

| Qualitative and Quantitative Methods in Libraries International Conference (QQL2009) | | | |
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| May 26-29, 2009 Chania Crete Greece | | | |
| Session / Room | Date / Time | Program | Talk Title / Event |
| | | Monday May 25 | |
| MAICh | 17.00-20.00 | | Registration |
| | | Tuesday May 26 | |
| MAICh | 8.30-10.00 | | Registration |
| Aristotle | 10.00-10.40 | Opening Ceremony | |
| KS1 Aristotle | 10.40-11.30 | Keynote Session Chair: G. Bokos Peter Hernon: The Next Managerial Leadership: Continuation of a Research Agenda. Simmons College, Graduate School of Library and Information, USA | The Next Managerial Leadership: Continuation of a Research Agenda |
| MAICh | 11.30-12.00 | | Coffee Break |
| SCS1 | | SPECIAL AND CONTRIBUTED SESSIONS SCS1 | |
| Aristotle | 26.05.09: 12.00-13.40 | Chair: Fiona Bradley | Impact! IFLA and the grantees of the Global Libraries Initiative present reports from the front line of impact assessment |
| | | Fiona Bradley | IFLA, sustainability and impact assessment |
| | | David Streatfield | What is impact assessment and why is it important? |
| | | Kristine Paberza | Towards an assessment of public library value: statistics on the policy makers' agenda |
| | | Marcel Chirarov | Real life impact of Public Access Computers' Centres in Global Libraries Romania |
| | | Kristine Paberza and Ugne Rutkausiene | Outcomes based measurement of public access computing in public libraries comparative analysis of studies in Latvia and Lithuania |
| Room 2 | 26.05.09: 12.00-13.40 | Chair: Teresa Welsh | Models/ Modelling |
| | | Scott Rummler | Rapid Service Metrics Improvement Using Collaborative Experience Modelling Techniques |
| | | Elsa Maria Quelhas Conde, Rosa Maria Mira Canhoto Martins | Portuguese School Libraries. The design and implementation of a School Libraries Self Evaluation Model |
| | | Mary-jo Romaniuk, Allison Sivak | Modeling a Great Library: A Schema for Assessment in Research Libraries |
| | | Rafael Ibarra and Silvia Ballesteros | Infopragmatics: an efficient method for information retrieval |

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| Room 3 | 26.05.09: 12.00-13.40 | Chair: Rosa San Segundo | Challenges for managing and measuring Quality in Libraries at the beginning of the 21st century |
| | | S. Zimeras, S. Katsikas | Evaluation of Information Systems using Software Metrics and Measurements |
| | | Miguel Duarte Barrionuevo | From Quality to Innovation: experiences in EFQM Model at University of Cadiz Library (Andalucía, Spain) |
| | | Petros A. Kostagiolas | Balancing perceptions and quality approaches for managing and measuring Quality in Libraries at the beginning of the 21st century |
| | | Maryam Nakhoda | A Study on SERVQUAL and LIBQUAL Models as Methods for Evaluating the Quality of Library Services |
| MAIch | 26.05.09: 13.40-15.00 | | Lunch |
| KS2 Aristotle | 26.05.09: 15.00-15.40 | Keynote Session Chair: J. Retting. Henk Harmsen: Guidelines for repositories assessment and review of the quality of operations for data repositories. Data Archiving and Network services (DANS) The Netherlands | Guidelines for repositories assessment and review of the quality of operations for data repositories |
| SCS2 | | SPECIAL AND CONTRIBUTED SESSIONS SCS2 | |
| Aristotle | 26.05.09: 15.40-16.40 | Chair: Norbert Fuhr | Web evaluation |
| | | Josef Herget, Isabella Mader | Measuring Web2.0 Activities: Model and Metric |
| | | Gilda, Olinto | Internet access and use: concepts, measures and analytic model |
| | | Marek Kopel, Aleksander Zgrzywa | Libraries in the Semantic Web Era |
| | | Umesh Sharma, Prashant Goswami, Anil Kr Shukla | Usability Features of Universities' Website of Rajasthan State |
| Room 2 | 26.05.09: 15.40-16.40 | Chair: J. Rettig | Public libraries |
| | | Chulho Jang | A study on efficiency analysis about the public libraries using DEA/Window model and AHP. |
