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Showers, Ben and Stone, Graham

Safety in Numbers: Developing a Shared Analytics Services for Academic Libraries

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### Monday 22nd July 2013

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>9:30-12:00</td>
<td>LibQUAL+ Exchange of Experience Workshop</td>
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<tr>
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<td>Customer Value for Special Library &amp; Information Services Workshop</td>
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<tr>
<td>12:00-12:45</td>
<td>Welcome</td>
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<tr>
<td></td>
<td>J Stephen Town (Director of Information, University Librarian and Conference Convenor, University of York)</td>
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<tr>
<td></td>
<td>Keynote Speech</td>
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<tr>
<td></td>
<td>The Role of the Library in the Transformative Higher Education Environment</td>
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<tr>
<td></td>
<td>Elliott Shore (Executive Director, Association of Research Libraries)</td>
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<tr>
<td>12:45-13:45</td>
<td>Lunch</td>
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<tr>
<td>13:45-15:15</td>
<td>Parallel Session 1</td>
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#### Impact & Value

<table>
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<tr>
<th>Community Value 1</th>
<th>Quality</th>
<th>Statistics &amp; Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The Right to Read: Assessing a Project to Expand Library Services to Visually Impaired Users in Rural South Africa</td>
<td>LibQUAL+1 and Analytics</td>
<td>e-Resources</td>
</tr>
<tr>
<td>Karin De Jager, Mary Nassimbeni (University of Cape Town)</td>
<td>1. Perceptions of LibQUAL: The Experiences of Library Directors, LibQUAL Administrators &amp; University Libraries in Ireland</td>
<td></td>
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<tr>
<td>2. Are We Leaving them Lost in the Woods with No Breadcrumbs to Follow? Assessing Signage Systems in School Libraries</td>
<td>Ciara McCaffrey (University of Limerick)</td>
<td>1. JUSP: Building on Success</td>
</tr>
<tr>
<td>Lauren Mandel (University of Rhode Island), Melissa Johnston (University of Alabama)</td>
<td>2. The Analysis of LibQUAL Comments with the Help of a Sharepoint List</td>
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<tr>
<td>3. Assessing the Impact of Using Volunteers in UK Libraries: Issues &amp; Methods</td>
<td>Marie Roux (Stellenbosch University)</td>
<td>2. Cost Analysis of e-Journals, based on the Scientific Communities Usage of Science Direct Online Database with Special Reference to Banaras Hindu University Library, India M. Anand Murugan (Banaras Hindu University)</td>
</tr>
<tr>
<td>Judith Broady-Preston (Aberystwyth University)</td>
<td>3. Safety in Numbers: Developing a Shared Analytics Services for Academic Libraries</td>
<td>3. Five Years In – The Impact of Customer Selection of Electronic Books Ellen Safley (University of Texas at Dallas)</td>
</tr>
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<thead>
<tr>
<th>Time</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>15:15-15:45</td>
<td>Refreshments</td>
</tr>
<tr>
<td>15:45-17:15</td>
<td>Parallel Session 2</td>
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<tr>
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<tr>
<td><strong>Impact &amp; Value</strong></td>
<td><strong>Quality</strong></td>
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<tr>
<td><strong>Community Value 2</strong></td>
<td>LibQUAL+ 2</td>
</tr>
<tr>
<td>Leonor Gaspar Pinto (Universidade Nova de Lisboa)</td>
<td>2. LibQUAL+® Triads: Results from the pilot experiences Martha Kyrillidou (ARL), Bruce Thompson (Texas A&amp;M University)</td>
</tr>
<tr>
<td>Hamta Kazemi</td>
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<tr>
<td>3. Library Edge: Public Library Public Access Technology Benchmarking</td>
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<tr>
<td>John Bertot (University of Maryland College Park)</td>
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| 18:30 | **Evening Reception** |
|-----------------|
| **York Minster Library** |
Tuesday 23rd July 2013

