

PROGRAM AT A GLANCE—Library Assessment Conference: Building Effective, Sustainable, Practical Assessment (Seattle, WA)

| MONDAY, August 4 | | EAST BALLROOM | |
|---|---|---|---|
| Welcome & Opening 9:00am – 9:15am | Speakers: Steve Hiller, Martha Kyrillidou, and Jim Self (Conference Co-Chairs) Betsy Wilson (Dean of University Libraries, University of Washington) | | |
| PLENARY I 9:15am – 10:30am | The Most Important Challenge for Library Assessment Keynote Panel: Susan Gibbons (Rochester), Rick Luce (Emory), and Betsy Wilson (Washington) Moderator: Crit Stuart (ARL) | | |
| 10:30am – 11:00am | Break | | |
| 11:00am – 12:00pm | Keynote Follow-up Discussion Reactors: Joan Rapp (University of Cape Town) and Stephen Town (University of York), with panelists Susan Gibbons, Rick Luce, and Betsy Wilson Moderator: Crit Stuart | | |
| 12:00pm – 1:00pm | Lunch | | |
| | WEST BALLROOM | ROOM 310 | ROOM 200 |
| | <i>NOTE: Lead author listed below; full list of authors/presenters available in detailed program and abstracts</i> | | |
| Parallel #1 1:00pm – 2:30pm | E-Metrics <u>Plum</u> : Measuring the Impact of Networked Electronic Services (MINES for Libraries®): Developing an Assessment Infrastructure for Libraries, State, and Other Types of Consortia <u>Zucca</u> : Building Frameworks of Organizational Intelligence: An Analysis of Present and Future Data Farm Strategies at the Penn Libraries | Place <u>Ackermann</u> : LibQUAL+® and the Evolution of “Library as Place” at Radford University, 2001-2007 <u>Crowe</u> : Using Evidence for Space Planning <u>Tatarka</u> : Wayfinding Revisited: Improved Techniques for Solving Usability Problems in Physical Spaces | Methods <u>Jensen</u> : Under New Management—Developing a Library Assessment Program at a Small Public University <u>Palmer</u> : In Our Visitors’ Footsteps: Using a “Visitor Experience” Project to Assess Services and Facilities at the Library of Virginia <u>Yakel</u> : Standardized Survey Tools for Assessment in Archives and Special Collections |
| 2:30 pm – 3:00 pm | Break | | |
| Parallel #2 3:00pm – 4:00pm | Information Literacy I <u>Brasley</u> : Assessing Information Competence of Students using iSkills™: A Commercially-available, Standardized Instrument <u>Sonntag</u> : Measuring Student Information Literacy Learning Outcomes: Using the Program Review Process to Gather Evidence of Learning | Assessment in LIS Ed <u>Oakleaf</u> : Covering Assessment in LIS Education | Collections <u>Levine-Clark</u> : Use and Non-use of Choice-reviewed Titles: A Comparison between Undergraduate and Research Libraries <u>Schonfeld</u> : Strategy and Leadership in the Transition Away from Print |
| PLENARY II 4:00pm – 5:00pm | Evaluating Quality Speaker: Paul Gregutt (Wine Author/Columnist) | | |
| WINE RECEPTION & BOOK SIGNING 5:00pm – 5:30pm | Led by Paul Gregutt (Wine Author/Columnist) | | |
| | EAST BALLROOM | | |
| 5:30pm – 7:00pm | Poster Reception | | |

