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KNOWLEDGE COMMUNITY

# Conference 2018 and Exhibition

9–11 April 2018  
SEC, Glasgow  
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# P R O G R A M M E

## Monday 9 April

▶ 08.00	<b>Registration</b> , Hall 1
▶ 08.30	<b>Refreshments and exhibition viewing</b> , Hall 2 (sponsored by <b>LM Information Delivery</b> )
▶ 10.00	<b>Opening of the Conference</b> , Lomond Auditorium Ross MacIntyre, <i>Interim Chair, UKSG</i> <b>Greetings from NASIG</b> Steve Oberg, <i>President, NASIG</i> <b>Presentation of the 2018 John Merriman Joint NASIG/UKSG awards</b> (UK award sponsored by <b>Taylor &amp; Francis Group</b> ) <b>Presentation to the sponsored students and early career professionals</b> (Awards sponsored by <b>SAGE Publishing</b> )
Plenary Session 1 Lomond Auditorium	<b>Pushing boundaries and razing walls: news from the front in the open access transition</b> <b>Chair:</b> Ross MacIntyre <i>Jisc</i>
▶ 10.30	<b>National licence negotiations advancing the OA transition: a view from Sweden and the UK</b> Anna Lundén <i>National Library of Sweden</i> Liam Earney <i>Jisc</i>
▶ 11.00	<b>Internal conflict or growth opportunity: publisher approaches to the OA transition</b> Caroline Sutton <i>Taylor &amp; Francis Group</i>
▶ 11.30	<b>Just how open are we?</b> Ralf Schimmer <i>Max Planck Digital Library</i>
▶ 12.00	<b>Lunch and exhibition viewing</b> , Hall 2 (sponsored by <b>LM Information Delivery</b> )
▶ 13.30	<b>Breakout sessions</b> (Group A), Loch Suite/Seminar Suite
▶ 14.30	<b>Breakout sessions</b> (Group B), Loch Suite/Seminar Suite
▶ 15.30	<b>Refreshments and exhibition viewing</b> , Hall 2 (sponsored by <b>LM Information Delivery</b> )
▶ 16.00	<b>Breakout sessions</b> (Group C), Loch Suite/Seminar Suite
Lightning Talks Session 1 Lomond Auditorium	<b>Chair:</b> Matt Borg <i>Ex Libris</i>
▶ 17.00	<b>From real world research to real world impact</b> Harriet Bell <i>Emerald Publishing</i>
▶ 17.10	<b>Annotations as research objects: findable, indexable, accessible and reusable</b> Heather Staines <i>Hypothes.is</i> Jennifer Lin <i>Crossref</i>
▶ 17.20	<b>Open Science – UK Elsevier/Jisc partnership</b> Lesley Thompson <i>Elsevier</i>
▶ 17.30 to 18.30	<b>Reception and exhibition viewing</b> , Hall 2
▶ 19.00	<b>Supper and quiz</b> , Glasgow Marriott Hotel (additional bookable option) (sponsored by <b>wizdom.ai</b> ) or: <b>Free evening</b>



