



#Mercian17 *In Libraries We Trust*

Allie Taylor

Parallel Session #1

You Only Get What You Give: a new radical approach to promoting trust at University of Worcester Library Services

Allie Taylor is the Academic Liaison Librarian for Humanities and Creative Arts at the University of Worcester, and has worked in academic libraries since 2001. Having begun her career teaching English as a foreign language, she is particularly interested in information literacy and student learning. Her current role involves helping students from 19 different subject areas find the information they need to complete their degrees successfully. Allie works at the University of Worcester's award winning Hive, the UK's first fully integrated public and academic library.





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Anna Pelekanou

Parallel Session #14

From Aspiring to Practicing W.I.S.E Interactions

Anna Pelekanou holds a BA in Music with Music Technology, MA and PhD in Musicology (University of Nottingham). Anna has worked for the University of Nottingham libraries for over 10 years, more recently as a Librarian for the 3 Science, Engineering and Medical libraries. She is responsible for the coordination, recruitment, training and support of library frontline staff and supervisors, and the maintenance and development of library systems to provide a broad range of consistently excellent frontline customer service to all library users. In the period between 2013 and 2016, Anna was an active member of a project for the latest landmark redevelopment that was undertaken by the University of Nottingham: the extension and refurbishment of the existing Engineering and Science Library – George Green Library. The project represented a significant opportunity to enhance the student experience and respond to the current high demand for student study space. Alongside her Librarian role, Anna is the Warden for Broadgate Park, University student accommodation, leading a team of Tutors and Deputy Wardens to assist with the educational, social and cultural functions of the Hall, welfare and discipline of around 2000 registered students.





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Beck Maguire

Parallel Session #7

Texts for every reader: accessible format services

Beck Maguire is currently the Librarian (Accessibility Support) within the Resource Acquisitions Team at the University of Nottingham. She has worked in adult education (both FE and HE) for approximately 15 years in various capacities including lecturing, direct student support and support services.

Beck has worked at the University since 2008 and is responsible for managing the Alternative Formats Service which supports disabled students and staff requiring resources in non-standard formats. Beck also supports Library staff in providing accessible services for disabled users.





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Ben Veasey

Parallel Session #6

Creating a Trusted Support Network: The Mercian RDM Support Group

Ben is a Senior Research Librarian at the University of Nottingham, focussing on aspects of research support such as open access, research data management, bibliometrics and researcher IDs.

His primary interests lie in the areas of digital preservation and research data management. He has previously worked on establishing digital preservation services at the University of Warwick and University of Nottingham and, more recently, a research data management service at Nottingham Trent University.





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Carol Keddie

Parallel Session #7

Texts for Every Reader: Accessible Format Services

Carol is the senior assistant librarian for Arts, Design and Humanities at De Montfort University, with specialist responsibilities for Fine Art, Dance, Drama, Performing Arts, Design Crafts, Product and Furniture Design and Design Innovation. Carol is also responsible for managing the library Disability Team and is the Universal Design for Learning Champion for Library and Learning Services. She is a fellow of the HEA, a chartered member of CILIP and is a committee member of ARLG East Midlands.





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Cheryl Cliffe

Parallel Session #4

Do They Trust Us, Do We Trust Them? Key considerations for developing and maintaining trust in the academic writing support service at Lincoln

I've worked at the University of Lincoln Library since November 2000. For the past five years, my main role has been as an Academic Subject Librarian for English and History. My role expanded in 2014 to include four hours a week working in Academic Writing Support. I am passionate about helping students to write successfully at university level, particularly in terms of increasing their awareness about what is expected from them at this level. I also teach on a first year English BA module 'Introduction to Literary Studies' which gives me a valuable insight into students' approaches and concerns about writing at university.





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Daren Mansfield

Parallel Session #4

Do They Trust Us, Do We Trust Them? Key considerations for developing and maintaining trust in the academic writing support service at Lincoln

I've worked at the University of Lincoln for several years as an Academic Subject Librarian for the Lincoln International Business School.

About four years ago I started a role in the Academic Writing Support (AWS) team with three additional hours. This is a service where we meet students in the Library to discuss their draft assignments either in 1-1 appointments and drop-ins. From September I will become an Associate Lecturer for the Business School to deliver one or two lectures on the survey software [Qualtrics](#).

