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#lac14  libraryassessment.org

UW Libraries: Local Arrangements
Jackie Belanger  Shardé Mills
Alyssa Berger  Heidi Nance
Karen Brooks  Lauren Ray
Amber Case  Louise Richards
Kathleen Collins  Steve Shadle
Amanda Hornby  Ana Villar
Nia Lam  Megan Watson
Althea Lazzaro  Julie Planchon Wolf
Dear Colleagues,

We are delighted to welcome 600 registrants to Seattle and the University of Washington for the 2014 Library Assessment Conference. As the largest conference of its kind in the world, the Library Assessment Conference has helped build and foster an energetic community that is deeply committed not only to improving our libraries but also documenting our contributions to individual and institutional success.

This year we have broadened the range of presentations at the conference to include panels, and lightning talks in addition to papers, posters, workshops and keynote speakers. We hope this leads to a deeper sense of learning, engagement and interaction among presenters and participants. The range of formats also allows us to cover additional topics, such as public libraries, that were not possible before.

While the Conference serves as a learning, networking and community event, it also has a tradition for being fun. We invite you to enjoy the receptions as well as the delightful Seattle summer weather. The University of Washington, Seattle, is consistently ranked as one of the most beautiful urban campuses with plenty of open spaces to soak up the rays. Conference sessions will end by mid-afternoon so you can take advantage of the campus, rest, or explore other parts of Seattle. Our Local Arrangements Committee has prepared and assembled guides to the best of Seattle, and they’re very willing to offer advice on restaurants, shopping, the annual return of the salmon, public transportation or whatever you’re interested in.

So welcome and enjoy—we are pleased that you will join us at the 2014 Library Assessment Conference.

Your conference co-chairs,

Steve Hiller, University of Washington Libraries
Martha Kyrillidou, Association of Research Libraries

Planning Committee:

Nisa Bakkalbasi, Columbia University
Jackie Belanger, University of Washington
Rachel Besara, Florida State University
Steve Hiller, University of Washington, Co-Chair
Lisa Hinchliffe, University of Illinois at Urbana-Champaign
Bob Fox, University of Louisville, Ex Officio as Chair of the ARL Statistics and Assessment Committee
Lorie Kloda, McGill University

Martha Kyrillidou, Association of Research Libraries, Co-Chair
Jennifer Nutefall, Santa Clara University
Megan Oakleaf, Syracuse University
Kathy Perry, Virtual Library of Virginia (VIVA)
Jim Self, University of Virginia, Ex Officio Co-Chair Emeritus
Stephen Town, University of York, UK, Ex Officio as Liaison to the Northumbria Conference
Joe Zucca, University of Pennsylvania
2014 Conference Schedule

Sunday, August 3, 2014
12:00–5:00  **Registration** (Odegaard Undergraduate Library/OUGL First Floor)
12:15–4:15  **Workshop** (OUGL 220)
   *Collection Assessment Strategies in Context: Using Data to Inform the Shift from Print to Electronic Collections*
   Leaders: Anne Osterman, Virtual Library of Virginia (VIVA) and Michael Matos, American University
12:15–4:15  **Workshop** (OUGL 136)
   *Library Value: Conceptualizing, Capturing, & Communicating Impact*
   Leader: Megan Oakleaf, Syracuse University
12:15–4:15  **Workshop** (OUGL 141)
   *Cube: Unlocking the Value from Your Library’s Data*
   Leader: Margie Jantti, University of Wollongong
4:30–5:15   **Tour of OUGL** (meet at conference registration desk)

