

9th Northumbria International Conference on Performance Measurement in Libraries and Information Services

22nd – 25th August 2011 - Exhibition Centre, University of York (<http://www.york.ac.uk/np/maps/hes.htm>)

Monday 22nd August 2011

09:00 – 12:30	LibQUAL+ Exchange of Experience Workshop			PT006
12:30 – 13:30	Lunch			PT005/5A
13:30 – 14:45	Welcome and Keynote Speech Welcome <i>Professor Trevor Sheldon (Deputy Vice-Chancellor, University of York)</i> Keynote: The IMLS Lib-value project <i>Professor Carol Tenopir (University of Tennessee, Knoxville)</i>			PL001
14:45 – 15:15	Refreshments			PT005/5A
15:15 – 16:45	Parallel Session 1			
Impact/Value Strand <i>Moderator: Steve Thornton</i>	PL001	Quality Strand <i>Moderator: Raynna Bowlby</i>	PL005	Statistics Strand PL002
Community Value 1 1. Broadband and Libraries and Information Organizations: Measuring Levels of Broadband Access and Perceptions of Broadband Impact and Value <i>Charles R McClure, Jeff D Saunders, Lauren Mandel (Florida State University College of Communication and Information)</i> 2. Applying SROI in the evaluation of Libraries for Life, the strategic programme for libraries in Wales <i>Alyson Tyler (Welsh Government), Alison Kennedy (ASK Consulting)</i> 3. What business are we in? Value added services, core business and national library performance <i>Judith Broady-Preston (Aberystwyth University), Wendy Swain</i>		Surveys 1 1. Regrounding LibQUAL+® for the digital library environment: Focus on the DigiQUAL dimensions <i>Martha Kyrillidou (ARL), Bruce Thompson (Texas A&M University), C. Colleen Cook (McGill University)</i> 2. Simpson's Paradox as a Challenge in Library Assessment: An Example Using LibQUAL+® Data <i>Bruce Thompson (Texas A&M University), Martha Kyrillidou (ARL)</i> 3. What do they want now? Qualitative Regrounding of the LibQUAL+® Survey <i>Selena Killick (Cranfield University)</i>		Workshop 1. Managing and Understanding Data in Libraries Workshop: A problem-solving workshop dealing with all aspects of the use of data to inform decision-making in Libraries <i>Lawrence Jones (St George's University of London), Carol Tenopir (University of Tennessee), Dave Pattern (Huddersfield University), Angela Conyers (Evidence Base), Claire Creaser (Loughborough University), Ann Davies (Open University)</i>

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Monday 22nd August 2011 (continued)

16:45 – 18:15	Parallel Session 2		
Impact/Value Strand <i>Moderator: Judith Broady Preston</i>	PL001	Quality Strand <i>Moderator: Joe Matthews</i>	PL002 Statistics Strand
Community Value 2 <ol style="list-style-type: none"> New libraries, new users? <i>Claire Creaser, Helen Greenwood (Loughborough University)</i> Assessing the impact of provision of reading books on teaching and learning behaviour in fifteen disadvantaged primary schools <i>Mary Nassimbeni (University of Cape Town), Snoeks Desmond</i> Do School Libraries Make a Difference? : evaluating school library impact across the UK. <i>Lucy Gildersleeves (University College London)</i> 		Surveys 2 <ol style="list-style-type: none"> Two Decades of User Surveys: The Research Library as Seen through the Eyes of its Customers <i>James Self (University of Virginia Library), Steve Hiller (University of Washington Libraries)</i> LibQUAL+® : The UK Experience <i>Selena Killick (Cranfield University), Stephen Town (University of York)</i> Utilizing LibQUAL+® to Identify Best Practices in Academic Research Library Website Design <i>Raynna Bowlby (Library Management Consulting), Brinley Franklin (University of Connecticut), Carolyn Lin (University of Connecticut)</i> 	<i>No Sessions Planned</i>
18:45	Evening Reception 1845: Arrival and refreshments 1915: Dinner 2015: Entertainment from Pugwash Convention – ‘Folk Music – Yorkshire and beyond’		Harry Fairhurst Building, University of York

