LibQUAL+® Share Fair 2011
Monday, June 27, 8:30 – 10:30 a.m.

DoubleTree Hotel - Nottoway A
300 Canal Street, New Orleans, Louisiana, 70130
(504) 581-1300

AGENDA

8:30 a.m. Welcome and Introductions (Martha Kyrillidou)

8:40 a.m. Round Robin Discussion (Martha Kyrillidou)
   I. Sharing from all participants

9:15 a.m. Experiences from the Field
   II. Meg Scharf (Central Florida)
      ▪ “Drawing Drama! Will they enter the drawing without responding to the survey?”

   III. Ibironke Lawal (Virginia Commonwealth)
      ▪ “Using LibQUAL+® Results to Improve Service Quality at Virginia Commonwealth University”

   IV. Diane Wahl (North Texas)
      ▪ “Learning from our Users: Using Assessment to Drive Change”

10:15 a.m. LibQUAL+® Lite, Survey Promotion, and Demonstrating Actions
   V. David Green (ARL)

10:30 a.m. Adjourn