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

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10th Northumbria International Conference on Performance Measurement in Libraries and Information Services

22nd – 25th July 2013 – The Royal York Hotel, York, UK (http://www.royalhotelyork.co.uk/The_Royal_York_Hotel_View_Map.html)

Monday 22nd July 2013

| | | | |
|-------------|--|---|--|
| 9:30-12:00 | LibQUAL+ Exchange of Experience Workshop | | |
| | Customer Value for Special Library & Information Services Workshop | | |
| 12:00-12:45 | Welcome <i>J Stephen Town (Director of Information, University Librarian and Conference Convenor, University of York)</i> Keynote Speech The Role of the Library in the Transformative Higher Education Environment <i>Elliott Shore (Executive Director, Association of Research Libraries)</i> | | |
| 12:45-13:45 | Lunch | | |
| 13:45-15:15 | Parallel Session 1 | | |
| | Impact & Value | Quality | |
| | Statistics & Measures | | |
| | Community Value 1 1. The Right to Read: Assessing a Project to Expand Library Services to Visually Impaired Users in Rural South Africa <i>Karin De Jager, Mary Nassimbeni (University of Cape Town)</i> 2. Are We Leaving them Lost in the Woods with No Breadcrumbs to Follow? Assessing Signage Systems in School Libraries <i>Lauren Mandel (University of Rhode Island), Melissa Johnston (University of Alabama)</i> 3. Assessing the Impact of Using Volunteers in UK Libraries: Issues & Methods <i>Judith Broady-Preston (Aberystwyth University)</i> | LibQUAL+1 and Analytics 1. Perceptions of LibQUAL: The Experiences of Library Directors, LibQUAL Administrators & University Libraries in Ireland <i>Ciara McCaffrey (University of Limerick)</i> 2. The Analysis of LibQUAL Comments with the Help of a Sharepoint List <i>Marié Roux (Stellenbosch University)</i> 3. Safety in Numbers: Developing a Shared Analytics Services for Academic Libraries <i>Ben Showers (JISC), Graham Stone (University of Huddersfield)</i> | e-Resources 1. JUSP: Building on Success <i>Angela Conyers (Birmingham City University), Jo Lambert (Mimas, University of Manchester)</i> 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 <i>M. Anand Murugan (Banaras Hindu University)</i> 3. Five Years In – The Impact of Customer Selection of Electronic Books <i>Ellen Safley (University of Texas at Dallas)</i> |
| 15:15-15:45 | Refreshments | | |

Monday 22nd July 2013 (continued)

| | | | |
|--|---|--|--|
| 15:45-17:15 | | Parallel Session 2 | |
| Impact & Value | | Quality | Statistics & Measures |
| <p>Community Value 2</p> <p>1. Performance Evaluation Dynamics in Lisbon Municipal Libraries Network (1989-2009): A Meta-Evaluative Approach <i>Leonor Gaspar Pinto (Universidade Nova de Lisboa)</i></p> <p>2. Measure Librarians' Ability Working at Public Libraries Affiliated to Municipality & Located in Tehran by Making Use of VTN & Cameron's Models <i>Hamta Kazemi</i></p> <p>3. Library Edge: Public Library Public Access Technology Benchmarking <i>John Bertot (University of Maryland College Park)</i></p> | | <p>LibQUAL+ 2</p> <p>1. Using LibQUAL+ to Identify Commonalities in Customer Satisfaction: The Secret to Success? <i>Selena Killick (Cranfield University), Anne van Weerden (Utrecht University)</i></p> <p>2. LibQUAL+® Triads: Results from the pilot experiences <i>Martha Kyriallidou (ARL), Bruce Thompson (Texas A&M University)</i></p> <p>3. Can You Measure IT? The UK Experience of TechQUAL+ <i>Ian Hall (University of York), Jessica Stephens (University of York), Sarah Kennedy (University of York)</i></p> | <p>Analytics</p> <p>1. Economic and Strategic Benefit of Harnessing Robust Analytics in the Operation of Academic & Research Libraries <i>Dvir Hoffman (Ex Libris)</i></p> |
| 18:30 | <p>Evening Reception <i>York Minster Library</i></p> | | |