Monday, August 4, 2014
8:00–5:00   **Registration** (Husky Union Building/HUB Mural Lounge, 2nd floor)
8:00–9:00   **Breakfast** (South Ballroom Prefunction Area, HUB 245)
9:00–9:15   **Welcome & Opening** (HUB South Ballroom)
   Steve Hiller, Martha Kyrillidou, and Betsy Wilson
9:15–10:00  **Keynote I** (HUB Ballroom)
   Margie Jantti, University of Wollongong: *Aspiring to Excellence: Maximising Data to Sustain, Shift, and Reshape a Library for the Future*
10:00–10:45 **Keynote II** (HUB Ballroom)
   Debra Gilchrist, Pierce College: *Leading with Strategy and Evidence*
10:45–11:00 **Break** (South Prefunction Area and Lyceum Foyer)
11:00–12:30 **Sessions 1-4**
12:30–1:20  **Box Lunch** (South Prefunction Area and Lyceum Foyer)
   **Vendor Presentations: Atlas Systems** (HUB 334), **ProQuest** (HUB 214)
1:30–3:00   **Sessions 5-8**
3:15–4:00   **Research Commons Tour** (meet at conference registration desk)
4:15–5:00   **Tour of OUGL** (meet at first floor OUGL)
6:00–8:00   **Posters and Poster Reception** (HUB North Ballroom)

**Questions?**
Conference Office HUB 238
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<td>11:00–12:30</td>
<td>Session 1</td>
<td>HUB South Ballroom</td>
<td>Using Bibliometrics to Demonstrate the Value of Library Journal Collections</td>
<td>Christopher Belter, National Institutes of Health Library</td>
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<td>Time for “Alt Metrics” to Drop the “Alt”: Developing a Standards Foundation for Alternative Assessment of Scholarship</td>
<td>Todd Carpenter, Nettie Lagace, National Information Standards Organization – NISO</td>
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<td>Session 2</td>
<td>HUB 250</td>
<td>Who’s Asking What? Modelling a Large Reference Interaction Dataset</td>
<td>Andrew Asher, Indiana University Bloomington</td>
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<td>A Mixed-Methods Approach to Questionnaire Development: Understanding Students’ Interpretations of Library Survey Questions</td>
<td>Heather Gendron, University of North Carolina at Chapel Hill</td>
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<td>Using Photovoice to Explore Native American Students’ Perceptions of the Physical Library</td>
<td>Alisa Rod, Ithaka S+R</td>
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<td>Session 3</td>
<td>HUB Lyceum (1st Floor)</td>
<td>Commonalities in LibQUAL+ (Dis)satisfaction: An International Trend? (Lightning Talk)</td>
<td>Selena Killick, Cranfield University</td>
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<td>A 15-year Retrospective on LibQUAL+ (Panel)</td>
<td>Martha Kyrillidou, Association of Research Libraries</td>
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<td>Colleen Cook, McGill University</td>
<td>Fred Heath, University of Texas</td>
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<td>J. Stephen Town, University of York, UK</td>
<td>Bruce Thompson, Texas A&amp;M University</td>
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**11:00–12:30 Monday, August 4**

**HUB 145**

**Session 4 / LIGHTNING TALKS: Organizational Capacity**

- *Core Competencies for Librarians with Assessment Responsibilities*
  - Sue Erickson, Virginia Wesleyan College
  - Sarah Passonneau, Iowa State University

- *Library Assessment and Quality Assurance—Creating a Staff-Centered Evidence-Based Development Process*
  - Håkan Carlsson, Gothenburg University, Sweden

- *Support System: Establishing, Sustaining, and Growing a Framework for Assessment*
  - Greg MacAyeal, Marianne Ryan, Northwestern University

- *Collaborating with Faculty to Assess Undergraduate Information Literacy in Degree Programs*
  - David Nolfi, Maureen Diana Sasso, Lori E. Koelsch, Duquesne University

- *The Role of Student Advisory Boards in Assessment*
  - Meg Scharf, University of Central Florida
  - Bob Fox, University of Louisville
  - Ameet Doshi, Georgia Institute of Technology

  - Larry Nash White, University of Buffalo

- *Creating and Sustaining a Pool of Participants for Focus Groups*
  - Carol Mollman, Washington University in St. Louis

- *Creating a Culture of Evidence and Assessment: Building a Daily Practice That Matters*
  - Wendy Holliday, Theresa Carlson, Northern Arizona University

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**1:30–3:00 Monday, August 4**

**HUB South Ballroom**

**Session 5 / PAPERS: Assessment Capacity 1**

- *Fitting a Round Peg into a Square Hole: Dickeson’s Academic Program Prioritization and Libraries*
  - Tracy Bicknell-Holmes, Boise State University