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>08:45-10:00</td>
<td><strong>Plenary Session</strong>&lt;br&gt;<strong>Did You Enjoy the Library? Impact Surveys in Diverse Settings</strong>&lt;br&gt;<em>Roswitha Poll, DIN Deutsches Institut für Normung, Germany</em>&lt;br&gt;<strong>One Score On – The Past, Present &amp; Future of Measurement at University of Wollongong Library</strong>&lt;br&gt;<em>Margie Jantti, University of Wollongong, Australia</em></td>
</tr>
<tr>
<td>10:00-10:15</td>
<td><strong>Refreshments</strong></td>
</tr>
<tr>
<td>10:15-11:45</td>
<td><strong>Parallel Session 3</strong>&lt;br&gt;<strong>Impact &amp; Value</strong>&lt;br&gt;1. Assessing the Impact of the Academic Library: from Theory to Practice&lt;br&gt;<em>Selena Killick (Cranfield University)</em>&lt;br&gt;2. Looking for Links: Do Universities Produce More Scholarship when their Libraries Invest More in Electronic Resources?&lt;br&gt;<em>Michael Rawls (Virginia Commonwealth University)</em>&lt;br&gt;3. The Impact of Library Performance on Users' Satisfaction&lt;br&gt;<em>Maysoun Restoum (University of Huddersfield), Steve Wade (University of Huddersfield)</em></td>
</tr>
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<td></td>
<td><strong>Quality</strong>&lt;br&gt;1. Assessing Library Performance in the Short and Long Runs: Efficiency Analysis and Empirical Application&lt;br&gt;<em>Frederico A. de Carvalho (Federal University at Rio de Janeiro), Marcelino José Jorge (FIOCRUZ), Marina Filgueiras Jorge (INPI)</em>&lt;br&gt;2. Towards A Workflow Coefficient&lt;br&gt;<em>Stephen Mossop (University of Exeter)</em>&lt;br&gt;3. Time-driven Activity Based Costing for a Library Cataloguing Process: A Case Study in Estonian University Libraries&lt;br&gt;<em>Kate-Riin Kont (Tallinn University)</em></td>
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<td></td>
<td><strong>Statistics &amp; Measures</strong>&lt;br&gt;<strong>New Measures</strong>&lt;br&gt;1. New Statistic Needs for a New Time&lt;br&gt;<em>Bente Saxrud (BI Norwegian Business School), Mona Henriksen (University Library of Stavanger)</em>&lt;br&gt;2. KPI aka Keeping Purposeful Intelligence: A Case Study from Edge Hill University&lt;br&gt;<em>Rachel Bury (Edge Hill University), Helen Jamieson (Edge Hill University), Megan Juss (Edge Hill University), Ruth Wilson (Edge Hill University)</em>&lt;br&gt;3. Is there More to Quality than Numbers? How Special Libraries Deal with Quantity-Based Evaluation Methods&lt;br&gt;<em>Juergen Warmbrunn (Herder-Institut, Germany)</em></td>
</tr>
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## Tuesday 23rd July 2013 (continued)

<table>
<thead>
<tr>
<th>11:45-13:15</th>
<th>Parallel Session 4</th>
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<tbody>
<tr>
<td><strong>Impact &amp; Value</strong></td>
<td><strong>Quality</strong></td>
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<tr>
<td><strong>Engagement</strong></td>
<td><strong>Improvement</strong></td>
</tr>
<tr>
<td>1. Capturing the Contribution of Subject Librarians: Applying Strategy Maps and Balanced Scorecards to Liaison Work&lt;br&gt;Sheila Corrall (University of Pittsburgh)</td>
<td>1. You Said, We Did….So What?&lt;br&gt;Elizabeth Malone, Robert Elves, Sandy Leitch, Davina Omar (Kingston University)</td>
</tr>
<tr>
<td>2. Affective Relationships between Users &amp; Libraries in Times of Economic Stress&lt;br&gt;Aggeliki Giannopoulou, Giannis Tsakonas (University of Patras)</td>
<td>2. We Said, We Did: Working Together with Students to Develop a Culture of Continuous Service Improvement&lt;br&gt;Leo Appleton (Liverpool John Moores University)</td>
</tr>
<tr>
<td>3. Measures of relationship capital for the Value Scorecard&lt;br&gt;Stephen Town (University of York)</td>
<td>3. The Change Management in the Information Age: Approaches of Academic Library Administrators in Pakistan University Libraries&lt;br&gt;Sidra Shan (International Islamic University, Islamabad), Maqsood Ahmad Shaheen (US Embassy, Islamabad)</td>
</tr>
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| 13:15-14:00 | Lunch |

