



LibQUAL+[®] and Beyond: Using Results Effectively

24 May, 2010

University of Glasgow Library

Glasgow, Scotland

Register at: <http://libqual.org/events>

This workshop is designed for LibQUAL+[®] and other libraries interested in assessment to better understand how they can use their results effectively, identify actionable items, and to incorporate a cycle of improvement into the larger suite of library assessment frameworks within their institutions.

Tentative Agenda

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| 09:00 – 09:30 | <i>Welcome</i> Helen Durndell, The University of Glasgow Stephen Town, The University of York Selena Killick, Cranfield University |
| 09:30 – 10:00 | <i>LibQUAL+[®] Context</i> Martha Kyrillidou, Association of Research Libraries |
| 10:00 – 10:30 | <i>Strategic Elements of LibQUAL+[®] at Texas A&M University</i> Colleen Cook, Texas A&M University |
| Break | |
| 10:45 – 12:00 | <i>Drilling into your data: reliability and validity, trends</i> <i>LibQUAL+[®] Lite</i> Bruce Thompson, Texas A&M University Martha Kyrillidou, Association of Research Libraries Jacqui Dowd, The University of Glasgow |
| 12:00 – 1:00 | Lunch |



THE UNIVERSITY of York

Cranfield
UNIVERSITY



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13:00 – 13:15

Strategy Maps & the Balanced Scorecard

Martha Kyrillidou, Association of Research Libraries

13:15 – 14:45

Panel: Incorporating data into your strategic priorities

Moderator: Selena Killick, Cranfield University

Stephen Town, The University of York

Colleen Cook, Texas A&M University

Helen Durndell, The University of Glasgow

Other participants

Break

15:00 – 16:00

Beyond LibQUAL+®: Effective, Sustainable, and Practical Assessment

Other tools: ClimateQUAL®, MINES for Libraries®, annual statistics

Other approaches: Return on Investment, Value & Impact

Martha Kyrillidou, Association of Research Libraries

Stephen Town, The University of York