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** *J Stephen Town (Director of Information, University Librarian and Conference Convenor, University of York)* **Keynote Speech** **The Role of the Library in the Transformative Higher Education Environment** *Elliott Shore (Executive Director, Association of Research Libraries)*
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** *Karin De Jager, Mary Nassimbeni (University of Cape Town)* 2. **Are We Leaving them Lost in the Woods with No Breadcrumbs to Follow? Assessing Signage Systems in School Libraries** *Lauren Mandel (University of Rhode Island), Melissa Johnston (University of Alabama)* 3. **Assessing the Impact of Using Volunteers in UK Libraries: Issues & Methods** *Judith Broady-Preston (Aberystwyth University)*	**LibQUAL+1 and Analytics** 1. **Perceptions of LibQUAL: The Experiences of Library Directors, LibQUAL Administrators & University Libraries in Ireland** *Ciara McCaffrey (University of Limerick)* 2. **The Analysis of LibQUAL Comments with the Help of a Sharepoint List** *Marié Roux (Stellenbosch University)* 3. **Safety in Numbers: Developing a Shared Analytics Services for Academic Libraries** *Ben Showers (JISC), Graham Stone (University of Huddersfield)*	**e-Resources** 1. **JUSP: Building on Success** *Angela Conyers (Birmingham City University), Jo Lambert (Mimas, University of Manchester)* 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)* 3. **Five Years In – The Impact of Customer Selection of Electronic Books** *Ellen Safley (University of Texas at Dallas)*
15:15-15:45	**Refreshments**	

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

Tuesday 23rd July 2013

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

Tuesday 23rd July 2013 (continued)

11:45-13:15	Parallel Session 4		
Impact & Value		**Quality**	**Statistics & Measures**
Engagement 1. **Capturing the Contribution of Subject Librarians: Applying Strategy Maps and Balanced Scorecards to Liaison Work** *Sheila Corrall (University of Pittsburgh)* 2. **Affective Relationships between Users & Libraries in Times of Economic Stress** *Aggeliki Giannopoulou, Giannis Tsakonas (University of Patras)* 3. **Measures of relationship capital for the Value Scorecard** *Stephen Town (University of York)*		**Improvement** 1. **You Said, We Did….So What?** *Elizabeth Malone, Robert Elves, Sandy Leitch, Davina Omar (Kingston University)* 2. **We Said, We Did: Working Together with Students to Develop a Culture of Continuous Service Improvement** *Leo Appleton (Liverpool John Moores University)* 3. **The Change Management in the Information Age: Approaches of Academic Library Administrators in Pakistan University Libraries** *Sidra Shan (International Islamic University, Islamabad), Maqsood Ahmad Shaheen (US Embassy, Islamabad)*	**Access & Accessibility** 1. **Do the Dollars Make Sense? Measuring the Impact of Open Access Costs on Library Collection Budgets** *Kim Armstrong (Committee on Institutional Co-operation), Jay Starratt (Washington State University)* 2. **Auditing the accessibility of electronic resources** *Sarah George, Ellie Clement, Grace Hudson (University of Bradford),* 3. **Usefulness as Applied to Digital Library Evaluation** *Melissa Lamont (San Diego State University)*
13:15-14:00	Lunch		

Tuesday 23rd July 2013 (continued)

14:00-15:30	Parallel Session 5	
Impact & Value	**Quality**	**Statistics and Measures**
Community Value 3 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)* 2. **Perceptions of Individual & Societal Value of Public Libraries in the Netherlands: Findings from a Quantitative Study** *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)*	**Culture** 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)*	**Standards (Panel)** 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)*
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** *Nisa Bakkalbasi, Damon Jaggars & Barbara Rockenbach (Columbia University in the City of New York)* 2. **Evaluation & Impact Assessment of the Workshops Run by the Consortium of Ugandan University Libraries** *Anne Powell & Antonio Capillo (International Network for the Availability of Scientific Publications, INASP)* 3. **Faculty Perceptions of Library Instruction** *Jamie Kearley & Cheryl Goldenstein (University of Wyoming)*	**Models** 1. **Total Quality Management Applications in the Saudi University Libraries** *Faisal Altamimi (University of Sheffield), Sheila Corrall (University of Pittsburgh), Barbara Sen (University of Sheffield), Peter Willett (University of Sheffield)* 2. **Student Usage, Preferences of Emerging Technologies and their Impact on Library Services** *H.R. Sujatha (Sri Venkatamarana Swamy College)* 3. **Assessment of Academic Libraries' Performance in Guilan Province based on EFQM Organizational Excellence Model** *Zahra Maleki Ziabari (Guilan University, Iran), Ahmad Kazemlou Sheikhi (Ministry of Education)*	**Spaces** 1. **Going Up A Level: Assessing the Performance of Learning Spaces in University Libraries. A case study from Loughborough University.** *Graham Matthews (Loughborough University), Graham Walton (Loughborough University)* 2. **Dealing with the "Noise Problem": Libraries Improving their LibQUAL Scores on "Quiet Space for Individual Work"** *Ciara McCaffrey (University of Limerick), Michelle Breen (University of Limerick)* 3. **Culture of Evaluation? UK assessment of library space projects** *Liz Waller (University of York), J. Stephen Town (University of York)*
Evening: Conference Dinner	**National Railway Museum, York** **http://www.nrm.org.uk/PlanaVisit/VisitYork/howtogethere.aspx**	

Wednesday 24th July 2013

09:00-10:30	Parallel Session 7		
Impact & Value	**Quality**	**Statistics & Measures**	
Value	**Quality Spectrum**	**Publications**	
1. **Working Together to Demonstrate Value at the University of Nottingham** *Claire Creaser & Valerie Spézi (Loughborough University), Susanne Cullen, Ruth Curtis, Nicola Darlington, Jane Maltby & Elizabeth Newall (University of Nottingham)* 2. **Valuing the Library: Using Qualitative Data to Understand Undergraduate Student Perceptions of the Value of the Academic Library** *Carol Shepstone (Mount Royal University)* 3. **Evaluating the Intellectual Assets in the Scholarship & Collections Directorate at the British Library** *Alice Schofield (University of Sheffield)*	1. **Measurement & Evaluation Practices of Academic Library Services in Malaysia** *Wan Nor Haliza Wan Mokhtar, Siti Arpah Noordin , & Dang Merduwati Hashim (Universiti Teknologi MARA, Malaysia)* 2. **Flexible Loans: A Lean Approach to Customer Engagement and Service Improvement at the University of York Library** *Jackie Knowles, Sue Elphinstone & Chris Ellwood (University of York)* 3. **The Development of Performance Measures through an Activity Based Benchmarking Project Across an International Network of Academic Libraries** *Simon Hart & Howard Amos (University of Otago)*	1. **Benchmarking the Publication Rate of Canadian Health Sciences Librarians: What Constitutes an Acceptable Level of Scholarly Contribution?** *Christine Shaw-Daigle & Andrea Szwajcer (University of Manitoba)* 2. **Librarians' Attitudes to Resource Usage Measurement & Decision Making in UK Academic Libraries** *Lizz Jennings (University of Bath)* 3. **Preliminary Findings from Bibliometric Analysis on Performance Measurement and Library Science** *Milena Celere (University of Sao Paulo), Glauco Henrique de Sousa Mendes (Federal University of Sao Carlos)*	
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)**		

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.	