- *Community College Libraries and Culture of Assessment: A Survey of Library Leaders*
  - Lisa Hinchliffe, University of Illinois at Urbana-Champaign
  - Meredith Farkas, Portland State University

  - Kristine Brancolini, Marie R. Kennedy, Loyola Marymount University
### Session 6 / PAPERS: Special Collections

**Getting to Know You (and Me!): Assessment and the Archival Metrics Toolkit at Columbia University’s Rare Book & Manuscript Library**
Nisa Bakkalbasi, Jocelyn Wilk, Columbia University

**Assessing the Impact of Special Collections Instruction at the University of Chicago**
Julia Gardner, Leah Richardson, University of Chicago

**Emerging Archive and Special Collections Statistics, Measures and Standards (Update)**
Christian Dupont, Atlas Systems
Steve Hiller, University of Washington

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### Session 7 / PANELS: Usage Metrics/Visualization

**Downloads and Beyond—New Perspectives on Usage Metrics**
Peter Shepherd, COUNTER
Carol Tenopir, University of Tennessee, Knoxville
Marie Kennedy, Loyola Marymount University

**Tableau Unleashed: Visualizing Library Data**
Sarah Murphy, The Ohio State University
Jeremy Buhler, University of British Columbia
Rachel Lewellen, University of Massachusetts Amherst

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### Session 8 / LIGHTNING TALKS: Teaching/Learning

**Flipping, Collaborating, Assessing: Adopting New Modes of Library Instruction**
Katie Bishop, University of Nebraska Omaha

**Puzzle Pieces: Assessing Student Work Using Rubrics and Citation Analysis for Dual-Purpose Assessment**
Alan Carbery, Champlain College

**Turn a Disaster into a Research Opportunity: Assessing One-Hour Library Sessions after Hurricane Sandy**
Hong Cheng, LaGuardia Community College, City University of New York – CUNY

**The Role of a Required Information Literacy Competency Exam in the First College Year: What Test Data Can, Cannot, and Might Reveal**
Kathy Clarke, Gretchen Hazard, Jeanne Horst, James Madison University

**Libraries and Student Success: A Campus Collaboration with High Impact Educational Practices**
Kathryn Crowe, University of North Carolina at Greensboro

**Using Rubrics for Programmatic Assessment of Learning Outcomes in Course-Integrated Library Instruction**
Laura Gariepy, Jennifer Stout, Virginia Commonwealth University

**Charting Your Course: Using Curriculum Mapping to Enhance Information Literacy**
Susan Gardner Archambault, Loyola Marymount University

**Assessing Information Literacy in General Education: A Collaborative Approach Using a Metarubric**
Anne Pemberton, Linda Siefert, University of North Carolina at Wilmington
Tuesday, August 5, 2014

8:00–4:00  Registration and Information (HUB 238)
8:00–9:00  Breakfast (South Prefunction Area)
Vendor Presentation: Sustainable Collection Services (HUB 214)
9:00–9:15  Announcements (HUB South Ballroom)
9:15–10:00  Keynote III (HUB South Ballroom)
David Kay, Sero Consulting: Discovering the Pattern, Discerning the Potential: the Role of the Library in Unraveling the Cat’s Cradle of Activity Data
10:00–10:30  Break (South Prefunction Area and Lyceum Foyer)
10:30–12:30  Sessions 9-12
12:30–1:20  Box Lunch (South Prefunction Area and Lyceum Foyer)
Vendor Presentations: Thomson-Reuters (HUB 214), Project SAILS (HUB 334)
1:30–3:00  Sessions 13-16
5:30–6:15  Library Assessment Career Achievement Award (Suzzallo Library Reading Room)
6:30–8:30  Conference Reception (Sylvan Theater/Grove)