| | | Lamia Badra | Performance Measurement of its cultural services and activities: The Case study of Public Library in Clermont-Ferrand. |
| | | David Hunter | Development of strategic performance indicators at the National Library of Scotland |
| | | Daina Pakalna | Public Libraries in the Information Ecology System of the Local Community |

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| Room 3 | 26.05.09: 15.40-16.40 | Chair: Vilve Seiler | Libraries Mediators |
| | | Krista Lepik | Tartu University Library as a medium between different patrons |
| | | Evgenia Vassilakaki, Frances Johnson, R.J. Hartley, Dave Randall | Users' Image Seeking Behaviour in Multilingual Environments: a FlickLing Case Study |
| | | Emanuel Wenger | Paper history and expertise provided by the eContentPlus project Bernstein |
| | | Steve Thornton | Supporting Knowledge Discovery In A Research Organisation |
| MAIch | 26.05.09: 16.40-17.00 | | Coffee Break |
| SCS3 | 26.05.09: 17.00-18.40 | SPECIAL AND CONTRIBUTED SESSIONS SCS3 | |
| Aristotle | 26.05.09: 17.00-18.40 | Chair: Peter Hernon | Human Resources |
| | | Kenneth-Roy Bonin | The Employment Status of Librarians at Canadian Universities |
| | | Maryam Nakhoda | The Investigation of Individual Factors that Affect Information Technology Usage by Librarians Affiliated to Tehran University |
| | | Nahyun Kwon and Vicki L. Gregory | The Use of Transaction Logs to Study the Effectives of Librarian Behaviors on User Satisfaction in a Virtual Setting |
| | | Judith Broady-Preston | Qualitative methodologies for determining the skills and competencies required of the hybrid information professional of the 21st century |
| Room 2 | 26.05.09: 17.00-18.40 | Chair: Marzena Marcinek | Quality and Technology |
| | | Gayla Byerly, Cindy Batman | Assessment of Library Instruction Using Performance Based Software |
| | | Faranak Mohsenzadeh and Rostam Mozaffari | A Study on the Application Level and the Difficulties of the Use of Information Technology at Academic Libraries of Kerman in Iran |
| | | Mohamed Shariff Siti Salbiah | Exploring e-Business Potentials for the Electricity Industry using Qualitative Methodology |
| | | Hasan Buabbas, Benachir Medjdoub | Exploring the Level of Information and Communication Technology Services and Use in Secondary School Library Media Centres in Kuwait: An Interpretive Case Study Research. |
| Room 3 | 26.05.09: 17.00-18.40 | Chair: Vilve Seiler | Data Mining and Content Analysis |
| | | Marek Górski, Marzena Marcinek | Application of selected software tools for data collection and analysis in library management and their effectiveness assessment. Results of the research conducted at Polish academic libraries. |
| | | Mohammad Tavakolizadeh-Ravari, Maryam Nejabatian | Document-Term Clustering Technique: Mining the Bibliographic Data for Finding the Hidden Relationships in Disorder-Therapeutic Literature of Psychology |
| | | Corina Pop, Gabriela Mailat | Databases - instruments of documentation and information in scientific research |
| | | Maryam Yaghoubi, Saied Karimi, Alireza Rahim, Mohamad Javad Al mokhtar | Cost – Benefit Analysis of Isfahan University of Medical Science Database in 2007 |

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| SCS4 | 26.05.09: 18.40-20.00 | SPECIAL AND CONTRIBUTED SESSIONS SCS4 | |
| Aristotle | 26.05.09: 18.40-20.00 | Chair: Fiona Bradley | Development and Assessment of Digital Repositories |
| | | Nancy K Roderer | Evaluating the All-Digital Library |
| | | Paul King, Yiannis Kompatsiaris | A Preliminary Assessment of the NASA Engineering Network: Enterprise |
| | | Marco G.P. van Veller, Wouter Gerritsma, Peter L. van der Togt, Charles D. Leon and Corrie M. van Zeist | Bibliometric analyses on repository contents for the evaluation of research at Wageningen UR |
