

The Mercian Collaboration Conference 2022

Redefining Engagement: Connections, Collections
and Communities



On the afternoons of September 6th and
September 7th.

(Online.)

Hosted by Cranfield University



Keynote

How to be an Engaging Librarian.

Ant Brewerton- Associate Director at Bodleian Librarians.

In his keynote talk, 'How to be an engaging librarian', Ant Brewerton will inter-weave the themes of the conference – connections, collections and communities – to show how you can redefine engagement with your stakeholder groups.

Building on his experience at Warwick and his first months at Oxford – alongside a review of the SCONUL membership landscape on co-creation – he will show how promoting wellbeing, partnership working with students and supporting ED&I are not just nice things to do but strategically essential for libraries today.

Short Session 1A: Piloting carer passports for the Open University: another angle on EDI.

Hilary Johnson, Senior Library Manager at the Open University.

1 in 7 of all workers juggle work and care and 5% of all UK adults have given up work to provide care for an ill, disabled or older relative or friend. The pandemic has created new challenges for unpaid carers but also opportunities, such as hybrid working arrangements.

Employee Carer Passports are a practical tool to support both an institutional Equality, Diversity and Inclusion (EDI) Strategy and re-engaging staff with face-to-face services. The talk will outline how the Library Services' Carer Passport pilot proposal led to a micro-innovation to benefit OU staff. The strong unit-identity, service-orientation and demographic characteristics of a library team can create the perfect positioning for spearheading EDI initiatives for staff.

Short Session 1A2: When two become one: redefining a role, creating new connections and integrating into a new community.

Jodie Heap, Staffordshire University.

An evaluation one year into the newly created combined role of Academic Librarian and Academic Skills Tutor role at Staffordshire University. After a full Library restructure, new library management system, re-location of the print collection and covid, how has the new Academic Librarian and Skills Tutor role integrated into the library department and the wider University?

The session will be focussed on the following themes:

- Connections: how they were made and how they were and continue to be essential to the integration of the team both internally and externally.
- Community: the work done to re-integrate and re-engage with the university post re-structure and covid.
- Partnerships: the importance of partnerships in building a new role, team, department, and more.
- A lot of this work has been done through redefining engagement!

Delegates can expect to learn about the context behind the combined role and a first-hand evaluation from a member of the team coming to the end of the first year in post.

Short Session 1A3: Innovations at the National University of Ireland, Maynooth: equality, diversity and inclusion (EDI) informing Library Services.

Michaela Hollywood, Head of Academic Services, at Maynooth University.

We have an established reputation for innovation at Maynooth University and in this brief presentation I will outline some of the ways that EDI is informing the innovations taking place in the library in relation to the services that we offer and how we use our library space. I will speak about some of the things we have done to meet our strategic goal of creating a more equitable and inclusive library, and how we have sought to provide our library staff with the skills and the desire to adapt to the changing demographic of Irish Higher Education.

Parallel Session 1B: Improving student outcomes with BibliU - a campus-wide case study from Coventry University.

Dave Sherwood, Co-Founder and CEO of BibliU and Coventry.

At its core, digital content is a powerful tool for learning enablement. With the proper planning, teaching techniques, and support, colleges and universities can successfully integrate digital content and online learning into their learning ecosystem and student experience. Moreover, digital learning boasts benefits like rich search functionalities that allow students to quickly get the information they need, analytics that colleges and universities drive retention, and cost savings by automating administration workflows.

This session explores survey findings focused on improving the student learning experience with digital content. Join the session and gain insight into what role digital content plays in students' journey, how deeply content is integrated within the students' learning experience, and how to analyse students' knowledge, usage, and outcomes!

Short Session 2A1: Increasing collections engagement at UoB-how we are dusting off lower use electronic resources and increasing visibility and user engagement.

Catherine Robertson and Michael Hart both Library Engagement Advisors from the University of Birmingham.

Traditionally the University of Birmingham has worked with academics to identify and purchase key databases outright in order to own the content and avoid the risk of rising recurring costs, but what happens when the interested academic leaves, or the database becomes less fashionable and usage drops? In this 15-minute talk we cover the different ways we have been tackling the issue of low-use owned-outright electronic resources, and how we have worked to reposition them with the aim of higher usage and greater visibility within the Institution. In our talk we use case studies to demonstrate different ways of creating interest and measuring impact, along with lessons learned and next steps with the hope of inspiring academic and library colleagues to look at some of their lesser used resources with fresh eyes.

Short Session 2A2: Steady as she goes: establishing the Safepod service at University of Nottingham.

Jane Grogan, Senior Research Librarian, University of Nottingham.

