**Stick or Twist: how have the experiences of 20-21 shaped customer services?**

**#CSGUK21**

**CSGUK Annual Conference – 26 November 2021 – online**

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| 09:30 – 09:35 | Welcome from Libby Homer, Chair of CSGUK |
| 09:35 – 10:50  | Presentations and panel discussion – “changing times on the front line: cultures and technologies”* “Twisting at Teesside” – Jackie Oliver and Neal Harper, Teesside University, will discuss their new Target Operating Model for customer service delivery.
* “Implementing a whole-library chat service” - Sean Goddard and Ant Groves from the University of Sussex present on the challenges of involving all library staff in the provision of their Library chat facility.
* “Superchat!” - Anne Rowlands of Regent’s University London will explore the use of MS Teams chat to support their chat service.
* “Using technology to support learning and retention at the enquiry desk” - Darren Flynn from the University of Northampton discusses how screen capture recording can support the enquiry service.

Questions / Panel discussion – led by Nuala McLaren, CSGUK |
| 10:50 – 11:10 | Break  |
| 11:10 – 11:30 | “Seeking and reacting to student feedback during the pandemic and beyond” - Mercedes Malloy from Birmingham City University will lead this interactive session on reaching out and responding to students.  |
| 11:30 – 12:00 | Break out discussions – “What are you sticking with? What are you twisting?” |
| 12:00 – 12:30 | Feedback from break out discussions.“From Onsite to Online – virtual tours and workshops at the National Library of Scotland” -Laragh Quinney will give a brief summary of how the Library has taken tours and workshops online over the past two years, and end by taking you into The Void, with a virtual tour recorded for Doors Open Day.Closing remarks by Libby Homer. |