

1st Relationship Management in HE Libraries Conference



19-20 NOVEMBER 2015 | STIRLING COURT HOTEL | STIRLING | SCOTLAND

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The 1st Relationship Management in HE Conference is sponsored by



DAY 1 THURSDAY 19 NOVEMBER

DAY ONE

- 09:00 - 09:40 Registration (coffee/tea)
- 09:45 - 10:00 Welcome
Professor Malcolm MacLeod, Deputy Principal and Deputy Vice-Chancellor, University of Stirling (Operational Strategy and External Affairs)
- 10:00 - 11:00 All delegate workshop
Developing a shared understanding of relationship management, *Michelle Blake, Phil Cheeseman, Katie Fraser, Anne Pietsch*
- 11:00 - 12:00 Keynote
Karen Walker, Customer Services Director, First Direct Bank
- 12:00 - 13:00 Lunch
- 13:00 - 15:00 New approaches (papers)
Engagement roles in academic libraries, *Tony Simmonds; Jeanette Eldridge; Neil Smyth; Katie Fraser, University of Nottingham*
A practical guide to building meaningful working relationships, *Vanya Gallimore and David Brown, University of York*
Using innovation and collaboration to build academic engagement, *Suzanne Tatham, University of Sussex*
Hunting the Academic: a new way to engage with your academic community, *Jane Marshall, University of Manchester*
- 15:00 - 15:30 Break
- 15:30 - 16:45 Lightning Talks
Vital Engagement: The Role of the Academic Engagement Team in understanding our researchers at The University of Manchester, *Amar Nazir, University of Manchester*
Developing research support services: mapping relationships, *Sally Bell, University of Strathclyde*
Making the library a “legend”: how we built a community on Twitter, *Zelda Chatten and Sarah Roughley, University of Liverpool*
2 weeks’ notice – agile restructuring of a liaison team, *Caroline Gale, University of Exeter*
Six Departments One Skills Hub, *Sian Downes, Royal Holloway*
On the evolution of species: or how services at the University of Reading adapted to a changing environment, *Helen Hathaway, University of Reading*
Meeting the future - staff development and adaptation, *Martin Edwards, Canterbury Christ Church University*
- 18:15 - 19:00 Drinks reception
- 19:00 - 22:00 Conference Dinner

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DAY 2 FRIDAY 20 NOVEMBER

DAY TWO

- 09:45 - 10:00 **Announcements**
- 10:00 - 11:00 **Keynote**
Alicia Wise, Director of Universal Access Elsevier
- 11:00 - 12:00 **Demonstrating value (papers)**
The value of being valued? It's all in the eyes of the beholder, *Peter Hickey, University College Dublin*
Communicating Impact: a Customer Account Planning approach, *Denise Turner and Fran Porritt, Teesside University*
- 12:00 - 13:00 **Lunch**
- 13:00 - 14:00 **Parallel workshops**
Practical solutions for demonstrating value and impact, *Michelle Blake, University of York*
Wearing users' shoes: engaging with the academic community, *Penelope Dunn and Laura Woods, University of Huddersfield*
- 14:00 - 15:15 **New approaches (papers)**
What do subject librarians do all day?, *James Hodgkin, University of Gloucestershire*
The changing face of student engagement at the Hive, *Sarah Pittaway, University of Worcester*
Extending Our Reach: Building Relationships at King's, Elisabeth Hannon and Gavin Beattie, King's College London
- 15:15 - 15:45 **Panel discussion (with afternoon tea) and Close**