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| TUESDAY, August 5 | WEST BALLROOM | EAST BALLROOM | ROOM 200 |
|---|---|---|---|
| Parallel #3 9:00am – 10:30am | Management Information <u>Belanger</u> : Assessment-based Strategies for Building Connections with Academic Departments <u>Franklin</u> : Expenditures-Focused Index (EFI) Based on the ARL Statistics: Why Is It Important? <u>Pitkin</u> : Evidence-based Management: Assess to Plan to Budget to Action | Information Literacy II <u>Oakleaf</u> : Assessment Cycle or Circular File: Do Academic Librarians Use Information Literacy Assessment Data? <u>Bussert</u> : Voices of Authentic Assessment: Stakeholder Experiences Implementing Authentic Information Literacy Assessments | Qualitative Methods <u>Koltay</u> : Personas and a User-centered Visioning Process <u>Turner</u> : Patterns of Culture: Re-aligning Library Culture to Meet User Needs <u>White</u> : Mixing Methods, Bridging Gaps: An Ethnographic Approach to Understanding Students |
| 10:30am – 11:00am | Break | | |
| Parallel #4 11:00am – 12:30pm | Organizational Culture I <u>Harer</u> : Employees as Customers Judging Quality: Enhancing Employee Assessment <u>Hinchliffe</u> : Toward Transformation: Using Staff Reflections on Organizational Goals, Culture, and Leadership for Organizational Assessment and Development <u>Jordan</u> : Keeping a Finger on the Organisational Pulse: Surveying Staff Satisfaction in Times of Change | Data into Outcomes <u>Rittelmeyer</u> : Assessment for Impact: Turning Data into Tangible Results <u>Tolson</u> : What If We Don't Provide the Computers?: Assessment for Reduction <u>Hiller</u> : Turning Results into Action: Using Assessment Information to Improve Library Performance | Statistical Data <u>Cocklin</u> : Adding Context to Academic Library Assessment: Using the Integrated Postsecondary Education Data System for Institutional and Comparative Statistics <u>Jilovsky</u> : Asian Library Statistics: A Pilot Project <u>Lyons</u> : Making Incremental Improvements to Public Library Comparative Statistical Practices |
| 12:30pm – 1:30pm | Lunch | | |
| Parallel #5 1:30pm – 3:00pm | Impact/Evaluation <u>Pomerantz</u> : A Meta-assessment of State-wide Program Evaluations: Matching Evaluation Methods to Program Goals <u>Brennan</u> : Library Assessment: Changing Roles for the Academic Library in Support of Academic Research Evaluation <u>Wendling</u> : Student Research Behavior: Quantitative and Qualitative Research Findings Presented with Visualizations | LibQUAL+® <u>Jaggars</u> : Does Size Matter? The Effect of Resource Base Size on Faculty Service Quality Perceptions in Academic Libraries <u>Thompson</u> : LibQUAL+® Lite: A New Model for Conducting Service Quality Assessments That Both Minimizes Demands on Users and Maximizes Response Rates <u>Kalb</u> : Bench-marking on a National Scale: The 2007 LibQUAL+® Canada Experience | Organizational Culture II <u>Martin Gardiner</u> : Keeping Assessment Results on the Radar: Responsibility for Action <u>Somerville</u> : Collaborative Design and Assessment: Learning 'With and For' Users <u>Planchon Wolf</u> : Creating a Culture of Assessment: Cascadia Community College Student and Faculty Focus Groups |
| 3:00pm – 3:30pm | Break | | |
| PLENARY III 3:30pm – 4:30pm | | Reflections on Library Assessment: A Conversation with Duane Webster, Amos Lakos and Shelley Phipps Moderators: Colleen Cook (Texas A&M) Brinley Franklin (Connecticut) | |
| 5:45pm | Buses begin pick-up from conference hotels | | |
| 6:15pm – 9:00pm | Conference Reception, Olympic Sculpture Park Special awards to Duane Webster, Amos Lakos, and Shelley Phipps for their contributions to library assessment. | | |

