



Academic and National Library
Training Co-operative

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CONUL (Staff Training and Development)

Customer Services Excellence Workshop

ANLTC 2017-03

Wednesday 29th March 2017, The Creative Zone, Ground Floor, Boole Library,
University College Cork, Cork 1000 - 1600

Presenter: Dr Graham Walton

Programme

(Exact details subject to change to keep the workshop as up to date a possible!)

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| 1000 | Registration & coffee/tea |
| 1030 | Welcome and introduction |
| | Workshop activity around the different perspectives of the customer in higher education and its libraries |
| | Presentation on Customer Services Excellence including its purposes and procedures |
| | Group discussion on external quality frameworks (including CSE and Libqual) and their relevance for university libraries |
| 1300 | Lunch |
| 1400 | Presentation on the 57 CSE criteria in the context of the university library |
| | Q&A session on work of Customer Services Excellence Assessor |
| | Group work on the practical implications of CSE including challenges and benefits |
| | General discussion on Irish university libraries and CSE |
| 1600 | Conclusion & course evaluation and conclusion |