CSGUK conference 2025: Joining the Dots

Welcome to the annual CSGUK conference. Please use the below channels to ask questions.

Using this Padlet

🔗 **CSGUK** 8/14/25 1:43PM

Using this padlet

Please click on the + plus sign under the relevant column to ask a question or leave a comment for our speakers.

Please begin the post with either Q. for question or C. for comment.

Upvote 👍 other questions if you'd like to hear them responded to.

👍 0 👎 0 💬 0

Keynote: A Practical Toolkit for Librarians and Information Professionals - Amy Stubbing: Solent

🔗 **DETERMINED REINDEER** 11/28/25 10:25AM

Q. How do we make sure our personal bias doesn't creep into the data? Eg twisting numbers to say what we want to do anyway!

👍 1 👎 0 💬 1

> **amystubbing** 12/3/25 12:07PM
> I think i covered this in person but as a reminder it's that 'blank slate' approach. Try to prove your theory wrong rather than right and if you discover you're correct then great, if not then you've learned something

🔗 **ALISON CHARLESWORTH** 11/28/25 10:12AM

Q: Some of the key data used in our business cases—such as enquiry statistics—is manually recorded by the frontline team. However, we've noticed that the logging of these stats can be inconsistent. Do you have any suggestions for encouraging staff to contribute regularly?

👍 2 👎 0 💬 1

> **amystubbing** 12/3/25 12:04PM
> I think a large part of this will be explaining the 'why'. It's all about that culture piece I was talking about and helping people to understand that missed data can mean all the wider effort put in is wasted if we then can't use it! It's also a good idea to be checking that there isn't any data gaps becoming consistent and managing effectively like you would with any other task. It's often seen as an added extra but it needs to not be that

🔗 **DMUNRO10** 11/28/25 10:06AM

Q: Customer Service staff are often creative. Is there a way to make data fun/ creative?

👍 1 👎 0 💬 1

> **amystubbing** 12/3/25 12:06PM
> Absolutely! There's alot of opportunity in qualitative data to think up new approaches but the same can be said for manual quantitative. It's a great idea to engage different staff in the planning, thinking of new ways to collect old data, and consider things as a problem to solve. Doing sessions where you do brainstorm ideas and pinch points is a great way to do this if you don't already

🔗 **DETERMINED REINDEER** 11/28/25 9:59AM

Q. Do you think a lot of librarians think data = maths and maths is scary!?

👍 3 👎 0 💬 0

🔗 **INVISIBLE CARIBOU** 11/28/25 9:58AM

A: Was there any assumptions that you made, where the data then surprised you ?

👍 0 👎 0 💬 1

> **amystubbing** 12/3/25 12:08PM

So many. Largely around usage and how busy a service is (both ways). I think it's very hard to get a real concept of how a service is used when you're in the thick of it, so considering the data can really help to unpick what is assumption and more importantly ~why~ that assumption may have been made

Data driven KPI's - Salesforce: Westminster

UNUSUAL MEERKAT 11/28/25 11:18AM

Do you have any of the team who specialise in certain areas like Library, registry etc who
other team members could speak to before escalating so belong more first line resolution

👍 0 👎 0 💬 1

James 11/28/25 1:42PM
No, but we do have members of the team who will be responsible for updating our one-note page for any new information. We have a teams channel with all our service partners to raise any questions. This is accessed by our Student Centre managers and supervisors.

PEACEFUL BUTTERFLY 11/28/25 11:12AM

How do you keep up to date with all the changes across the different services you try and answer first line enquiries for ?

👍 0 👎 0 💬 1

James 11/28/25 1:40PM
Because the Student Centre model has us as the first line, and as a system to take some of the stresses off the service partners, it is expected of them to update us of any significant change which they do through our teams channels.

If it is a significant update, we will use our weekly training time to invite them to explain changes.

We also encourage staff to let us know if they suddenly see a deluge of enquiries about a change we are not aware of, we can then chase this with the service partner.

FEARLESS OWL 11/28/25 11:11AM

Q. Have you communicated the success back to your students and wider uni community? Do you make KPIs public?

👍 0 👎 0 💬 1

James 11/28/25 1:37PM
Not to students, but absolutely we do to service partners and academics. We rely so much on them championing the student centre, we need to tell them what is and is not working.

ATTENTIVE RHINO 11/28/25 11:10AM

Queries answered

Are team members able to cherry pick the quick enquiries? I'm wondering if there is a risk people might
think, that's a complex one, it will take ages so I'll do another one instead to ensure that they hit the kpi

👍 1 👎 0 💬 1

James 11/28/25 1:26PM
Yes, we ask all staff to answer the oldest query first to make it fair, but know that this is open to people picking and choosing 'easier' enquiries. We discussed allocating enquiries ourselves but chose against but this is something we are monitoring closely

ANONYMOUS 11/28/25 11:10AM

How do you ensure the quality of responses whilst working to your KPI's.

👍 0 👎 0 💬 1

James 11/28/25 1:36PM
This was one of the main bits of pushback initially. This is why we ensured the KPI was achievable instead of being a number that would have tested all staff members. We use the data to see patterns and trends of staff, so if we noticed a sudden drop, then we will check with them that they are not sacrificing quality for quantity.

