

Monday, August 4

8:00 am	Registration/packet pick-up <i>Husky Union Building, 2nd floor</i>		
9:00 am - 9:15 am	Welcome and Opening <i>EAST BALLROOM</i> Steve Hiller, Martha Kyrillidou, and Jim Self (Conference Co-Chairs) Betsy Wilson (Dean of University Libraries, University of Washington)		
9:15 am - 10:30 am	Plenary Session I: The Most Important Challenge for Library Assessment <i>EAST BALLROOM</i> Keynote Panel: Susan Gibbons (Vice Provost & Dean, River Campus Libraries, University of Rochester); Rick Luce (Vice Provost and Director of Libraries, Emory University); and Betsy Wilson (Dean of University Libraries, University of Washington) Moderator: Crit Stuart (ARL Director, Research, Teaching & Learning)		
10:30 am - 11:00 am	Break		
11:00 am - 12:00 pm	Keynote Follow-up and Discussion <i>EAST BALLROOM</i> Reactors: Joan Rapp (Executive Director of Libraries, University of Cape Town) and Stephen Town (Director of Library & Archives, University of York), with panelists Susan Gibbons, Rick Luce, Betsy Wilson, and moderator Crit Stuart		
12:00 pm - 1:00 pm	Lunch Box lunch pickup in HUB 2nd floor lounge		
1:00 pm - 2:30 pm	Parallel Session #1 <table border="1" data-bbox="500 1318 1455 1860"><tr><td data-bbox="500 1318 1455 1413"><u>E-Metrics</u> <i>WEST BALLROOM</i></td></tr><tr><td data-bbox="500 1413 1455 1860"><i>Measuring the Impact of Networked Electronic Services (MINES for Libraries™): Developing an Assessment Infrastructure for Libraries, State, and Other Types of Consortia</i> Terry Plum (Simmons College) Brinley Franklin (University of Connecticut) Martha Kyrillidou (Association of Research Libraries) Gary Roebuck (Association of Research Libraries) Rayna Bowlby (Library management consulting) MaShana Davis (Association of Research Libraries) Kristina Justh (Association of Research Libraries) <i>Building Frameworks of Organizational Intelligence: An Analysis of Present and Future Data Farm Strategies at the Penn Libraries</i> Joseph Zucca (University of Pennsylvania)</td></tr></table>	<u>E-Metrics</u> <i>WEST BALLROOM</i>	<i>Measuring the Impact of Networked Electronic Services (MINES for Libraries™): Developing an Assessment Infrastructure for Libraries, State, and Other Types of Consortia</i> Terry Plum (Simmons College) Brinley Franklin (University of Connecticut) Martha Kyrillidou (Association of Research Libraries) Gary Roebuck (Association of Research Libraries) Rayna Bowlby (Library management consulting) MaShana Davis (Association of Research Libraries) Kristina Justh (Association of Research Libraries) <i>Building Frameworks of Organizational Intelligence: An Analysis of Present and Future Data Farm Strategies at the Penn Libraries</i> Joseph Zucca (University of Pennsylvania)
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Monday, August 4

1:00 pm - 2:30 pm

Parallel Session #1 (continued)

Place

ROOM 310

LibQUAL+® and the Evolution of “Library as Place” at Radford University, 2001-2007

Eric Ackermann (Radford University)

Using Evidence for Space Planning

Kathryn Crowe (University of North Carolina at Greensboro)

Michael A. Crumpton (University of North Carolina at Greensboro)

Wayfinding Revisited: Improved Techniques for Solving Usability Problems in Physical Spaces

Agnes Tatarka (University of Chicago)

David K. Larsen (University of Chicago)

Methods

ROOM 200

Under New Management—Developing a Library Assessment Program at a Small Public University

Karen Jensen (University of Alaska Fairbanks)

Anne Christie (University of Alaska Fairbanks)

In Our Visitors’ Footsteps: Using a “Visitor Experience” Project to Assess Services and Facilities at the Library of Virginia

