

Customer Services: the challenge of demonstrating our value and impact

CSGUK Annual Conference – 27th November 2017

Woburn House, Tavistock Square, Kings Cross, London WC1H 9HQ

<http://www.woburnhouse.co.uk/>

Programme

Time	Session	Speakers
09:15- 09:45	Registration and refreshments	
09:45-10:00	Welcome and work of CSGUK	Libby Homer, Chair of CSGUK
10:00- 10:45	<p>Keynote Presentation</p> <p>The keynote will set the strategic context of value and impact within the environment of increased accountability and regulation in Higher Education.</p>	Alex Bols, Deputy Chief Executive GuildHE
10:45-11:10	Refreshments and Networking	
11:10-11:40	Developing an impact evaluation report template for school librarians in Tower Hamlets Schools Library Services	Lucy Chambers, Tower Hamlets Schools
11:40 - 12:10	Improving the Impact of our Social Media Engagement	Katie Edwards, NHS Education for Scotland
12:10 - 12:40	Virtually There: The work of the Customer Services Team at the University of Sheffield to provide a digital Help Service to library customers and how the impact of this service is being measured.	Lynn Sykes and Alison Morton University of Sheffield
12:40-13:30	Lunch and Networking	
13:30 – 14:15	Evaluating and demonstrating value and impact across UK health libraries	Professor Alison Brettle, University of Salford and Clare Edwards, Health Education England
14:15-14:40	Introduction to Workshop “Measuring up for success. A practical guide to demonstrating your value and impact to stakeholders”	Workshop facilitated by Professor Alison Brettle
14:40-16:00	Workshop activity including refreshments served at 14:40 and feeding back at 15:45	
16:00-16.10	Closing Remarks	Libby Homer, Chair of CSGUK