Tuesday 23rd July 2013

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

Tuesday 23rd July 2013 (continued)

| 11:45-13:15 | | Parallel Session 4 | |
|--|--|--|---|
| Impact & Value | | Quality | Statistics & Measures |
| Engagement | | Improvement | Access & Accessibility |
| <ol style="list-style-type: none"> Capturing the Contribution of Subject Librarians: Applying Strategy Maps and Balanced Scorecards to Liaison Work <i>Sheila Corrall (University of Pittsburgh)</i> Affective Relationships between Users & Libraries in Times of Economic Stress <i>Aggeliki Giannopoulou, Giannis Tsakonas (University of Patras)</i> Measures of relationship capital for the Value Scorecard <i>Stephen Town (University of York)</i> | | <ol style="list-style-type: none"> You Said, We Did....So What? <i>Elizabeth Malone, Robert Elves, Sandy Leitch, Davina Omar (Kingston University)</i> We Said, We Did: Working Together with Students to Develop a Culture of Continuous Service Improvement <i>Leo Appleton (Liverpool John Moores University)</i> The Change Management in the Information Age: Approaches of Academic Library Administrators in Pakistan University Libraries <i>Sidra Shan (International Islamic University, Islamabad), Maqsood Ahmad Shaheen (US Embassy, Islamabad)</i> | <ol style="list-style-type: none"> Do the Dollars Make Sense? Measuring the Impact of Open Access Costs on Library Collection Budgets <i>Kim Armstrong (Committee on Institutional Co-operation), Jay Starratt (Washington State University)</i> Auditing the accessibility of electronic resources <i>Sarah George, Ellie Clement, Grace Hudson (University of Bradford),</i> Usefulness as Applied to Digital Library Evaluation <i>Melissa Lamont (San Diego State University)</i> |
| 13:15-14:00 | | Lunch | |

Tuesday 23rd July 2013 (continued)

| 14:00-15:30 | | Parallel Session 5 | |
|---|--|--|--|
| Impact & Value | | Quality | |
| <p>Community Value 3</p> <p>1. Partial Findings from a Case Study Exploring the Strategic Orientations Adopted by a Public Library Service in Relation to their Performance & Success <i>Barbara Sen (University of Sheffield), Jim Grisenthwaite (Cumbria County Council), Sheila Webber (University of Sheffield), Bruce Bennison (Cumbria County Council)</i></p> <p>2. Perceptions of Individual & Societal Value of Public Libraries in the Netherlands: Findings from a Quantitative Study <i>Marjolein Oomes (Netherlands Institute for Public Libraries, SIOB), Frank Huysmans (University of Amsterdam)</i></p> <p>3. Measurement of Economic Value and Impact of Public Libraries in Latvia <i>Kristine Paberza (Culture Information Systems Centre)</i></p> | | <p>Culture</p> <p>1. Building a Culture of Assessment <i>Sharon Bostick & John Dorr (Illinois Institute of Technology)</i></p> <p>2. Developing a Library Quality Model at University Library Services Sunderland <i>Kay Grieves & Michelle Halpin (University of Sunderland)</i></p> <p>3. The Quality Maturity Model: Your Roadmap to a Culture of Quality <i>Frankie Wilson (University of Oxford)</i></p> | |
| | | <p>Statistics and Measures</p> <p>Standards (Panel)</p> <p>1. Library Standards: How Using them can Demonstrate Value & Impact (Panel) <i>John Bertot (University of Maryland College Park), Claire Creaser (Loughborough University), Roswitha Poll (Deutsches Institut für Normung), Steve Hiller (University of Washington Libraries)</i></p> | |
| 15:30-15:45 | | Refreshments | |

Tuesday 23rd July 2013 (continued)