Suzu Szasz Palmer (The Library of Virginia)

Standardized Survey Tools for Assessment in Archives and Special Collections

Elizabeth Yakel (University of Michigan)

Wendy Duff (University of Toronto)

Helen Tibbo (University of North Carolina)

2:30 pm - 3:00 pm

Break

3:00 pm - 4:00 pm

Parallel Session #2

Information Literacy I

WEST BALLROOM

Assessing Information Competence of Students Using iSkills™: A Commercially-available, Standardized Instrument

Stephanie Brasley (California State University, Chancellor's Office)

Penny Beile (University of Central Florida)

Irvin Katz (Educational Testing Service)

Monday, August 4

3:00 pm - 4:00 pm	Parallel Session #2 (continued)
	<p><u>Information Literacy I (continued)</u> <i>WEST BALLROOM</i></p> <p><i>Measuring Student Information Literacy Learning Outcomes: Using the Program Review Process to Gather Evidence of Learning</i> Gabriela Sonntag (California State University San Marcos)</p> <p><u>Assessment in LIS Ed</u> <i>ROOM 310</i></p> <p><i>Covering Assessment in LIS Education</i> Megan Oakleaf (Syracuse University) Peter Hernon (Simmons College) Karin de Jager (University of Cape Town)</p> <p><u>Collections</u> <i>ROOM 200</i></p> <p><i>Use and Non-use of Choice-reviewed Titles: A Comparison between Undergraduate and Research Libraries</i> Michael Levine-Clark (University of Denver) Margaret M. Jobe (University of Colorado at Boulder)</p> <p><i>Strategy and Leadership in the Transition Away from Print</i> Roger Schonfeld (Ithaka)</p>
4:00 pm - 5:00 pm	Plenary Session II: Evaluating Quality <i>WEST BALLROOM</i>
	Speaker: Paul Gregutt (Wine Author/Columnist)
5:00 pm - 5:30 pm	Wine Reception and Book Signing <i>WEST BALLROOM</i>
	Led by Paul Gregutt
5:30 pm - 7:00 pm	Poster Reception <i>EAST BALLROOM</i>
	<p>*Poster abstracts booklets will be available at the reception*</p> <p><i>Relationship Management and Its Impact on Library Service Quality</i> Ola Bayan (Arab Academy for Science, Technology and Maritime Transport)</p> <p><i>Strategic Innovation with the Balanced Scorecard</i> Tom Bielavitz (Portland State University)</p>

Monday, August 4

5:30 pm - 7:00 pm

Poster Reception (*continued*)

Re-framing Assessment: A Patron-centered Approach

Jeanne Brown (University of Nevada, Las Vegas)

We're Not Alone: Tapping into Assessment Expertise on Campus

Kathy Brown (North Carolina State University)

*Beyond Bean-counting: Taking Advantage of Existing Data to Structure
Multidimensional Library Instruction Assessment*

Lesley Brown (Michigan State University)

Angela Maycock (Michigan State University)

*Leveraging the Collections Budget: Best Practices in Assessing Information Resources
Users Need*

Leslie Button (University of Massachusetts Amherst)

Proving Value and Preserving Staff Sanity: A Centralized Data Repository

Kay Chapa (University of Texas Southwestern Medical Center)

*LibQUAL+® @ PolyU Library: Gaining Stakeholders' Support through
Benchmarking*

Winnie Yuen Ming Chim (The Hong Kong Polytechnic University)

The SFX Statistical Package: Effective, Sustainable, Practical?