Tuesday 23rd August 2011

09:00 – 10:30	Plenary Session: Research Value		Exhibition Centre, University of York
	<i>Moderator: Colleen Cook</i>		PL001
	<i>Dr. Michiel Kolman (Senior Vice President , Elsevier)</i>		
	<i>Dr. Michael Jubb (Director, Research Information Network)</i>		
10:30 – 11:00	Refreshments		PT005/5A
11:00 – 12:30	Parallel Session 3		
Impact/Value Strand	PL001	Quality Strand	PL002
<i>Moderator: Brinley Franklin</i>		<i>Moderator: Niels Ole Pors</i>	Statistics Strand
			PL005
Research		Process Measures	E-measures
<ol style="list-style-type: none"> Reconfiguring the researcher-librarian relationship: evaluating South Africa's 'Library Academy' <i>Karin De Jager, Colin Darch (University of Cape Town)</i> Evaluating Peer Research Mentors: a campus collaboration for effective student learning <i>Annie Donahue (UNH Manchester Library)</i> Measuring Use of Licensed Electronic Resources: Results of the Second Iteration of the MINES for Libraries Survey on Scholars Portal and Other Resources for the Ontario Council of University Libraries (OCUL) <i>Dana Thomas (Ontario Council of University Libraries), Catherine Davidson (York University, Toronto), Martha Kyriallidou (ARL), Terry Plum (Simmons GSLIS)</i> 	<ol style="list-style-type: none"> Development and implementation of a comprehensive authority control performance measurement system <i>Louette Visser, Karen Esterhuyse (University of South Africa)</i> Using performance indicators to improve technical service in an academic library: a case study from the São Paulo University Law School <i>Milena Célere de Sousa e Silva, Ednéia Silva Santos Rocha (São Paulo University)</i> Using Lean to Teach the Technical Services Value Stream: An Online Continuing Education Course <i>Tamera Hanken (University of Nevada)</i> 	<ol style="list-style-type: none"> New COUNTER-based usage metrics for journals and other publications <i>Peter Shepherd (COUNTER)</i> The Journal Usage Statistics Portal (JUSP): measuring use and impact <i>Jo Lambert (Mimas), Angela Conyers (Evidence Base)</i> Performance measurement in a changing environment – the SCONUL e-measures project 2010 <i>Claire Creaser (Loughborough University) , Pat Barclay (University of Westminster), Angela Conyers (Evidence Base), Sonya White (Loughborough University)</i> 	
12:30 – 13:30	Lunch		PT005/5A

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Tuesday 23rd August 2011 (continued)

13:30 – 15:00		Parallel Session 4			
Impact/Value Strand <i>Moderator: Mike Heaney</i>		PL001	Quality Strand <i>Moderator: Steve Thornton</i>	PL002	Statistics Strand PT006
Impact 1 1. Can we quantify the library's influence? Creating an ISO standard for impact assessment <i>Roswitha Poll (University of Münster)</i> 2. The 'Understanding Library Impacts' protocol: demonstrating academic library contributions to student learning outcomes in the age of accountability <i>Derek A. Rodriguez (The University of North Carolina at Chapel Hill)</i> 3. The Library Impact Data Project: hit miss or maybe? <i>Graham Stone, Dave Pattern, Bryony Ramsden (University of Huddersfield)</i>			Behavioural Aspects 1. Libraries as learning spaces: Exploring how students make use of the physical space in academic libraries <i>Francine May, Alice Swabey (Mount Royal University)</i> 2. Technology Acceptance, Affordances and Changed Information Behaviour: A study of unintended effects. <i>Niels Ole Pors (Royal School of Library and Information Science, Denmark)</i> 3. Collection development as a political process: a case from Norway <i>Jannicke Røglar (Buskerud County Library and Oslo University College)</i>		Workshop 1. Making better choices: cost modelling for Library Services <i>Jo James, Mike Hallas, Michelle Blake (London School of Economics)</i>
15:00 – 15:30		Refreshments			
15:30 – 17:00		Parallel Session 5			
Impact/Value Strand <i>Moderator: Judith Broady Preston</i>		PL001	Quality Strand <i>Moderator: Martha Kyrillidou</i>	PL002	Statistics Strand PT006
Impact 2 1. SALLY, don't you grieve: Supporting Academic Learning using e-Learning Systems <i>Niels Ole Pors (Royal School of Library and Information Science, Denmark)</i> 2. How Low Budget Research Can Make A High Impact <i>Alexandra Miller (National Library of Scotland), Janet Sylvester (Scotinform Ltd)</i> 3. An Outcome Study on the Learning Programs At the Novartis Knowledge Center (NKC) <i>Leifang He, Stefanie Ellinghaus, Binu Chaudhuri (Novartis Knowledge Center)</i>			Staff Measures 1. Leadership competencies: a reference point for development and evaluation <i>Margie Jantti (University of Wollongong), Nick Greenhalgh (Career Innovations)</i> 2. Subcultures and Values in Academic Libraries—What Does ClimateQUAL Research Tell Us? <i>Charles Lowry (Association of Research Libraries)</i> 3. Determining the value of individual librarians' work: a case study of the Cape Peninsula University of Technology <i>Michiel Erik Moll (Cape Peninsula University of Technology)</i>		Workshop 1. Making better choices: cost modelling for Library Services <i>Jo James, Mike Hallas, Michelle Blake (London School of Economics).</i> This is a second opportunity to attend this workshop, not a continuation of the 13:30 session.
18:45		Conference Dinner			National Railway Museum, York
		For further details of timings and travel arrangements, see page 9			http://www.nrm.org.uk/PlanaVisit/VisitYork/howtogether.aspx

