



## CONUL Training & Development Group / CONUL Customer Services Group

### Show & Tell: Covid as a Catalyst for Change - Customer Service Initiatives with Impact

**Course Code:** 2021/02

**Date:** Tuesday 6th July 2021

**Location:** Online via Zoom

#### Programme

9.30 - 9.40 **Welcome & Introduction** to the CONUL Customer Services Sub-Group  
**Orla Nic Aodha**, Associate Director, Public Services & Outreach, DCU and Chair of CONUL Customer Services Group

9.40 - 10.10 **Creating Autism Friendly Universities**  
**Fiona Early**, Autism Friendly University Coordinator, Dublin City University

10.10 - 11.20 **Show & Tell Presentations Session 1 / 10 minute presentations**

Chair: Orla Nic Aodha, DCU

1. Pandemic and Post-Pandemic Changes in the McClay Library, QUB. **Susan Massey**, Senior Library Assistant – Borrower Services, QUB
2. The lights are on: the future is bright. **Vanessa Buckley**, Senior Library Assistant – Client Services, UCD
3. Desk Services at Maynooth University Library during the COVID -19 Pandemic. **Edel King** and **Louise Cooke-Escapil**, Engagement & Information Services, MU
4. UCC Library's response to the COVID 19 Pandemic. **Lisa O'Leary**, Library Assistant, UCC Library Service Desk Team

5. Can Cope, Will Cope – the implementation of new services in the provision of physical library material during lockdown. **Dererca Nolan**, Library Assistant, Readers' Services & **Aisling Dunlea**, Library Assistant, Readers' Services, TCD

11.20 – 11.30 **Questions & Discussion on Session 1**

11.30 – 11.45 **Break**

11.45-13.00 **Show & Tell Presentations Session 2 / 10 minute presentations**

**Chair: Alex McIlroy, QUB**

1. Developments in Interlending in the University of Limerick – providing material during a pandemic. **Clare Dwyer**, Library Assistant, Glucksman Library, UL
2. “from chondre” to Drumcondra: editing YouTube’s automatic subtitles. **Mags Lehane**, Senior Library Assistant, Research & Teaching, DCU
3. Aligning Digital Services and Technology with Universal Design. **Elaine Chapman**, Library Assistant & **Sarah Anne Kennedy**, College Librarian, TU Dublin
4. The User Services Response to the Pandemic at Ulster University. **Mary Davies**, Information Assistant, UU
5. Personal Services Behind a Partition: How to offer Customer Service during Covid. **Patrick Dennan**, Reception & Issue Desk Team, & **Grace O’Connor**, Information Services Team, DCU

13.00–13.15 **Questions & Discussion on Session 2**

13.15-13.30 **Wrap up & Close, Mary Dundon, UL**