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China going forward – research, scholarly communication and libraries

Xiaolin Zhang
National Science Library, Chinese Academy of Sciences

China’s carefully managed economic renaissance has given it the momentum to catch up with the world in research and development in the 21st Century. China has seen large increases in R&D investment and R&D personnel (including university output and attracted talents from abroad), with resulting fast growth in research output and impact with several fields now among the leading countries. Coming with this is the fast development of scholarly communications, especially with the growth (in numbers and quality) of research journals, improving availability of STM publications, and national systems of information sharing. The huge efforts here enabled Chinese researchers and students to compete with the world. Still, challenges are severe. Inequality is obvious when one compares China’s 618 million Internet users and huge pools of enterprises with only a few hundred of the elite R&D institutions with access to ‘key databases’. Inefficiency is also apparent in that the vast potential of digital knowledge available across the network is not utilised to turn data to information to intelligence to solution in an open way. These, among others, lead to a great waste of innovation and development resources and potentials for a country striving to transform itself into a knowledge-driven sustainable economy. There are efforts on several fronts to address the challenges. One is to provide open access to publicly funded research results, with an increasing number of OA journals and some large-scale development of OA repositories. Another is to change the way of utilising knowledge to achieve the fullest potential of the digital open world, by, for example, delivering knowledge-based services utilising technologies such as data mining and ontology, for services like meta-knowledge analysis, customised knowledge portals, and information analysis literacy, to upgrade knowledge skills for users. Combining the two, a clear roadmap follows with public and computable open knowledge infrastructure with open access, open data, and open innovation. China still needs tremendous efforts to catch up with the front runners in terms of R&D quality and impact. However, with committed strong support and dynamic R&D development, and by liberating the enormous innovative power of the ‘silent majority’ with open access and open innovation, we do expect a much bigger contribution of Chinese research, scholarly communications and libraries.

XIAOLIN ZHANG is the Director of the National Science Library, Chinese Academy of Sciences. With a background in Physics, Dr Zhang graduated from Columbia University in the USA in 1992 with a Doctor of Library Science degree. He was a professor of Information Management in Sichuan University before moving to NSL/CAS in 2001. Serving CAS’ 100+ institutes across China, he led the NSL into a distributed digital information network and developed its embedded subject librarian service and information analysis service. He has been active in promoting open access, co-hosted the Berlin 8 Conference in Beijing and developed CAS IR GRID with 100+ IRs and 300,000+ open research articles. He has also been working hard in research informatics, trusted digital preservation, and access rights. Professionally, Dr Zhang was a Member of the Governing Board and Professional Committee of IFLA from 2005 to 2009, and is now a Vice President of the Chinese Society of Library Science, and President of the Chinese Special Library Association. He has been the Primary Investigators of Chinese Digital Library Standards project, Chinese Scientific Digital Preservation Network Planning, among others.
The future of scholarly communications

David De Roure
University of Oxford, Oxford e-Research Centre

Academic papers have successfully supported scholarly communication since the Royal Society’s introduction of this revolutionary open science model some 350 years ago. However, research methodology and practice is changing dramatically, particularly with the advent of digital techniques and data sources. This raises an important question: are papers still fit for purpose as we move forwards, or is this the end of the article? This talk argues for a new form of shared digital artefact – the Research Object – and also that we can learn much from 350 years of history.

DAVID DE ROURE is Professor of e-Research and Director of the interdisciplinary e-Research Centre at the University of Oxford. He works closely with multiple disciplines across the social sciences (as a strategic advisor to the Economic and Social Research Council), humanities (responsible for Digital Humanities in the Oxford Research Centre for the Humanities) and sciences (astrophysics, and previously chemistry and bioinformatics). He focuses on advancing digital scholarship and new forms of scholarly communication in the context of methodological change. His personal research is in Web Science, especially ‘social machines’, and in computational musicology.

Monday 14 April

Morning

08.00
Registration
Main Foyer

08.30
Refreshments and exhibition viewing
Hall H

10.00
Opening of the Conference
Main Auditorium
Ross MacIntyre, Chair, UKSG

Greetings from NASIG
Joyce Tenney, President, NASIG

Presentation of the 2014 John Merriman Joint NASIG/UKSG Award
Ian Bannerman
Taylor & Francis
UK award sponsored by

Presentation to the sponsored students and early career professionals
Dave Phillips
SAGE
Eric Merkel-Sobotta
Springer Science+Business Media
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Plenary Session 1
Interesting Times
Main Auditorium
Chair: Ross MacIntyre, Mimas, The University of Manchester

10.30
China going forward – research, scholarly communication and libraries
Xiaolin Zhang, National Science Library, Chinese Academy of Sciences

11.15
The future of scholarly communication
David De Roure, University of Oxford, Oxford e-Research Centre

12.00
Lunch and exhibition viewing
Hall H
Lunch sponsored by

12.45
First timers’ reception
Prince Suite

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CONNECTING THE KNOWLEDGE COMMUNITY
Plenary Session 2

Research Assessments

Main Auditorium
Chair: Kate Price, King’s College London

14.30

Open access and research management

John Rogers
University of Stirling

This presentation will examine the issues which arise through the ongoing development of open scholarship from the perspective of those within universities responsible for managing and administering research. These issues include:

- the implications of the Research Councils’ and other funders’ requirements for open access publication and research data management;
- the ethical tensions which can arise in balancing open access and sensitive research;
- the prospect of an open access requirement being introduced to the Research Excellence Framework.