Tina Chrzastowski (University of Illinois at Urbana-Champaign)

Michael Norman (University of Illinois at Urbana-Champaign)

Using LibQUAL+® to Inform and Assess Strategic Planning

Barbara Cockrell (Western Michigan University)

*University of Washington Library Student Advisory Committee: Listening to Student
Voices*

Anne Davis (University of Washington)

Laura Barrett (University of Washington)

Kylie Fullmer (University of Washington)

*Assessing the Implementation of an Integrated Programme to Enhance Library
Research Support at Three Universities in South Africa*

Karin de Jager (University of Cape Town)

Pat Busby (Carnegie Research Libraries Consortium Grant)

Colin Darch (University of Cape Town)

No Two Directions Are Ever the Same: Transforming Reference Services

Fran Devlin (University of Kansas)

John Stratton (University of Kansas)

Monday, August 4

5:30 pm - 7:00 pm

Poster Reception (*continued*)

Assessment beyond LibQUAL+®: Investigating the Service Needs of EMU User Groups

Susann deVries (Eastern Michigan University)

What Makes An Organizational Climate Healthy? Comparing the ClimateQUAL™: Organizational Climate and Diversity Assessment and LibQUAL+®

Irma Dillon (University of Maryland)

Maggie Saponaro (University of Maryland)

Paul Hanges (University of Maryland)

Three Easy Methods to Assess and Improve Your Library Instruction

Ignacio Ferrer-Vinent (University of Colorado Denver)

Using Survey Software to Assess the Effectiveness of Information Literacy Online Tutorials

John Fudrow (University of Pittsburgh)

Patricia Duck (University of Pittsburgh)

Are LibQUAL+® Open-ended Comments an Indicator of User Satisfaction?

Examination of a Method of Re-Coding LibQUAL+® Comments and Their Correlation with User Satisfaction Scores

Alan Gale (University of Guelph)

Ron Ward (University of Guelph)

Helping the Library Count: Collecting Reference Statistics for Meaningful Use

Judith Garrison (Indiana University - Purdue University Fort Wayne)

Using LibQUAL+® Affect of Service Items as a Framework for Developing and Instilling Core Competencies and Values for Reference Service Providers

Patrick Griffis (University of Nevada, Las Vegas)

Diving into Assessment: LibQUAL+® as a Springboard

Lorelei Harris (University of Lethbridge)

Leona Jacobs (University of Lethbridge)

Donna Seyed-Mahmoud (University of Lethbridge)

At the Table: University of Maryland Libraries and the Campus Learning Outcomes Assessment Process

Diane Harvey (University of Maryland)

Library Space Planning: Assessing Options for the Long-term Storage of Print Materials

Cathie Jilovsky (CAVAL Collaborative Solutions)

Applying LibQUAL+® Results: A Survey Assessment at a Medium-sized University

Marcus Kieltyka (Central Washington University)

Monday, August 4

5:30 pm - 7:00 pm

Poster Reception (*continued*)

Making Use of Raw Data in Instructional Services
Angela Lee (University of Washington)

Universal Incentives
Rachel Lewellen (University of Massachusetts Amherst)

Tracking not Tic'ing: Data for Reference Desk Staffing and Decision Making
Jean McLaughlin (University at Albany)

Using LibQUAL+® Results to Enhance "Library as Place" at Eastern Washington University
Julie Miller (Eastern Washington University)

Jumpstarting Your Assessment: Using Existing Data to Establish a Foundation for Pervasive Assessment
Lesley Moyo (Virginia Tech University)
Bruce Obenhaus (Virginia Tech University)

Collection Assessment from Every Angle
Corey Murata (University of Washington)
Hana Levay (University of Washington)

Using Cost Study Data to Inform Gift Acceptance Policy and Procedures
Karen Neurohr (Oklahoma State University)
Jennifer Paustenbaugh (Oklahoma State University)

Effective Information Literacy Assessment: Putting the Pieces Together
Sue Phelps (Washington State University Vancouver)

Assessing Student Learning in a One-time Information Literacy Class
Krista Prock (Kutztown University)
William Jefferson (Kutztown University)

Pop-up Quiz: Using Course Management Software for Library Instruction Assessment
Deb Raftus (University of Washington)
Diana Hartle (University of Georgia)
Amy Watts (University of Georgia)

