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# Library Assessment Seminar and LibQUAL+® Share Fair

SEPTEMBER 20, 2012 9:00 - 16:00 RYDBERGSALÉN PHYSICS DEPARTMENT

## CONFERENCE PROGRAM

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|---------------|--|
| 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):<br>"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):<br>"LibQual+: The UK and Irish experience"  |
| 11.15 - 12.00 | Stephen Town (University of York):<br>"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



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