From Consultation to Collaboration: Involving Customers in the Design & Delivery of Services

CSGUK Annual Conference 17th November 2015

King's College London Great Hall, King's Building, Strand Campus, London, WC2R 2LS

Two years ago, CSGUK's first annual conference focused on staff and customer engagement. The customer engagement topics largely focused on effective consultation and building a deeper understanding of our customers. While this remains as important as ever, emphasis is moving from consultation to collaboration. How can we work with customers to move beyond asking their opinion and empower them to shape their services? What benefits are there in involving customers in delivering a wide range of services?

CSGUK warmly welcome you to its annual conference as we prepare to discuss another hot topic. The day promises to provide a great deal of inspiration and ideas with speakers from a wide range of backgrounds. Our keynote speaker is Debbie McVitty, Director of Policy at the University of Bedfordshire. Until recently Debbie was the Head of Policy at the National Union of Students and has worked extensively in the area of student engagement and partnership. We follow with an established academic voice on the subject from King's, and close our morning hearing about a student led initiative at the University of Liverpool Library.

A fabulous afternoon is planned; we open with the opportunity to hear from speakers from outside the sector and have plenty of time to knowledge share and explore practicalities with other delegates. We will hear from two different libraries about initiatives that have involved customers which have led to significant benefits for the service as well as for the individual customers involved.

We hope you will be able to join us for this exciting day.

Location

The conference is being held at the Great Hall, King's Building, Strand Campus, King's College London, WC2R 2LS.

Getting here: http://www.kcl.ac.uk/campuslife/campuses/directions/strand.aspx

Booking arrangements

The CSGUK conference always sells out rapidly, so please book early to avoid disappointment.
The delegate fee is just £90 (VAT exempt).
Click here to book & pay by card.
Click here to book & pay by invoice.

If you have any questions about your booking please email: libraryadmin@kcl.ac.uk

Programme

Time	Item	Speaker
9.00-9.30	Registration & refreshments	
9.30-9.45	Opening remarks and the work of CSGUK	Erin Caseley Chair of CSGUK
9.45-10.30	Keynote speaker Rising to the challenge of student co-production of services	Debbie McVitty Director of Policy University of Bedfordshire
10.30-11.00	Students doing it for themselves: volunteering, work placements and earn as you learn innovating our community library	Janine Downes The Hive, Worcester Ionut Grigorescu University of Worcester
11.00-11.30	Refreshments & networking	
11.30-12.00	From customers to partners: student engagement at the University of Liverpool Library	Emma Thompson University of Liverpool
12.00-12.15	CSGUK focus for the year ahead	Task group chairs
12.15-1.15	Lunch	
12.45-1.05	Ketso – a practical demonstration of a hands-on kit for creative engagement (Room K2.29)	
1.15-1.45	Adapting library and learning environments to student behaviours: student involvement through User Experience at the University of the Arts, London	Leo Appleton University of the Arts, London Tania Olsson London College of Communication
1.45-2.45	Hot topic: 'Communicating, Incentivising and Evaluating Partnerships' A choice of a number of facilitated discussions allowing delegates to consider the practical application of partnership, as well as knowledge share and network	Facilitated by CSGUK task group members
2.45-3.10	Champions as collaborators: involving students in collaborative practice to improve the Library	Caroline Gale University of Exeter
3.10-3.30	Refreshments & networking	
3.30-4.15	Students & Academic Services: from engagement to partnership	Camille Kandiko Howson King's College London
4.15-4.30	Round up and close	CSGUK