In August 2021, the SafePod Network (SPN) launched and the University of Nottingham SafePod opened for bookings. A brand-new service aimed at creating greater access to research opportunities - a SafePod allows researchers to save on the cost and time barriers involved in travelling to a Data Centre.

A year on, and our Customer Services and Research Support teams are working effectively together to facilitate access to the SafePod, adapting to the strict protocols involved while sharing and learning from our own experience, and that of our users. In this session, I will talk about our partnership approach and some of the hiccups on the road to getting started. I'll talk about why our envisaged fanfare became more of a low-key introduction, our ongoing work to let researchers know about the SafePod, and how we expect the service to evolve.

Short Session2A3: Archives Alive: bringing letters to life on social media.

Claire Browne, Customer Relationship Manager, University of Birmingham.

This mini project for LGBTQ+ history month aimed to raise awareness of our collection of Radclyffe Hall love letters (typescript copies of which are held in our special collections). These letters were “brought to life” by recording students reading excerpts and posting these across our social media platforms.

In this presentation I will show how this can be done with basic equipment and free editing software and explain where I had successes and failures. Delegates will be able to view some of the final content, hopefully learn tips to help them create their own content, and maybe see a new way of engaging users with archive collections.

Parallel Session 2B: Empowering researchers: using personalised action plans to develop researcher engagement with metrics, PIDs and profiles.

Vicky Wallace and James Barnett both Research Skills Advisors at the University of Birmingham.

Library Services at the University of Birmingham has understood the significance and controversies surrounding the role of metrics within contemporary research culture for some time. The challenge has been to find an effective way of engaging our academic researchers with the concept and dedicate resources to helping them feel empowered and in control over the range of metrics, personal identifiers (PIDs) and online publication profiles that form an intrinsic part of the research landscape. In this 45-minute workshop, we will explore the involvement of the Library Services Research Skills Team in a successful ‘Influential Researcher’ programme that has seen the team engage with 853 researchers in 2020 and 2021 through the provision of personalised action plans that provide a practical set of steps for curating online identities.

Short Session 3A1: Setting up an open research working group at the University of Wolverhampton.

Stuart Bentley, Scholarly Communications Manager, University of Wolverhampton.

The growing acceptance of open research practices requires that researchers develop new skills and approaches to dissemination of research. Development of library staff and services in hybrid working environments is integral to creating a healthy and supportive environment. This session will detail the opportunities and challenges of setting up an open research working group at the University of Wolverhampton in partnership with researchers and professional staff. This will include information about building relationships with researchers engaged with the United Kingdom Reproducibility Network to develop a proposal for the group, methods for recruiting volunteers for the group, and the topics and activities that the group expects to engage with. The working group also provides opportunities for the library to gather feedback on services and training needs, to influence best practice by engaging with open research champions, and to create stronger links to researchers.

Short Session 3A2: Library Engagement through school-based committee meetings.

Steve Bull, Library Engagement Advisor at the University of Birmingham.

The University of Birmingham's Library Engagement Team proactively seek seats on School-based Staff Student Fora (SSF) and Education committee meetings. Active participation in these meetings allow us to update key stakeholders, gain valuable feedback, engage academics and students in discussion as well as gain School-level business intelligence and identify areas where Library Services could further support.

This presentation will summarise how Library Services contribute to SSFs and Education meetings, and how our processes have become more streamlined. Examples will be given of the positive feedback loop that we create at these meetings of gaining business intelligence, feeding this into service development, proactively following up on actions, measuring impact and reporting back to the committees. Finally, the presentation will give a few examples of tools that we use to support this activity as well as a number of tips that we have found useful in building our engagement with academics and students as well as internally across Library Services.

Short Session 3A3: A picture of health: visual engagement for the disengaged.

Jo Dunn, Academic Liaison Librarian, University of Worcester.

I conducted a small research project in response to paramedic lecturers reporting that first-year students were failing assignments. They stated this was due to poor referencing and poor choice of sources.

Continued online learning for all students at the time, prompted me to find an alternative way to engage these students. I challenged my initial assumption that they were simply not following the plethora of guidance the library had provided them with online and sought to address the underlying issues in a more engaging way.

After consulting academic literature, three key themes emerged that might explain why these students were struggling. I chose to develop three infographics based on these themes, as this was a widely used and familiar method of communicating health information.

In this session I will talk through my project, how I developed the infographics and what I have learnt in the process.

Parallel Session 3B: Realigning the Doctoral Training Programme at Loughborough University: determining learning preferences.

Jen De Lillo and Nathan Rush, both Academic Librarians at Loughborough University.

