



**CONUL Training & Development
/CONUL Customer Services Group
Training Day**

Course Title: Show & Tell: All about the Customer – Initiatives with Impact

Course Code: CONUL T&D 2018: 03

Date: Friday, 27th April 2018

Location: Seamus Heaney Lecture Theatre, Cregan Library, St. Patrick's Campus, DCU, Drumcondra, Dublin 9

10.30-11.00	Registration & Networking with refreshments
11.00-11.15	Welcome & Introduction to the CONUL Customer Services Sub-Group Orla Nic Aodha, Associate Director, Public Services & Outreach, DCU and Chair of CONUL Customer Services Sub-Group
11.15-11.45	“With Customer Service in Mind...” The Impact of Achieving the Customer Service Excellence Standard in Queen’s University Belfast Sally Bridge, Borrower Services Librarian, Queen’s University Belfast
11.45-12.45	Show & Tell Presentations Theme: Knowing Your Customers Chair: Johanna Archbold Ask Us - Building UCC Library knowledge base Anne O’Callaghan, Senior Library Assistant, Academic & Student Engagement Teresa O’Driscoll, Administrative Assistant, Collection Development & Management & Library Systems & Service Support, University College Cork If students did libraries - MU library Innovation competition and the introduction of Energy Pods Elaine Bean, Senior Library Assistant, Facilities & Events, Maynooth University

Appraising peer -led customer service training

Eóin Clarke, Library Assistant, Borrower Services, Queen's University Belfast

Mobile Scanners: discovering how TCD's open collections are actually used.

Maria Kelly, Higher Library Executive, Reading Room Maintenance, Trinity College Dublin

12.45-13.00

Questions & Discussion

13.00-14.00

Lunch

14.00-15.00

Show & Tell Presentations

Theme: Space as Service

Chair: Brian Gillespie

'Please Release Me' - Seat occupancy initiatives at peak times

Louise O'Shea, Senior Library Assistant, Operations, University of Limerick

Changing Space, Changing Service

Paraic Elliot, Library Assistant, Public Services & Outreach, DCU

Come Right In: The Self-Service Day Pass Kiosk

Maolsheachlann O'Ceallaigh, Library Assistant, Client Services, University College Dublin.

Open 24/7 in DCU Library

Eilís Ní Raghallaigh, Library Assistant, Public Services & Outreach, DCU

15.00-15.30

Questions & Discussion

15.30

Close and optional tour of Cregan Library, DCU