10:30–12:30  Tuesday, August 5
Hub 250  Session 9 / PAPERS: Collections 2
Defining Consortial Value: The CRKN External Review as a Test Case
Jocelyn Godolphin, Jocelyn Godolphin and Associates
Value of the Online Newspaper Collection at the University of Illinois at Urbana-Champaign Library
Kirk Hess, Sarah Hoover, University of Illinois at Urbana-Champaign
Laying the Groundwork for a New Library Service: Scholar-Practitioner & Graduate Student Attitudes Toward Altmetrics and the Curation of Online Profiles
Kathleen Reed, Dana McFarland, Vancouver Island University
Rosie Croft, Royal Roads University
Altmetrics 101 (Lightning Talk)
Mike Buschman, Plum Analytics
Usage Statistics of Electronic Resources: A Comparison of Vendor Supplied Usage Data (Lightning Talk)
Kanu Nagra, Borough of Manhattan Community College, City University of New York – CUNY
Running the Numbers: Evaluating an E-Book Short-Term Loan Program for Cost-Effectiveness (Lightning Talk)
Brendan O’Connell, John Vickery, North Carolina State University
### 10:30–12:30 Tuesday, August 5

**HUB South Ballroom**  
**Session 10 / PAPERS: Collaboration**  
**Defining the Libraries’ Role in Research: A Needs Assessment Case Study**  
Kathryn Crowe, Michael Crumpton, University of North Carolina at Greensboro  

**What Do Students Learn from Participation in an Undergraduate Research Journal? Results of an Assessment**  
Sharon Weiner, Purdue University  

**Assessment in Action: High Impact Practices in Academic Libraries**  
Kara Malenfant, Association of College and Research Libraries  
Karen Brown, Dominican University  

**Time Lords of Instruction: Knowing When to Teach Specific IL Skills in a Major Program from Student & Instructor Feedback** (Lightning Talk)  
Ashley Ireland, Adam Murray, Murray State University  

**Assessing Argument, Critical Thinking and Information Literacy Learning Outcomes** (Lightning Talk)  
Sharon Radcliff, California State University, East Bay  
Elise (Yi-Ling) Wong, Saint Mary’s College of California  

**Assessment in Action: A Journey through Campus Collaboration, a Learning Community and Research Design** (Lightning Talk)  
Danielle Theiss, Rockhurst University  
Mary O’Kelly, Grand Valley State University  
Amy Stewart-Mailhiot, Pacific Lutheran University  
Leo Lo, Kansas State University  

### HUB Lyceum (1st Floor)  
**Session 11 / PANELS: Surveys**  
**Don’t Just Collect the Data! Closing the Loop with User Surveys** (Panel)  
Lisa Hinchliffe, University of Illinois at Urbana-Champaign  
Elizabeth Edwards, University of Chicago  
Heather Gendron, University of North Carolina at Chapel Hill  
Eric Ackerman, Radford University  

**Beyond the Survey: Follow Up** (Lightning Talk)  
Emily Daly, Duke University  

**The Ithaka S+R Local Surveys of Students and Faculty Across Different Institutional Contexts** (Panel)  
Roger Schonfeld, Ithaka S+R  
Andrew Asher, Indiana University  
Heather Gendron, University of North Carolina at Chapel Hill  

**There is a Method to this Madness! Survey Methodology for Increased Response Rates** (Lightning Talk)  
Alisa Rod, Ithaka S+R  
Debbie McMahon, Baylor University
### Session 12 / LIGHTNING TALKS: Data

**Halt! Who Goes There? Assessing Library Use with Turnstile Data**  
Susan Bailey, Megan Slemons, Emory University

**Expressing Library Value in a Changing Budget Climate**  
Chad Boeninger, Deborah Daniels, Jeffrey Ferrier, Sara Harrington, Janet Hulm, Ohio University

**Thunderstruck! An “En-Lightening” Look at Recharging Existing Library Data to Electrify University Administration**  
Allison Brungard, David A. Nolfi, Marcia E. Rapchak, Bridget Euliano, Tracie J. Ballock, Joseph Nelson, Duquesne University

**Data Management—It’s for Libraries Too!**  
Monena Hall, Andi Ogier, Tracy Gilmore, Connie Stovall, Virginia Tech

**What do University Rankings Tell Us About Perceptions of Library Value?**  
Brian Jackson, Mount Royal University

**Using Library and University Statistics to Create an Effective Funding Narrative**  
Brian Keith, University of Florida