The pandemic presented challenges to library teaching delivery, including researcher development. At Loughborough our offer had centred on in-person skills workshops but we were developing an online offer for Doctoral Researchers in our London campus pre-pandemic which was then extended to all.

Post-pandemic, we were curious to find out more about the user's experience when deciding whether to carry this offer forward into less troubled times. Together with the Doctoral College we gathered the qualitative evidence from Doctoral Researchers to inform our direction.

We will present our findings and invite delegates to share their experiences, with a particular focus on the challenges of evaluating teaching and practice. The session will

challenge some of the assumptions we might be making when planning our programmes and will consider how we can measure engagement and learning.

We will conclude by discussing with attendees the appetite for a collaborative mini-project to explore further.

Parallel Session 4A1: Approaches to accessible and inclusive staff development: benefits for all.

Mercian Staff Development Group and Mercian Disability Forum Task Group Members:

Rose Roberto (Bishop Grosseteste University,) Carol Keddie (De Montford University), Liz Lafferty (Keele University), Annmarie Lee (Birmingham City University), Lesley Thompson, (University of Lincoln), and Simon Satchwell Giles (Newman University.)

Diversity, accessibility and inclusion are powerful ideas that bring enormous, tangible and service-wide benefits, but our focus on the needs of our users can become detached from the needs of our colleagues. When this happens, we diminish the impact of our good work and intentions and limit the transformative effects these ideas can engender in ourselves and our organisations.

A task group from MSDG and MDF have been working on ideas to raise the profile of accessibility and inclusive practice in professional training and development. This session will show our work-in-progress on a workshop/toolkit that we think can help make sure our colleagues are as essential a part of our inclusive offering as our users. We will present 3 connected approaches to inclusive staff development.

Colleagues of all levels and experience are welcome to our session: we believe advocacy from below can be a powerful driver of change from above!

Short Session 4A2: Redefining research skills teaching: connecting with students to research engagement and retention of online asynchronous teaching.

Catherine (Cat) Taylor, Academic Librarian, Leicester University.

In this session, delegates will learn about how a project to investigate research skills teaching was conceived and planned with Student Library Champions Leaders and how

an online anytime learning activity was created, along with some of the challenges faced during the project. This would be of value to library workers considering setting up their own small scale research project to connect with students and other university communities.

Delegates will also find out more about the findings of the project, through the pre-completion and post-completion surveys completed by students, and their feedback on the learning activity itself. Though challenges around student recruitment and retention to the project have meant that the findings are based on small numbers of student responses, this will be of interest to library staff interested in engagement with and impact of online asynchronous research skills support for students.

Short Session 4B1: Good enough: our digital preservation story.

Rachel MacGregor, Digital Preservation Officer at the University of Warwick.

Tackling digital preservation can be daunting and at the Modern Records Centre we've made a good start on that journey. It's had its ups and downs and we want to share some of the things we have learnt along the way. From writing policy to procuring preservation systems there are so many things to think about and one thing we have discovered is that the best way to tackle this is by learning from others and sharing what we've learnt in turn. The truth is that digital preservation is never something you have "done" – it's about constantly developing skills and resources to meet the changing demands of this expanding field. We'll cover some easy wins and how to prioritise development activities. This isn't about "best practice" because in digital preservation there is only good practice and the best time to start planning for the journey is now.

Short Session 4B2: A review of students' use of textbooks pre and post Covid-19 pandemic.

Nicola Dennis and Kerstin Treder, both Information Specialists at Aston University.

The presentation illustrates the process and main findings of the Textbook Project, which was carried out between December 2021 and June 2022 by the Information Specialists team at Aston University. The project utilised UX research methods to merciancollaboration.org.uk

investigate students' study habits and how they have changed throughout the pandemic. The team has gathered feedback on students' use of print and e-books, their preferences for e-book platforms, usability features and how they access content for study. Clear trends were identified, such as: - the different use of e-and print formats for revision, - the increased usage of e-books throughout programmes, - the main factors influencing this (demographics, academics' influence), - further student support needs (accessibility, critical evaluation skills). These findings resulted in action points for different Library teams and will help inform future textbook provision.

Short Session 4B3: Developing Inclusive Collections.

Tom Hicks, Academic Librarian & Jenni Jones Associate Professor in Coaching and Mentoring, both from University of Wolverhampton.

Our presentation will introduce our Library Inclusivity project aimed at researching and buying a variety of different types of inclusive teaching and learning resources for our Library. The aim of our project was that it would be student-led and would encourage students from a range of backgrounds to suggest Library material that reflects their life experiences. The suggested material sat outside of our standard module provision, so gave more flexibility for student choice. We consulted with a variety of students and with some external and internal funding of £4000 have since purchased 100s of new titles including novels, graphic novels and autobiographies (e and hard copy). The subject matter suggested has been broad and includes material on sexuality, disability, race and mental health. In our presentation, we plan to share the factors that have helped and hindered the project throughout in order to then celebrate successes, share learning and our next steps.