JOHN ROGERS has worked in Higher Education management and administration for over twenty years. He is currently Director of Research and Enterprise at the University of Stirling where he has responsibility for an integrated portfolio covering strategy and policy, grant and contract funding, research assessment, researcher development, research governance and integrity, knowledge exchange, intellectual property and commercialisation. He has strong interests in research policy, funding and assessment, and economic, social and community development. Prior to joining Stirling John worked at the University of Manchester, where he was responsible for student recruitment, public relations, international relations and research support. He was a project manager for the 2004 merger between UMIST and Manchester and led the development of the new University Research Office following the merger. John’s earlier career was spent as the national manager of the 2001 Research Assessment Exercise, based at the Higher Education Funding Council for England, and before that at the University of Aberdeen in a variety of roles.

15.00

Towards the next Research Excellence Framework

Steven Hill
Higher Education Funding Council for England

What are the implications of the open research agenda for the assessment of research? In this talk I will address this question with a focus on future iterations on the UK Research Excellence Framework (REF). First, I will introduce the recently announced open access policy for the post-2014 REF. Secondly, I will discuss the current HEFCE work on open access monographs, open data, and the role of metrics in research assessment. Finally, and more speculatively, I will also consider how research assessment in the future will need to adapt to changing, more open, research practices.

STEVEN HILL is Head of the Research Policy at the Higher Education Funding Council for England. Prior to joining HEFCE Steven was Head of the Strategy Unit at Research Councils UK, covering a range of research policy issues, and had several roles in the Department for Environment, Food and Rural Affairs, working on evidence-based policy making. Earlier in his career Steven was a university lecturer at the University of Oxford where his research focused on plant physiology and biotechnology.
Monday 14 April

Afternoon

13.30
Breakout sessions (Group A)
HIC breakout rooms

Plenary Session 2
Research Assessments
Main Auditorium
Chair: Kate Price, King’s College London

14.30
Open access and research management
John Rogers, University of Stirling

15.00
Towards the next Research Excellence Framework
Steven Hill, Higher Education Funding Council for England

15.30
Refreshments and exhibition viewing
Hall H
Break sponsored by

16.00
Breakout sessions (Group B)
HIC breakout rooms

17.00
Lightning Talks Session I
Main Auditorium
Chair: Anne Knight, Cranfield University

1. Implementing e-resource access for alumni at King’s College London
Anna Franca, King’s College London

King’s College recognises the importance of building strong ties with its alumni and offers a wide range of alumni benefits including the option to register for library membership. In 2012 King’s Library Services implemented access to our JSTOR e-journal collections for our alumni. This talk gives a brief summary of the implementation process and key outcomes.

2. It’s about time!: preserving the integrity of the scholarly record
Peter Burnhill, EDINA (Jisc and University of Edinburgh)

Evidence from thekeepers.org indicates that much of the scholarly record is not being preserved and is at risk of loss. A twist of technological fate means that publishers have had archival responsibility thrust upon them. Open or subscribed: publish but do not perish. And then there is hiberlink.org ...

3. Extending access to academic research content to NHS users: a pilot
Carolyn Alderson, Jisc Collections

Jisc Collections, working with academic and NHS partners, is co-ordinating a pilot to extend academic licence agreements so that they allow for access to participating publishers’ journal research content by NHS staff. A trial is planned to start in April 2014 with the key aim of assessing levels of usage.

17.30 to 18.30
Reception and exhibition viewing
Hall H

19.00
Curry and quiz night
Venue: Royal Hall
(pre-booking was required)
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or
Free evening
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Trust and authority in scholarly communications in the light of the digital transition

David Nicholas
CIBER Research Ltd

Trust, both of quality and accuracy of content, plays a key role in helping researchers decide what to read, what to cite, and where to publish their work. Key traditional indicators of trustworthiness have been journal name, reputation of a journal, and recognition of an author’s expertise. Libraries traditionally build their collections with such indicators in mind as well. In an era of abundant outlets for scholarly information, in particular various social media outlets, how have the perceptions of trust indicators changed for researchers? Carol Tenopir and David Nicholas will discuss results from a recent study funded by Sloan Foundation that used focus groups, interviews, and surveys to discover how academics now view trust of scholarly content.

DAVID NICHOLAS is a Director of the CIBER research group. The group is best known for monitoring behaviours in the virtual space, especially in regard to the virtual scholar and the Google Generation, which has been featured widely in the media, including on BBC TV and Australian TV (ABC). David is also a professor at the University of Tennessee and at the University of Northumbria. Previously he was Head of the Department of Information Studies at University College London (2004-2011) and prior to that was Head of the Department of Information Science at City University. David’s interests include the digital consumer, mobile information, e-book and e-journal usage and scholarly communications.

