

QuestionPoint® User Group Meeting

9 May 2018, The Library of Birmingham, Birmingham

Time	Agenda
10:00 – 10:30	Registration & Coffee
10:30 – 10:40	Welcome <i>Natalie Ansell, OCLC</i>
10:40 – 11:15	This is OCLC <i>Cathy King and Andrew Hall, OCLC</i> In this session, Cathy King will do a quick recap on who OCLC are, before a more in depth look at the QuestionPoint roadmap and product strategy. This session will then be rounded off by Andrew Hall who will share the high-level UK achievements of the last twelve months.
11:15 – 11:30	Refreshments
11:30 – 12:15	What's new in your library? <i>Moderated by Chris Willott, OCLC</i> This will provide you with the opportunity to share news and experiences of what is happening in your library.
12:15 – 13:00	Together we make breakthroughs possible <i>Moderated by Cathy King, OCLC</i> We want to hear from you! This is an opportunity to focus on the future challenges you are facing regarding innovation and reimagining what 'the library' will be amid high user expectations. Libraries are having to reconfigure and reshape for this new environment and having to consider how to build awareness and what cross campus collaboration and disruptive technologies mean for them. Delegates will get the chance to feedback the issues they see impacting future user engagement and how these developing needs should inform the direction of OCLC's offerings.
13:00 – 14:00	Lunch and networking
14:00 – 14:45	Best practices workshop <i>Sandra Clark, University of the West of England</i>

	As part of this interactive workshop, you will hear about best practices for policy pages and UK referencing and why this is important.
14:45 – 15:15	The good, the bad and the ugly <i>Sandra Clark, University of the West of England</i> The final session of the day will look at what makes a good chat session and what you can do to improve yours.
15:15 – 15:30	Wrap up and closing remarks <i>Natalie Ansell and Chris Willott, OCLC</i>