DMUNRO10 11/28/25 11:04AM

Q: Can you explain a little bit about the structure in the enquiry team, how do they escalate and to whom for support before passing an enquiry to 2nd line?

👍 0 👎 0 💬 1

> **James** 11/28/25 1:32PM
> We have a small team of supervisors who have access to teams chats with out service partners. If our team need to escalate, chase, or seek advice on a query then they will request the support of a supervisor who can check for them.

BUSY SQUIRREL 11/28/25 11:04AM

Was any work undertaken to understand why users were using email rather than live chat? Were there any accessibility/edi aspects that needed to be considered e.g. when removing the email address

👍 0 👎 0 💬 1

> **James** 11/28/25 1:31PM
> We consulted with our wellbeing/DLS team because of this. We also did keep the email on a select few pages where there may be accessability issues. The main issue we had with people using our email over live-chat was it not being promoted effectively outside of the Student Centre, hence why we held webinars with academics et al to highlight the benefits.

ALISON CHARLESWORTH 11/28/25 11:01AM

How do you ensure that there isn't remit creep between 1st line and 2nd line services. Or is the aim for 1st line to be able to answer/resolve more and more?

👍 0 👎 0 💬 1

> **James** 11/28/25 1:27PM
> This requires feedback from our service partners. We want to take on more, and they want us too - but we have, and continue to create a culture of feedback whereby a department will tell us if we overstepped the mark. We will always use such occasions as a learning oppurtunity.

GROOVY OTTER 11/28/25 11:00AM

Q. How do you come up with the benchmark figures for the KPIs - specifically the percentage ones - is there a way to do it that doesn't feel like plucking a number out of thin air? (e.g. the percentage 1st line enquiries)

👍 0 👎 0 💬 1

> **James** 11/28/25 1:26PM
> We were able to use the data from the first year to benchmark against. We wanted all 3 KPI's to push what the Student Centre can do, but also be achievable over time.

Insights to Action - Durham

JULIAN 11/28/25 12:44PM

Question for Maria. What made university managers think that they had asked you to end 24/7 when you were in fact unaware of this.

👍 0 👎 0 💬 1

> **Maria** 11/28/25 2:37PM
> There had been discussions in December. And at one point we had been told we'd be pulling back. But then we had direction from UEC that we would be staying open. Possibly there had not been complete sign off from everyone at UEC!

PEACEFUL BUTTERFLY 11/28/25 12:02PM

Q/ What level of experience in UX did the team have before starting on this project ?

👍 0 👎 0 💬 1

> **mariaacarnegie** 12/2/25 3:56PM
> The team who did the UX interviews had done them before for different topic, so were confident with the approach.

HELPFUL ANTELOPE 11/28/25 11:56AM

Usage data sharing

Did you share any of the usage data with students?

👍 0 👎 0 💬 1

> Maria 11/28/25 2:34PM
> It was shared at committees with student reps and SU present. And we have always been open about it when asked. Some was also published in the student newspaper.

FEARLESS OWL 11/28/25 11:56AM

Q. Were you able to use any sustainability data to inform design making or communicate back benefits?

👍 0 👎 0 💬 1

> Maria 11/28/25 2:43PM
> We had the heating and electricity etc costs and had done some modelling earlier about potential savings by having different opening times. This has been used in previous papers on opening times.
>
> Sustainability also has to be a robust staffing model... so we'd also modelled different staffing costs and opening hours. Outcomes from this included reducing number of contacted security on duty.

PEACEFUL BUTTERFLY 11/28/25 11:54AM

Was your 24/7 opening outsourced ?

👍 0 👎 0 💬 1

> Maria 11/28/25 2:32PM
> We use external security to staff the library 10pm to 8am. All University security is external contract, but we pay for the library cover and arrange separately.

Insights to Action - RHUL

RESPECTFUL EMU 11/28/25 12:15PM

Wonderful engagement work

Really enjoyed your talk. Lovely to see people using UX tools effectively to understand student perspectives. How do you balance attitudinal against behavioural research - the difference between what people 'say they do' and what they actually 'do'?

👍 0 👎 0 💬 1

> Chloe 12/3/25 4:58PM
> Thank you! It was interesting to hear Maria's talk about opening hours as this is certainly something we have experienced with students wanting 24/7 opening but our data not supporting it! We are currently going back to students to ask for their feedback on the changes we have made as a result of the accessibility project, so there may be some things we can tweak or communicate more. We are going to be doing some further UX work on our new Whisper Zone and bookable desks more specifically next term.

ADVENTUROUS TIGER 11/28/25 12:11PM

How did you recruit students and make sure there was an appropriate range of subjects, age groups etc

👍 0 👎 0 💬 1

> Chloe 12/3/25 4:53PM
> We largely recruited students through the university's Disability and Neurodiversity Service (DNS), who kindly sent out an email to their registered students on our behalf. We had also tried recruiting through reaching out to the SU, or own social media, and posters in the library, but we didn't get much traction until DNS contacted their students. We didn't specifically look to recruit a range of subjects, age, groups, etc. - we knew were not going to be able to do everything and meet every need, but were hoping to get a snapshot of students' experiences. We did end up with some diversity in subjects, conditions and identities, and some students also mentioned experiences that friends of theirs had had.

