initiative?

- Yes
- No
- Yes in principle, but with different content

Any comments:

14. Which of the following SCONUL fringe events did you attend, and did you find them worthwhile?

	Attended?	Found worthwhile?
The Knowledge	<input type="checkbox"/>	<input type="checkbox"/>
Update on the SCONUL website	<input type="checkbox"/>	<input type="checkbox"/>
The UKRR Space	<input type="checkbox"/>	<input type="checkbox"/>
Hot trends in academic libraries	<input type="checkbox"/>	<input type="checkbox"/>
Discovery with David Kay	<input type="checkbox"/>	<input type="checkbox"/>
Ann Cummings, Brunel	<input type="checkbox"/>	<input type="checkbox"/>
Poster session with SirsiDynix	<input type="checkbox"/>	<input type="checkbox"/>
JISC Collections	<input type="checkbox"/>	<input type="checkbox"/>
Ex-Libris	<input type="checkbox"/>	<input type="checkbox"/>
Innovative Interfaces	<input type="checkbox"/>	<input type="checkbox"/>
Professor Sheila Corrall on the Mission of Academic Libraries	<input type="checkbox"/>	<input type="checkbox"/>

Any comments:

Section 4: Overall evaluation

15. Do you feel that attending the SCONUL Conference has allowed you to:

	Yes	Neither yes or no	No
extend your network of professional contacts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
deepen your understanding of trends in academic libraries?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
consider new ideas for your library service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments:

16. Do you welcome compressing SCONUL conference into two days instead of three?

- Yes
- No
- Not sure

Any comments:

17. Do you have any suggestions for topics future SCONUL conferences should cover?

18. Do you have any suggestions as to how SCONUL Summer Conference could be improved?

19. Do you have any other comments?

Ends