

New directions in customer services

#CSGUK19



CSGUK Annual Conference – 28 November 2019

Principality Stadium, Westgate Street, Cardiff, CF10 1NS

<https://www.principalitystadium.wales/>

Programme

09:30 - 10:00	Registration and Refreshments
10:00 - 10:10	Introductions and Housekeeping - Libby Homer, Chair of CSGUK
10:10 - 10:50	Opening Keynote <ul style="list-style-type: none">Where's the Library then? – Chris Powis, Head of Library and Learning Services, University of Northampton
10:50 - 11:10	Refreshments and Networking
11:10 - 12:45	Looking Beyond: Perspectives and Trends <ul style="list-style-type: none">House of Commons Library: audience segmentation and intervention using best practice from different sectors – Hannah Roberts, House of Commons LibraryManaging enquiries to continuously improve our service – David Turpie, The Open UniversityPeer observation on the front line – Sarah Cull, Royal College of NursingDiscussion - Facing the future: Changes and Challenges – CSGUK Research & Resources Group
12:45 - 13:30	Lunch and Networking
13:30 - 14:50	Supporting the Wellbeing of our Students <ul style="list-style-type: none">Delivering frontline wellbeing support as part of a converged helpdesk – Jenny Foster, Edge Hill UniversityDifferent – not less: enabling Autism Spectrum Disorder students to learn – Sally Bridge, Queen's University, BelfastSensory study in the Library – Laura Waller, University of WarwickActivity Community Collaborations – CSGUK Events Group
14:50 - 15:10	Refreshments and Networking
15:10 - 15:50	Closing Keynote <ul style="list-style-type: none">Where the library leads, others will follow: experience of leading organisation-wide customer service change at Goldsmiths - Leo Appleton and Nuala McLaren, Goldsmiths, University of London
15:50 - 16:00	Closing Remarks – Libby Homer