Building an Assessment Program at Columbia University Libraries: Year One
Jennifer Rutner (Columbia University)
Jeff Carroll (Columbia University)

Promote Library Evaluation and Assessment Culture in UPR System
José Sánchez-Lugo (University of Puerto Rico)
Julia Vélez (University of Puerto Rico)

Monday, August 4

5:30 pm - 7:00 pm

Poster Reception (*continued*)

Consortial Participation in LibQUAL+®: Outcomes and Benefits
Kathy Tomajko (Georgia Institute of Technology)

The DigiTop Dashboard
Matthew Treskon (National Agricultural Library)

Evaluating the Evaluators: Library Assessment in South African Academic Libraries
Anette van Vuren (University of Johannesburg)

Systematic Evaluation of UPR Libraries: Reaffirm the Collaboration, Promote Evaluation and Assessment Culture
Julia Vélez (University of Puerto Rico)

Return on Investment: Information Literacy Assessment Using Quality Criteria
Heike vom Orde (International Central Institute for Youth and Educational Television)

Using the Adequacy and Superiority Scales and Scores to Gain Insight and Understanding of LibQUAL+® Results
Ron Ward (University of Guelph)

Communicating Assessment: What Academic Library Web Sites Tell Us
Kate Zoellner (The University of Montana)

Tuesday, August 5

9:00 am - 10:30 am

Parallel Session #3

Management Information

WEST BALLROOM

Assessment-based Strategies for Building Connections with Academic Departments
Yvonne Belanger (Duke University)

Expenditures-Focused Index (EFI) Based on the ARL Statistics: Why Is It Important?
Brinley Franklin (University of Connecticut)
Colleen Cook (Texas A&M University)
Martha Kyrillidou (Association of Research Libraries)
Bruce Thompson (Texas A&M University)

Evidence-based Management: Assess to Plan to Budget to Action
Gary Pitkin (University of Northern Colorado)
Annie Epperson (University of Northern Colorado)

Information Literacy II

EAST BALLROOM

Assessment Cycle or Circular File: Do Academic Librarians Use Information Literacy Assessment Data?

Megan Oakleaf (Syracuse University)
Lisa Hinchliffe (University of Illinois at Urbana-Champaign)

Voices of Authentic Assessment: Stakeholder Experiences Implementing Authentic Information Literacy Assessments

Leslie Bussert (University of Washington Bothell / Cascadia Community College)
Karen R. Diller (Washington State University Vancouver)
Sean Wm. Hawes (Washington State University Vancouver)
Sarah Leadley (University of Washington Bothell / Cascadia Community College)
Sue F. Phelps (Washington State University Vancouver)
Norm Pouliot (Cascadia Community College)

Qualitative Methods

ROOM 200

Personas and a User-centered Visioning Process

Zsuzsa Koltay (Cornell University)
Kornelia Tancheva (Cornell University)

Patterns of Culture: Re-aligning Library Culture to Meet User Needs
Nancy Turner (Syracuse University)

Mixing Methods, Bridging Gaps: An Ethnographic Approach to Understanding Students

C. Todd White (University of Rochester)

Tuesday, August 5

10:30 am - 11:00 am

11:00 am - 12:30 pm

Break

Parallel Session #4

Organizational Culture I

WEST BALLROOM

Employees as Customers Judging Quality: Enhancing Employee Assessment
John Harer (East Carolina University)

Toward Transformation: Using Staff Reflections on Organizational Goals, Culture, and Leadership for Organizational Assessment and Development
Lisa Hinchliffe (University of Illinois at Urbana-Champaign)

Keeping a Finger on the Organisational Pulse: Surveying Staff Satisfaction in Times of Change
Elizabeth Jordan (University of Queensland)

Data into Outcomes

EAST BALLROOM

Assessment for Impact: Turning Data into Tangible Results
Paul Rittelmeyer (University of Virginia)
Laura Miller (University of Virginia)
Tim Morton (University of Virginia)