Such roles add a great deal of variety to my job which I believe reflects the growing diversification of the modern librarian role in academia, and enables me to be continually motivated and inspired.





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Dave Palmer

Parallel Session #9

Building Trust and Engagement with Students Through Activities Which Link Specific Library Enquiries to Communications and Publicity

Dave has worked in a variety of roles since joining the University Library back in 1992. The last year has seen Dave change from his previous role as an Information Assistant, to join the recently formed dedicated enquiries team, bringing 25 years of experience to the team





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Dawn Hibbert

Parallel Session #2

The Shifting Sands of Open Access – gaining trust and influence?

Dawn Hibbert is currently the Head of Research Support at the University of Northampton, where she is involved in all aspects of research support, including Research Data Management, Open Access, ethics and the Research Excellence Framework (REF). Dawn previously worked as the Open Access Research Advisor for the College of Humanities and Social Sciences at Edinburgh University, introducing the College to open access. Creating and providing training and workshops for staff, setting up processes and reports for monitoring increases in open access outputs and managing a project to source and upload as many research outputs from academics within the College's last REF submission as possible. Dawn then took on the role of Open Access Advocacy Librarian at the University of Strathclyde, where she created and implemented a successful strategy for maximum compliance with HEFCE's Open Access Policy, whilst overseeing an RCUK budget of £260K, seeing a substantial increase in the use of this fund and in compliance.





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Eric Stoller

Parallel Session #8

Using Digital for Listening and Leadership

Eric is an education consultant, writer, and speaker. Frequently giving keynotes on how educators can use social media for learning and engagement, Eric is a proponent for teaching students about digital identity development. With a background in student affairs, academic advising, wellness, technology, and communications, Eric has focused his energies on educating clients and captivating audiences. As the Student Affairs and Technology blogger for Inside Higher Ed, he generates conversations, answers questions, and provides insight about a variety of *tech topics*.



A former Academic Advisor & Web Coordinator for the College of Health and Human Sciences at Oregon State University, Eric previously served as a Marketing Specialist for Student Affairs at the University of Illinois at Chicago. Eric has over 15 years of experience working within the areas of higher education and student success, and has been blogging for more than a decade.



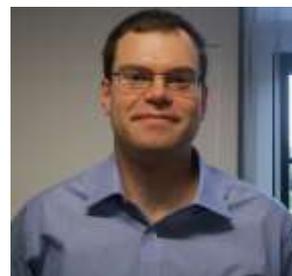
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Gareth Cole

Parallel Session #6

Creating a Trusted Support Network: The Mercian RDM support group

Gareth Cole is the Research Data Manager at Loughborough University and has been in post since March 2015. His role includes: managing the University's Research Data Repository; assisting researchers with data management plans; leading training on research data management (RDM); advising researchers on RDM matters; advising on open research. He works closely with academic colleagues as well as Professional Services colleagues in the Library, IT, and Research Office. Gareth has helped to set up the MERCIAN RDM Support Group.



Previous to working at Loughborough he was the Data Curation Officer at the University of Exeter where he worked on the Jisc funded Open Exeter project (2011-13), helping to establish an institution-wide research data infrastructure.

Before working in research data management Gareth completed a PhD in Maritime History at the University of Exeter. He has subsequently published a monograph, in addition to a number of other publications, based on this research and continues his research when time allows. As such, he has experience of working in both a research and a research support environment.

Gareth is on Twitter ([@DrGarethCole](#)) and [ORCID](#).



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George Dimmock

Parallel Session #11

Re-envisioning Academic Services at the University of Northampton for the 21st century:
New roles, new structures and new purpose

George Dimmock is Head of Academic Services within Library and Learning Services at the University of Northampton. This was a new post, created in June 2016, to lead on the areas of Systems, Resource Development and Academic Liaison. Prior to this George was Head of Academic Liaison, managing the team of Academic Librarians, during which time she led the team in the development of new approaches to learning and teaching, including the creation of open educational resources, active blended learning and the development of the University's award winning [Skills Hub](#). George is also a board member on the JISC e-Textbook Strategy Group and across the University she has been instrumental in the development of support and services to students based at partner institutions.





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Grant Denkinson

Parallel Session #2

Excited? Terrified? Bored? How do researchers feel about Open Scholarship?