Short Session 5A1: Student engaging students: the revival of the Library newsletter.

Kate Courage, Academic Support Manager for Teaching and Learning, Sam Platts, Marketing and Communications Officer, Andy Calvert, Academic Support Librarian, Jade Millar, Student as Research Project Officer, and Harry Sun, Law student. All from the University of Warwick.

This presentation will outline the development of a new Library student newsletter at Warwick, instituted in January 2022, as a way of re-engaging students with their Library post-pandemic. The suggestion of a Library newsletter was initially made by students on our voluntary Library Associates scheme, and we piloted the newsletter in 2021/22. We recruited students as editors and content creators, working in partnership with our engaged students to re-engage and reach out to their less engaged peers.

We will explore the initial consultation process with students and Library staff, the recruitment process, the co-creation of content, and the practicalities of getting the newsletter launched and established. We will also consider the reach, impact and reception the newsletter has had in its first few issues. Finally, we will look ahead to the future of the newsletter and what we have learned from the initial pilot.

Lightning Talk 5A2: Mario Kart, Knitting and Snakes Oh My! - The benefits of library engagement activities.

Hayley Chevell, Senior Information Assistant, Coventry University.

The Coventry University library run a variety of engagement events for students ranging from knitting sessions, Mario Kart tournaments, nail painting and even animals in the library.

The purpose of these events is to promote student wellbeing by providing them with the chance to socialise with their peers, learn new skills and encourage them to take a well-earned study break.

These events also offer the opportunity to promote library services and to build on the relationship the library has with the student body.

This talk will discuss the benefits of these events for both students and the library, and it will also include practical considerations required when planning and running events, as well as how to utilise social media to maximise engagement opportunities.

Lightning Talk 5A3: Working with Academics to Foster an Understanding amongst art and design students that research is fundamental to studio practice.

Gill Evans, Academic Liaison Librarian, Coventry University.

In attempts to encourage art & design students to engage more fully with the library and to understand the importance of research in relation to their studio practice, a workshop was devised with academics to discuss how to foster a culture of curiosity and confidence amongst students in seeking out a broad range of sources to inform their practice.

The librarian initially worked with a recent fine art graduate (subsequently member of staff) to focus on the issues art & design students might face when researching. From this we devised a workshop for academics to discuss creating ways in which students can be inspired to see the value of research in relation to practice, and to brainstorm ideas and activities which could feed into classroom and library activities. The talk discusses the workshop and the resulting outcomes.

Short Session 5B1: Playing FAIR.

Michelle Mayer Research Data Management Officer and, Karen Goodson Senior Information Assistant both from Coventry University.

Following the release of several games promoting Open Access, the Research and Scholarly Publications Team explored gamification methods, with the aim of making the dissemination of open data information entertaining. We produced a story to introduce research staff and students to the FAIR Principles, incorporating where they could also find guidance for RDM support in the Library.

The game details expanded on:

- why researchers should follow the FAIR Principles for data sharing,
- where guidance for RDM can be found at the university,
- introducing the institutional repository to share research data and related information.

Our presentation would like to share the process in the creation of our game, how it was received by colleagues and students, our thoughts on the activity and what

we would like to do next. We hope this will lead to further ideas from the audience to improve our game/create new offerings.

Session 5B2: Research Data Action Group at Warwick.

Dr Ishwar Kapoor, University Research Data Officer, University of Warwick.

My role as a University Research Data Officer involves interacting with various internal and external stakeholders to develop and implement Open Data Strategic plans. Collaborating with team members of different subject experts comes with lots of great exciting instances but with also challenges. To overcome challenges, I lead Research Data Action Group (RDAG). The members of RDAG are from different administrative and academic services specialised in data support to students and staffs across the University. It aims to ensure researchers are suitably informed and resourced, to enable RDM best practice, to safeguard research integrity and to meet funder requirements and information security expectations. RDAG developed the RDM: University of Warwick Roadmap (2022 - 2026) for the continued development of data services.

In this short presentation, I will briefly introduce the RDAG and engagement with the wider university community to develop and implement practices and policies.

Round Table Discussion.

Faciliated by Toby Thompson (Studio Director at Cranfield University) with Chris Porter (Director of Library and Learning Services at Newman University), Karyn Meaden-Pratt (Communications Manager and University Archivist for Library Services at Cranfield University), Matt Cunningham (Environment and Customer Service Lead, managing the frontline user services team, Loughborough University), Nina Globerson (final year English Literature and Creative Writing Undergraduate at the University of Warwick) and Tim Wales (University Librarian at Cranfield University).

