SALLY BELL has been the Engineering Faculty Librarian, with additional responsibility for research support, at the University of Strathclyde since 2012. Previous posts include roles at BBC Scotland, the Glasgow Herald and NHS Greater Glasgow and Clyde, building a broad spectrum of knowledge of reference services. Sally has previously spoken at Relationship Management in HE Libraries in 2015 about research support and introduced the delegates at ARCLIB 2016 to making podcasts. Her work in statistical analysis of serials stems from an interest in evidence-based collection management for electronic library resources.

JON BENTLEY has worked in publishing for 20 years with a variety of commercial and business publishers. His career has spanned the transformation from print to digital as companies have reacted and adapted to new technology but his belief remains that the fundamental purpose of a publisher has not changed. Accessibility to accurate, intelligent, insightful information has never been more important. Trust is paramount and Jon is delighted that OpenAthens participates in establishing that trust between the publishers, libraries and the end users.

DOMINIC BROADHURST is Academic Engagement Manager at The University of Manchester Library where his team develop and manage the relationships with the academics and professional services staff of the wider University. His professional interests lie in all areas of academic librarianship and he has both spoken at conferences and published widely in recent years. Current particular interests include development of a CRM system across a university library and the enhanced promotion of library e-resources. He developed and led the recent e-textbook project at Manchester and his work in this area has received national prominence. He is active on twitter: @uomlib_dominic

FIONA COURAGE is Head of Special Collections and Curator of the Mass Observation Archive at the University of Sussex. She is responsible for the care and accessibility of the University’s archival and rare book collections, with a particular interest in ways that access to Special Collections can be increased for the academic and wider public communities. She has spoken at international conferences on the potential of using archives as reusable data in the social sciences and is an Associate member of the Sussex Digital Humanities Lab. Fiona has served on the committee of several UK library professional societies, including the Group for Literary Archives and Manuscripts and CILIP Rare Books and Special Collections Group. She is currently in the final stages of her Doctorate in Education at the University of Sussex, using the Mass Observation Project to examine perceptions of higher education.

JILL EMERY is the Collection Development & Management Librarian at Portland State University Library in Oregon. She has held leadership positions in ALA ALCTS, ER&L and NASIG. In 2015 she was appointed as the ALA-NISO representative to vote on NISO/ISO standards on behalf of the American Library Association. She also serves on the Project COUNTER Executive Committee. Jill serves as a member of the following editorial boards: The Charleston Advisor and Insights. Lastly, she is co-editor of the open access journal Collaborative Librarianship with Michael Levine-Clark.
MARTHA FOGG is Publishing Director at Adam Matthew, an award-winning publisher of online primary source collections. Martha has edited and developed a wide range of primary source collections including *Mass Observation Online*. In her role as Publishing Director she has worked with a wide range of special collection libraries and archives, including the National Archives, the British Library, the Harry Ransom Humanities Research Center and the British Film Institute (BFI). Martha was educated at University College London (BA English Literature, 2003) and Royal Holloway, University of London (MA Victorian Literature, Art and Culture, 2005).

PAOLA MARCHIONNI is Head of digital resources for teaching, learning and research at Jisc. She has overall responsibility for a number of services and projects aimed at improving access to digital collections of primary source material to enable new research, teaching and learning, such as Historical Texts and Journal Archives. She is also responsible for new initiatives to help libraries achieve savings when acquiring commercially available products such as through the digital archival collections group-purchasing scheme. More recently she has been investigating new approaches and business models to support digitisation activity. Paola previously worked at Jisc as manager of large-scale digitisation programmes.

JOE McARTHUR is the Director and co-founder of the Open Access Button, the Assistant Director of the Right to Research Coalition (SPARC’s student initiative) and an organiser for OpenCon. He is passionate about creating initiatives at the intersection of technology, communities and activism to advance Open Research and Education.

PETER McCracken is electronic resources librarian at Cornell University, a position he has held since June 2015. Prior to that he was a reference librarian at East Carolina University and at the University of Washington, then co-founder and director of research at Serials Solutions from 2000 to 2009. In 2009 he founded ShipIndex.org, a website that helps people do vessel research. McCracken holds an MSLS from the University of North Carolina, a Masters in Maritime History from East Carolina University and a BA from Oberlin College. He was awarded the Ulrich’s Serials Librarianship award in 2011. This is his seventh UKSG conference.

SARAH PITAWAY leads the Academic Services team at The Hive, home to Europe’s first integrated public and university library, Worcestershire’s Archives & Archaeology Service and Worcestershire County Council’s Customer Service Hub. Sarah is an associate member of the HEA and holds a PhD in Medieval Studies, having flirted with an academic career prior to embracing life as a librarian. Her career has encompassed a variety of teaching, subject librarian and e-resources roles, working at the University of Birmingham before moving to Worcester in 2013. Alongside her day job, Sarah writes and presents on such topics as student engagement, partnership working and the changing nature of librarianship. When not being a librarian, Sarah enjoys gardening, cats, yoga, and lindy hop. Twitter: @Dr_Sarah_P

GRAHAM STONE manages research activity for Jisc Collections in order to ensure the highest quality of service provision to libraries in the higher education sector. This includes designing and conducting a range of planned and ad hoc quantitative and qualitative research, and implementing policies, processes and systems to enable the effective evaluation, monitoring and communication of research activity to enable informed decision making. He previously worked in the university sector for 22 years, most recently at the University of Huddersfield where he managed the library resources budget, open access services and the University of Huddersfield Press.
**FIONA TINTO** is E-Resources Librarian at University of Strathclyde in Glasgow where she has worked for slightly over a year. Based within the Acquisitions department, Fiona's role involves management of the library's electronic content, with particular focus on discovery, maintaining access, trials and evaluation. Prior to joining Strathclyde Fiona worked as Library Assistant within Acquisitions at University of Stirling, having completed an MSc in Information and Library studies at Strathclyde.

**JANETTE WATSON** is an Academic Engagement Librarian at The University of Manchester Library where she is responsible for managing and developing relationships with academics and professional services staff across a number of schools within the wider University. She recently led on a large campaign to promote awareness of the Library’s flagship skills programme and the rollout of a CRM system to wider Library colleagues and she represented the Library on the delivery of a three-day workshop for the LIBER Emerging Leaders programme. Janette’s professional interests lie in strategic communications, relationship management and the applications of customer relationship management (CRM) systems within academic libraries.