# Tuesday 10 April

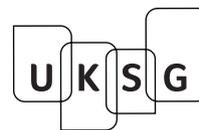
▶ 08.30	<b>Registration</b> , Hall 1
Plenary Session 2 Lomond Auditorium	<b>Policies and practices</b> <b>Chair:</b> Helle Lauridsen <i>Helle Lauridsen Consult</i>
▶ 09.00	<b>The critical policy and strategic challenges for higher education</b> Chris Hale <i>Universities UK</i>
▶ 09.30	<b>Privacy and the library patron: an ongoing ethical challenge</b> Seeta Peña Gangadharan <i>Department of Media and Communications, London School of Economics and Political Science</i> David McMenemy <i>Computer and Information Sciences, University of Strathclyde</i>
▶ 10.00	<b>Guns, lies and sex tapes: how the primacy of emotions over reason gave us fake news (and Trump!)</b> Adam Blackwell <i>ProQuest</i>
▶ 10.30	<b>Refreshments and exhibition viewing</b> , Hall 2 (sponsored by <b>AdvantageCS</b> )
▶ 11.00	<b>Breakout sessions</b> (Group A), Loch Suite/Seminar Suite
Lightning Talks Session 2 Lomond Auditorium	<b>Chair:</b> Colleen Campbell <i>Max Planck Digital Library</i>
▶ 12.00	<b>Public libraries and academic resources</b> Mark Williams <i>Jisc</i>
▶ 12.10	<b>Providing research data services in changing times</b> Robin Rice <i>University of Edinburgh</i>
▶ 12.20	<b>Creating communities with Research Cafés: how libraries can connect the University</b> Katherine Stephan <i>Liverpool John Moores University</i>
▶ 12.30	<b>UKSG Annual General Meeting</b> , Lomond Auditorium
▶ 13.00	<b>Lunch and exhibition viewing</b> , Hall 2 (sponsored by <b>AdvantageCS</b> )
▶ 14.30	<b>Breakout sessions</b> (Group B), Loch Suite/Seminar Suite
▶ 15.30	<b>Refreshments and exhibition viewing</b> , Hall 2 (sponsored by <b>AdvantageCS</b> )
▶ 16.00	<b>Breakout sessions</b> (Group D), Loch Suite/Seminar Suite

## Tuesday 10 April

<p>Lightning Talks Session 3 Lomond Auditorium</p> <p>▶ 17.00</p> <p>▶ 17.10</p> <p>▶ 17.20</p>	<p><b>Chair:</b> Yann Amouroux <i>Bioscientifica</i></p> <p><b>Beyond research: (re)positioning the academic library at the centre of teaching and learning</b> Robert Iannello <i>Arm Education Media</i></p> <p><b>Build integrity in: lessons from a redevelopment of Jisc's Library Support Services</b> Bethan Ruddock <i>Jisc</i></p> <p><b>Assessing the impact of educational video content on student learning</b> Michael Carmichael <i>SAGE Publishing</i></p>
▶ 17.30 to 18.00	<b>Exhibition viewing</b> , Hall 2
▶ 19.00	Evening theme: <b>Tartan</b> Venue: <b>Hilton Glasgow Hotel</b> (sponsored by <b>Bloomsbury Digital Resources</b> )
▶ 20.30	<b>Reception</b>
▶ 22.30 to 01.00	<b>Conference dinner</b>
	<b>Ceilidh, disco and bar</b>

## Wednesday 11 April

▶ 09.00	<b>Registration</b> , Hall 1
▶ 09.30	<b>Breakout sessions</b> (Group C), Loch Suite/Seminar Suite
▶ 10.30	<b>Refreshments and exhibition viewing</b> , Hall 2 (sponsored by <b>Institution of Engineering and Technology</b> )
▶ 11.00	<b>Breakout sessions</b> (Group D), Loch Suite/Seminar Suite
<p>Plenary Session 3 Lomond Auditorium</p> <p>▶ 12.00</p> <p>▶ 12.15</p> <p>▶ 12.45</p>	<p><b>Thought provokers</b> <b>Chair:</b> Incoming Chair <i>UKSG</i></p> <p><b>Introduction</b> Incoming Chair <i>UKSG</i></p> <p><b>From journal production to content marketing: transforming roles in a changing landscape</b> Mike Cannon <i>American Speech-Language-Hearing Association</i></p> <p><b>Influencing the future of Higher Education – excellence accelerators</b> Vijaya Nath <i>The Leadership Foundation for Higher Education</i></p>
▶ 13.15	<b>Close of conference</b> (packed lunch sponsored by <b>Institution of Engineering and Technology</b> )



# Breakout Sessions

There will be 32 breakout sessions from which to select, split into four groups of eight.