Insights to Action - Queens

BREETREE 11/28/25 12:38PM

Q - you've put a lot of effort into getting your user's perspectives and responding to needs, have you gotten feedback on these improvements?

Insights to Action - Open University

🔗 **DAVID** 11/28/25 12:41PM

Answers on finding resources

You mention that the majority of questions are on 'do you have an item' how does the chat bot respond to that. Can it find items, or does it provide guidance on how to search?

👍 0 👎 0 💬 1

> **lizziemccauley** 12/3/25 1:55PM
> The chatbot can't find items, but it can link to guidance. We have a few web pages associated with finding resources, literature searching etc, and so the chatbot can direct users there

Student Panel: Data collection and ethics

🔗 **GROOVY OTTER** 11/28/25 2:33PM

Do you think other students have similar opinions to you on library matters? You lovely folks are obviously very engaged with the library, but do you think less engaged students have different opinions when it comes to library services?

👍 1 👎 0 💬 0

🔗 **THOUGHTFUL CATERPILLAR** 11/28/25 2:23PM

Referal to suport services/ wellbeing

This is a hypotheical use of library data. Based on that universities have a duty of care to their users. Where is the line of it overstepping? If you had started borrowing books or searching on the catalogue about alcoholism treatment or depression for example which is not related to your course and you were then refered to or contacted by wellbeing services would you feel?

👍 0 👎 0 💬 0

🔗 **SECRETIVE OWL** 11/28/25 2:17PM

Q. Do the students trust the Uni IT teams to look after their personal data? Eg were they aware of the Manchester Uni hack and how would they feel about that/trust their institutions to protect from that

👍 0 👎 0 💬 0

Leveraging data analytics - Herts

Building a Data Driven Library - Southampton

🔗 **CREATIVE BAT** 11/28/25 3:36PM

Do you make your data or dashboards available to users and the wider institution community? And if you do is it ever challenged or questioned?

👍 0 👎 0 💬 1

> **Robbie McGregor** 12/9/25 9:16AM
> We haven't made our dashboards available to users or the wider University community yet, but this is something to consider!

🔗 **CREATIVE BAT** 11/28/25 3:31PM

Q. Did you (and the other speakers today with dashboards) get training support from the institution (on data) ? I'm struggling to self-teach so if you have any tips!!

👍 0 👎 0 💬 0

Feedback on this years conference

LIZZIEMCCAULEY 12/3/25 1:59PM

I'm not sure how intentional it was, but I wanted to applaud some of the sustainable details of this conference. The location was accessible by public transport and on foot, all cups, plates etc provided were reusable, the food was all vegetarian and a lot of it vegan, no excessive use of paper, no unwanted "goodies" that just create waste, reuse of lanyards, etc. Bravo!

👍 1 👎 0 💬 0

GROOVY OTTER 11/28/25 3:16PM

C. Love Birmingham as a central location!

👍 3 👎 0 💬 0

BREETREE 11/28/25 3:15PM

Slides from speakers

Q. Will slides be shared with attendees?
Thanks

👍 1 👎 0 💬 1

> **CSGUK** 11/28/25 3:38PM
> We usually post the presentations to our website. However were a due to change website supplier soon, so there maybe a delay before they go up.

DMUNRO10 11/28/25 12:01PM

C: Its clear Libraries like post it notes!

👍 5 👎 0 💬 0

Do you have any suggestions for next years conference?

BUSY SQUIRREL 11/28/25 3:57PM

Next time it would be good to have more quick comfort breaks between sessions, so you
don't feel you are going to miss part of a presentation, just stretch/get some fresh air etc.

👍 1 👎 0 💬 1

> **Rachel - CSGUK** 12/2/25 3:19PM
> Thanks for the feedback, we will definitely bear this in mind for next year!

BUSY SQUIRREL 11/28/25 3:56PM

It would be nice to have some interactive/discussion sessions to share experiences, beyond the informal networking

👍 0 👎 0 💬 1

> **Rachel - CSGUK** 12/2/25 3:20PM
> Thanks for your feedback. We had so much to pack into the day we were unable to find time for an interactive session this time! We will do our very best to include somthing next year :)

CSGUK 11/28/25 3:56PM

Location to be confirmed:

Date: either Friday 20th or Friday 27th November 2026

👍 1 👎 0 💬 0

ALISON CHARLESWORTH 11/28/25 12:55PM

AI is a hot topic in libraries, and I would be interested to hear how
other libraries are training their staff and embracing (?) this technology.

Secretive Owl 11/28/25 2:44PM
Or something on staff training generally- new ways or innovations?

Groovy Otter 11/28/25 3:41PM
Staff training and development would be good. The thought of going to a completely AI-focused event does not fill me with joy - there are too many and it's fatiguing!