Speakers

Andy Calvert: Short Session 5A1

Andy Calvert is the Academic Support Librarian for a range of humanities subjects at the University of Warwick. After completing an MSc in Library & Information Studies at City University, London, he worked as an Assistant Librarian at City of London Libraries, working in the Bibliographic Services Department with the collections at Guildhall Library. He then spent 13 years at the Arts University, Bournemouth as a Subject Librarian, supporting Fine Art and Design students with research skills and information literacy. His professional interests include: creative applications of information literacy; information behaviour in teaching and learning; metadata, taxonomy and information retrieval.



Ant Brewerton: Keynote

Ant is the Associate Director for Academic Library Services and Keeper of Collections at the Bodleian Libraries, University of Oxford. He was until recently Head of Academic Services at Warwick University where he was awarded the Warwick Award for Teaching Excellence. He has also worked for Oxford Brookes University, the University of Reading and Tourist Information. Ant has published widely on librarianship issues and has won awards for his articles and marketing programmes. He is active professionally and has worked with CILIP on its publishing programme and to promote marketing approaches. Ant was the Editor of *SCONUL Focus* for ten years and is now a member of their Organisational Development Strategy Group. He was the project lead behind RLUK's *Re-skilling for Research* report. Ant is heavily involved in ED&I issues and was the Chair of the Stonewall Self-Assessment Team at Warwick. He also does the odd talk.



Catherine Robertson: Short Session 2A1

Catherine is the Library Engagement Advisor for the College of Arts and Law at the University of Birmingham. She has an MA in Information and Library Management, and has worked in various areas in the Library including Engagement, Subject Advisor, Serials, and Cataloguing. Her current professional interests are collections promotion and engagement, and exploring how data can be used to drive decisions around collection management and promotion. In her free time she enjoys wild swimming and laying roller derby.



Catherine (Cat) Taylor: Short Session 4A2

Cat Taylor is an Academic Librarian at the University of Leicester, providing library services to undergraduate and postgraduate taught students and the staff who teach them in four Schools across the three Colleges. Within the Academic Librarian team, Cat leads on the portfolio area of digital pedagogy, teaching and information literacy, coordinating the development and delivery of digital approaches to user support and teaching, and, in the last year, achieved Associate Certified Membership of the Association for Learning Technology.



Chris Porter: Welcome, and Panel Discussion Member

Chris is Director of Library and Learning Services at Newman University in Birmingham and currently Chair of the Mercian Collaboration. She has previously worked at Birmingham and Hull Universities and is alarmed to realise that she has spent over thirty years working in higher education libraries.

Chris is inspired by the transformation that higher education delivers to students with fewer advantages in society, and loves working in an institution that tries to deliver an education based on the values of social justice, personal development and the common good.



Claire Browne: Short Talk 2A3

Claire is Customer Relationship Manager for Library Services at the University of Birmingham, and is motivated by collaborative, compassionate and creative working. She has over 10 years' experience working in library customer support roles, and currently has responsibility for communications, marketing, event organisation, service development and UX projects. Claire is also on the events planning group for CSGUK Libraries



<https://www.customerservicesgroup.co.uk> and a committee member of the Mercian Collaboration's Marketing & Communication Group
<https://merciancollaboration.org.uk/marketing-communications-group>

Dave Sherwood

Dave Sherwood is Co-Founder and CEO of BibliU, a learning enablement platform that empowers universities to automate workflows and improve student outcomes with first-day access to eTextbooks from over 2,000 publishers. He is also the Co-Founder and Chairman of Teach Learn Grow Inc, serves as a Board Advisor at Purlos, and is a Founding Member of the Edtech Founders Club.



Dave earned his Bachelor's Degree at the University of Western Australia before coming to Oxford University on a Rhodes Scholarship, during which time he co-founded BibliU.

Gill Evans: Lightning Talk 5A3

Gill Evans is an Academic Liaison Librarian at Coventry University



Harry Sun: Short Talk 5A1

Harry Sun is a student at Warwick Law School, Ex-Trustee at Warwick Students' Union, Master of Mooting at Warwick Law Society and Founder of The Difference Foundation. He has worked for the Library for the past year as a volunteer Library Associate and is the editor of our student-led Library newsletter.



Hayley Chevell: Lightning Talk 5A2

Hayley Chevell is a Senior Information Assistant within the Academic Liaison Team at Coventry University Library. She recently graduated from the University of Sheffield after successfully completing the MA Library and Information Services Management programme and has a strong interest in student engagement activities and wellbeing initiatives.