| 15:45-17:15 | | Parallel Session 6 | |
|--|--|--|---|
| Impact & Value | | Quality | Statistics & Measures |
| Skills & Literacy 1. Re-Skilling for the Digital Humanities: Measuring Skills, Engagement & Learning <i>Nisa Bakkalbasi, Damon Jaggars & Barbara Rockenbach (Columbia University in the City of New York)</i> 2. Evaluation & Impact Assessment of the Workshops Run by the Consortium of Ugandan University Libraries <i>Anne Powell & Antonio Capillo (International Network for the Availability of Scientific Publications, INASP)</i> 3. Faculty Perceptions of Library Instruction <i>Jamie Kearley & Cheryl Goldenstein (University of Wyoming)</i> | | Models 1. Total Quality Management Applications in the Saudi University Libraries <i>Faisal Altamimi (University of Sheffield), Sheila Corral (University of Pittsburgh), Barbara Sen (University of Sheffield), Peter Willett (University of Sheffield)</i> 2. Student Usage, Preferences of Emerging Technologies and their Impact on Library Services <i>H.R. Sujatha (Sri Venkatamarana Swamy College)</i> 3. Assessment of Academic Libraries' Performance in Guilan Province based on EFQM Organizational Excellence Model <i>Zahra Maleki Ziabari (Guilan University, Iran), Ahmad Kazemlou Sheikhi (Ministry of Education)</i> | Spaces 1. Going Up A Level: Assessing the Performance of Learning Spaces in University Libraries. A case study from Loughborough University. <i>Graham Matthews (Loughborough University), Graham Walton (Loughborough University)</i> 2. Dealing with the "Noise Problem": Libraries Improving their LibQUAL Scores on "Quiet Space for Individual Work" <i>Ciara McCaffrey (University of Limerick), Michelle Breen (University of Limerick)</i> 3. Culture of Evaluation? UK assessment of library space projects <i>Liz Waller (University of York), J. Stephen Town (University of York)</i> |
| Evening: Conference Dinner | | National Railway Museum, York http://www.nrm.org.uk/PlanaVisit/VisitYork/howtogether.aspx | |

Wednesday 24th July 2013

| 09:00-10:30 | | Parallel Session 7 | |
|--|--|--|--|
| Impact & Value | | Quality | Statistics & Measures |
| <p>Value</p> <ol style="list-style-type: none"> Working Together to Demonstrate Value at the University of Nottingham <i>Claire Creaser & Valerie Spézi (Loughborough University), Susanne Cullen, Ruth Curtis, Nicola Darlington, Jane Maltby & Elizabeth Newall (University of Nottingham)</i> Valuing the Library: Using Qualitative Data to Understand Undergraduate Student Perceptions of the Value of the Academic Library <i>Carol Shepstone (Mount Royal University)</i> Evaluating the Intellectual Assets in the Scholarship & Collections Directorate at the British Library <i>Alice Schofield (University of Sheffield)</i> | | <p>Quality Spectrum</p> <ol style="list-style-type: none"> Measurement & Evaluation Practices of Academic Library Services in Malaysia <i>Wan Nor Haliza Wan Mokhtar, Siti Arpah Noordin, & Dang Merduwati Hashim (Universiti Teknologi MARA, Malaysia)</i> Flexible Loans: A Lean Approach to Customer Engagement and Service Improvement at the University of York Library <i>Jackie Knowles, Sue Elphinstone & Chris Ellwood (University of York)</i> The Development of Performance Measures through an Activity Based Benchmarking Project Across an International Network of Academic Libraries <i>Simon Hart & Howard Amos (University of Otago)</i> | <p>Publications</p> <ol style="list-style-type: none"> Benchmarking the Publication Rate of Canadian Health Sciences Librarians: What Constitutes an Acceptable Level of Scholarly Contribution? <i>Christine Shaw-Daigle & Andrea Szwajcer (University of Manitoba)</i> Librarians' Attitudes to Resource Usage Measurement & Decision Making in UK Academic Libraries <i>Lizz Jennings (University of Bath)</i> Preliminary Findings from Bibliometric Analysis on Performance Measurement and Library Science <i>Milena Celere (University of Sao Paulo), Glauco Henrique de Sousa Mendes (Federal University of Sao Carlos)</i> |
| 10:30-11:00 | Refreshments | | |
| 11:00-12:15 | <p>Plenary Panel</p> <p>Value & Impact: Convergence of Assessment & Performance Measurement <i>Steve Hiller, Jackie Belanger (University of Washington Libraries)</i></p> <p>How Libraries Can Add (Even More) Value <i>Joseph Matthews (JRM Consulting Inc.)</i></p> | | |
| 12:15-13:00 | Lunch | | |
| 13:00-14:30 | <p>Closing Keynote</p> <p>Ten Northumbria Conferences: A Reflection on Themes, Trends & Contributions <i>Joan Stein (Carnegie Mellon University), Stephen Town (University of York)</i></p> <p>Farewell <i>Professor John Robinson, Pro-Vice Chancellor, University of York</i></p> | | |
| 14:45-17:00 | Sharing Best Practice in Library Performance Indicators (SCONUL Workshop) | | |

Thursday 25th July 2013

09:00-17:00

Optional One Day Workshop Session

Seminar on the Value & Economic Measures of the Library

Joe Matthews (JRM Consulting)

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

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