2nd Relationship Management Conference 2017
Conference Programme

Day 1  Thursday 16th November 2017

9:30  Registration
10:00  Opening and World Cafe with coffee

Parallel Sessions: Building Relationships

11:00  Relationship Management: capitalising on the informal
Suzanne Tatham, University of Sussex  [30 mins]
11:00  Deepening engagement: developing a new library partnership model at Loughborough University
Alison Ashmore, Steph McKean & Helen Young, Loughborough University  [30 mins]

Parallel Session: New Models

11:00  Turn and face the strange: examining our relationship with departments as we changed from a subject to a functional model of librarianship
Helen Farrell, Maynooth University  [30 mins]

Parallel Session: Partnerships

11:00  A New Chapter at Royal Holloway: lessons learnt whilst preparing staff for change
Emma Burnett, Royal Holloway, University of London  [30 mins]
11:00  Necessity is the mother of invention: organisational restructure creates new opportunities for Leeds Beckett University
Wendy Luker, Leeds Beckett University  [30 mins]

12:00  Lunch

13:00  Keynote Speaker  Ruth Murray-Webster, Associated British Ports Ltd and Potentiality UK  [1 hour]

Parallel Sessions: Collections

13:00  Collecting development for collection development: our journey so far
Emma Shaw & Anne Pietsch, University of Roehampton  [30 mins]
13:00  Building relationships to successfully implement a library online reading list system
Michela Wilkins, Katherine Thompson, Jackie Cousins & Emma Shaw, Imperial College, London  [30 mins]

Parallel Session: New Models

13:00  Bridging the gap: strategies to unite academic and librarian perspectives
David Brown & Ned Potter, University of York  [1 hour]

15:45  Coffee

16:15  Close
16:30  Welcome Drinks Reception
18:30  Conference Dinner
Day 2  Friday 17th November 2017

9:30  Parallel Sessions: New Practices

PRESENTATIONS
- How to make the customer king: Implementation and wider-roll out of a CRM system in a university library
  Dominic Broadhurst & Jill Eaves, University of Manchester  [30 mins]

- A Community of Practice approach to delivering research support services in a post-92 higher education institution: a reflective case study
  Jenny Coombs, De Montfort University  [30 mins]

WORKSHOP
- Brand Library
  Dr Gavin Boyce, University of Sheffield  [1 hour]

10:30  Coffee

11:00  Keynote Speaker

- Dil Sidhu, Associate Dean at Columbia University in New York  [1 hour]

12:00  Lunch

Parallel Sessions: Challenges

13:00  Presentations

- What does a business relationship manager actually do?  Kirsty Woodward, Sheffield Hallam University  [30 mins]

- In praise of failure: learning from library liaison breakdowns
  Lucy Keating, Newcastle University  [30 mins]

- Engagement roles in academic libraries 2: the best laid plans
  Katie Fraser, University of Nottingham  [30 mins]

WORKSHOP

- Using stories to make an impact
  Libby Tilley, University of Cambridge  [1 hour]

- Understanding academics
  Michelle Blake & Vanya Gallimore, University of York  [30 mins]

14:30  Coffee

15:00  Lightning Talks

- Know your product, know your customer: how academic librarians can learn from sales people
  Kathryn Devine, University of Worcester

- Implementing Talis Aspire reading lists at Essex: attempts at academic engagement
  Lucy McCaul, University of Essex

- Setting up a new academic engagement team at Roehampton
  Allison Randall, University of Roehampton

- Learning partnerships: faculty engagement & the functionally structured academic library
  Jenny Cook, Northumbria University

- The molehill that became a mountain – or a sledge hammer to crack a nut?
  Mark Williams, University of Wolverhampton

- Achieving change through staff development
  Sheila Murphy, Edge Hill University

- Influencing the strategic development
  Marishona Ortega & Lesley Thomson, University of Lincoln

- Not just a lot of old books: relationship management through engagement with library collections
  Christine Love-Rodgers, University of Edinburgh  [1 hour]

16:00  Questions and Close  [30 mins]