**Delivering customer services in the Covid-19 pandemic and beyond**

**#CSGUK20**

**CSGUK Annual Conference – 27 November 2020**

**Programme**

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| 09:30 – 09:40 | Welcome from Libby Homer, Chair of CSGUK |
| 09:40 – 10:20 | Keynote – Nick Barratt, The Open University - The World Turned Upside Down: Rethinking Our Services |
| 10:20 - 11:00 | Break |
| 11:00 – 11:20 | Presentation – Janet Kaul and Jonathan Freckleton, York St John - CSE and COVID-19: a match not made in heaven |
| 11:20 - 12:00 | Presentations and Panel – supporting staff during Covid-19 (short presentations, discussions and questions)   * New staff (Stephanie Chiang and Janet Corcoran, Imperial College London) * Staff wellbeing (Florence Achen-Owor and Amy Stubbing, University of East London) * Furloughed staff/supportive strategy (Lisa Anderson, University of Northampton) |
| 12:00 - 13:00 | Lunch |
| 13:00 – 13:40 | Presentations and Panel – virtual library spaces (short presentations, discussions and questions)   * Library lounge (Lynsey Sampson and Kirsten Watson, University of Strathclyde) * Virtual reading room (Fran Baseby, University of Edinburgh) * Virtual Library Commons (Angela Greenwood and Rhian Whitehead-Wright, University of Sheffield) |
| 13:40 – 14:20 | Presentations and Panel – supporting students on their return to study (short presentations, discussions and questions)   * Laura Percival, Birmingham City University * Maria Centrone and Steve Peters, Canterbury Christ Church University * Student (Leeds Beckett University) |
| 14:20 -15:00 | Break |
| 15:00 – 15:30 | Presentation – Claire Browne and Ann Marie James, University of Birmingham -  Reinventing Customer Services during Covid 19 and beyond: new opportunities for collaboration and strategic alignment |
| 15-30 – 15:40 | Closing Remarks – Libby Homer |