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Version 2.2 – Jun 2013
### Parallel Session 5

#### 14:00-15:30

**Impact & Value**

1. **Partial Findings from a Case Study Exploring the Strategic Orientations Adopted by a Public Library Service in Relation to their Performance & Success**
   - Barbara Sen (University of Sheffield), Jim Grisenthwaite (Cumbria County Council), Sheila Webber (University of Sheffield), Bruce Bennison (Cumbria County Council)

   - Marjolein Oomes (Netherlands Institute for Public Libraries, SIOB), Frank Huysmans (University of Amsterdam)

3. **Measurement of Economic Value and Impact of Public Libraries in Latvia**
   - Kristine Paberza (Culture Information Systems Centre)

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**Quality**

1. **Building a Culture of Assessment**
   - Sharon Bostick & John Dorr (Illinois Institute of Technology)

2. **Developing a Library Quality Model at University Library Services Sunderland**
   - Kay Grieves & Michelle Halpin (University of Sunderland)

3. **The Quality Maturity Model: Your Roadmap to a Culture of Quality**
   - Frankie Wilson (University of Oxford)

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**Statistics and Measures**

1. **Library Standards: How Using them can Demonstrate Value & Impact (Panel)**
   - John Bertot (University of Maryland College Park), Claire Creaser (Loughborough University), Roswitha Poll (Deutches Institut für Normung), Steve Hiller (University of Washington Libraries)

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#### 15:30-15:45

**Refreshments**
### Tuesday 23rd July 2013 (continued)

**15:45-17:15 Parallel Session 6**

<table>
<thead>
<tr>
<th>Impact &amp; Value</th>
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<th>Statistics &amp; Measures</th>
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<tbody>
<tr>
<td><strong>Skills &amp; Literacy</strong></td>
<td><strong>Models</strong></td>
<td><strong>Spaces</strong></td>
</tr>
<tr>
<td>Nisa Bakkalbasi, Damon Jaggars &amp; Barbara Rockenbach (Columbia University in the City of New York)</td>
<td>Faisal Altamimi (University of Sheffield), Sheila Corrall (University of Pittsburgh), Barbara Sen (University of Sheffield), Peter Willett (University of Sheffield)</td>
<td>Graham Matthews (Loughborough University), Graham Walton (Loughborough University)</td>
</tr>
<tr>
<td>Anne Powell &amp; Antonio Capillo (International Network for the Availability of Scientific Publications, INASP)</td>
<td>H.R. Sujatha (Sri Venkatamarana Swamy College)</td>
<td>Clara McCaffrey (University of Limerick), Michelle Breen (University of Limerick)</td>
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<tr>
<td>Jamie Kearley &amp; Cheryl Goldenstein (University of Wyoming)</td>
<td>Zahra Maleki Ziahari (Guilan University, Iran), Ahmad Kazemlou Sheikh (Ministry of Education)</td>
<td>Liz Waller (University of York), J. Stephen Town (University of York)</td>
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</tbody>
</table>

**Evening: Conference Dinner**
National Railway Museum, York
[http://www.nrm.org.uk/PlanaVisit/VisitYork/howtogetthere.aspx]
### Wednesday 24th July 2013

