

## CONUL Customer Services Group Show & Tell Seminar 2023

### All Together Now: Equality, Diversity & Inclusion in our Libraries

**Date:** Friday, 14<sup>th</sup> April 2023

**Location:** Central Quad, TU Dublin, Grangegorman, Dublin 7

- 10:00-10:30      **Registration & Networking (with refreshments)**
- 10:30-10:35    **Welcome & Introduction**  
Orla Nic Aodha, Associate Director, Public Services & Outreach, DCU  
and Chair of CONUL Customer Services Sub-Group
- 10:35-11:00    **Keynote 1**  
**Doing the Hard work of EDI**  
Professor Kalpana Shankar, School of Information & Communications  
Studies, UCD
- 11:00-11:45    **Show & Tell Presentations Session 1**  
**Chair:** Orla Nic Aodha
- 11:00-11:15      **Digitising projects in Maynooth University  
Library using a digital camera and scanner,**  
Bridie O'Neill, Maynooth University
- 11:15-11:30      **RFID: Rapid Returns Anytime,** Ryan Brogan,  
University College Dublin
- 11:30-11:45      **Making Navigation Inclusive,** Alana Mahon  
O'Neill, Dublin City University
- 11.45-12:00      **Questions & Discussion on Session 1**
- 12:00-12.30      **Keynote 2**  
**Authentic Advocacy and Allyship: creating meaningful equality,  
diversity, and inclusion in our libraries**  
Sarah-Anne Kennedy, Assistant Head of Library Services: Client &  
Faculty, TU Dublin.
- 12:30-2:00      **Lunch & optional tour of Grangegorman campus**

2:00-2:45

**Show & Tell Presentations Session 2**

**Chair:** Emma Goode

2:00-2:15

**Empowering Library Staff to provide greater customer service to neurodivergent people,**

Elaine Chapman, Rebecca Jones, TU Dublin

2:15-2:30

**Woodlock Hall Library in DCU as an**

**'autism-friendly' space,** Aodhán Keegan, Dublin City University (Presented by Claire Mason, DCU)

2:30-2:45

**Power of the Peers: Peer Advisors & The Glucksman Library Information Desk During Orientation,** Maeve Shanahan, University of Limerick

2:45-3:00

**Questions & Discussion on Session 2**

3:00

**Closing Remarks**