**Driving Partnerships for Assessment and Engagement**  
Katy Mathuews, Rebekah Kilzer, Shawnee State University

**The Stat Solicitor: Proving Academic Value Through Statistics**  
Sarah Northam, Scott Lancaster, Megan Beard, Gail Johnston, John Atabaev, Texas A&M University - Commerce

**Show This, Not That: How to Communicate Assessment Results**  
Jen-chien Yu, University of Illinois at Urbana-Champaign

### Session 13 / PAPERS: Teaching/Learning

**Assessing Information Literacy and Critical Thinking Across the Curriculum**  
Sarah Dahlen, Pam Baker, California State University, Monterey Bay

**Three Years of RAILS Research: The Take Aways for Information Literacy Teaching, Learning, & Assessment**  
Megan Oakleaf, Syracuse University

**Exploring the Relationship Between Undergraduate Students’ Use of Library Resources and Learning Outcomes**  
Elvira Saurina, Carlos González, Maximiliano Montenegro, Rosa Alarcon, Magdalena Jara, Felipe Cano, Pontificia Universidad Católica de Chile  
Nick Kelly, University of Southern Queensland
1:30–3:00 Tuesday, August 5

HUB 250  
**Session 14 / PAPERS: Space**
*Evaluating the Impact of Library Renovations: A Multiple Methods Approach*
Elizabeth Habich, Karen Merguerian, Northeastern University

*Learning in a Library: How Active Learning Classrooms and Informal Learning Spaces Contribute to Student Engagement, Effective Teaching and Coordinated Assessment*
Amanda Hornby, Louise Richards, Jill McKinstry, University of Washington

*Assessment in Space Designed for Experimentation: The University of Washington Libraries Research Commons*
Lauren Ray, Katharine Macy, University of Washington

HUB Lyceum (1st Floor)

**Session 15 / PANEL: The LibValue Project**
*LibValue Project (Panel)*
Carol Tenopir, convener

*E-Book Reading Patterns of Faculty: A Lib-Value Project (Lightning Talk)*
Lisa Christian, Carol Tenopir, University of Tennessee
Donald W. King, Bryant University

*Three E-Book Outlooks: What Humanists, Social Scientists and Scientists Want and Predict (A LibValue Study) (Lightning Talk)*
Tina Chrzastowski, Lynn Wiley, Jean-Louise Zancanella, University of Illinois at Urbana-Champaign

*Academic Libraries’ Support for Teaching: A LibValue Project (Lightning Talk)*
Rachel Fleming-May, Regina Mays, University of Tennessee
Anne Pemberton, University of North Carolina at Wilmington

*The Value, Outcomes, and Return on Investment of Academic Libraries (LibValue) Bibliographic Database and Controlled Vocabulary: A Description and Demonstration (Lightning Talk)*
Rachel Fleming-May, University of Tennessee
Miranda Orvis, LibValue Project Consultant

*The LibValue Toolkit (Lightning Talk)*
Martha Kyrillidou, Henry Gross, Shaneka Morris, Gary Roebuck, Amy Yeager, Association of Research Libraries

*Scholarly Reading by Undergraduate and Graduate Students: A Lib-Value Project (Lightning Talk)*
Carol Tenopir, Lisa Christian, University of Tennessee
Donald W. King, Bryant University

*How Library Learning Spaces Contribute to Student Success: A LibValue Project (Lightning Talk)*
Teresa Walker, Regina Mays, Gayle Baker, University of Tennessee
Session 16 / LIGHTNING TALKS: UX/Methods

Demonstrating Library Value: Appropriate Methodologies and Practical Approaches at the University of Cape Town
Karin De Jager, University of Cape Town

Developing an Outcomes-Based Evaluation Data Collection Tool: Lessons Learned
Thea Evenstad, McMinnville Public Library

GradConnect
Nancy Slight-Gibney, Wendy Ames, University of Oregon

Collaborating Across Campus to Articulate the Value of Research Consultations
Devin Savage, Northwestern University

Patron Usage of Information Commons at SMU
Zoltan Szentkiralyi, Hollie Gardner, Southern Methodist University