CAROL TENOPIR is a Chancellor’s Professor at the School of Information Sciences at the University of Tennessee, Knoxville and the Director of the Center for Information and Communication Studies and Director of Research, College of Communication and Information. Her research examines scholarly reading, the value of academic libraries, and research data services. She is the author of five books, including Communication Patterns of Engineers (IEEE/Wiley InterScience, 2004) and Towards Electronic Journals (SLA, 2000) with Donald W King. Dr Tenopir has published over 200 journal articles and is a frequent speaker at professional conferences.

The impacts of impact: challenges and opportunities of ‘multichannel’ academic work

Ernesto Priego
City University London

Academics are increasingly being asked to publish in open access journals, network in social media, and create and reuse open educational resources. Though the theoretical benefits of sharing academic outputs openly and on different channels are understood in the academic community, the challenges for wider adoption of a culture of sharing and self-promotion are still considerable. What are the impacts on researchers caused by the demands to be able to demonstrate both academic and societal ‘impact’? What affordances and resources do academics of today ideally need to succeed in this landscape? As the definition of ‘impact’ moves away from merely citations and Journal Impact Factors towards the influencing of the public sphere, how is the role of publishers of scholarly outputs changing, and what can academics do to navigate the overcrowded waters of academic competition? Presenting arguments from the point of view of the individual researcher, this talk will discuss these questions and provide some provisional strategies and suggestions for the future of research dissemination.

ERNESTO PRIEGO is Lecturer in Library Science at City University London. His teaching and research focus on publishing and scholarly communications, including open access publishing, social media and transmedia. Recently he co-edited OAPEN UK’s Guide to Creative Commons for Humanities and Social Science Monograph Authors (2013).
Channelling information flows: a young researcher’s approach to knowledge management

Guilhem Chalancon
MRC Laboratory of Molecular Biology

As the volume of scientific literature keeps increasing at an impressive pace, so does the diversity of tools that are being proposed to track this knowledge. In the midst of such a vast ecosystem of journals and software, identifying meaningful innovations, as well as continuing to innovate, is essential to the emergence of powerful, flexible and easy-to-use ‘channels’ that researchers need to navigate the current scientific literature. In this talk I will use the example of my own information consumption habits to suggest what I see as key components of such channels.

GUILHEM CHALANCON is a PhD student at the MRC Laboratory of Molecular Biology in Cambridge. Working at the interface between Biology and Computer Science, he builds and applies statistical approaches to learn about the biology of gene expression regulation, by investigating complex networks of large-scale experimental data. Guilhem also cultivates a deep interest in knowledge management and data visualisation through the Gates Cambridge scholarship and as a Mendeley advisor. Before training as a ‘data scientist’, Guilhem graduated from the Ecole Normale Supérieure in Cachan, France, where he studied biochemistry.
4. Knowledge Unlatched: one year on
Frances Pinter, Knowledge Unlatched
Knowledge Unlatched is a collaborative initiative between libraries and publishers that enables books to be published on open access. It is helping stakeholders to work together for a sustainable open future for specialist scholarly books. This session reports on the pilot and plans for scaling.

5. Planting the Seed: from historical collections to Open Access at the Library of the Royal Botanic Garden Edinburgh
Lorna Mitchell, Royal Botanic Garden Edinburgh
The RBGE Library is both a research library, supporting the staff and students that work in the Garden, and a national reference collection available to members of the public. This talk will outline the challenges that this dual role brings and highlight some current projects, including digitisation and Open Access.

6. Open access monographs: what have we learned?
Ellen Collins, Research Information Network
Three years into the OAPEN-UK project, we share some key findings from our research. We will look at the data we have generated on sales and usage, and at some of the important challenges that span the publishing, library, university and research sectors.

7. Connecting with researchers in the global South through e-learning
Julie Walker, AuthorAID, INASP
AuthorAID offers free online courses in research writing and scholarly publishing to researchers in developing countries. As of November 2013 we have conducted five online courses that have reached about 170 researchers in more than 30 countries in the global South, and we have seen high completion and participation rates.

8. A changing service for a changing landscape
Richard Ebdon, The British Library
The British Library has a long tradition of delivering a document supply service; however, we have evolved our service in accordance with the changing digital landscape. We will present our range of added-value options and make it clear how you, as a research organisation, can take advantage of this faster, higher quality and more flexible solution, thus achieving best value for money.

9. Implementing ORCID
Ed Pentz, CrossRef
ORCID provides individual researchers and scholars with a persistent, unique identifier and it has become an important part of the scholarly communications infrastructure. A wide range of organisations are integrating with ORCID and this flash talk will give an update on how ORCID is being used by publishers, funders and universities.
Tuesday 15 April

Afternoon

12.30
UKSG Annual General Meeting
Main Auditorium

13.00
Lunch and exhibition viewing
Hall H
Lunch sponsored by

14.30
Breakout sessions (Group B)
HIC breakout rooms

15.30
Refreshments and exhibition viewing
Hall H
Break sponsored by

16.00
Breakout sessions (Group C)
HIC breakout rooms

17.00
Lightning Talks Session 3
Main Auditorium
Chair: Helle Lauridsen, ProQuest Workflow Solutions

7. Connecting with researchers in the global South through e-learning
   Julie Walker, AuthorAID, INASP

8. A changing service for a changing landscape
   Richard Ebdon, The British Library

9. Implementing ORCID
   Ed Pentz, CrossRef

17.30 to 18.30
Exhibition viewing
Hall H

A True Taste of Yorkshire
Venue: Majestic Hotel
Conference dinner sponsored by

19.00
Reception/beer festival
20.15
Conference dinner
22.30 to 00.30
Disco, more tastes of Yorkshire and bar

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Discovery or displacement?: a large-scale longitudinal study of the effect of discovery systems on online journal usage

