

4th Northumbria International Conference Final Daily Program (reflecting actual sessions as they took place)

[Sunday, 12 August](#) | [Monday, 13 August](#) | [Tuesday, 14 August](#) | [Wednesday, 15 August](#) | [Thursday, 16 August](#)

[Seminar Descriptors Notebook](#) reflects the program as it was originally planned (Adobe PDF)

Note: You will need to have Microsoft PowerPoint installed on your computer to view [these links](#), and a QuickTime player to view [the streaming video links](#).

Sunday, 12 August	
12:30 p.m. - 6:00 p.m.	Conference Registration (<i>Hotel Lobby</i>)
1:35 p.m.	Major League Baseball game <i>Pittsburgh Pirates vs. San Diego Padres</i> <i>PNC Park, downtown Pittsburgh</i> <i>Meet and depart from hotel lobby 12:15 p.m. Shuttle to the stadium costs \$2.50 each way.</i> <i>Registrants should indicate on their registration form the number of tickets needed.</i>
4:00 p.m. - 6:00 p.m.	Walking tours of downtown Pittsburgh <i>Meet and depart from hotel lobby 4:00 p.m.</i> <i>Depending upon the length of the baseball game, registrants may not be able to attend both the game and a walking tour.</i>
6:00 p.m. - 8:00 p.m.	Evening reception at the hotel <i>Welcome by Sandra Parker and Wanda Dole</i> <i>(Reflections)</i>

Monday, 13 August			
8:30 a.m.-10:00 a.m.	Breakfast (<i>Reflections</i>)		
9:00 a.m.-1:00 p.m.	Conference Registration (<i>Santa Fe Foyer</i>) Sightseeing and lunch on your own		
1:00 - 1:30 p.m.	Welcome to Pittsburgh Glorianna St. Clair, Mark Kamlet, Provost <i>Carnegie Mellon University</i> <i>(B&O Ballroom)</i>		
1:15 - 1:45 p.m.	Welcome from the Editorial Board Sandra Parker <i>University of Northumbria</i> Carla Stoffle <i>University of Arizona</i> <i>(B&O Ballroom)</i>		
1:45 - 2:30 p.m.	Setting Standards for Service Quality (<i>Quicktime video</i>) by Rowena Cullen <i>Victoria University, Wellington, New Zealand</i> <i>(B&O Ballroom)</i> (PowerPoint Presentation)		
2:30 - 3:30 p.m.	Electronic Services and Library Performance Measurement: A Definitional Challenge (<i>Quicktime video</i>) by Peter Young <i>Library of Congress</i> <i>(B&O Ballroom)</i> (PowerPoint Presentation)		
3:30 - 4:00 p.m.	Refreshments - Tea and Coffee		
4:00 - 4:30 p.m.	Parallel 1		
	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> Petra Klug, <i>Bertelsmann Foundation</i> </td> <td style="width: 50%; vertical-align: top;"> BIX: The Library Index (<i>Atchison Room</i>) (PowerPoint Presentation - Part I) (PowerPoint Presentation - Part II) </td> </tr> </table>	Petra Klug, <i>Bertelsmann Foundation</i>	BIX: The Library Index (<i>Atchison Room</i>) (PowerPoint Presentation - Part I) (PowerPoint Presentation - Part II)
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	Colleen Cook and Bruce Thompson, <i>Texas A&M University</i>	Scaling for the LibQUAL+ Instrument: A Comparison of Desired, Perceived and Minimum Expectations Responses vs. Perceived Only (<i>Topeka Room</i>) (PowerPoint Presentation)
	Anu Nuut, <i>National Library of Estonia</i> Aira Lepik, <i>Tallinn Pedagogical University</i> and Toomas Liivamagi, <i>Tartu University Library</i>	Developing Performance Measurement and Quality Evaluation in Estonian Research Libraries: Survey of Current Situation <i>(Santa Fe Room)</i>
4:45 - 5:15 p.m.	Parallel 2	
	Karin de Jaeger, <i>University of Cape Town</i>	Impact & Outcome: Searching for the Most Elusive Indicators of Academic Library Performance (<i>Atchison Room</i>) (PowerPoint Presentation)
	Trevor Gerdson, <i>University of Newcastle, Australia</i>	Activity-Based Costing as a Performance Tool for Library & Information Technology Services <i>(Topeka Room)</i>
	J. Stephen Town, <i>Cranfield University</i>	Welfare or Wisdom: Performance Measurement and Information Skills Education <i>(Santa Fe Room)</i> (PowerPoint Presentation)
7:00 - 10:00 p.m.	River Cruise and Dinner <i>Meet in hotel lobby at 6:45 for a short walk to the river boat.</i>	