Watch and Learn: Assessment of Online Video Tutorials
Christine Tawatao, Robin Chin Roemer, Verletta Kern, Nia Lam, University of Washington

“Absolutely Amazing!”: A Comparative Study of User Satisfaction with Summon
Dana Thomas, Kevin Manuel, Ryerson University

Assessing Library Research Consultations: A Mixed-Method Approach
John Watts, Stephanie Mahfood, Julie Weissman, Webster University

Seeing the Big Picture: Collating User Feedback in an Effective, Sustainable and Practical Way
Frankie Wilson, University of Oxford

Wednesday, August 6, 2014

8:00–1:00 Registration and Information (HUB 238)

8:00–9:00 Breakfast (South Prefunction Area)
Vendor Presentation:
CARL Update on Assessment Activities in Canadian Academic Libraries (HUB 214)

9:00–10:30 Sessions 17-20

10:30–11:00 Break (South Prefunction Area and Lyceum Foyer)

11:00–12:30 Sessions 21-24

12:30–1:20 Box Lunch (South Prefunction Area and Lyceum Foyer)
Vendor Presentation: Counting Opinions (HUB 214)

1:30–2:15 Sessions 25-27

2:30–3:30 Conference Close (HUB South Ballroom)
9:00–10:30 Wednesday, August 6

**HUB South Ballroom**

**Session 17 / PAPERS: Collections 3**

*What’s It Worth? Qualitative Assessment of E-Resources by a National Consortium*
Eva Jurczyk, University of Toronto

*Assessment of the Use of Electronic Resources at the University of Massachusetts Amherst: A MINES Study Using Tableau Software for Visualization and Analysis*
Rachel Lewellen, University of Massachusetts Amherst
Terry Plum, Simmons College

*Assessing Electronic Collections at Point of Use*
Jane Nichols, Rick Stoddart, Oregon State University

**HUB 250**

**Session 18 / PAPERS: Methods 2**

*Evaluation of the Applicability of E-S-QUAL for Assessing the Quality of Social Media Services in Academic Libraries*
Hae Min Kim, Drexel University

*A National Resource for Monitoring Library Service Efficacy*
Carlos Manjarrez, Matthew Birnbaum, Maria Raviele, Institute of Museum and Library Services

*Iterative Chat Transcript Analysis*
Laura Schmidli, Erin Carrillo, University of Wisconsin-Madison

**HUB Lyceum (1st Floor)**

**Session 19 / PANELS: Organizational Capacity**

*Completing Assessment Projects When it is Only Part of my Job*
Allison Benedetti, University of California, Los Angeles – UCLA
Kornelia Tancheva, Cornell University
Keith Weimer, University of Virginia

*Exploring Assumptions in Library Assessment and their Implications on Practice*
Kathleen Reed, Vancouver Island University
Jeremy Buhler, University of British Columbia
Chelsea Garside, University of Victoria
Allison Sivak, University of Alberta

**HUB 145**

**Session 20 / LIGHTNING TALKS: Space/Services**

*Assessing the Impact of a New Library on Graduate Students’ Use of Library Spaces*
Bertha Chang, North Carolina State University

*Sustaining an Assessment Mentality to Navigate Library Space Planning*
Michael Crumpton, Kathy Crowe, University of North Carolina at Greensboro

*Integrated Service Spaces: New Ways of Assessing Collaboration*
Hector Escobar, Heidi Gauder, University of Dayton

*Roving: Aimless or Purposeful?*
Monena Hall, Virginia Tech

*Putting a UX Lens on Library Space Assessment*
Maurini Strub, Melissa Laning, University of Louisville

*Viral Reference in the Writing Center: Using Metrics to Reinvent Library Reference*
John Holmes, Kathleen Collins, University of Washington

*Do Patrons Appreciate the Reference Interview? Virtual Reference, RUSA Guidelines, and Student Satisfaction*
Klara Maidenberg, Scholars Portal, Ontario Council of University Libraries
Dana Thomas, Ryerson University