**The Group A sessions will run concurrently for 45 minutes on: Monday 9 April at 13.30 and Tuesday 10 April at 11.00**

**The Group B sessions will run concurrently for 45 minutes on: Monday 9 April at 14.30 and Tuesday 10 April at 14.30**

**The Group C sessions will run concurrently for 45 minutes on: Monday 9 April at 16.00 and Wednesday 11 April at 09.30**

**The Group D sessions will run concurrently for 45 minutes on: Tuesday 10 April at 16.00 and Wednesday 11 April at 11.00**

Delegates will be able to attend a different session of their choice for each of the eight time slots and are not required to select their preferences in advance.

## Breakout Sessions

## Group A

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### 1. **Organization Identifier Registry update**

Ed Pentz  
*Crossref*

Organization identifiers are a key part of the scholarly communications infrastructure. At the beginning of 2017 Crossref, DataCite and ORCID formed a working group to establish principles and specifications for an open, independent, non-profit identifier registry focused on the disambiguation of researcher affiliations. The group published a set of recommendations and a Request for Information (RFI) to solicit comment and interest from the broader scholarly community in developing the registry. This session will give an overview of the work and an update on current progress.

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### 2. **Advocating for corporate libraries**

Nick Poole  
*CILIP, the UK Library and Information Association*

In today's competitive economy any organisation or company needs to be able to make the most of their knowledge, data and Intellectual Property. A trained information professional can make this happen, but only in the context of an organisation which values their information assets. In this interactive session CILIP CEO Nick Poole will present the findings of specially commissioned research looking at the most effective strategies to advocate for in-house information services and libraries. It draws on evidence from the corporate and public sector and HE/FE. Although primarily aimed at information professionals, the session will be relevant to anyone with a responsibility for advocating for better use of information in their organisation.

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### 3. **Society partnerships transforming the research ecosystem**

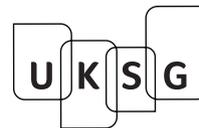
Vincent Cassidy  
*Institution of Engineering and Technology (IET)*  
Karen Hawkins  
*IEEE*  
Lauren Kane  
*BioOne*  
Tim Redding  
*Veruscript*

Learned societies and technical associations have sparked researcher collaboration and dissemination of scientific literature since the Royal Society launched *Philosophical Transactions* in 1665. Societies remain vital, yet their role is challenged by shifts in both researcher behaviour and commercial competition. Societies and associations have responded with collaborative partnerships and innovative new programming. Panellists will discuss their organisations' experiences and the ways in which these collaborations move scholarship forward. The session includes discussion of a joint researcher survey conducted by IET and IEEE.

## Breakout Sessions

## Group A

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4. **(Book) Sprinting towards open publishing: developing strategy and tools to support digital scholarship**  
Joanna Ball and Bethany Logan  
*University of Sussex Library*
- Libraries have an emerging role in advocating for and influencing the development of strategy, policy and infrastructure around digital scholarship and open publishing within their institutions. This case study will explore how we have approached this at institutional level by developing a strategic business plan for University senior management, and also on a practical level by supporting doctoral researchers to carry out a multidisciplinary Book Sprint to publish an open access monograph in four days, providing opportunities to engage with alternative approaches to disseminating scholarly work.
- 
5. **'The Upside Down': exploring offset pricing models and article deposit terms at KAUST**  
Stephen Buck and J K Vijayakumar  
*King Abdullah University of Saudi Arabia (KAUST)*
- In the 'normal' world of retail and commerce you pay for an item and receive the item. The world of academic journals is different. This presentation, based on KAUST's experience to date, will attempt to explain the different models of offset pricing while outlining KAUST's dual approach, redirecting subscription money to publishing money and embedding open access terms in understandable language in our licence agreements, to the problem.
- 
6. **What is all this fuss about? Is wrong metadata really bad for libraries and their end users?**  
Magaly Bascones  
*Jisc*  
Amy Staniforth  
*Aberystwyth University*
- Wrong, incomplete or inaccurate metadata affects the performance of system-based library operations and the services libraries propose to library patrons. Using concrete examples, we will present the day-to-day difficulties librarians and library users encounter due to poor quality metadata and their impact on access, decision making and discovery. This session will contribute to the general discussion about poor quality metadata, aiming to illustrate how important it is for the publishing and library community to have a good set of metadata for electronic resources circulating in the supply chain.
- 
7. **The latest in open access book publishing**  
Sam Bruinsma  
*BRILL*  
Frank Smith  
*JSTOR*
- In the humanities and social sciences, books are still a preferred format of scholarly communication. OA books have never received as much attention in the OA debate as OA journals and articles. However, the number of titles is growing significantly, funding opportunities are improving and so is the infrastructure for OA books. This session will explore what has been achieved so far and what needs to be done to further improve the sustainability, awareness and attention for OA books.
- 
8. **Facts and fairy tales – the challenges of merging institutions from a staff viewpoint**  
Vibeke Christensen and Inge-Berete Moltke  
*Royal Danish Library*
- The two largest university libraries in Denmark merged on 1 January 2017. Strategic and political reasons were behind this decision but this talk will take a staff viewpoint. The focal point will be the challenges of licences: which resources do we have in common, where do we differ, which deals do we renegotiate and which do we cancel? Besides this, the session will also touch upon other analyses of current systems and the challenge of merging different institutional cultures.