Hilary Johnson: Short Talk 1A1

Hilary Johnson has been a Senior Library Manager in the Student and Academic Services team at The Open University since 2017. She is an unpaid carer and works full-time at home and the OU's Milton Keynes campus. Spending much of 1996 as a money laundering investigator was considerably duller than any of her subsequent jobs in law, NHS and HE libraries. Regrettably, there will be no Lego provided with this presentation, unlike her session at #Mercian18.



Ishwar Kapoor: Short Talk 5B2

My name is Ishwar Kapoor, and I am the University of Warwick's Research Data Officer. I lead Open Research (Data) Strategy at Warwick along with [EUTOPIA Alliance](#) partners, design and deliver skill-based data management teaching to researchers and review ethics applications submitted to [Biomedical & Scientific Research Ethics Committee \(BSREC\)](#) and [Humanities & Social Sciences Research Ethics Committee \(HSSREC\)](#). I am also a part-time lecturer where I design and deliver engineering courses to Warwick students. My education and work background are diverse and fall into the areas of data analysis, research methodology, research ethics, sustainable materials engineering, and manufacturing technology.



Jade Millar: Short Talk 5A1

Jade Millar is a Student as Researcher Project Officer at the University of Warwick, working to support the innovative teaching of information and research skills in the curriculum. She has a keen interest and investment in the Higher Education sector, having worked both in academic and professional services departments, with departmental and service-specific teams, and with junior and senior management stakeholders. Her experience extends from student-facing and staff-facing, to research-based, providing a breadth of understanding related to the different aspects of the relationship between student and academic; student and institution; teaching and learning.



James Barnett: Parallel: Session 2B

James Barnett works as a Research Skills Advisor for University of Birmingham's Library Services. Within this role, James runs training and one-to-one appointments for the university's research community on topics such as Literature Searching, Reference Management, Open Research, and Research Metrics. You can find him on Twitter: @jameswbarnett



Jane Grogan: Short Talk 2A2

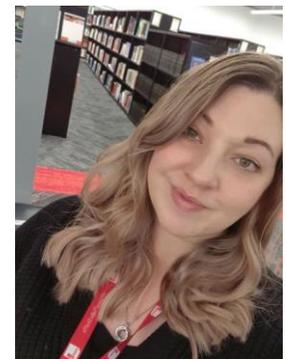
Jane Grogan works as a Senior Research Librarian, responsible for liaison with the Faculty of Arts, within University of Nottingham (UoN) Libraries. Jane led on the installation and implementation of the SafePod service at Nottingham and now enjoys the title of 'Senior Responsible Person' for the SafePod at UoN. Prior to working as an academic librarian, Jane was a business information specialist in commercial libraries, and retains a keen interest in business research, reflecting her background in Economics.



Jodie Heap: Short Talk 1A2

Jodie Heap is an Academic Librarian and Skills Tutor working in the Library and Learning Services Department at Staffordshire University.

I enjoy working with digital resources and supporting information literacy and looking for opportunities to engage with both of these elements. I have previously worked in Public Libraries, FE Libraries and a FE HE combined University.



Jen De Lillo: Parallel Session 3B

Jen is an Academic Librarian at Loughborough University. She has a PhD in medieval Italian literature and worked as a researcher at De Montfort University and Birmingham University for 10 years before deciding to support others in their research. She joined Loughborough in 2016 and as well as supporting units within the School of Social Sciences and Humanities she is currently project manager for the Doctoral researcher training redevelopment project.



Dr. Jenni Jones: Short Session 4B3

Dr Jenni Jones is an Associate Professor in Coaching and Mentoring at the University of Wolverhampton. She teaches undergraduate and professional postgraduate programmes mostly focused on coaching, mentoring, leadership, change and diversity. She actively researches in these areas and has presented at national and international Conferences, as well as publishing related books and articles. She works on a variety of School, Faculty and University-wide related projects focussed on enhancing the student experience including the Library Inclusivity project with Tom Hicks.



Jo Dunn: Short Session 3A3

After graduating with a degree in Information Studies in 2000, I worked in London as an information professional for various accountancy and finance firms. Returning to Worcestershire, I was a legal librarian for seven years, before becoming an office skills tutor for Worcestershire Health & Social Care NHS Trust, and more recently, a clinical skills & simulation technician at the University of Worcester. It was here I realised supporting students is what I enjoyed most. I am now an academic liaison librarian at the University of Worcester, teaching information literacy, and supporting students in the College of Business, Psychology and Sport.