Wednesday 24th August 2011

09:00 – 10:30		Parallel Session 6		Exhibition Centre	
Impact/Value Strand <i>Moderator: Niels Ole Pors</i>		PL001	Quality Strand <i>Moderator: Mike Heaney</i>	PL002	Statistics Strand <i>Moderator: Steve Hiller</i>
Meta Value 1 1. Competing values: a mixed methods examination of library administrators' perceptions and behaviours in competitive practices and performance measurement information in generating and reporting strategic value for their organization <i>Larry Nash White (East Carolina University)</i> 2. It's Their Library, Not Ours: how value comes from a philosophy not a purse <i>Helen Loughran, Katherine Everest (Leeds Metropolitan University)</i> 3. The Value of Academic Libraries Initiative: A Briefing, A Discussion, and An Opportunity for Engagement <i>Lisa Janicke Hinchliffe (University of Illinois), Mary Ellen K. Davis (ACRL)</i>		Quality Management 1 1. Assuring quality in super-converged services <i>Leo Appleton (Liverpool John Moores University)</i> 2. Quality Management in Special Libraries <i>Golnessa Galyani-Moghaddam (Shahed University), Mostafa Moballeghi (Islamic Azad University)</i> 3. Quality Assurance Improvements in Australian University Libraries <i>Karen Tang (Curtin University Library)</i>	Datasets 1. Capturing Business Intelligence required for targeted marketing, demonstrating value, and driving process improvements <i>Margie Jantti, Brian Cox (University of Wollongong)</i> 2. Sharing Our Stories, Improving Our Service, Declaring Our Relevance: Reviewing Assessment Data and Creating an Assessment Rubric <i>Heather S. Lewin, Sarah Passonneau (Iowa State University)</i> 3. Using Basic Data Visualization Methods to Explore LibQual+ Data <i>Ray Lyons, presented by Martha Kyrrilidou (ARL)</i>		
10:30 – 11:00		Refreshments			PT005/5A