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| WEDNESDAY, August 6 | WEST BALLROOM | EAST BALLROOM | ROOM 200 |
|---|---|--|---|
| Parallel #6 9:00am – 10:30am | Reference <u>Karr Gerlich</u> : Using the READ Scale (Reference Effort Assessment Data): Qualitative Statistics for Meaningful Reference Assessment <u>Li</u> : Systematic Quantitative and Qualitative Reference Transaction Assessment: An Approach for Service Improvements | Evaluation Metrics <u>Kaske</u> : Conceptual Context for Expanding the Discussion of Evaluation Metrics for Libraries <u>Town</u> : Building a Resource for Practical Assessment: Adding Value to Value and Impact | Planning to Action <u>Bowlby</u> : From Data to Action: Setting Goals to Respond to Customer Wants and Needs <u>Dole</u> : Integrating Assessment and Planning: A Path to Improved Library Effectiveness <u>Bailey</u> : Making a Difference: From Strategic Plan to Business Plan |
| 10:30am – 11:00am | Break | | |
| Parallel #7 11:00am – 12:30pm | LibQUAL+® Comments <u>Habich</u> : Analyzing LibQUAL+® Comments Using Excel: An Accessible Tool for Engaging Discussion and Action <u>Jones</u> : Are They Really That Different?: Identifying Needs and Priorities Across User Groups and Disciplines at the University of Notre Dame through LibQUAL+® Comments <u>Fretwell</u> : Examining the Overlooked: Comments from Incomplete 2007 LibQUAL+® Survey Responses <u>Friesen</u> : Getting Started: Applying ATLAS.ti and NESSTAR to the LibQUAL+® Results at UBC Library | Usability <u>Paul</u> : Outsourcing Functional Web Usability: A Practical Approach to Effective Web Enhancements Improving User Experience <u>Stein</u> : If They Build It, Will They Come?: A Qualitative Study Using Participatory Design Feedback for Inclusion in a New Library Home Page <u>Bauer</u> : Measuring the Effectiveness of Facets in the Next Generation OPAC | Information Literacy III <u>Petit</u> : Scores Improve, But Does Learning?: Assessing the Library Instruction Program at the American University in Cairo <u>Wallace</u> : Information Competence Assessment Using First Year and Upper Division Writing Samples <u>Maring</u> : Library Instruction Assessment Made Easy: Practical Tips to Get You Started with Little Training, Money, or Time |
| 12:30pm – 1:45pm | Affinity Lunch Groups | | |
| Parallel #8 2:00pm – 3:00pm | Digital Library <u>Kott</u> : Proposition: Digital Collections Are Easier to Find and Use through DLF Aquifer's American Social History Online <u>McDonald</u> : Cross-institutional Repository Assessment: A Standardized Model for Institutional Research Assessment | Assessment Plans <u>Tatarka</u> : Creating Assessment Plans: Four Case Studies | Information Literacy IV <u>Gilchrist</u> : The new ACRL Institute for Information Literacy Immersion Institute Track: Assessment in Action <u>Griffis</u> : Assessment Tool or Edutainment Toy |
| 3:00pm – 3:15pm | Break | | |
| PLENARY IV 3:15pm – 4:15pm | Closing Panel: Conference Perspectives: A Look Back and a View Forward Panelists: Paul Beavers (Wayne State), Deborah Carver (Oregon), Debra Gilchrist (Pierce College), and Peter Hernon (Simmons College) Moderator: Crit Stuart (ARL) | | |
| Closing 4:15pm – 4:30pm | Conference close and adjournment Steve Hiller, Martha Kyrillidou, and Jim Self (Conference Co-Chairs) | | |

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| THURSDAY, August 7 | Odegaard Undergraduate Library 220 | Suzzallo-Allen Library Maps/Special Collections Classroom | Suzzallo Library Instruction Lab | Suzzallo Library 5th Floor Conference Room |
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| WORKSHOPS 8:30am – 12:00pm | <u>Stuart and White</u> : Assessment of Library Learning Spaces | <u>Oakleaf</u> : Learning Outcomes Assessment | <u>Zucca</u> : Beyond the Pie Chart | <u>Kaske</u> : Turning Data into Information |
| WORKSHOPS 1:00pm – 4:30pm | <u>Self and Tolson</u> : Implementing the Balanced Scorecard | <u>Ward</u> : Usability Testing | | |