Agenda

9:30   **Registration and Networking**

Tea, coffee, refreshments and pastries served.

10:00   **Welcome – Chair's Introduction**

Linda Moffatt, Cornwall County Council Libraries

10:10   **Company Update**

10:30   **The Big collectionHQ Quiz – Part 1**

10:45   **Case Study Presentation**

Anne Nicklen, Somerset County Council Libraries

11:05   **Open Discussion – Efficient stock management**

11:20   **Case Study Presentation**

Linda Moffatt, Cornwall County Council Libraries

11:40   **Open Discussion – How to measure performance**

12:00   **Lunch**

12:45   **The Big collectionHQ Quiz – Part 2**

13:15   **Customer Panel Discussion**

Sandra Seamark, Medway Council Libraries;
Mark Bennett, Tri-Borough Libraries;
Kate Aston-Williams, Gloucestershire County Council

13:45   **Round Table Discussions**

14:45   **Q&A**

15:00   **Forum Close**