Karen Goodson: Short Session 5B1

Karen joined Coventry University 21 years ago, starting in IRS as a Library assistant. Four years ago, she joined the Research and Scholarly Publications Team as a Senior Information Assistant, where she provides support for PURE, the Library repository, and Open Access. She is now enjoying learning more about RDM.



Karyn Meaden-Pratt (Round Table Discussion)

Karyn has a dual role as both Communications Manager and University Archivist for Library Services at Cranfield University. She has managed communications strategies and channels within a range of other University departments as well, including IT, Careers, and corporate communications. As University Archivist she is keen that the material in the corporate archive is actively used and its stories shared, and has been seeking external funding to support her current projects.



Kate Courage: Short Session 5A1

Kate Courage is the Academic Support Manager for Teaching and Learning at the University of Warwick Library. She leads the team of Academic Support Librarians, supporting teaching and learning, providing resources and training in research and information skills. Previously Kate was the Academic Support Librarian for a range of humanities departments at Warwick for 9 years, and before that the Bodleian Education Librarian in Oxford for 6 years. She has a particular interest in supporting the student experience, student partnership, co-creation, information literacy and diversifying libraries.



Kerstin Treder: Short Session 4B2

I have been working in the library and information sector for 20 years with experience in public libraries, county archive, special collections, FE and HE libraries. I joined Aston in 2011 whilst studying towards the MSc Information&Library studies. In 2016 I was appointed Information Specialist for Engineering and Physical Sciences and became a Fellow of the HEA in 2018. As a member of the eTextbook Project Team, I received the Aston Achievement award in June 2022 for Best Customer Service. When I'm not busy supporting our students, you can find me hill walking or singing with a local choir.



Matt Cunningham: Roundtable Discussion Panellist

Matt Cunningham has worked at Loughborough University Library since 2004 and is currently the Environment and Customer Service Lead, managing the frontline user services team. He is interested in all things customer service related, especially the use of UX to inform service development. He has represented Loughborough on the Mercian Staff Development Group for a number of years, including a two year stint as chair. He also delivers customer service training to staff at the University and around the collaboration.



Mercian Staff Development Group and Mercian Disability Forum Task Group Members: Session

Rose Roberto (Bishop Grosseteste University,) Carol Keddie (De Montford University), Liz Lafferty (Keele University), Annmarie Lee (Birmingham City University), Lesley Thompson, (University of Lincoln), and Simon Satchwell Giles (Newman University.)

We are representatives of 6 university libraries from the Mercian Staff Development Group (MSDG) and Mercian Disability Forum (MDF), brought together by our shared interest in and experience of diversity, accessibility and inclusion across job roles. We were established to address a gap that we felt had opened between values and

practice in staff welfare and development at our institutions during the Pandemic, as service continuity and crisis-management became their prevailing priorities.

Michael Hart: Short Session 2A1

Michael is currently a Library Engagement Advisor for the College of Social Sciences in Library Services at the University of Birmingham. He has previously worked as an Acquisitions Information Assistant, Digital Assets Assistant, and eResources and Serials Specialist. He is also a qualified secondary school English teacher and has previously taught English for Academic Purposes at the Birmingham International Academy, University of Birmingham. Outside of work, Michael has a keen interest in medieval literature, enjoys creative writing, and has recently taken up watercolour painting.



Michaela Hollywood: Short Session 1A3

Michaela Hollywood is an experienced librarian, currently Head of Academic Services at Maynooth University, Ireland. She has previously worked as Systems Librarian at Dublin City University, and began her career at The University of Roehampton, London. Her particular interests include service innovation, student experience and engagement, and equality, diversity & inclusion in academic libraries.



Michelle Mayer: Short Session 5B1

Michelle is Research Data Management Officer at Coventry University. She joined the now Research and Scholarly Publications Team, following undergraduate and postgraduate studies at the university. She has been part of the team for eight years, providing support for RDM, Open Journal Systems, and occasionally reviewing CU Professional Services ethics applications.



Nathan Rush: Parallel Session 3B

Nathan is an Academic Librarian at Loughborough University, covering Sport and Psychology. He was previously the Business Librarian at De Montfort University and has experience of working in a School Library Service. With an interest in systematic reviews and critical thinking, he actively supports researchers across the University helping to develop the Doctoral Training Programme.



Nicola Dennis: Short Session 4B2

I am an Information Specialist, supporting Aston Business School & Aston Law School and a Fellow of the HEA. As well as my subject role, I am involved in the Induction Planning Team, volunteer as a coaching mentor for MBA student project teams and a member of the eTextbook Project. The eTextbook Project has been a very rewarding experience and I am very proud that we won the Aston Achievement Award for Best Customer Service. I am a decent badminton player and a terrible surfer.