| | | Umesha Naik, D. Shivalingaiah | Digital Library Collection Development |
| | | Kamani Perera, Dinesh Chandra | Museums and the Art Galleries in the Digital Age |
| Room 2 | 26.05.09: 18.40-20.00 | Chair: Kenneth -Roy Bonin | Information Management |
| | | Rosa San Segundo | Invalidity of a General Theory on information organization |
| | | Alexandra Angeletaki | Which educational role can Libraries play in assessing Information in a University learning environment? |
| | | Sohaimi Zakaria & Haruki Nagata | Knowledge Creation and Flow in Agriculture: the Experience and Role of the Japanese Extension Advisors |
| | | Marion Loire, Valerie Bouissou | The Cultural Events Service at the BPI (Public Information Library), or other tools for the acquisition of knowledge |
| | | Sulfeeza Mohd Drus and Siti Salbiah Mohamed Shariff | Adopting Qualitative Research in Information Systems Study: Issues and Challenges |
| Room 3 | 26.05.09: 18.40-20.00 | Chair: Mirofora Evangelia Theodoridou | Library innovation |
| | | Adele Edwards, Barbara Allen, Trinity Parker, Sarah Newby, Christopher Burcsik | The year of chaos followed by the year of communications |
| | | Kiran Kaur | Focus Group Eye-Opener: What Users Want From Web-Based Library Services |
| | | Kaie Oks | A Small Library With Big Goals - The Library For German Language And Literature, University Of Tartu |
| | | Vincent Mom | The Cactus Project |
| MAICH | 26.05.09: 20.00-21.00 | | Welcome Reception |

| Wednesday May 27 | | | |
|--------------------------|-----------------------|---|--|
| SCS5 | | SPECIAL AND CONTRIBUTED SESSIONS SCS5 | |
| Aristotle | 27.05.09: 9.00-10.40 | Chair: Fiona Bradley | Information Literacy |
| | | James Rettig | New Technologies, Citizen Empowerment, and Civic Life |
| | | Persida Rafailova, Iva Kostova | Project for an open course for information literacy in the UACEG library |
| | | Vilve Seiler | Challenges in teaching information literacy in online courses |
| | | Antti Virrankoski | Marketing information literacy education in a scientific community |
| | | Serap Kurbanoglu | Self Efficacy An Alternative Approach to the Evaluation of IL |
| Room 2 | 27.05.09: 9.00-10.40 | Chair: Niels Ole Pors | Quality in Academic Libraries |
| | | M.Pinto, V. Fernández-Marcial and C. Gómez-Camarero | Quality management in Academic Library; a case studies of the science and technology area in Spain |
| | | Luiza Baptista Melo, Cesaltina Pires | The impact of the electronic sources in Portuguese academic libraries: results of a qualitative survey |
| | | Sagren Moodley, Jaya Raju and Reggie Raju | Evaluation of higher education libraries: the case of the Durban University of Technology Library |
| | | Helen Young, Peter Lund, Graham Walton | Tools to develop effective research support in an academic library: a case study |
| | | Leoné Tiemensma | Quality metrics in academic libraries |
| KS3 Aristotle | 27.05.09: 10.40-11.30 | Keynote Session Chair: A. Katsirikou. Carla Basili: Measuring Information Literacy policies Italian National Research Council, Lumsa University, Italy | Measuring Information Literacy policies |
| MAICH | 11.30-12.00 | | Coffee Break |
| SCS6 | | SPECIAL AND CONTRIBUTED SESSIONS SCS6 | |
| Aristotle | 27.05.09: 12.00-14.00 | Chair: Sanda Bercovici | Data Mining Text Analysis |
| | | Kamariah Nor Mohd Desa, Noraziah Sharuddin, Syhraham A. Raqi, Zafarina Dol, Muzaimah Mohd. Yunus | Citation Analysis-An Unobtrusive Method for Measuring Information Use by Engineering Students |
| | | Lila Theodoridou, Dimitris Kotzinos, Zoe Sotiriou | On handling geographic data of paper and digital forms in academic libraries: the role of ontologies |
| | | Roberta S. Horowitz and John M Weiner | One-Stop Learning: A text-mining-knowledge utilization process |
| | | Aristeidis Meletiou | The evaluation of Library Services Methods: Cost per Use and Users' satisfaction. |
