



- 9:30**                    **Registration and Networking**  
*Tea, coffee, refreshments and pastries served.*
- 10:00**                   **Welcome – Chair’s Introduction**  
*Joe Oxley, St Helens Library Service*
- 10:10**                   **Company Update**
- 10:30**                   **The Big collectionHQ Quiz – Part 1**
- 10:45**                   **Case Study Presentation**  
*collectionHQ Dashboard*
- 11:05**                   **Open Discussion – How to measure performance**
- 11:20**                   **Case Study Presentation**  
*Applying efficient stock management*
- 11:40**                   **Open Discussion – How to increase efficiencies**
- 12:00**                   **Lunch**
- 12:45**                   **The Big collectionHQ Quiz – Part 2**



**13:15**                    **Customer Panel Discussion**

*Bernadette Smith & Bob Riddick, Lancashire County Council;  
Kimberley Harston, East Riding of Yorkshire;  
Debs Marshall & Pippa Hughes, Doncaster Metropolitan Borough  
Council*

**13:45**                    **Round Table Discussions**

**14:45**                    **Q&A**

**15:00**                    **Forum Close**