## Breakout Sessions

## Group B

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9. **Setting your cites on open: the Initiative for Open Citations (I4OC) – what it is, why it matters and how you can get involved**

Catriona J MacCallum  
*Hindawi*

Citations are the way that researchers communicate how their work builds on and relates to the work of others and they can be used to trace how a discovery spreads and is used by researchers in different disciplines and countries. Creating a truly comprehensive map of scholarship, however, relies on having a curated machine-readable database of citation information, where the provenance of every citation is clear and reusable. The Initiative for Open Citations (I4OC), a campaign launched on 6 April 2017, sought to make publisher members of Crossref aware that they could open up the citation metadata they already give to Crossref simply by asking them. With the support of major publishers and the endorsement of funders and other organisations, more than 50% of citation data in Crossref is now freely available, up from less than 1% before the campaign. This provides the foundation of a well-structured, open database of literally millions of datapoints that anyone can query, mine, consume and explore. The presenter will discuss the aims of the campaign, the new innovative services that are already using the data, what more still needs to be done and how you can support the initiative.

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10. **Publishing Open Access: the 'new' University Press and other alternatives**

Andrew Lockett  
*University of Westminster Press*

This workshop focuses on the key decisions involved when contemplating library- or university-based open access publishing against the backdrop of a vibrant, complex and fast-moving UK and global scene. It touches upon issues of structure, accountability, expectations and also format and genre – e.g. books vs. journals or textbooks – and problems connected to the diverse levels of awareness that exist about publishing and open access within academic communities. Participants will be urged to consider a wide range of options and the potential of collaborative infrastructures.

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11. **The revolution will be open: open source and open access products as viable rivals to vendor products**

Simon Barron  
*SOAS, University of London*

This session will look at open licensing initiatives in libraries – open source software and open access publishing – as viable alternatives to subscription products from large corporate software vendors and publishers. With a focus on open source search and discovery software, the presenter will outline the technical, cultural and ethical advantages of moving away from vendor-controlled products and subscriptions.

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12. **User experience in libraries**

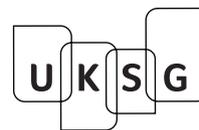
Matt Borg  
*Ex Libris*

User experience (UX) in libraries is still a hot topic. There is a lot of good practice going on, and this talk will look at the current state of UX in libraries. It will look at some basic ethnographic techniques, models of UX adoption and look to what might be happening in the field over the next couple of years.

