

Qualitative and Quantitative Methods in Libraries International Conference (QQL2009)			
May 26-29, 2009 Chania Crete Greece			
Session / Room	Date / Time	Program Event	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
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	
<i>Aristotle</i>	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 Umesh Sharma, Prashant Goswami, Anil Kr Shukla	Libraries in the Semantic Web Era Usability Features of Universities' Website of Rajasthan State
<i>Room 2</i>	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. Performance Measurement of its cultural services and activities: The Case study of Public Library in Clermont-Ferrand.
		Lamia Badra	Development of strategic performance indicators at the National Library of Scotland
		David Hunter Daina Pakalna	Public Libraries in the Information Ecology System of the Local Community
<i>Room 3</i>	26.05.09: 15.40-16.40	Chair: St. Zimeras	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 Steve Thornton	Paper history and expertise provided by the eContentPlus project Bernstein 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	
<i>Aristotle</i>	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
Emmanouel Garoufallou, Rania Siatiri, Stella Asderi, Panos Balatsoukas	Sharing Knowledge on Workplace: what factors motivate librarians to share their knowledge?		
<i>Room 2</i>	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.		
<i>Room 3</i>	26.05.09: 17.00-18.40	Chair: Fernanda Martins	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 Hide 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		

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
Zabukovec Vlasta	The relationship between computer anxiety in library anxiety		
MAICH	26.05.09: 20.00-21.00		Welcome Reception

		Wednesday May 27	
SCS5		SPECIAL AND CONTRIBUTED SESSIONS SCS5	
<i>Aristotle</i>	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
<i>Room 2</i>	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	
MAICh	11.30-12.00	Measuring Information Literacy policies	
SCS6		SPECIAL AND CONTRIBUTED SESSIONS SCS6	
<i>Aristotle</i>	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
<i>Room 2</i>	27.05.09: 12.00-14.00	Chair: Gillian Oliver	
		Digital Sustainability	
		Milena Dobreva, 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. Dorner	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	
<i>Aristotle</i>	28.05.09: 9.00-10.40	Chair: Carla Basili	Mixed methods I
		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
<i>Room 2</i>	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		
<i>Room 3</i>	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, Corneanu, Elena Helerea	Change Management in the University Library
Angela Repanovici, Daniela Turcanu	Qualitative and quantitative measures in marketing research for university library resource assessment		
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	
<i>Aristotle</i>	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
		Naorem Binita Devi	Understanding the qualitative and quantitative methods in the context of content analysis
		Adriaan Swanepoel	What 37000 citations can tell
<i>Room 2</i>	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 Melero, 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
<i>Room 3</i>	28.05.09: 12.00-13.40	Chair: Maria Popescu	Strategic Planning for users
		Anthi Katsirikou, George Matalliotakis	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 Melero	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
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 Lakmali 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	
<i>Aristotle</i>	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
<i>Room 2</i>	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
<i>Room 3</i>	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

		Friday May 29	
SCS11		SPECIAL AND CONTRIBUTED SESSIONS SCS11	
Aristotle	29.05.09: 9.00-10.40	Chair: Martha Kyrillidou	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 Kyrillidou	Describing the Research Library of the 21 st Century: the Association of Research Libraries' (ARL) Profile
		Brinley Franklin, Colleen Cook, Martha Kyrillidou and Bruce Thompson	Library Investment Index – Why is it important?
		Stephen Town	ARL and SCONUL Assessment Initiatives: Synergies and Opportunities
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 Iltu	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
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
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 Kyrillidou, 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 Kyrillidou	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
		Maria G. N. Musoke	Access and use of information by primary health care providers in rural Uganda: a qualitative approach
		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 Hernon	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 Dobрева	A Novel Comparative Study of the Dating of Bulgarian Parchment Manuscripts
		Gabriela Dumitrescu, Angela Ionitã, Cornel Lepãdatu	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		
Aristotle	29.05.09: 17.00-17.30		Closing Ceremony
Excursion	30.05.09	Saturday May 30	Excursion to Knossos and the Museum