#### 09:00-10:30 Parallel Session 7

<table>
<thead>
<tr>
<th>Impact &amp; Value</th>
<th>Quality</th>
<th>Statistics &amp; Measures</th>
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<tbody>
<tr>
<td><strong>Value</strong></td>
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<tr>
<td>1. Working Together to Demonstrate Value at the University of Nottingham</td>
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<tr>
<td>Claire Creaser &amp; Valerie Spézi (Loughborough University), Susanne Cullen, Ruth Curtis, Nicola Darlington, Jane Maltby &amp; Elizabeth Newall (University of Nottingham)</td>
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<tr>
<td><strong>Value Spectrum</strong></td>
<td>1. Measurement &amp; Evaluation Practices of Academic Library Services in Malaysia</td>
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<tr>
<td>Wan Nor Haliza Wan Mokhtar, Siti Arpah Noordin, &amp; Dang Merduwati Hashim (UniversitiTeknologi MARA, Malaysia)</td>
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<tr>
<td>2. Valuing the Library: Using Qualitative Data to Understand Undergraduate Student Perceptions of the Value of the Academic Library</td>
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<td>Carol Shepstone (Mount Royal University)</td>
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<tr>
<td>3. Evaluating the Intellectual Assets in the Scholarship &amp; Collections Directorate at the British Library</td>
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<td>Alice Schofield (University of Sheffield)</td>
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<tr>
<td><strong>Quality</strong></td>
<td>2. Flexible Loans: A Lean Approach to Customer Engagement and Service Improvement at the University of York Library</td>
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<tr>
<td>Jackie Knowles, Sue Elphinstone &amp; Chris Ellwood (University of York)</td>
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<tr>
<td>3. The Development of Performance Measures through an Activity Based Benchmarking Project Across an International Network of Academic Libraries</td>
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<tr>
<td>Simon Hart &amp; Howard Amos (University of Otago)</td>
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<tr>
<td><strong>Statistics &amp; Measures</strong></td>
<td>1. Benchmarking the Publication Rate of Canadian Health Sciences Librarians: What Constitutes an Acceptable Level of Scholarly Contribution?</td>
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<td>Christine Shaw-Daigle &amp; Andrea Szwajcer (University of Manitoba)</td>
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<td>2. Librarians’ Attitudes to Resource Usage Measurement &amp; Decision Making in UK Academic Libraries</td>
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<tr>
<td>Lizz Jennings (University of Bath)</td>
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<tr>
<td>3. Preliminary Findings from Bibliometric Analysis on Performance Measurement and Library Science</td>
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<td>Milena Celere (University of Sao Paulo), Glauco Henrique de Sousa Mendes (Federal University of Sao Carlos)</td>
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#### 10:30-11:00 Refreshments

#### 11:00-12:15 Plenary Panel

**Value & Impact: Convergence of Assessment & Performance Measurement**

*Steve Hiller, Jackie Belanger (University of Washington Libraries)*

**How Libraries Can Add (Even More) Value**

*Joseph Matthews (JRM Consulting Inc.)*

#### 12:15-13:00 Lunch

#### 13:00-14:30 Closing Keynote

**Ten Northumbria Conferences: A Reflection on Themes, Trends & Contributions**

*Joan Stein (Carnegie Mellon University), Stephen Town (University of York)*

**Farewell**

*Professor John Robinson, Pro-Vice Chancellor, University of York*

#### 14:45-17:00 Sharing Best Practice in Library Performance Indicators (SCONUL Workshop)
### Optional One Day Workshop Session

<table>
<thead>
<tr>
<th>Time</th>
<th>Seminar on the Value &amp; Economic Measures of the Library</th>
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<tbody>
<tr>
<td>09:00-17:00</td>
<td>Joe Matthews (JRM Consulting)</td>
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</table>

This seminar follows from a successful session delivered by Joe and Megan Oakleaf at the 9th Northumbria Conference.