*Did They Find It?*
Karen Tang, Curtin University
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Making a Value Measurement a Reality: Implementing the Value Scorecard  
Stephen Town, University of York, UK  
Library Impact Study  
Holt Zaugg, Brigham Young University |
| HUB 250   | Session 22 | PAPERS: Methods 3  | Effecting Change through ClimateQUAL*—Experiences of Phase 1 and 2 Participants  
LeRoy LaFleur, University of Rochester  
The Engaged Librarian: Crafting an Effective Assessment Plan to Determine the Impact of a Key Strategic Library Initiative  
Sarah Murphy, The Ohio State University  
Collaborative Qualitative Research: A Consortium Approach to Exploring the Complexity of Student Learning Outcome Practices Across Multiple Institutions  
Donna Ziegenfuss, University of Utah  
Steve Borrelli, Washington State University |
| HUB 145   | Session 23 | PANELS: Data       | What Role Can Peer Benchmarking Play in Planning for the Future of Research and Teaching Technologies?  
Jenn Stringer, University of California, Berkeley  
Lynn Rohrs, Samantha Guss, New York University  
Performance Indicators for Public Libraries—Developing a National Model  
Denise Davis, Sacramento Public Library  
Joseph Matthews, JRM Consulting, Inc.  
Mary Hirsh, Public Library Association |
| HUB Lyceum | Session 24 | PANELS: Space/Learning | Time-Lapse Data: Longitudinal Assessment of Library Spaces  
Camille Andrews, Sara E. Wright, Cornell University  
Bob Fox, University of Louisville  
Ameet Doshi, Georgia Institute of Technology  
So What? The Results & Impact of a Decade of IMLS-Funded Information Literacy Assessments  
Carolyn Radcliff, Chapman University  
Megan Oakleaf, Syracuse University  
Michele van Hoeck, Project Information Literacy |
1:30–2:15  

**Wednesday, August 6**

**HUB South Ballroom**

**Session 25 / PANELS: Organizational Issues**
*Vision, Alignment, Impediments, Assessment: The Views of Library Leaders*
Roger Schonfeld, Ithaka S+R
*Reactor Panel*

**HUB Lyceum (1st Floor)**

**Session 26 / PANELS: Assessing Liaisons**
*Creating and Implementing a Liaison Assessment Program*
Gary White, Daniel C. Mack, University of Maryland

**HUB 145**

**Session 27 / PANELS: Public Libraries**
*Assessment for Public Libraries*
Joseph Matthews, JRM Consulting
Denise Davis, Sacramento Public Library
Mary Hirsh, Public Library Association

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**Thursday, August 7, 2014**

8:30–12:30  

**Workshop** (Odegaard Undergraduate Library/OUGL 220)
*Getting the Message Out: Creating a Multi-Directional Approach to Communicating Assessment*
Leaders: Vivian Lewis, Kathy Ball, McMaster University
Donna Tolson, University of Virginia

**Workshop** (OUGL 136)
*Practical Strategies for Building Assessment Capacity in Libraries*
Leaders: Megan Oakleaf, Syracuse University
Steve Hiller, University of Washington

**Workshop** (OUGL 141)
*Closing the Loop: Evaluating Your Key Scholarly Communication Programs and Services*
Leader: Catherine Brown, Integrative Solutions

8:30–3:30  

**Full Day Workshop** (Suzzallo-Allen Library 5th Floor)
*Improving Library Service Quality by Using LibQUAL+® Effectively and Strategically*
Leaders: Martha Kyrillidou, Association of Research Libraries
Raynna Bowlby, Library Management Consulting
Lisa Hinchliffe, University of Illinois at Urbana-Champaign
Moments from the 2012 Library Assessment Conference
Charlottesville, VA

Lynda White and Donna Tolson (U of Virginia) were among the key organizers of the 2012 event.

Sam Kalb (Queen’s University), recipient of the 2012 Library Assessment Career Achievement Award, with Martha Kyrillidou and Jim Self.

Karin De Jager (University of Capetown), recipient of the 2012 Library Assessment Career Achievement Award, with Steve Hiller and Martha Kyrillidou.

Terry Plum (Simmons College) and Brinley Franklin (U of Connecticut) enjoying the conference reception at the Paramount Theater.
2014 Sponsors

Thank you to all our sponsors for their support in building a strong library assessment community.

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