What If We Don't Provide the Computers?: Assessment for Reduction
Donna Tolson (University of Virginia)
Matt Ball (University of Virginia)

Turning Results into Action: Using Assessment Information to Improve Library Performance
Steve Hiller (University of Washington)
Stephanie Wright (University of Washington)

Statistical Data

ROOM 200

Adding Context to Academic Library Assessment: Using the Integrated Postsecondary Education Data System for Institutional and Comparative Statistics
John Cocklin (Dartmouth College)

Asian Library Statistics: A Pilot Project
Cathie Jilovsky (CAVAL Collaborative Solutions)

Making Incremental Improvements to Public Library Comparative Statistical Practices
Ray Lyons (Independent consultant)
Jason Holmes (Kent State University)

Tuesday, August 5

12:30 pm - 1:30 pm

Lunch

Box lunch pickup in HUB 2nd floor lounge

1:30 pm - 3:00 pm

Parallel Session #5

Impact/Evaluation

WEST BALLROOM

A Meta-assessment of Statewide Program Evaluations: Matching Evaluation Methods to Program Goals

Jeffrey Pomerantz (University of North Carolina at Chapel Hill)

Carolyn Hank (University of North Carolina at Chapel Hill)

Charles McClure (Florida State University)

Jordon Andrade (Florida State University)

Jessica McGilvray (Florida State University)

Library Assessment: Changing Roles for the Academic Library in Support of Academic Research Evaluation

Patricia Brennan (Thomson Scientific)

Student Research Behavior: Quantitative and Qualitative Research Findings Presented with Visualizations

Daniel Wendling (National Library of Medicine)

Neal Kaske (National Oceanic Atmospheric Administration)

Travis Johnson (University of Maryland)

LibQUAL+®

EAST BALLROOM

Does Size Matter? The Effect of Resource Base Size on Faculty Service Quality Perceptions in Academic Libraries

Damon Jaggars (University of Texas)

Fred Heath (University of Texas)

Shanna Smith (University of Texas)

LibQUAL+® Lite: A New Model for Conducting Service Quality Assessments That Both Minimizes Demands on Users and Maximizes Response Rates

Bruce Thompson (Texas A&M University)

Martha Kyrillidou (Association of Research Libraries)

Colleen Cook (Texas A&M University)

Bench-marking on a National Scale: The 2007 LibQUAL+® Canada Experience

Sam Kalb (Queen's University)

Organizational Culture II

ROOM 200

Keeping Assessment Results on the Radar: Responsibility for Action

Margaret Martin Gardiner (University of Western Ontario)

Tuesday, August 5

1:30 pm - 3:00 pm	<p style="text-align: center;">Parallel Session #5 (continued)</p> <div style="border: 1px solid black; padding: 5px;"><p><u>Organizational Culture II (continued)</u> <i>ROOM 200</i></p><p><i>Collaborative Design and Assessment: Learning 'With and For' Users</i> Mary Somerville (University of Colorado Denver)</p><p><i>Creating a Culture of Assessment: Cascadia Community College Student and Faculty Focus Groups</i> Julie Planchon Wolf (University of Washington Bothell / Cascadia Community College) Amanda Hornby (University of Washington Bothell / Cascadia Community College)</p></div>
3:00 pm - 3:30 pm	<p style="text-align: center;">Break</p>
3:30 pm - 4:30 pm	<p style="text-align: center;">Plenary Session III: Reflections on Library Assessment: A Conversation with Duane Webster, Amos Lakos, and Shelley Phipps <i>EAST BALLROOM</i></p> <p>Moderators: Colleen Cook (Texas A&M) and Brinley Franklin (Connecticut)</p>
5:45 pm	<p>Buses begin pick-up from conference hotels</p>
6:15 pm - 9:00 pm	<p style="text-align: center;">Conference Reception, Olympic Sculpture Park Special awards to Duane Webster, Amos Lakos, and Shelley Phipps for their contributions to library assessment</p>

