##### **Change, evolution and disruption in library customer services**

**#CSGUK23**

**CSGUK Annual Conference – 24 November 2023**

**The University of Edinburgh (**[**South Hall, Pollock Estate**](https://www.uoecollection.com/conferences-events/venue-hubs/pollock-estate/south-hall/)**)**

**Programme**

|  |  |
| --- | --- |
| 09:30 – 10:00 | Registration and Refreshments |
| 10:00 – 10:10 | Introductions and Housekeeping - Libby Homer, Chair of CSGUK |
| 10:10 – 10:30 | Icebreaker: What’s the most disruptive thing that has happened to your role / service this year? |
| 10:30 – 11:10 | Keynote: Transformation or disruption? Change as a constant in universities - Anne Poulson, Director of Strategic Change and Delivery, University of Dundee |
| 11:10 – 11:30 | Refreshments and Networking |
| 11:30 – 12:00 | Student panel - what will change for students / what has changed? |
| 12:00 – 12:30 | The continual evolution of the library enquiry service at Exeter Streatham, Exeter Penryn and Falmouth University - Alex Bassett, FX Plus and Sophie Wonnacott University of Exeter |
| 12:30 – 13:30 | Lunch and Networking |
| 13:30 – 14:30 | What can you change in an hour? Workshop led by Maria Carnegie, Durham University and Jenny Foster Edge Hill University |
| 14:30 – 15:10 | Transforming customer services at Leeds - Lorna Bastow and Beth Parry - University of Leeds  Using frontline library staff experiences to develop customer service delivery during times of change - Rachel Dolan and Hattie Blenkinsop, University of Sunderland |
| 15:10 – 15:30 | Refreshments and Networking |
| 15:30 – 16:00 | Relax and Renew at GCU: supporting the wellbeing of our library users - Kimberly Bryce and Julie Smith, Glasgow Caledonian University |
| 16:00 – 16:10 | Closing Remarks – Libby Homer |