Nina Globerson: Round Table Discussion

I am a final year English Literature and Creative Writing Undergraduate at the University of Warwick. I'm a huge music, book, theatre, and travel enthusiast which means you'll either find me singing or dancing somewhere, or in a corner with a coffee and a good book. I have always loved libraries for their ambience and endless resourcefulness, and through working with Warwick Library Associates, I've had the incredible opportunity to collaboratively and individually work on projects, utilize my skills, and expand my knowledge on the library and its importance within our community.



Rachel MacGregor: Short Session 4B1

Rachel MacGregor is Digital Preservation Officer at the Modern Records Centre, University of Warwick where she leads on digital preservation strategy and developing workflows for born digital collections. She has worked in the archives profession for over twenty years, with physical archive collections and then more recently focussing on digital preservation in the Higher Education sector. She has a strong background in outreach and engagement which she uses to advocate for digital preservation good practice especially in relation to traditional archival practice.



Sam Platts: Short Session 5A1

Sam Platts is the Marketing and Communications Officer at the University of Warwick, working with staff across the Library to promote services through all available channels. She leads on the Library's social media strategy.



Steve Bull: Short Session 4A2

Steve is Library Engagement Advisor for Library Services at the University of Birmingham, working within the Library Customer Support Division. Steve has over 16 years' experience working for Library Services, and is the named contact for Schools within two Colleges, with a primary focus on strategic library engagement support.



Externally, Steve has served on the committee of the Business Librarian's Association and has been part of the Editorial Team for SCONUL Focus. He has presented on a range of topics as well as co-authored a number of peer-reviewed journal articles.

Stuart Bentley: Short Session 3A1

Stuart Bentley has worked in academic libraries since gaining his professional qualification 17 years ago, and has worked in scholarly communications roles for the last 7 years. He became the Scholarly Communications Librarian at University of Wolverhampton in 2020, where he manages the Scholarly Communications Team. The Scholarly Communications Team is responsible for managing open access support and training, the institutional repository (WIRE), research data management support and training, institutional membership of ORCID, and open research issues. When not being a librarian, he enjoys writing and drawing, the outdoors and science fiction.



Tim Wales: Welcome and Round Table member

Tim Wales has been University Librarian at Cranfield University (UK) since May 2022, joining from Brunel University London where he was Head of Library Services. In the previous decade he has held library leadership positions at Rothamsted Research, the University of West London and London Business School. In the Noughties, he “earned his academic librarian stripes” as an e-strategy library manager at Royal Holloway, University of London after 8 years serving as a business subject librarian at the Open University (Milton Keynes). His first job after graduating from the University of East Anglia was a trade journalist in the furniture industry before he completed his MSc in Information Science at City, University London.



Tim has written on a diverse range of professional librarianship topics including: library strategy; business librarianship (editing the 2014 book *Business School Libraries in the 21st Century*); library technologies; information literacy and veterinarian information-seeking behaviour. He is also an editorial board member of the *New Review of Academic Librarianship* journal. He has recently joined the SCONUL Services Steering Group and is a chartered member of CILIP and a Fellow of the Higher Education Academy.

Dr. Toby Thompson: Studio Director and Conference Facilitator

Toby is Studio Director at Cranfield Broadcast & Record, a busy streaming studio at Cranfield University
– https://explore.zoom.us/en/customer_stories/cranfield-university/

Toby is the regular host of Cranfield’s broadcasts to prospective students, research partners, and the general public. His background is in philosophy, and is author of ‘Heidegger and Executive Education’ published by Routledge.



https://www.amazon.co.uk/dp/0367245116/ref=cm_sw_em_r_mt_dp_36G2CY2JB6S_W4HOWCQJB

Prior to his time at Cranfield he was in the corporate university of the US IT company EDS. Before that he was a Zen Buddhist monk.

Tom Hicks: Short Session 4B3

Tom Hicks is an Academic Librarian at the University of Wolverhampton. He supports over 400 academics and over 10,000 students within the Faculty of Arts, Business and Social Sciences. He works on a variety of School, Faculty and University-wide projects, and has led the Library Inclusivity project. He is also an artist and writer, working on the Yam Cams: Picturing the Black Country project and the ongoing Black Country Type project. He has recently illustrated a book called ‘The Dereliction.’



Vicky Wallace: Parallel Session 2B

Vicky Wallace is Research Skills Advisor in University of Birmingham’s Library Services. Vicky is passionate about upskilling and supporting researchers in the areas of open research, research analytics and traditional library skills, and has been working in this area for 14 years. Vicky has a wealth of experience, gained as Periodicals Librarian, Subject Advisor and more recently as Research Skills Advisor in the Research Skills Team.