## Breakout Sessions

## Group B

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13. **Visualising the data: how accessible insights can really deliver impact for libraries**  
 Siobhán Burke and Jo Lambert  
*Jisc*
- Data is supporting strategic decision making in libraries, and the increasing prevalence of visualisation tools offers quicker, easier and more accessible routes to data analysis. Jisc has been developing its library analytics offering, visualising data using tools such as Tableau. These visualisations can save staff time and enable data to be shared with more people, more widely, in an engaging format. The session will present case studies illustrating how libraries have used the tools to communicate statistical information and the value and impact they have delivered.
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14. **Reducing waste on e-book acquisition to zero (PDA)**  
 Ted Spilsbury  
*UWE Bristol*
- In 2016 UWE decided to move almost all e-book acquisition to a patron-driven acquisition (PDA) model through a single supplier. This is an overview of the drawbacks and benefits of using such an approach, and how we intend to develop our e-book strategy going forward to meet the challenges presented now and in the future.
- 
15. **Fostering and protecting cultures of collaboration: the role of libraries and publishers**  
 Catherine Williams  
*Altmetric*  
 John Rogers  
*University of Stirling*  
 Liz Allen  
*F1000*  
 Yvonne Nobis  
*University of Cambridge*
- Data has shown time and time again that UK institutions achieve bigger successes when they collaborate with colleagues internationally, and from within the EU in particular. To what extent does the changing political landscape present a threat to growing an open research ecosystem, and what role can libraries and publishers play in supporting collaboration for the future?
- 
16. **Building long-term relationships with publishers**  
 Nikki Rowe  
*Chest Agreements*
- Nationally negotiated licence agreements for digital content have been a game changer providing affordable content with appropriate terms and conditions to universities and colleges. Constancy has been key to their success. Nikki will draw on her 25 years' experience to deliver some useful advice on the importance of building and maintaining relationships with publishers as they have adapted to new technologies.



## Breakout Sessions

## Group C

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**17. The Knowledge Exchange Framework for Open Scholarship: a new perspective on the challenges of Open Scholarship**

Chris Keene  
*Jisc*  
Bas Cordewener  
*Jisc/Knowledge Exchange*

The Knowledge Exchange is a partnership of six national organisations within Europe. As part of its ambition to make Open Scholarship work, the Knowledge Exchange has developed a Framework for Open Scholarship. This sets out the different phases in the research life cycle against a variety of perspectives that present barriers/challenges for Science/Scholarship to be open, at the same time acknowledging that there are many levels of stakeholders, reaching from individual researchers to institutions to national governments. In this talk the presenters will explain the partnership and share their recent report and current work around Open Scholarship.

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**18. Teaching and learning outcomes: the TEF (Teaching Excellence Framework) – a new world for libraries, publishers and intermediaries**

Ken Chad  
*Ken Chad Consulting Ltd*

A focus on measurement and assessment of teaching and learning outcomes has become entrenched in policy and the strategies of academic institutions. In the UK this trend has crystallised in the Teaching Excellence Framework (TEF). Librarians are increasingly managing course-specific resources that up to now had been the province of the Virtual Learning Environment (VLE) or digital textbook platforms. This session looks at the impacts on content and licensing, e-textbooks and the potential merging of library and educational technology.

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**19. Creating solutions from budget frustrations: a post-1992 and a Russell Group perspective**

Tifaine Dickinson and Nicola Tricker  
*University of Plymouth*  
Yvonne Nobis  
*University of Cambridge*

The University of Plymouth Library, like most, continues to try to run a first-class service in the face of rising costs and a limited budget. Tifaine and Nicola will discuss how they are meeting this challenge by working with the Finance Department to be more 'savvy' about their spend throughout the year, and by using analytics – particularly with the E-textbooks initiative – to inform their decisions, and what conversations they have with suppliers and academics. Acquisition budgets for the sciences at the University of Cambridge are also under pressure, with the added complication of being a legal deposit library thrown into the mix. Yvonne will talk about how increasing e-book provision is being used to fill the gaps, and many of the frustrations this strategy involves. She will also discuss the problems that 'bundled' publisher offerings create for the science librarian.

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**20. Monitoring open access cost and publication data – hands-on examples from two Swedish HEIs**

Lisa Lovén  
*Stockholm University Library*  
Frida Jakobsson  
*Karolinska Institutet University Library*

Stockholm University Library (SUB) and Karolinska Institutet University Library (KIB) have taken different approaches on how to monitor the APC costs at their respective universities. At SUB the primary source for compiling the costs is the university's accounting system, while KIB is investigating if the starting point could be publication data, from which APC costs are estimated. In this session the presenters will discuss their findings, the pros and cons of different approaches, and how they are striving to gain control of the total cost of publication.