Michael Levine-Clark  
*University of Denver*

John McDonald  
*University of Southern California*

The first phase of this large-scale study of the effect of discovery systems on electronic resource usage suggested that they differentially alter usage of online journals (Charleston Conference, 2013). We examined usage of content hosted by six major academic journal publishers at 24 libraries (six libraries using each the four major discovery systems: EBSCO’s EDS, Ex Libris’ Primo, OCLC’s WorldCat Local, and Serials Solutions’ Summon). In this session we will present Phase Two of this study: additional statistical analysis of COUNTER-compliant journal usage at each library while controlling for size of institution and relative to a control group of ‘no discovery system’ libraries.

MICHAEL LEVINE-CLARK is the Associate Dean for Scholarly Communication and Collections Services at the University of Denver Libraries. With colleagues from the Colorado Alliance of Research Libraries, he founded the open access journal Collaborative Librarianship, and serves as co-editor for scholarly articles. He has served on a variety of national and international publisher and vendor library advisory boards, and is currently serving as the co-chair of a NISO working group to develop recommended practices for Demand Driven Acquisition of Monographs. He writes and speaks regularly on strategies for improving academic library collection development practices, including the use of e-books in academic libraries and the development of demand-driven acquisition models.

JOHN MCDONALD is the Associate Dean for Collections at the University of Southern California. He has degrees in History and Library & Information Science from the University of Illinois, Urbana-Champaign. He formerly served as Chief Information Officer and Library Director at the Claremont Colleges and has held positions at the Caltech and Virginia Commonwealth University. Active professionally, John has published on collection development and information usage behaviours, with a focus on statistical analysis of data. He has served on a variety of national and international publisher and vendor library advisory boards, as well as on the Executive Committee of COUNTER and the Board of Directors for the SCELC Consortium. He is the co-editor of the Encyclopedia of Library and Information Sciences. Since this UKSG conference will be his first opportunity to visit the United Kingdom, he is hoping to have enough time to enjoy an authentic English bitter while there.
Impact of library discovery technology

Valérie Spezi
LISU, Loughborough University

Key findings of the UKSG/Jisc-funded research project, ‘Impact of library discovery technologies’, include:

- Levels of library satisfaction with RDS are high, despite concerns about index coverage, poor co-operation between publishers/content providers and RDS suppliers, etc.
- Publishers/content providers have no clear evidence of the impact of RDS on their usage statistics. Engagement with RDS has been cautious, with unresolved issues around communication, transparency, etc.
- Overall, RDS may have a positive impact on usage, especially of e-books, although there are other influencing factors.

Implications of these findings for librarians, publishers and content providers, RDS suppliers and other national and international organisations with an interest in the information chain will be discussed.

VALÉRIE SPEZI is a researcher at LISU, an internationally renowned research and information centre for library and information services, based in the Centre of Information Management at Loughborough University (UK). Valérie has been working at LISU since 2009, and during this time has worked on a variety of research projects, including projects funded by RIN, Jisc, the European Commission, SAGE, CyMAL (Wales), and UKSG. She has conducted research work for both the public and higher education library sectors. Her research interests are varied and include the management and provision of library services, scholarly communication, and scholars’ engagement with Open Access.
Thinking the unthinkable – doing away with the library catalogue

Simone Kortekaas
Utrecht University Library

In 2012 we made some bold and unconventional decisions at Utrecht University Library in The Netherlands: to shut down the custom-made discovery system Omega, not to implement another library discovery service, and to focus predominantly on delivery. After nine months of preparation, on 1 September 2013 we stood stark naked without a discovery system for scientific articles. While we now still offer access to our traditional library catalogue, our ambition is to get rid of that as soon as possible too. Instead, our library wants to focus on delivery and guide users to find our collections through better and modern Web-search engines.

SIMONE KORTEKAAS is a consultant and project manager at the Department of Innovation & Development of Utrecht University Library. Since the beginning of 2014 she has also been working as a project manager for the transition of the Dutch university libraries and the Royal Library from their national catalogue to the OCLC WorldShare Platform. Simone has experience in leadership roles in several Dutch libraries. She has a broad background in the library field, back office as well as front office, library automation and ICT, as well as managerial skills.
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The open library and its enemies