| | | Yiannis Dimotikalis | Quantitative Evaluation of Greek Academic Libraries Using Principal Components and Fuzzy Logic |

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| Room 2 | 27.05.09: 12.00-14.00 | Chair: Gillian Oliver | Digital Sustainability |
| | | Milena Dobрева, Dennis Nicholson | Various Approaches towards Digital Preservation and Their Implications on User-Related Issues |
| | | Perla Innocenti, Brian Aitken, Seamus Ross | A next generation distributed preservation framework for digital repositories: first results from the SHAMAN project |
| | | Daniel G. Dörner | Triage as a methodology for selecting and prioritising for digital preservation |
| | | Ghislaine Chartron, Elisabeth Caillon | Citations of electronic resources in scientific publications: comparative analysis and strategy of links |
| | | Perla Innocenti, Andrew McHugh, Seamus Ross, Raivo Ruusalepp, Hans Hofman | Assessment and sustainability of repositories and digital libraries with DRAMBORA" |
| MAICH | 27.05.09: 14.00-15.00 | | Lunch |
| Excursion | 27.05.09: 15.00-21.00 | | Excursion to Elafonnisi |
| | | Thursday May 28 | |
| SCS7 | | SPECIAL AND CONTRIBUTED SESSIONS SCS7 | |
| Aristotle | 28.05.09: 9.00-10.40 | Chair: Carla Basili | Mixed methods I |
| | | John W. Pattenden-Fail, Filip Kruse | Communicative behavior and demands for digital preservation among academic community and government officials - a mixed methods study |
| | | Anthi Katsirikou, Aristeidis Meletiou | The cultural dimension of library's marketing: a methodological approach |
| | | Fernanda Martins | Teaching Information Science students for the use of different methodologies |
| | | Hilda Munyua, Christine Stilwell | A mixed qualitative-quantitative-participatory methodology: a study of the agricultural knowledge and information system (AKIS) of small scale farmers |
| Room 2 | 28.05.09: 9.00-10.40 | Chair: Niels Ole Pors | Collection and Cataloguing Measurement |
| | | Sanda Bercovici | A New Perspective to E-resource Management |
| | | Gabriela Costea | Bringing FRBR model into current cataloguing process via Liberty3, a library oriented software |
| | | Shaista Parvin | Qualitative Evaluation Of Urdu Collection In Dr. Babasaheb |
| | | Ana Perez- Lopez, Jose Ruperto Arce-Delgado, Carlos Enrique Granados-Molina, America Hidalgo-Campos, Al-da Fonseca-Quires | Measuring the Capacity and Use of Collections library and its Interaction with Teaching and Research at the EARTH University |
| | | Helen M. Byamugisha | Digitizing library Resources for New Modes of Information Use in Uganda |
| Room 3 | 28.05.09: 9.00-10.40 | Chair: Gillian Oliver | Change Management methodologies |
| | | Danuta Nitecki | Are qualitative and quantitative data appropriately gathered for managerial decisions? |
| | | Petra Düren | Public Management means Strategic Management – How can libraries fulfil the requirements of the New Public Management? |
| | | Maria Popescu, Emilian, Comeanu, Elena Helerea | Change Management in the University Library |
| | | Angela Repanovici, Daniela Turcanu | Qualitative and quantitative measures in marketing research for university library resource assessment |

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| KS4 Aristotle | 28.05.09: 10.40-11.30 | Keynote Session Chair: Ch. Skiadas. Niels Ole Pors: Measuring the Quality of Leadership and Service Provision in Libraries Royal School of Library and Information Science, Denmark | Measuring the Quality of Leadership and Service Provision in Libraries |
| MAICH | 28.05.09: 11.30-12.00 | | Coffee Break |
| SCS8 | | SPECIAL AND CONTRIBUTED SESSIONS SCS8 | |
| Aristotle | 28.05.09: 12.00-13.40 | Chair: Aria Lepik | Mixed methods II |
| | | Hossein Pashaeizad | A glance at the characteristics of Mixed Methods and importance of its application in library and Information Science Researches |