Tuesday, 14 August

8:00 - 9:00 a.m.	Continental Breakfast <i>(Reflections)</i>	
9:00 - 10:00 a.m.	Technology - Pied Piper or Playground Bully? or, Creating Meaningful Measures Using Emerging Technologies: Separating the Reality from the Myths by Christie M. Koontz, Ph.D <i>Florida State University</i> <i>(B&O Ballroom)</i>	
10:15 - 10:45 a.m.	Refreshments - Tea and Coffee	
10:45 - 11:15 a.m.	Parallel 3	
	Charles McClure, <i>Florida State University</i>	Information Policy-Based Indicators to Assess U.S. Federal Websites: Methods & Issues (<i>Atchison Room</i>)
	Claire Creaser and J. Eric Davies, <i>Loughborough University</i>	Made to Measure: Developing Client-Oriented Statistics <i>(Topeka Room)</i>
	Stephen Thornton, <i>DERA</i>	A New Look at Service Level Agreements <i>(Santa Fe Room)</i> (PowerPoint Presentation)
11:30 a.m. - Noon	Parallel 4	
	Mark Paul and Melissa Laning, <i>University of Louisville</i>	Outsourcing Quality Measurement: the Good, the Bad, the Ugly (<i>Atchison Room</i>)
	David Fuegi, Robert Davies, <i>MDR Partners</i>	Performance Indicators for Digital Literacy Services - ISTAR Project: Issues, Approaches and Criteria <i>(Topeka Room)</i> (PowerPoint Presentation)

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12:15 - 12:45 p.m.	Parallel 5						
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1:00 - 2:00 p.m.	Lunch <i>(Reflections)</i>						
2:00 - 3:00 p.m.	Strategic Uses of Evaluation and Performance Measurement <i>(Quicktime video)</i> by Geoffrey Ford <i>University of Bristol</i> <i>(B&O Ballroom)</i> (PowerPoint Presentation)						
3:00 - 3:30 p.m.	Refreshments - Tea and Coffee						
3:30 - 4:00 p.m.	Parallel 6						
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Danuta Nitecki, <i>Yale University Library</i> and Toni Olshen, <i>York University Library</i>	Developing Service Quality Measurement Skills Through Online Course for Librarians <i>(Topeka Room)</i> (PowerPoint Presentation)
Dr. Linda Banwell, <i>IMRI, University of Northumbria</i>	Meaningful Measures for Individuals' Realities: Evidence from the JUBILEE Project <i>(Santa Fe Room)</i> (PowerPoint Presentation)

5:45 - 6:30 p.m. Poster Sessions (Ballroom Foyer)

Myron E. Schirer <i>Pepperdine University</i>	Faculty Perception of Library Services and Collections
Peter Burslem <i>University of Maryland University College</i>	The Electronic Methods of Measuring Reference Desk Usage and Costs
Kaylyn Hipps, Consuella Askew Waller, <i>Association of Research Libraries</i>	LibQUAL+: An ARL/TAMU New Measures Pilot

Dinner on Your Own

Wednesday, 15 August

8:00 - 9:00 a.m. Continental Breakfast
(Reflections)

9:00 - 10:00 a.m. [Facilitating Scholarly Communication: Cost and benefit of a Digital University Press](#) *(Quicktime video)*
by Anna Maria Tammaro
Firenze University Press
(B&O Ballroom)
[\(PowerPoint Presentation\)](#)

10:15 - 10:45 a.m. Refreshments - Tea and Coffee

10:45 - 11:15 a.m. Parallel 9

Amos Lakos, <i>University of Waterloo, Canada</i>	Culture of Assessment as Organizational Culture Change in Libraries <i>(Atchison Room)</i> (PowerPoint Presentation)
Fred Heath, Colleen Cook, <i>Texas A&M University</i> Martha Kyrrillidou, Duane Webster, <i>Association of Research Libraries</i>	The Forging of Consensus: A Methodological Approach to Service Quality Assessment in Research Libraries--The LibQUAL+ Experience <i>(Topeka Room)</i> (PowerPoint Presentation)
John Mills and Marion Bannister, <i>Charles Sturt University</i>	Motivating and De-Motivating Factors Influencing Academic Staff Use of University Libraries <i>(Santa Fe Room)</i> (PowerPoint Presentation)