Bill Thompson
BBC

Open data is data that can be freely used, reused and redistributed by anyone, but it’s not just that the data is accessible, it’s that access is underpinned by a commitment to openness. An ‘open library’ is one that is not just accessible but one that is designed to be so, that is permeable and machine-readable, a library that offers itself as more than a passive catalogue of holdings. Open libraries sit at the information-rich heart of what I have called the ‘open data society’, a society that is firmly grounded in access to and use of open data, with implications for government, business, education and individuals. The open data society has emerged as a result of the largely unanticipated consequences of the global adoption of a set of technologies that were built around an assumption of openness without any real concern for the broader impact. It is Popper’s open society recast for the age of electronics, where many aspects of daily life are shaped – for good or ill – by the capabilities of machines that rely on the flow and detection of tiny electric currents and the opening and closing of silicon-based switches. It is a society in which every person is swiftly becoming an archivist of their own life, and access to the collections of others is a vital attribute of modern living. And it is a society that many would resist, for good and bad reasons. In this talk I will explore the nature of the open society, open data and the open library, and consider how all three are developing.
**Plenary Session 5**

**Open And Close**

**Main Auditorium**

**Chair:** Ross MacIntyre, *Chair, UKSG*

12.00  
**Introduction**  
Ross MacIntyre, *Chair, UKSG*

12.15  
**The open data imperative**  
Geoffrey Boulton, *The Royal Society/University of Edinburgh*

12.45  
**The open library and its enemies**  
Bill Thompson, *BBC*

13.15  
**Final questions**

13.20  
**Close of conference and lunch**

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**BILL THOMPSON** has been working in, on and around the Internet since 1984 and spends his time thinking, writing and speaking about the ways digital technologies are changing our world. A well-known technology journalist, he is Head of Partnership Development in the BBC’s Archive Development Group (building relationships with museums, galleries and other institutions around ways to make archive material more accessible) and a Visiting Professor at the Royal College of Art. Bill appears weekly on Click on BBC World Service radio, writes a monthly column for Focus magazine and is an advisor to a range of arts and cultural organisations on their digital strategies. He is a member of the boards of Writers’ Centre Norwich, the Britten Sinfonia and the Collections Trust, and was for many years a Trustee of the Cambridge Film Trust. He built and manages the Working for an MP website. During the 1990s Bill was Internet Ambassador for PIPEX, the UK’s first commercial ISP where he developed websites for Comic Relief, the Edinburgh Fringe and Anne Campbell MP, before moving to Guardian Newspapers as head of new media. He established the paper’s first website in 1994 and was responsible for many online projects including Eurosoccer.com in 1996.
Emerald at UKSG 2014

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There will be 30 breakout sessions from which to select, split into three groups of ten.

**The Group A sessions will run concurrently for 45 minutes on:** Monday 14 April at 13.30 and Tuesday 15 April at 11.00

**The Group B sessions will run concurrently for 45 minutes on:** Monday 14 April at 16.00 and Tuesday 15 April at 14.30

**The Group C sessions will run concurrently for 45 minutes on:** Tuesday 15 April at 16.00 and Wednesday 16 April at 11.00

Delegates will be able to attend a different session for each of the six time slots, and this year we have not asked for preferences to be pre-selected – delegates can simply turn up to the sessions of their choice.

There are three 'Introductory Level' breakout sessions on offer, marked on the programme, which should have particular appeal to those fairly new to the information sector. There are also three ‘Personal Development’ breakout sessions, marked.

1. **Disruptions in a complex ecology:** the future of scholarly communications  
   Michael Jubb  
   Research Information Network  

   The infrastructure of services provided by journals, publishers, libraries, aggregators and many other players in scholarly communications – the roles they fulfil and how they fulfil them – are being increasingly called into question. Some commentators suggest that these services achieve no useful purpose, but rather impose needless costs and constraints. This session looks at changes in both the research and the wider communications landscape – in particular at changes in the attitudes and behaviours of researchers, and the ways in which they conduct their research – and the impacts these are having on all those who are seeking to provide effective research communication services.

2. **Presentation skills**  
   Jagdesh Kaur Georgiou  
   Elsevier  

   People are being called upon more and more to present their ideas to others. This breakout session will cover:

   **Checking the basics**  
   - Preparation – the 5 Ws  
   - Pattern of the presentation and timing  
   - Types of presentation and suitability to the occasion  

   **Presenting**  
   - Prior arrangements  
   - Delivery – the three influences  
   - Visual aids – what to use when and where  
   - The visual aid danger  

   **Dealing with questions**  
   - Responding rather than reacting  
   - An assertive and mature style  

   **Confidence**  
   - How much do you need?  
   - Developing your personal style.

3. **JiscLAMP: shining a light on our analytics and usage data**  
   Ben Showers  
   Jisc  
   Joy Palmer  
   Mimas, The University of Manchester  
   Graham Stone  
   University of Huddersfield  

   The Jisc Library Analytics and Metrics project (JiscLAMP) is working to enable libraries to capitalise on the many types of data they capture in day-to-day activities. Leveraging this data means that libraries can gain insight into the usage of their collections across the institution, enabling the strategic development of collections, and the ability to demonstrate value and impact in compelling ways. In this session we will present the prototype of a shared library analytics service, share the key challenges and opportunities emerging from this work in the UK and internationally with developments in Australia and the US, and discuss with delegates the strategic implications.
4. Evaluating the value and impact of PDA: case studies from University College Dublin, University of Leeds and University of Sussex
Eoin McCarney and Mark Tynan
University College Dublin
Steve Sharp
University of Leeds
Jane Harvell
University of Sussex
This session will present three case studies from University College Dublin (UCD), the University of Leeds and the University of Sussex. It will explore how patron-driven acquisitions (PDA) can be integrated as a valuable business model within the academic library. UCD worked with Coutts Ingram and committed 45% of their book budget to PDA, including print and e-books. The University of Leeds worked with Dawson, creating an efficient method of analysing and comparing usage of both PDA and non-PDA purchases, and the University of Sussex worked with EBL on a much wider adoption of PDA as a method of instant fulfilment for library users.

