



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
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