CONFERENCE PROGRAM

08.00 - 09.00 Registration at Rydbergsalen. Time to put up posters.

09.00 - 09.15 Welcome

09.15 - 10.00 Martha Kyrillidou (Association of Research Libraries):
              “An introduction to LibQual+ and its role in nurturing a library assessment community”

10.00 - 10.30 Coffee

10.30 - 11.15 Selena Killick (Cranfield University):
              “LibQual+: The UK and Irish experience”

11.15 - 12.00 Stephen Town (University of York):
              “LibQual+ in context: a case study of contribution to strategy and performance”

12.00 - 13.00 Lunch
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13.00 - 14.30 Brief presentations:
- Maria Törnfeldt (Gävle Public Library): “Presentation of the national group for evaluation and quality”
- Tore Torngren (Lund University): “Strategic Plan for Lund University Libraries”
- Ann-Christin Persson/Kristina Holmin Verdozzi (Lund University): “The LibQual experience at Lund University faculties of Science and Engineering”
- Håkan Carlsson (Gothenburg University): “LibQual at Gothenburg University Library”
- Henry Langseth (University of Agder): “Boosting LibQual response rate – a Norwegian experience”
- Bente Saxrud (BI Norwegian Business School) “Our expectations for the next LibQual survey”

14.30 - 15.30 Coffee and poster presentations:
- Kristina Holmin Verdozzi/Kristina Arnebrandt (Lund University): “Why LibQual?”
- Maria Långh/Ann-Christin Persson (Lund University): “I can’t find anything!”
- Anne van Weerden (Utrecht University): “Information Control and Library Staff as keys to customer satisfaction”
- Lena Landgren et.al. (Lund University): “Are we making any difference?”

15.30 - 16.00 Concluding remarks and farewell