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**21. Setting up an effective Request For Proposal (RFP) and the benefit of using third-party knowledge**

Tracy Gardner  
*Renew Publishing Consultants*  
Yann Amouroux  
*Bioscientifica*

Given the complexity of creating RFPs, organisations are not always fully equipped to ask the correct questions, and might even lack the required technical knowledge. This talk will demonstrate the importance of considering input from others when setting up your own RFP as this can save time and money – the risks of not identifying all potential pitfalls at RFP stage can be time-consuming and costly a few years later. This talk will apply to all in the industry, from publishers seeking out new platform providers to libraries sourcing vendors for specific projects.

## Breakout Sessions

## Group C

22. **Maximising the value of learning and teaching resources in the FE sector**

Karla Youngs  
*Jisc*

This session will showcase how Jisc can support the FE sector in dealing with the challenges of funding pressures, curriculum and qualification changes, and new apprenticeships and skills routes to ensure that learners and teaching practitioners have the relevant and interactive resources to support their needs. Lessons will be shared and highlighted about how Jisc has sought continuous service enhancement of improving the content offer at a reduced cost, for the benefit of the whole academic sector.

23. **Trouble(shooting) with a capital T: how categorising and analysing electronic resource problems can be pre-emptive and productive**

Geraldine O Beirn  
*Queen's University Belfast*

Link resolver failures, erroneous URLs, EZproxy configuration errors and inaccurate metadata in e-resource records are commonplace problems reported by users in pursuit of e-resource access. This presentation describes the categorisation and analysis of data generated from the troubleshooting process over the period of an academic year. The process is designed to be pre-emptive, seeking to anticipate e-resource problems that users may encounter, and productive, providing insight to inform user instruction and trigger mechanisms to create enhanced electronic access for users.

24. **Should we really be worried about predatory publishers?**

Helen Dobson  
*The University of Manchester Library*

Does the notion of 'predatory' publishing alarm, confuse or amuse you? This session will consider what makes a publisher predatory, who is affected by so-called predatory publishers, and how the scholarly communication community is responding to the perceived threats such publishers pose. You will also be invited to consider the role of your own sector and/or organisation in this often inflammatory debate.

## Breakout Sessions

## Group D

25. **Exploring the legal alternatives to paywalls**

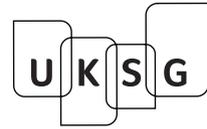
Joe McArthur  
*Open Access Button*

Getting free, legal access to articles behind paywalls has never been easier. There are excellent options wherever you, or your patrons, are. In this workshop we will discuss some of them. Expect to learn about how tools like Open Access Button, oaDOI and Unpaywall work, and how Open Access resources can be used in ILL systems, link resolvers and library search. You will leave the workshop with tools you can deploy today to increase your campuses' access to research without increasing your budget.

26. **TERMS redefined: developing the combination of electronic resource management with open access workflows**

Graham Stone  
*Jisc Collections*  
Peter McCracken  
*Cornell University*  
Jill Emery  
*Portland State University Library*

While many librarians have developed mechanisms and structures for managing local scholarship separate from their standard resource management practices, the intersection of the two content streams is occurring at many institutions. During the past decade the presenters have dedicated themselves to capturing best practices of electronic resource management and mapping out paths for creating open access workflows. Join them for a lively discussion and interactive session where they outline ways to bring these two initiatives together and identify the teams needed.