Grant Denkinson is an Open Access and Research Data Advisor at the David Wilson Library at the University of Leicester where he has been for four years. He has a background in science and computing and being rather interdisciplinary is enjoying being connected to research across the university. He is also a qualified and practising counsellor and psychotherapist. Grant is interested in getting all of the university's research to us, working through it as efficiently as possible and most importantly broadcasting it to the world.





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Joe Carey

Parallel Session #9

Building trust and engagement with students through activities which link specific Library enquiries to communications and publicity

I'm Joe, and I'm an aspiring academic librarian currently working at Aston University Library whilst I study for my MCLIP at the University of Sheffield. With a history of teaching behind me, topics particularly close to my heart revolve around student engagement and pastoral support (within a library's capacity). However, as a history graduate I am also fascinated by special collections and hope one day to incorporate this interest into my career.





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Kate Courage

Parallel Session #5

Students as Partners: Library Associates at Warwick University Library

Kate Courage works in Academic Services, at the University of Warwick. She is the Academic Support Librarian for English, Philosophy, French, Italian and Hispanic. Kate started her professional life as a teacher in a Further Education college, before training as a librarian. She worked for the Bodleian Libraries in Oxford for 10 years, spending the last 6 years as the Subject Librarian for Education, before moving to Warwick. She has been a fellow of the Higher Education Academy since 2010 and is a fellow of the Warwick International Higher Education Academy (an internal body set up to promote excellence in teaching and learning at Warwick). Her interests are in learning and pedagogy in HE and particularly in how research skills training can be integrated into the academic curriculum.





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Kaye Towlson

Parallel Session #10

Placing the Library at the Centre of Institutional Trust

Kaye Towlson, SFHEA, Academic Team Manager (Information Literacy and Teaching), DMU Teacher Fellow, De Montfort University. Kaye has worked as a Librarian for many years; she ran the business information service at DMU and has worked as a subject Librarian with responsibility for a variety of Humanities subjects. Her research interests include information/digital literacy and employability, visual and creative learning techniques and digital identity. She has experimented with visual learning techniques within library / information literacy and other contexts. She is interested in using visual and creative techniques to overcome textual barriers for visual learners and disciplines. Kaye is DMU Library and Learning Services “Fair Outcomes Champion” working as part of a HEFCE project to address the attainment gap experienced by BME students.





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Laurian Williamson

Parallel Session #6

Creating a Trusted Support Network: the Mercian RDM support group

Laurian Williamson is the Open Access and Research Data Manager at the University of Leicester. Laurian has worked in the area of research services and scholarly communications (specialising in open access and research data management) for seven years, working as a national open access advisor for the Jisc Centre for Research Communications, and as a research data specialist at both the University of Sheffield and the University of Nottingham.

Prior to working in the area of scholarly communications Laurian was a health and life sciences information specialist, working for both Jisc services and the University of Nottingham.

Her primary interests are in research data management and open access services and tools and she is a guest lecturer at the Information School, University of Sheffield where she lectures on research data management skills and competencies for librarians.

Any queries, just let me know.





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Louise Savage

Parallel Session #12

Understanding and Responding to Student Reading Strategy Behaviours, Practices and Needs

Louise has worked as part of the Strategy and Planning team within Libraries, Research and Learning Resources (LRLR) at the University of Nottingham since December 2014. Her role has involved her overseeing the delivery of the LRLR Transformation Programme, made up of over twenty strategic projects, and specifically leading on Research Data Management and Student Reading Strategies. She is passionate about leading change that delivers for students and academics and is using that drive to shape her thinking with the LRLR Senior Management Team in terms of defining and scoping a new strategy to take the department to 2020 and beyond.





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Lydia Matheson

Parallel Session #9

Building Trust and Engagement with Students Through Activities Which Link Specific Library Enquiries to Communications and Publicity

Lydia is an experienced academic librarian supporting staff and students, having worked at Aston University Library since 2002 in a variety of roles. She started as an Information Specialist initially supporting Life and Health Sciences, and then later the Aston Business School. From 2010-16 she worked in public services, managing a team of Library Attendants and co-ordinating 24 hours staffing.



Lydia is responsible for organising Library marketing and publicity materials to promote services to staff and students in physical and digital formats. Since September 2016, the marketing work has been combined with her new role as Head of Library Enquiries & Communication, managing the Enquiries and Public Services Teams. She is also Treasurer of the CILIP Publicity & Public Relations Group.