| | | Mahdi Hassanzadeh | Librarianship Qualitative and Quantitative Methods |
| | | Sarah Bosarge | Asking Both What and Why: Mixed-Methods Research in Information Behavior |
| | | Naorem Binita Devi | Understanding the qualitative and quantitative methods in the context of content analysis |
| | | Adriaan Swanepoel | What 37000 citations can tell |
| Room 2 | 28.05.09: 12.00-13.40 | Chair: Carla Basili | Access and Copyright |
| | | Michalis Gerolimos, Rania Konsta | Copyright for databases and attack on scientific research and freedom of expression |
| | | Remedios Meler, M. Francisca Abad, Ernest Abadal, Josep Manel Rodriguez Gairin | DULCINEA: Copyright policies and self-archiving of Spanish scientific journals |
| | | Assimina Vlachaki, Christine Urquhart | Use of open access journals in biomedicine in Greece |
| | | Maria G. N. Musoke | Access and use of information by primary health care providers in rural Uganda: a qualitative approach |
| Room 3 | 28.05.09: 12.00-13.40 | Chair: Maria Popescu | Strategic Planning for users |
| | | Anthi Katsirikou, George Mataliotakis | Libraries and Potential Users: Methodological approach, the case of Greek libraries |
| | | Nadezhda Molodtsova and I. Shebalkina | The quality of information as basis of library management quality |
| | | Maria Mostaccio | A case study of strategic planning of the Main Library and 23 Research Academic Libraries of the Faculty of Philosophy and Letters at the University of Buenos Aires, Argentine : 2008-2010 |
| | | Alina Aldea, Corina Pop, Gabriela Mailat | The librarian in the information society |
| MAICH | 28.05.09: 13.40-15.00 | | Lunch |
| SCS9 | | SPECIAL AND CONTRIBUTED SESSIONS SCS9 | |
| Aristotle | 28.05.09: 15.00-16.40 | Chair: Remedios Meler | Mixed Methods III |
| | | Wanyenda Leonard Chilimo | Combining quantitative and qualitative methods in ICT and sustainable livelihoods research |
| | | Hakim Harik, Madjid Dahmane | On the information retrieval model by citation analysis |
| | | Julia Velez | UPR Libraries Evaluation Process: Identification of indicators and creation of tools for a data collection |
| | | Chiara Faggiolani | Qualitative Approach and Grounded Theory for Assessing User Evaluation of Library Services: City Library Network of Perugia - a case study |

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| Room 2 | 28.05.09: 15.00-16.40 | Chair: Assimina Vlachaki | Services measurement |
| | | Magali Colin | INIST-CNRS project's on the Usage Statistics of the portals. |
| | | Aspasia Togia, Nikolaos Tsigilis | Awareness and use of electronic information resources by education graduate students: Preliminary results from the Aristotle University of Thessaloniki" |
| | | Maria Borbely, Marianna Medveczki | Measuring user satisfaction with library system according to ISO/IEC 9126-4 |
| | | Grace Maselli, Jeff Clovis | Assessing faculty productivity and institutional research performance: Using publication and key citation performance indicators |
| | | Yaşar Tonta, İrem Soydal | Service Quality of Web Information Systems |
| Room 3 | 28.05.09: 15.00-16.40 | Chair: Teresa Welsh, Co-chair: Danuta Nitecki | Research Centres in Academic Libraries |
| | | Teresa S. Welsh | The Creation and Development of a Multi-Disciplinary Centre in an Academic Library |
| | | Ane Landøy, Angela Repanovici | Knowing the needs. A system for evaluating the university library |
| | | Tamara B Gryschenko and Olexandr.M. Nikitenko | New Life Standard of University Library |
| | | Diana Pietruch-Reizes | A new look at the university libraries in context European Research Area |
| | | Priyanwada Lakmalı Wanigasooriya | Value of Innovation in the Field of Library and Information Science with Special Reference to the University Libraries in Sri Lanka |
| MAICH | 28.05.09: 16.40-17.00 | | Coffee Break |
| SCS10 | | SPECIAL AND CONTRIBUTED SESSIONS SCS10 | |
