

CONUL Innovation Day at Queen’s University Belfast, CONUL T&D 2019:09

“The evolution of Library Services at Queen’s University Belfast: a customer-centred approach.”

Location: Auditorium, McClay Library

Date: 2nd December 2019

Programme:

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| 10.30-11.00 | Registration and Refreshments |
| 11.00-11.20 | <i>Welcome to QUB Library Services and our customer service journey</i> Elizabeth Traynor, Assistant Director (Library Services) |
| 11.20-11.40 | <i>To Inclusivity and Beyond: Developing a Library Service where all flying styles are welcome.</i> Sally Bridge, Borrower Services Librarian, McClay Library |
| 11.40-12.00 | <i>Mind the Gap: Unpacking Tacit Knowledge in HE</i> Norma Menabney, Subject Librarian, |
| 12.00-12.20 | <i>Demystifying primary sources archives in the digital age</i> Louisa Costello, Assistant Librarian, Special Collections & Deborah Sherlock, Subject Librarian, McClay Library |
| 12.20-13.00 | Tours of the McClay Library |
| 13.00 -13.50 | Lunch |
| 13.50 – 15.20 | CSE Speed Networking Session covering: <ul style="list-style-type: none"> • Library Assistant Empowerment • Customer Journey Maps and Mystery Shoppers • Customer Service Staff Training • Customer Surveys • Document Delivery |
| 15.20- 15.30 | Evaluation and close |