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11:00 – 12:30		Parallel Session 7			
Impact/Value Strand	PL001	Quality Strand	PL002	Statistics Strand	PL005
<i>Moderator: Joan Stein</i>		<i>Moderator: Margaret M. Gardner</i>		<i>Moderator: Claire Creaser</i>	
Meta Value 2 1. Exploring the Cause and Effect of Library Value <i>Danuta Nitecki, Eileen G Abels (Drexel University)</i> 2. Developing a values scorecard <i>Stephen Town (University of York), Martha Kyriiidou (ARL)</i> 3. Assessing Library Contributions to University Outcomes <i>Joe Matthews (JRM Consulting)</i>		Quality Management 2 1. Technology based Quality Evaluation Instrument for Teaching and Learning: UNISA Library Services <i>Judy Henning (University of South Africa)</i> 2. Deploying the NUS Service Class framework to scale the peaks of service excellence <i>Cheng Ean Lee (National University of Singapore)</i> 3. Plan, implement, review and improve: developing a culture of continuous improvement at the University of Sheffield Library <i>Heather Thrift, Lynn Sykes (The University of Sheffield)</i>		E-Resources 1. Assessing the Value of Ebooks to Academic Libraries and Users <i>Tina E. Chrzastowski (University of Illinois)</i> 2. Evaluating “Their” Selections—the Value of Customer Ebook Purchases <i>Ellen D. Safley (University of Texas)</i> 3. Designing a user and usage database to promote, market, and demonstrate the value of selected statewide databases: The Florida Electronic Library as an example <i>Charles R McClure, Lauren Mandel (Florida State University College of Communication and Information)</i>	

Wednesday 24th August 2011 (continued)

12:30 – 13:30	Lunch	PT005/5A
Afternoon	Free Afternoon for Visits	

Thursday 25th August 2011

09:00 – 10:30	Parallel Session 8			Exhibition Centre
Impact/Value Strand <i>Moderator: Lisa Hinchliffe</i>	PL001	Quality Strand <i>Moderator: Jim Self</i>	PL002	Statistics Strand <i>Moderator: Danuta Nitecki</i>
Information Literacy <ol style="list-style-type: none"> Student Information Search Skills and Help Acquisition – Differences Across Three Faculties <i>Linda Bedwell (Dalhousie University)</i> The impact of information literacy on the pass rate of first year students: a project at the Cape Peninsula University of Technology <i>Michiel Erik Moll (Cape Peninsula University of Technology)</i> Getting Information Literacy Assessment On a New Track: The RAILS Project (Rubric Assessment of Information Literacy Skills) <i>Megan Oakleaf (Syracuse University)</i> 		Balanced Scorecard <ol style="list-style-type: none"> Collaborative Assessment: North American Academic Libraries' Experiences Using the Balanced Scorecard to Measure Performance and Show Value <i>Liz Mengel (Johns Hopkins University), Vivian Lewis (McMaster University)</i> Revitalizing strategic planning: introducing the balanced scorecard <i>Alison Mackenzie (Edge Hill University)</i> Strategy Development with the Balanced Scorecard at the University of Texas at Austin <i>Meredith Taylor (University of Texas)</i> 		Data Methods <ol style="list-style-type: none"> Illumination & support, or, What do libraries do with all that data? <i>Claire Creaser, Katie Jeffers, Graham Walton (Loughborough University), Pat Johnson (University of Derby)</i> Quantitative Measurement Of Library Services: A Reflection Of Services In The Library Of Higher Education Commission, Pakistan <i>Muhammed Javed Iqbal (Higher Education Commission, Islamabad), Sher Muhammad, Saghir Iqbal (University of Education)</i> Survey of ACRLMetrics Subscribers <i>Joe Matthews (JRM Consulting)</i>
10:30 – 11:00	Refreshments			PT005/5A
11:00 – 12:30	Closing Speeches <i>Moderator: Karin de Jager</i> Closing Keynote: <i>Professor Sheila Corral (University of Sheffield)</i> Conferences past, future and present: <i>Steve Hiller (University of Wahashington), Stephen Town (University of York)</i>			PL001
12:30 – 13:30	Lunch			PT005/5A
13:30 – 17:00	Workshops			
Workshop PL005 <ol style="list-style-type: none"> New services, still more data. What should international library statistics count today? <i>Roswitha Poll (University of Münster)</i> 		Workshop PT006 <i>(applications are invited from libraries already using the Balanced Scorecard technique)</i> <ol style="list-style-type: none"> Balanced Scorecard Workshop <i>Martha Kyrillidou (ARL)</i> 		