5. Open access comes of age: implementing open access policies at UCL, Manchester and beyond
Catherine Sharp
University College London
Helen Dobson
The University of Manchester
Rob Johnson
Research Consulting
A year after the introduction of the RCUK Open Access Policy, two research-intensive institutions share their experiences of delivering open access services. As well as developing policies on using funds and choosing Gold/Green, UCL and Manchester have set up advocacy programmes and payment systems (including prepayment schemes) to encourage take-up and reduce administration for authors. The session will conclude with an overview of the third-party solutions available to streamline the management of article processing charges for academic institutions and publishers.

6. Library systems: crossing the chasm
Ken Chad
Ken Chad Consulting Ltd
There has been much interest and some hype about a new generation of ‘Library Services Platforms’ that are replacing library management systems (LMS) (or, in US parlance, ILS). The introduction of these systems follows the technology adoption life cycle described and analysed by Geoffrey Moore in his book ‘Crossing the chasm’. Ken will analyse where systems are in the life cycle and help libraries identify whether they are ‘innovators’/early adopters or instead majority adopters or even technology ‘laggards.’

7. Gaining a deeper understanding of students and their needs: the SAGE Undergraduate Scholars at the University of Sussex
Suzanne Tatham
University of Sussex
and
Eva Brittin-Snell (BA International Relations)
Lenart Celar (BSc Psychology with Neuroscience)
Lucy Hensher (BA Geography)
Students are frequently surveyed during their time at university but it can be difficult to obtain meaningful qualitative and longitudinal data. They may fill out feedback forms after a teaching session in year one but how can we track their changes in behaviour and their evolving interaction with the Library in more depth? How do we gain a better understanding of how students develop their research skills, how they discover resources, how they use those resources and how they want them delivered? To deepen our insight into this area of scholarly communication, the University of Sussex Library will be offering three Undergraduate Scholarships, to last for the duration of the students’ degree programme. The scheme is a collaborative venture with SAGE, to learn more about the student journey throughout their time at university. It will link us, with SAGE, directly into our undergraduate community, building an informal relationship that we hope will spread out beyond the three scholars. As part of the learning experience the students will take part in library events and promotional activities. They will contribute to a dedicated blog on a regular basis, reflecting on topics as diverse as their use of e-books to their experience of Library Induction, and also surveying their peers to gain a wider perspective. The Library and SAGE will use these blogs to better understand the behaviour and experiences of undergraduate students. The students will further engage with SAGE by presenting their experiences and participating in focus group work. The breakout session will be delivered jointly by a member of Library staff, who will report on the progress of the project and what has been learned, and by the three scholars (kindly supported by UKSG), who will reflect on their experiences. As well as reporting back, we will also use the session to present future plans.
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8. Scholarly publishing’s dirty secret: why data quality matters, and what you can do about it
Colin Meddings
DataSalon Ltd
David Hutcheson
BMJ

Data quality is a critical issue for all scholarly publishers. The entire publishing process is underpinned by data: about authors, articles, customers, subscriptions and usage. Good quality data is extremely valuable: it enables excellent customer service and supports strategic planning. And yet many publishers have such poor customer data that they cannot provide libraries with accurate lists of what they subscribe to. So what has been going wrong? This breakout session will outline how to get to grips with data quality, and provide tips for cleaning data and improving data capture. A practical case study from the BMJ will demonstrate how investing in a data quality programme can bring substantial benefits to the entire organisation.

9. UK Research Reserve – where we are and where to go from here?
Daryl Yang
Imperial College London

UK Research Reserve (UKRR) has served the community since 2007. Following a successful pilot phase, UKRR launched Phase Two in 2009 with £10m funding support from HEFCE. This strategic partnership between HE and the British Library aims to support libraries to de-duplicate journal holdings. It enables libraries to repurpose space and improve services they provide locally. The shared service model is the first of its kind and the capital saving it has achieved so far is estimated to be more than £20m. Phase Two will come to an end in 2015. In this session we will share UKRR’s journey so far and our plans for the future with the audience.

10. Service level agreements for cloud-hosted services
Tracey Clarke
University of Sheffield

Many academic libraries are moving core business systems to the cloud environment because of a range of strategic and operational drivers. These drivers can be as diverse as the simple requirement to reduce the total cost of systems ownership, the need to maintain strategic alignment with the direction of organisational IT policy, or the vision of leveraging collection assets via the synergies offered by a web-scale, above-campus solution. In such a context how do libraries as customers influence vendors and ultimately deliver the systems-based services they have paid for and envisaged?

11. Going mobile – implementing a mobile strategy at the University of Surrey
Claire Koch and Claire Gravely
University of Surrey

As use of mobile devices continues to grow, the University of Surrey Library continues its exploration of the possibilities to use them to improve services. We look back at the past year – how we implemented our mobile strategy; successes and obstacles; and the responses from our staff and users – and look forward to the year ahead.