| Aristotle | 28.05.09: 17.00-19.00 | Chair: Aria Lepik | User's behaviour I |
| | | Roberto Caldelli, Cezary Mazurek, Paolo Mazzanti, Tomasz Parkoła and Marcin Werla | Users requirements for personalised virtual digital libraries |
| | | Marco Scarnò | User's behaviour inside a digital library |
| | | Eva Ortoll-Espinet, Aurora González-Teruel, Esther Gilabert-Ros | Information Behaviour of University Students |
| | | Paula Sequeiros | User profiles: from a qualitative case study approach to providing a better service |
| | | Aphrodite Malliari, Konstantinos Kapsalis and Mersine Moreleli Cacouris | Usage patterns in a Greek academic library catalogue: a follow up study |
| Room 2 | 28.05.09: 17.00-19.00 | Chair: Aspasia Togia | User's behaviour II |
| | | Aulikki Holma, Niina Punelpuro | A boundary-crossing collaboration for knowledge creation and expertise: The CIP Project |
| | | Markus Hennies, Sebastian Mundt | Benchmarking library web site usage |
| | | Ola Bayan | The role of supply chain relationships in maintaining library users satisfaction, loyalty and perception of the service quality |
| | | Chipakata CHULU, Richard SILUMBE and Lottie SINYANGWE | Community Based Library in Zambia |
| | | Barbara Julia Menezello Leitão | Focus groups: the application of qualitative research to give support for quantitative research in Sistema de Bibliotecas/USP |

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| Room 3 | 28.05.09: 17.00-19.00 | Chair: Alexandra Angeletaki | The Change of Libraries and the Managerial techniques |
| | | Shu-Yuan Huang and Yuang-Ling Lai | High School Librarians' Professional Competencies Influence Teachers' Lesson Preparation Process |
| | | Jarmo Saarti, Arja Juntunen, Aino Taskinen | Many-Faceted Measuring of the Quality as a Tool for Quality Improvement in the Kuopio University Library, Finland |
| | | Maria Borbely | Factors that influence self- assessment in altering library environment |
| | | Hayet Ben Hamida, Faysal Mansouri | The New Basel capital accord and emerging countries vulnerability: Implementation and implication |
| | | Ladan Tajaddini | Investigating the atmosphere of Kerman public libraries with respect to planning and designing measures of Iran planning and management organization |
| MAICH | 28.05.09: 21.00-24.00 | | Farewell Dinner |
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| | | Friday May 29 | |
| SCS11 | | SPECIAL AND CONTRIBUTED SESSIONS SCS11 | |
| Aristotle | 29.05.09: 9.00-10.40 | Chair: Martha Kyrrilidou | Performance Measurement: Describing the Value of the Academic Libraries to the University |
| | | Brinley Franklin and Terry Plum | Indirect Cost Studies: Library Impact within the Academic Enterprise |
| | | Colleen Cook and Martha Kyrrilidou | Describing the Research Library of the 21 st Century: the Association of Research Libraries' (ARL) Profile |
| | | Brinley Franklin, Colleen Cook, Martha Kyrrilidou and Bruce Thompson | Library Investment Index – Why is it important? |
| | | Stephen Town | ARL and SCOUNL Assessment Initiatives: Synergies and Opportunities |
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| Room 2 | 29.05.09: 9.00-10.40 | Chair: Danuta Nitecki | Change, History of Libraries |
| | | Vesna Zupan | Qualitative Transformation of Libraries in Serbia: Developing information literacy as an imperative |
| | | Maryam Nakhoda | Proposing a Change Management model for Academic Libraries |
| | | Constantin Ittu | Qualitative and Quantitative Methods in an 18th Century Romanian library |
| | | Anca Toma | Qualitative analysis of the activity unfolded within the free access room of the library of Transilvania University of Brasov |
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| Room 3 | 29.05.09: 9.00-10.40 | Chair: Sirje Virkus, co-chair: Antonio Cartelli | Using Qualitative and Quantitative Methods in Digital Library Education and Research I |