Friday 26th August 2011

09:00 – 17:00

Optional One Day Workshop Session

**Harry Fairhurst Building, University of York
LFA 144**

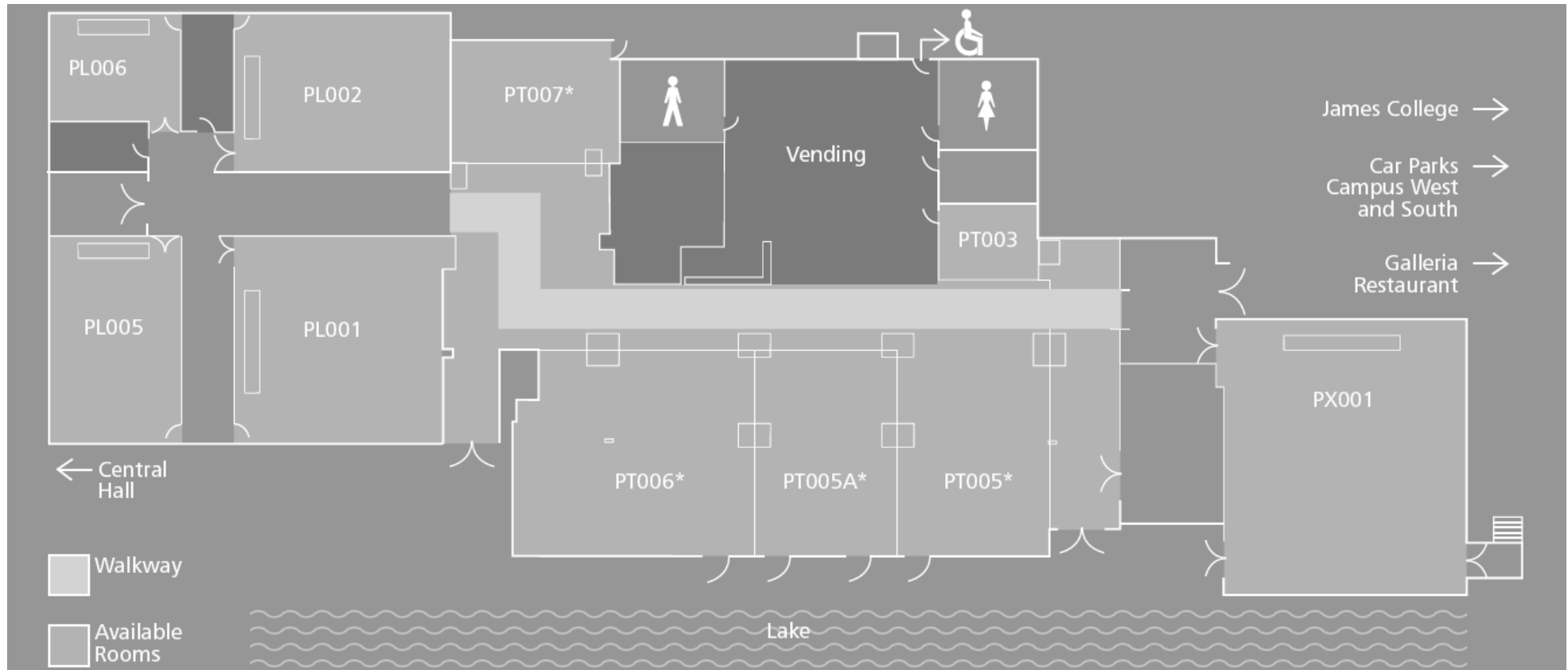
Assessing the Impact of the Academic Library

Joe Matthews (JRM Consulting) and Megan Oakleaf (Syracuse University)

Topics included in the workshop:

- Understanding the student educational process using Astin's IEO model
- The library's role in the success of the undergraduate student
- The library's role in successful postgraduate and professional education
- The library's role in the faculty's teaching
- The library's role in campus research
- University-wide datasets of possible interest – direct and indirect perspectives
- Developing a plan for assessment

Exhibition Centre Plan



National Railway Museum Conference Dinner Information

- Coaches from South Car Park at 6:30pm
- Drinks served in Great Hall of National Railway Museum from 6:45pm. Opportunity for delegates to view exhibitions.
- Dinner served in Station Hall of National Railway Museum from 7:45pm
- Coffee and speeches from 9:15pm
- Return coaches to the University at 10pm, 10:15pm, 10:30pm
- Venue closes at 11pm