Prior to working at Aston University Library, Lydia worked in a government organisation supporting ICT in education and on Stories from the Web, a British Library funded project, exploring the potential of the internet to engage young readers and increase their use of public libraries.



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Madalene George

Parallel Session #1

You Only Get What You Give: A new radical approach to promoting trust at University of Worcester Library Services

Madalene George is a Student Engagement Co-ordinator and Study Happy Co-ordinator for University of Worcester Library Services.

As part of the student engagement role, Madalene is responsible for delivering a wide range of work placement opportunities and has a particular interest in working alongside students to create an innovative and inclusive service and in using both traditional and non-traditional methods to generate meaningful dialogues. Most recently, Madalene has been working as part of a team to target feedback from student groups with lower than anticipated satisfaction levels and implement changes to Library Services to improve student experience across the board.





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Mandy Harper

Parallel Session #13

In Data We Trust? The rewards and dangers of using data to drive collection development decisions'

Mandy Harper is Head of Collection Development within Library Services at the University of Birmingham. She joined the University in February 2013. She has strategic and operational responsibility for the acquisition and discovery of information resources and manages the Acquisitions, eResources & Serials and Metadata Teams. Mandy previously worked within the Knowledge Team at international law firm, Eversheds, where, as Knowledge Resource Manager, she had responsibility for purchasing and managing library collections across the firm, both in the UK and overseas. Prior to taking up the management role she had joined the firm in 2005 as Information Officer before becoming a Knowledge Adviser with responsibility for subscription management. Before becoming a Librarian, Mandy had a whole other career in the catering industry which culminated in the role of Restaurant and Banqueting Manager at an independent hotel.





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Tamasine Ashcroft

Parallel Session #13

In Data We Trust? The rewards and dangers of using data to drive collection development decisions

Tamasine Ashcroft is Head of Library Engagement within Library Services at the University of Birmingham. She shares the management of the newly formed Engagement Team and is responsible for promoting relevant services and collections and negotiating support for College and School level strategic priorities. Tamasine joined the University in 2004 as Academic Support Team Manager for Medicine and Health before taking on responsibility for all of Medicine, Health, Sciences and Engineering and managing a team of subject specialists in those areas. Her previous roles have also been in the area of academic liaison. She was as Senior Information Specialist at King's College London supporting Medicine and health-related subjects whilst leading on the development of Information literacy. Prior to that she worked at City University as a Learning Facilitator working with the School of Nursing.





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Fiona Watkins

Parallel Session #11

*Re-envisioning academic services at the University of Northampton for the 21st century:
new roles, new structures and new purpose*

Fiona Watkins is the Digital Resources Manager at the University of Northampton. This was a new post created in 2016 to manage the Resource Development Team, covering acquisition, cataloguing and discovery. Prior to this she was the Academic Librarian for the Schools of Art and Science & Technology where she was involved in learning and teaching, collection development, liaison and the creation of open educational resources. Fiona is the current book reviews editor for Library & Information Research and also runs a reading group in a local women's shelter.





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Mark Toole

Parallel Session #3

Beyond Building Trust – Co-design and Co-delivery

Mark is Head of Libraries and Learning Resources and is responsible for providing strategic leadership for the University's library services and learning resources.

This includes developing the vision and strategy for the provision of library and knowledge resources, making an influential contribution to the University's teaching and learning strategy, working in collaboration with senior academic leaders to ensure that the institution remains at the cutting edge of pedagogical innovations, ensuring that the provision of digital and print library resources is aligned to the University's priorities and ensuring that the library is positioned to anticipate and respond effectively to emerging challenges in a range of areas such as open access publishing, new technologies, social media and pedagogical changes.





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Victoria Collins

Parallel Session #1

You Only Get What You Give: a new radical approach to promoting trust at University of Worcester Library Services

Victoria Collins is a Student Engagement Co-ordinator for Library Services at the University of Worcester. Victoria was responsible for forming the Library Representative Scheme, or 'Bees' as the volunteers wanted to be known, as part of the overall aim to create a culture of sustainable student engagement. She is particularly interested in learning about and developing innovative methods of reaching and engaging with students. Currently, Victoria is working with lecturers in order to recruit student volunteers in the new academic year as well as designing projects to improve student satisfaction regarding reservations and independent studies.

