**CSGUK Operational Plan 2019** 

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| Objective | Success measures | Responsible group | Deadline | Current status |
| Support the Steering Group in delivering the annual conference | Conference delivered, profit made, positive feedback | Events | 30/11/2019 |  |
| Work with Research and Resources task group on materials/activities relating to the conference theme | Additional resources added to CSGUK website | Events | 31/07/2020 |  |
| Continue to deliver front line staff events | Further events delivered | Events | 31/07/2020 |  |
| Review CSE Networking Jiscmail group - merge with CSGUK? | Future of group determined | Events | 31/07/2019 |  |
| Review content of CSGUK website, identifying content for removal and gaps to be filled | Website content and material updated  Improved website usability | Research & Resources | 31/07/2019 |  |
| Engage with LIS students to support the work of CSGUK and help produce relevant resources or research areas of interest | Links forged and developed with academic or support staff in LIS schools and students engaged with CSGUK | Research & Resources | 31/12/2019 |  |
| Produce resources (case studies, reports) to support customer service development across library sector | Case studies and other resources produced or  commissioned by group members and shared with the  library/CSGUK community    C | Research & Resources | 31/12/2019 |  |
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