Wednesday, August 6

9:00 am - 10:30 am

Parallel Session #6

Reference

WEST BALLROOM

Using the READ Scale (Reference Effort Assessment Data): Qualitative Statistics for Meaningful Reference Assessment

Bella Karr Gerlich (Dominican University)
Lynn Berard (Carnegie Mellon University)
Sue Leibold (Clarke College)
Jean McLaughlin (University at Albany-SUNY)
Gretchen Revie (Lawrence University)

Systematic Quantitative and Qualitative Reference Transaction Assessment: An Approach for Service Improvements

Xin Li (Cornell University)
Ellie Buckley (Cornell University)
Kornelia Tancheva (Cornell University)

Evaluation Metrics

EAST BALLROOM

Conceptual Context for Expanding the Discussion of Evaluation Metrics for Libraries

Neal Kaske (National Oceanic Atmospheric Administration)
Peter Hernon (Simmons College)
Joe Matthews (San Jose State University)

Building a Resource for Practical Assessment: Adding Value to Value and Impact

Stephen Town (University of York)

Planning to Action

ROOM 200

From Data to Action: Setting Goals to Respond to Customer Wants and Needs

Rayna Bowlby (Library management consulting)
Daniel O'Mahoney (Brown University)

Integrating Assessment and Planning: A Path to Improved Library Effectiveness

Wanda Dole (University of Arkansas at Little Rock)
Maureen James (University of Arkansas at Little Rock)
Donna Rose (University of Arkansas at Little Rock)
John Barnett (University of Arkansas at Little Rock)
Suzanne Martin (University of Arkansas at Little Rock)

Making a Difference: From Strategic Plan to Business Plan

Susan Bailey (Emory University)
Chris Palazzolo (Emory University)
Eric Bymaster (Emory University)
Charles Forrest (Emory University)

Wednesday, August 6

<p>10:30 am - 11:00 am</p> <p>11:00 am - 12:30 pm</p>	<p>Break</p> <p>Parallel Session #7</p> <p><u>LibQUAL+® Comments</u> <i>WEST BALLROOM</i></p> <p><i>Analyzing LibQUAL+® Comments Using Excel: An Accessible Tool for Engaging Discussion and Action</i> Elizabeth Chamberlain Habich (Northeastern University)</p> <p><i>Are They Really That Different?: Identifying Needs and Priorities Across User Groups and Disciplines at the University of Notre Dame through LibQUAL+® Comments</i> Sherri Jones (University of Notre Dame) Jessica Kayongo (University of Notre Dame)</p> <p><i>Examining the Overlooked: Comments from Incomplete 2007 LibQUAL+® Survey Responses</i> Gordon Fretwell (University of Massachusetts Amherst)</p> <p><i>Getting Started: Applying ATLAS.ti and NESSTAR to the LibQUAL+® Results at UBC Library</i> Margaret Friesen (University of British Columbia)</p> <p><u>Usability</u> <i>EAST BALLROOM</i></p> <p><i>Outsourcing Functional Web Usability: A Practical Approach to Effective Web Enhancements Improving User Experience</i> Mark Paul (University of Louisville)</p> <p><i>If They Build It, Will They Come?: A Qualitative Study Using Participatory Design Feedback for Inclusion in a New Library Home Page</i> Joan Stein (Carnegie Mellon University) Nathan Browne (University of Pittsburgh)</p> <p><i>Measuring the Effectiveness of Facets in the Next Generation OPAC</i> Kathleen Bauer (Yale University)</p> <p><u>Information Literacy III</u> <i>ROOM 200</i></p> <p><i>Scores Improve, But Does Learning?: Assessing the Library Instruction Program at the American University in Cairo</i> Joan Petit (American University in Cairo)</p> <p><i>Information Competence Assessment Using First Year and Upper Division Writing Samples</i> Amy Wallace (California State University, Channel Islands)</p>
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Wednesday, August 6