## Breakout Sessions

## Group D

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27. **Analysing value for money of journal bundle deals at the University of Strathclyde**  
Fiona Tinto and Sally Bell  
*University of Strathclyde*
- Following successful implementation of processes for analysing the cost-per-use of single journal subscriptions, staff at the University of Strathclyde's Andersonian Library have embarked on projects to create robust analysis for both journal bundle deals and database subscriptions. This session will review the work to date on reviewing journal bundle deals. Case studies will provide context to the discussion of the steps taken, problems encountered and solutions employed in developing a system which can be applied to various multi-title journal subscriptions.
- 
28. **New models for digitisation: 'library crowdfunding' for open access digital collections**  
Paola Marchionni  
*Jisc*
- Providing open access to digitised special and archival collections to enable innovative research, teaching and learning presents a big challenge for institutions due to the cost and resources needed. This session discusses a collaboration between Jisc and US Reveal Digital based on their 'library crowdfunding' cost recovery-open access model for digitisation of special collections and how this enabled the building of a small fund for UK digitisation. It will invite feedback from the audience on such community-based initiatives to inform Jisc's future planning.
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29. **Moving Mass Observation online: keeping context and curation in digital collections**  
Fiona Courage  
*Mass Observation Archive, University of Sussex*  
Martha Fogg  
*Adam Matthew Digital*
- The Mass Observation Archive is held at The Keep at the University of Sussex. The Keep has had thousands of visitors through the door, working with archivists and special collections librarians to curate and streamline their research. When Mass Observation was digitised in partnership with Adam Matthew Digital, how did MO maintain the curatorial expertise and context of the documents in the now online archive? This session looks at how The Keep and Adam Matthew Digital worked together to replicate the archival research experience online without losing the context and curation of the physical material and increased accessibility to more researchers than ever before.
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30. **Helping students via direct advocacy with academics**  
Dominic Broadhurst and Janette Watson  
*The University of Manchester Library*
- This session focuses on a successful structured campaign of academic advocacy to directly impact upon students and increase usage of both library electronic resources and library teaching services. It will highlight the full range of varied engagement activities undertaken with academics and describe the rationale and impact of various marketing collateral designed and distributed. It will also provide an assessment on the outcomes, including some of the successes achieved and the issues to be addressed in the future.
- 
31. **User-focused authentication and resource access fit for the 21st Century**  
Jon Bentley  
*OpenAthens*
- Simple, secure access to digital resources increases engagement and evidence indicates increased use of library resources leads to better outcomes. But there is a tension between ease of access, security, privacy and good user design. The RA21 initiative has reviewed the common tools available and will set standards for libraries and publishers to follow to deliver the best possible user experience. This session will look at some of the tools that can help set these standards.
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32. **Defeating the imposter within, or, "They haven't found me out yet."**  
Sarah Pittaway  
*University of Worcester*
- As a self-confessed imposter, the presenter intends to offer a frank and personal reflection on her own experiences and insecurities in order to help delegates start to develop more realistic opinions of their own work and capabilities. The session will provide a safe space for delegates to confess what scares them professionally and own up to and confront their own self-doubts. Finally, the session will offer some tips and tricks to keep the imposter at bay or, at least, in perspective.

**UKSG** exists to connect the information community and encourage the exchange of ideas on scholarly communication. It is the only organisation spanning the wide range of interests and activities across the scholarly information community of librarians, publishers, intermediaries and technology vendors.

In a dynamic environment, **UKSG** works to:

- facilitate community integration, networking, discussion and exchange of ideas
- improve members' knowledge of the scholarly information sector and support skills development
  - stimulate research and collaborative initiatives, encourage innovation and promote standards for good practice
- disseminate news, information and publications, and raise awareness of services that support the scholarly information sector.



For booking forms and further information please refer to [www.uksg.org](http://www.uksg.org)

For delegate bookings please contact Samira Koelle, UKSG Events Assistant  
Tel.: **+44 (0)1993 848234** E-mail: [samira@uksg.org](mailto:samira@uksg.org)

For exhibition information and all other enquiries please contact Alison Whitehorn, UKSG Business Manager  
Tel: **+44 (0)1635 254292** Fax: **+44 (0)1635 253826** E-mail: [alison@uksg.org](mailto:alison@uksg.org)

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UKSG reserves the right to alter or vary the programme due to events or circumstances beyond its reasonable control without being obliged to refund monies.

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