| | | Sirje Virkus | Digital Library Education from the Information and Knowledge Management Perspective |
| | | Getaneh Agegn Alemu | The Role of Open Access in Fostering Knowledge Sharing and Collaboration in Ethiopia: a case study |
| | | Katherine Howard | Using a free online questionnaire to determine the skills, competencies and knowledge required to work in a digital library environment in Australia |
| | | Le DieuTran | The use of online synchronous interviews as a data collection technique |
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| KS5 Aristotle | 29.05.09: 10.40-11.30 | Keynote Session Chair: Sirje Virkus. Norbert Fuhr: Evaluation Approaches for Digital Libraries Department of Computational and Cognitive Sciences University of Duisburg-Essen, Germany | Evaluation Approaches for Digital Libraries |
| MAICH | 29.05.09: 11.30-12.00 | | Coffee Break |
| SCS12 | | SPECIAL AND CONTRIBUTED SESSIONS SCS12 | |
| Aristotle | 29.05.09: 12.00-13.40 | Chair: Bruce Thompson | LibQUAL+(R): Charting Library Service Quality and other assessment initiatives |
| | | Martha Kyriallidou, Bruce Thompson, Colleen Cook | Item Sampling in Service Quality Assessment Surveys to Improve Response Rates and Reduce Respondent Burden: The LibQUAL+(R)-Lite Experiment |
| | | Martha Kyriallidou | LibQUAL+® Overview |
| | | Colleen Cook | Research Foundations of LibQUAL+ |
| | | Stephen Town | LibQUAL+® Development in the UK and beyond |
| Room 2 | 29.05.09: 12.00-13.40 | Chair: Ageliki Oikonomou | Internet |
| | | Nafiz, Zaman Shuva | Use of Internet by the Students of Faculty of Arts of the University of Dhaka: A Survey |
| | | Savina Kirilova, Antonia Gidulska | The Bulgarian university libraries in Internet |
| | | Zabukovec Vlasta | The relationship between computer anxiety in library anxiety |
| | | Jadranka Lasic-Lazic, Mihaela Banek Zorica, Goran Bubas | Potential uses of Web 2.0 tools for library client communication and relationship development |
| Room 3 | 29.05.09: 12.00-13.40 | Chair: Aria Lepik, co-chair: Peter Hemon | Using Qualitative and Quantitative Methods in Digital Library Education and Research II |
| | | Aira Lepik | Interpretations of human resource management issues in digital library education |
| | | Eric Boamah | Library and Information Science Professionals' Perception on Digital Libraries and its impact on LIS education in Ghana |
| | | Reuben Mushi | Intellectual Capital and Public University Libraries: a knowledge sharing perspective |
| MAICH | 29.05.09: 13.40-15.00 | | Lunch |

| SCS13 | | SPECIAL AND CONTRIBUTED SESSIONS SCS13 | |
|------------------|-----------------------|---|--|
| Aristotle | 29.05.09: 15.00-17.00 | Chair: Raynna Bowlby | A workshop on LibQUAL+(R) and Other Practical Assessment Applications in Libraries |
| | | Raynna Bowlby | |
| | | Martha Kyrillidou | |
| | | Brinley Franklin | |
| | | Colleen Cook | |
| | | Stephen Town | |
| Room 2 | 29.05.09: 15.00-17.00 | Chair: Teresa S. Welsh | Digitizing Resources |
| | | Antonio Cartelli, Marco Palma | The Open Catalogue of Manuscripts and Other Information Systems for a new role of Libraries in education |
| | | Jordan Tabov, Svilena Hristova, Milena Dobreva | A Novel Comparative Study of the Dating of Bulgarian Parchment Manuscripts |
| | | Gabriela Dumitrescu, Angela Ioniță, Cornel Lepădatu | Open Source Eminescu's Manuscripts: An Experiment in Literary Technology |
| | | Sneha Tripathi, V.K.Mishra | Digitization of Manuscripts: A Case Study of Central Library, Banaras Hindu University, India |
| | | Gabriela Mailat, Corina Pop | Conservation and digitization of collections in libraries |
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| Aristotle | 29.05.09: 17.00-17.30 | | Closing Ceremony |
| Excursion | 30.05.09 | Saturday May 30 | Excursion to Knossos and the Museum |
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