12. Writing for peer-reviewed and professional journals
Helen Fallon
National University of Ireland Maynooth

Helen Fallon, an experienced facilitator of academic writing workshops, shares insights and tips on writing for academic publication in journals. The aim of the session is to provide increased confidence and motivation to write for academic publication. There will be an opportunity for participants to sign up for an online writing group after the event, if they wish.

13. Exploring a shared approach to managing article processing charges (APCs)
Jo Lambert
Jisc Collections

The Jisc APC pilot project is responding to a changing global Open Access landscape by exploring key issues around the management of article processing charges. By bringing together representatives from academic institutions, publishers, funders and intermediaries, the project is exploring different approaches to managing APCs and investigating opportunities for achieving greater efficiencies. The breakout session will reflect on some of the challenges of managing APCs, provide examples of good practice and communicate lessons learned.

14. Theory into practice: how is KB+ being used?
Damyanti Patel
Jisc
Sonia Wilson
University of Stirling
Phill Hall
ProQuest

KnowledgeBase+ (KB+) is a shared service from Jisc to help institutions manage their e-resources more efficiently. This session will consist of a panel of speakers from a range of stakeholders across the supply chain talking about their experience of KB+. You will have the opportunity to hear how an institution is using KB+ and its impact. You can discover more about the work behind adding content to the knowledge base and collaborating with institutions on developing KB+. You will also hear about the challenges and benefits KB+ provides for vendors and publishers. This session will provide a useful overview of KB+.
15. Massive Open Online Courses: flexible friend or foe?
Jo-Anne Murray  
*University of Edinburgh*  
Sally-Anne Betteridge  
*University of Birmingham*

MOOCs are designed to be student-led with little input from the educator other than the provision of the learning materials. They are based on building connections, collaborations and resources between participants. However, there is limited information available on participants' perceptions of MOOCs. Jo-Anne Murray will share experiences of developing and running a MOOC. Sally-Anne Betteridge will then present her experiences of participating in a MOOC. This session will also look at the lessons learned from running a MOOC and how this may inform teaching practices generally.

16. Fast, autonomous and verifiable: piloting a new method for gathering library usage statistics independently from the resource provider
Richard Cross  
*Nottingham Trent University*  
Joshua M Pyle  
*Dublin Six*

Metrics about the use of library resources is a growing preoccupation for all library services concerned to demonstrate value-for-money on their resource budgets and prove that their customers are using the materials they acquire. In 2013 Nottingham Trent University became the first UK university to begin piloting the new AUDITOR application from US start-up Dublin Six. The AUDITOR combines sophisticated web traffic logging (at the network level) with a range of analytical and reporting tools to provide COUNTER-compliant usage data for library resources, which is collated and analysed independently of any publisher service. In contrast to the time-delayed (and ultimately unverifiable) data offered by publisher websites, the AUDITOR generates usage analytics based on the verifiable network traffic of the institution, producing reports which reflect near real-time usage. As well as having immediate value in itself, this autonomous usage statistics service will, as the product develops, support a range of proactive services designed to improve the library customer experience (through more timely responses to interruptions in online publisher services) and enhance collection management processes (by offering responsive analytics on events such as ‘turnaways’). This session will introduce the key features of the AUDITOR application; explain how and why NTU chose to be such an early adopter of the AUDITOR; and describe how the library service at NTU will be leveraging the data and reporting tools that the AUDITOR provides to improve service management and delivery.

17. From acquisition to activation with our new next-generation library management system
Tim O’Neill and Justin Parker  
*The University of Manchester Library*

In July 2013 The University of Manchester Library joined with Salford, Sheffield and Imperial to form “cohort 3” of the UK Alma Early Adopters. Amongst the key features promoted by Ex Libris were ‘unified resource management’, ‘collaborative metadata management’, ‘optimised resources and data’ and ‘intelligent collection development’. This session will appraise these features and consider the extent to which they have streamlined the workflow for materials from acquisition through to activation.

18. The Library happens elsewhere
Anders Söderbäck  
*Stockholm University Library*

Open Access and patron-driven acquisitions mark the beginning of the end of libraries as we know them. New models of research, education and publishing promise an end to what was once perceived as the core of library services: The Collection. In its stead libraries take on new responsibilities in supporting research and researchers – publishing, rather than purchasing, information. How can this change be achieved, not only in theory, but also in practice?

19. Tell us what you want, what you really, really want: a blank page approach to reviewing serial subscriptions
Helen Adey  
*Nottingham Trent University*

Nottingham Trent University (NTU) has traditionally conducted annual reviews of serial subscriptions in an attempt to ensure that maximum value for money is achieved and the best profile of subscriptions is maintained. Following a benchmarking survey in May 2013, NTU decided to pilot a ‘blank sheet’ approach to journal selection with three academic departments. This session will outline the findings of the benchmarking survey and present initial outcomes from the blank page review, including an analysis of the pros and cons of different approaches to establishing a successful review of serial subscriptions.
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20. NISO Demand Driven Acquisition (DDA) Best Practices Guidelines
Michael Levine-Clark
University of Denver
Barbara Kawecki
YBP Library Services

The Co-Chairs of the NISO DDA Best Practices group will discuss guidelines and best practices for Demand Driven Acquisition programmes, including recommendations for access models, technical issues and metrics.

