

"I want it all, and I want it now!":  
 Managing changing user expectations of  
 customer services #CSGUK18



**CSGUK Annual Conference – 26 November 2018**

Cloth Hall Court, Quebec Street, Leeds, LS1 2HA

<http://www.leedsbeckett.ac.uk/conferencing/our-venues/cloth-hall-court/>

**Programme**

09:30 - 10:05	Registration and Refreshments
10:05 - 10:15	Introductions and Housekeeping - Libby Homer, Chair of CSGUK
10:15 - 10:30	Welcome from Professor Phil Cardew, Deputy Vice Chancellor, Leeds Beckett University
10:30 - 11:00	Striving for excellence: managing user expectations and innovating customer services through a library move – Carol Sadlowski and Amy O’Donohoe, Royal Holloway, University of London
11:00 - 11:20	Refreshments and Networking
11:20 - 12:40	Meeting Changing User Expectations in Practice <ul style="list-style-type: none"> <li>• Food for thought: Managing a changing food and drink policy – Rosi Jelfs, Durham University</li> <li>• "The Dancing Floor": Developing inclusive services for "non-traditional" students – David Clover, University of East London</li> <li>• Using the JISC Co-design Playdeck for service design – Nanci Ali and Kerry Gregory, Sheffield Hallam University</li> <li>• Everything you always wanted to know about Library Life Pulse but were afraid to ask – Michelle Sharples and Michael Douglas, University of Manchester</li> </ul>
12:40 - 13:30	Lunch and Networking
13:30 - 14:10	Student Panel – Leeds Beckett University Students’ Union
14:10 - 14:40	Managing Expectations: problems and solutions (prescription pad activity)
14:40 - 15:00	Refreshments and Networking
15:00 - 15:50	New Service Models <ul style="list-style-type: none"> <li>• Falling between the cracks: managing student expectations with different service models – Jayne Batch and Rowan Williamson, Central St Martin’s, London</li> <li>• Managing users’ communication behaviour in a corporate library setting - Arthur Robbins, Roche Products Limited</li> <li>• How we met increasing customer expectations with no additional budget! – Alison Craig and David Moore, University of Hull</li> </ul>
15:50 - 16:00	Closing Remarks – Libby Homer