



LibQUAL+®: Survey Results

Monday, August 22, 2011

9:00 a.m. – 12:30 p.m.

*A Roadmap for our LibQUAL+® Exchange:
Flexible and Subject to Change – Draft and preliminary
York, UK*

The LibQUAL+® Exchange is aimed at library staff who participated in the survey and will (a) provide an overview of LibQUAL+® participation, (b) report the latest activities, (c) help participants to share information, and (d) share best practices in using the results.

DRAFT AGENDA

- 9:00 a.m. – 9:30 a.m. **Welcome & Introductions**
J. Stephen Town, Director of Information, The University of York
Martha Kyrillidou, Director, Statistics and Service Quality Programs, ARL
Selena Killick, Library Quality Officer, Cranfield University
- 9:30 a.m. – 10:00 a.m. **LibQUAL+® Context**
Colleen Cook, Trenholme Dean of Libraries and Professor of Information Studies,
McGill University
- 10:00 a.m. – 10:30 a.m. **Latest Developments: LibQUAL+® Lite, focus on digital, Triads pilot**
Bruce Thompson, Distinguished Professor of Educational Psychology and College
Distinguished Research Fellow, and Distinguished Professor of Library Science, Texas
A&M University, and Adjunct Professor of Family and Community Medicine, Baylor
College of Medicine (Houston).
- 10:30 a.m. – 10:45 a.m. **BREAK**
- 10:45 a.m. – 11:30 a.m. **Listening from our experienced participants in the US and in the UK ('names are
suggestions subject to change as needed'):**

Stephen Town, University of York, UK
Jacqui Dowd, University of Glasgow, UK
Laura Dunn, University of Liverpool, UK
Louise Jones, University of Leicester, UK
Sarah Passoneau, Iowa State, US
- 11:30 a.m. – 12:00 p.m. **Other Experiences from places out, far and beyond ('names are suggestions
subject to change as needed'):**

Elsa Esterhuizen, North-West University, South Africa
Michiel Moll, Cape Peninsula University of Technology, South Africa
Bente Saxrud, BI Norwegian Business School
Frederick Brodtkom, Universite Catholique de Louvain, Belgium
Hakan Carlsson, University of Gothenburg, Sweden
Selena Killick, Cranfield University, UK
- 12:00 p.m. – 12:30 p.m. **Discussion and Stories About Having Fun with LibQUAL+®
Adjourned with many Thanks from all of us to all of you!
The LibQUAL+® Team**