21. DIY market research
David Armstrong
TBI Communications

To provide appropriate content and services, it is vital for everyone involved in the provision of knowledge to have a good understanding of what their ‘customer’ needs – from how end users discover and use information, to how librarians prefer to be informed about new publications, or even how publishers want to engage with vendors. Given that most of us have limited resources for strategic market research, to what extent can you Do It Yourself? This session will provide tips and techniques for simple but effective customer research.

22. Forever Changes: cultivating resilience in times of challenge, uncertainty – and opportunity
Sarah Durrant
Red Sage Consulting/Sarah Durrant Coaching
Niels Jørgen Blaabjerg
Aalborg University

Why is it that, when faced with change and uncertainty, some people remain confident and optimistic whilst others struggle? Such resourcefulness or resilience is an increasingly valuable and necessary quality in highly dynamic sectors such as ours, where disruption and uncertainty are familiar features of the landscape. The good news is that, however we habitually respond to uncertainty, we can cultivate awareness, skills, behaviours and habits to enhance our resilience. Drawing from the latest research, this workshop explores human behaviour in adverse conditions and shares practical tools and models designed to help build our resilience. It demonstrates ways in which we, and the organisations we work for, can respond to uncertainty and opportunity with creativity, wisdom and confidence.

23. A practical guide to making digital books
Zak Mensah
Bristol Museums, Galleries and Archives

Before open practices were popular, I could not easily help you write a book. However, in 2014, and with lots of open resources for us to use, I can now help you make a digital book. In this practical session I will introduce you to key tools and present a simple workflow that will help you build an ebook.
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24. OER or Open Educational Resources: are they just another name for MOOCs?
   Siobhán Burke
   Mimas, The University of Manchester

   MOOCs seem to be the flavour of the month in education circles but how do they fit with OER? This session will try to answer that question by providing an overview of OER in terms of the similarities with and differences from MOOCs. Also included will be some international insight into the main players in terms of repositories and platforms, institutions, organisations and creators. It will look at the types of content available and how educators are engaging with OER.

25. The development of bibliometric and citation analysis services
   Stephen Pearson and Scott Taylor
   University of Manchester Library

   The presenters will talk about their development of bibliometric and citation analysis services for researchers since taking up their posts in the wake of the restructure of the University of Manchester Library’s Research and Learning Support Division in 2012. Areas to be covered will include: training for administrative staff and academics; the provision of standard reports; contributions to internal and external evaluations of the quality of the University’s research; analysis of research collaborations; and the evaluation of new tools.

26. Unearthing gold: hard labour for publishers and universities?
   Paul Harwood
   EBSCO

   Policy and mandate in the UK in respect of open access to research outputs will, it seems, create a different kind of gold rush. Whilst the traditional gold rush was characterised by buoyant feelings of a ‘free for all’, it was also notable for being a period of feverish activity. Sound familiar? This session shines a spotlight on the administration of Gold APC transactions across the supply chain and asks how simplicity, transparency and efficiency can best be achieved.

27. Altmetrics in practice
   Mike Buschman
   Plum Analytics, an EBSCO company

   Citation counts have long been the standard measure of academic research usage and impact. Specifically, published articles in prominent journals citing other published articles in other prominent journals equate to prestige and tenure. Metrics can now be harvested and applied to research around usage, captures, mentions, and social media, in addition to citations, giving a much more comprehensive and holistic view of impact. These new metrics are also much more timely than citation metrics and can keep pace with new formats much faster than the entrenched, legacy practices. Mike Buschman, co-founder of Plum Analytics, will highlight some practical ways institutions are using these new metrics today and what the future holds.

28. All about the UK Data Archive
   Louise Corti
   UK Data Archive, University of Essex

   In this session participants will learn about what data collections the UK Data Archive hold, how data creators are supported in their data collection and management activities, and what users do with the data. The UK Data Archive hosts the ESRC’s flagship UK Data Service which provides users with seamless and flexible access to a wide range of data resources to facilitate high quality social and economic research and education.
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• Mass Observation - final release completes the collection
29. **Reputation matters: towards an author economy**  
   Melinda Kenneway  
   TBI Communications Ltd

   We are moving towards a world where measurement predominates. The rise of article level metrics will inevitably focus attention on individual researcher performance, with publications a central measure of their effectiveness. Other changes related to improvements in citation measurements based on who is citing an article, as well as pre-peer review scoring systems, will further drive the importance of researcher reputation. In this session we will examine some of these changes and reflect on the implications for authors, publishers, institutions and funders.

30. **Libraries, research projects and research data**  
   Suzanne Enright  
   University of Westminster  
   Ken Chad  
   Ken Chad Consulting Ltd

   Many universities are looking at how they can better serve the needs of researchers. The University of Westminster undertook a short project in 2013 to look at needs and attitudes related to research data management. The result led the University to look first at the lifecycle of research staff workflows and on reducing administration-related workload. Rapid development of an online system is supporting this. The session will describe the project in more detail, together with the impact and future work.
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