11:00 am - 12:30 pm	<p style="text-align: center;">Parallel Session #7 (continued)</p> <div style="border: 1px solid black; padding: 5px;"><p><u>Information Literacy III (continued)</u> <i>ROOM 200</i></p><p><i>Library Instruction Assessment Made Easy: Practical Tips to Get You Started with Little Training, Money, or Time</i> Marvel Maring (University of Nebraska at Omaha) Nora Hillyer (University of Nebraska at Omaha)</p></div>
12:30 pm - 1:45 pm	<p style="text-align: center;">Affinity Lunch Groups Box lunch pickup in HUB 2nd floor lounge</p>
2:00 pm - 3:00 pm	<p style="text-align: center;">Parallel Session #8</p> <div style="border: 1px solid black; padding: 5px;"><p><u>Digital Library</u> <i>WEST BALLROOM</i></p><p><i>Proposition: Digital Collections Are Easier to Find and Use through DLF Aquifer's American Social History Online</i> Katherine Kott (Digital Library Federation/Stanford University)</p><p><i>Cross-Institutional Repository Assessment: A Standardized Model for Institutional Research Assessment</i> Robert McDonald (San Diego Supercomputer Center/UCSD) Charles Thomas (Florida Center for Library Automation/University of Florida)</p><p><u>Assessment Plans</u> <i>EAST BALLROOM</i></p><p><i>Creating Assessment Plans: Four Case Studies</i> Agnes Tatarka (University of Chicago) Jennifer Rutner (Columbia University) Xin Li (Cornell University) Kay Chapa (University of Texas Southwestern Medical Center at Dallas)</p><p><u>Information Literacy IV</u> <i>ROOM 200</i></p><p><i>The New ACRL Institute for Information Literacy Immersion Institute Track: Assessment in Action</i> Debra Gilchrist (Pierce College) Lisa Hinchliffe (University of Illinois at Urbana-Champaign) Megan Oakleaf (Syracuse University) Anne Zald (University of Washington)</p><p><i>Assessment Tool or Edutainment Toy</i> Patrick Griffis (University of Nevada, Las Vegas)</p></div>

Wednesday, August 6

3:00 pm - 3:15 pm	Break
3:15 pm - 4:15 pm	Plenary Session IV: Closing Panel: Conference Perspectives: A Look Back and a View Forward <i>EAST BALLROOM</i>
4:15 pm - 4:30 pm	Panelists: Paul Beavers (Assessment Officer and the Director of Information Services Group, Wayne State University); Deborah Carver (Dean of Libraries and Professor, University of Oregon); Debra Gilchrist (Dean of Libraries and Institutional Effectiveness, Pierce College); Peter Hernon (Professor, Simmons College) Moderator: Crit Stuart Conference close and adjournment <i>EAST BALLROOM</i> Steve Hiller, Martha Kyrillidou, and Jim Self (Conference Co-Chairs)

Thursday, August 7

8:30 am - 12:00 pm

Morning Post-Conference Workshops

Jumpstarting the Assessment of Library Learning Spaces
Crit Stuart (ARL) & C. Todd White (University of Rochester)
Odegaard Undergraduate Library 220

Getting Started with Learning Outcomes Assessment
Megan Oakleaf (Syracuse University)
Suzzallo-Allen Library—Maps/Special Collections Classroom

Beyond the Pie Chart
Joseph Zucca (University of Pennsylvania)
Suzzallo Library Instruction Lab

Turning Data into Information
Neal Kaske (National Oceanic Atmospheric Administration)
Suzzallo Library 5th Floor Conference Room

1:00 pm - 4:30 pm

Afternoon Post-Conference Workshops

Successfully Implementing the Balanced Scorecard
Jim Self and Donna Tolson (University of Virginia)
Odegaard Undergraduate Library 220

Usability Testing
Jennifer Ward (University of Washington)
Suzzallo-Allen Library—Maps/Special Collections Classroom