11:30 a.m. - Noon Parallel 10

Joan Stenson, Charles Oppenheim, and Richard Wilson, <i>Loughborough University</i>	The Attributes of Information as an Asset, Its Measurement and Role in Enhancing Organisational Effectiveness <i>(Atchison Room)</i> (PowerPoint Presentation)
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	<p>Brinley Franklin, <i>University of Connecticut</i></p>	<p>Academic Research Library Support of Sponsored Research in the United States <i>(Topeka Room)</i> (PowerPoint Presentation)</p>
	<p>Julia Blixrud <i>Association of Research Libraries</i></p>	<p>The Association of Research Libraries Statistics and Measurement Program: From Descriptive Data to Performance Measures <i>(Santa Fe Room)</i> (PowerPoint Presentation)</p>

12:15 - 12:45 p.m. Parallel 11

<p>Graham Coulson, Ken Harrop, and Kathryn Ray, <i>University of Northumbria</i></p>	<p>Measuring Performance Within the Bidding Culture <i>(presented by Sandra Parker) (Atchison Room)</i></p>
<p>Miguel Duarte Barrionuevo, <i>Andalusian Universities Quality Unit</i></p>	<p>Evaluation of Academic Libraries in Andalucaia (Southern Spain): an EFQM-Compliant Manual <i>(Topeka Room)</i></p>
<p>Denise Troll, <i>Carnegie Mellon University</i></p>	<p>Changes in Library Usage, Usability and User Support <i>(Santa Fe Room)</i> (PowerPoint Presentation)</p>

1:00 - 2:00 p.m. Lunch
(Reflections)

2:00 - 3:00 p.m. [E-Metrics: Measures for Electronic Resources](#)*(Quicktime video)*
by Rush Miller
University of Pittsburgh
and Sherrie Schmidt
Arizona State University
(B&O Ballroom)
[\(PowerPoint Presentation\)](#)

3:00 - 3:30 p.m. Refreshments - Tea and Coffee

3:30 - 4:00 p.m. Parallel 12

<p>George E. Gibbs, <i>University of Kansas Libraries</i></p>	<p>Service Quality in Cataloging: the Experience of the University of Kansas Libraries <i>(Atchison Room)</i></p>
<p>Marilyn Myers, <i>Arizona State University West</i></p>	<p>User-Framed Library Services at Arizona State University West <i>(Topeka Room)</i></p>
<p>Carole George, <i>Carnegie Mellon University Libraries</i></p>	<p>The Library Web User Survey: Designing Online Access <i>(Santa Fe Room)</i> (PowerPoint Presentation)</p>

5:30 - 9:30 p.m. Conference Dinner
Carnegie Museum, Music Hall Foyer
Dinner Speaker: J. Stephen Town, *Cranfield University*
Buses will begin leaving at 5:00 p.m. from the hotel lobby

Thursday, 16 August

8:00 - 9:00 a.m. Continental Breakfast
(Reflections)

9:00 - 9:30 a.m. Parallel 13

<p>Gina Lane, <i>Resource; Council for</i></p>	<p>Developing Outcome Based Indicators: Resource's Learning and Access Standard <i>(presented by Sandra Parker)</i></p>
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	Museums, Archives & Libraries <i>(Topeka Room)</i> (PowerPoint Presentation)
Pat Dixon, <i>University of Northumbria</i>	Developing a Criteria-Based Quality Framework for Measuring Value and Impact <i>(Santa Fe Room)</i> (PowerPoint Presentation)

9:45 - 10:15 a.m. Parallel 14

Ullrich Niederer, <i>Zentral und Hochschulbibliothek, Lucerne</i>	'L'appetit vient en comparant': The Swiss Benchmarking Project <i>(Topeka Room)</i> (PowerPoint Presentation)
Philip Ramsdale, Martin Jennings, and David Fuegi, <i>IPF</i>	Recent Developments to the National Framework to Evaluate Public Library Performance in the UK <i>(Santa Fe Room)</i> (PowerPoint Presentation)

10:30 - 11:00 a.m. Refreshments - Tea and Coffee

11:00 a.m. - Noon [Performance Measures for 21st Century Libraries](#) *(Quicktime video)*
by Peter Brophy
Director, Centre for Research in Library & Information Management (CERLIM)
(Admiral Room)
[\(PowerPoint Presentation\)](#)

12:00 - 1:00 p.m. [Panel Discussion](#) *(Quicktime video)*
by Peter Brophy, Sandra Parker, Rowena Cullen, Geoffrey Ford, Martha Kyrillidou, Wanda Dole
(Admiral Room)

1:00 p.m. Boxed Lunch and Dispersal (Waterfront room)



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