

8th Northumbria International Conference on Performance Measurement in Libraries and Information Services (PM8)

Papers

Author	Co-Author(s)	Organisation (first author)	Title	LIS Type
Michael Heaney		Oxford University Library Services, UK	Catching leopards in the library; Or, of panthers and posterity	Academic
Michiel Erik Moll		Cape Peninsula University of Technology, South Africa	Culling the herd: an investigation into formulae for equitable staffing of branches' user services within the multi-campus Cape Peninsula University of Technology's Libraries	Academic
Ola Bayan		Arab Academy for Science, Technology and Maritime Transport, Egypt	The role of supply chain relationships in maintaining library users satisfaction, loyalty and perception of the service quality	Academic
Rowena Cullen	Brenda Chawner	Victoria University of Wellington, New Zealand	Institutional repositories : assessing their value to the academic community	Academic
Maria Helena Vinagre	Leonor Gaspar Pinto, Paula Ochôa	Moita Municipality, Portugal	Rethinking quality dimensions and attributes for the digital age: A multi-item scale analysis and assessment	Digital
John Carlo Bertot		University of Maryland, USA	Using web-based surveys to conduct research: New developments, approaches and implications	Public
Charles R McClure	John Carlo Bertot	Florida State University, USA	Public Library Public Access Computing in the USA: Potential Impacts on Local Communities	Public
Ugne Rutkauskiene		National Library of Lithuania	Outcomes and value of public access computing in libraries	Public
Aira Lepik		Institute of Information Studies, Tallinn University, Estonia	From teaching to learning: Performance measurement and quality of information management as a component of LIS education	LIS Education
Roswitha Poll		Muenster University, Germany	Good and plenty? Measuring quality and quantity of staff performance	General
Isabella Doris Trahn		Nanyang Technological University, Singapore	Library service perceptions from a small island: Data relevance questions for a Singapore academic library	Academic
Maurizio di Girolamo	et al.	Universita degli Studi di Milano Bicocca, Milan, Italy	Quantitative and qualitative evaluation of the recent trends in Italian university library systems	Academic
Shirlene Neerputh	Roy Raju	Durban University of Technology, South Africa	Measuring performance at the Durban University of Technology Library: A South African higher educational perspective for enhancing information service provision	Academic
Antonella Schena		Istituto degli Innocenti, Florence, Italy	Facilitating the growing citizens quality of life: the value of a reference service	Public
Claire Creaser	Helen Greenwood, Mark Summers	LISU, Loughborough University, UK	Library evaluation: three contrasting case studies	Mixed
Sonya White		LISU, Loughborough University, UK	Trends in UK public library materials expenditure 1998-2008	Public

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Anna Maria Tamaro	Pat Dixon	University of Parma, Italy	The "values" of digital library: theoretical and methodological issues	Digital
Margret Schild		Theatre Museum Dusseldorf, Germany	A way to evaluate the work of librarians in art and museum libraries in German-speaking countries	Art & Museum
Miguel Viciado Valdés		Office of the Historian of Havana City, Cuba	Cuban public libraries for cultural development and continuous human improvement. The experience of the provincial system of public libraries in Havana City	Public
Brinley Franklin		University of Connecticut Libraries, USA	Academic research library use in the United States	Academic
Karin de Jager	Colin Darch & Pat Busby	University of Cape Town, South Africa	The Research Commons: a new creature in the library?	Academic
Ruth Pääsuke		Institute of Information Studies, Tallinn University, Estonia	Assessment of Digital Library Services: Case of Estonia	Digital
Tord Høivik		Oslo University College, Norway	Private lives and public libraries. A quantitative approach to the study of user behaviour	Public
Lisa Klopfer	Haruki Nagata	Eastern Michigan University, USA	Contextual approach to understanding the Socio-Cultural function of a public library in Japan	Public
Monica Hammes		University of Pretoria Library Service, South Africa	Third generation Balanced Scorecards for libraries: from measuring instrument to core strategic management tool	Academic
Selena Killick	Tracy Stanley & J. Stephen Town	Cranfield University, UK	SPEC Kit 303 in the UK and Ireland: a survey of performance measurement and assessment practice in SCONUL member libraries	Academic
J. Stephen Town	Steven Hiller, Jim Self & Martha Kyrillidou	University of York, UK	ESP in the UK: from assessment to action	Academic
Jacopo Di Cocco		Bologna University, Italy	National Accounting and Accountability of Libraries and Related Organizations	General
Martha Kyrillidou	Terry Plum & Bruce Thompson	Association of Research Libraries, Washington, D.C., USA	Point-of-Use Web Surveys for Networked Electronic Resources: Implementation and Sampling Plans	General
Charles B Lowry	Martha Kyrillidou	Association of Research Libraries, Washington, D.C., USA	ClimateQUAL - The Healthy Library Organization, Normative findings and what it means for Library Management	Academic
Torill Redse	Sølvi Løchen, Else-Margrethe Bredland, Bente Saxrud & Marte Sørenssen	The Norwegian Archive, Library and Museum Authority	"The numbers are the evidence that support the story" – indicators for Norwegian libraries	General
Steve Hiller	Lynne Porat	University of Washington Libraries, Seattle, USA	Academic Library as a place: Users and Uses	Academic

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Maria Helena Vinagre	Leonor Gaspar Pinto & José Gonçalves Neves	Moita Municipality, Portugal	Giving voice to children and young adults: a mythological approach to the evaluation of service quality in libraries	Public
Niels Ole Pors		Royal School of Library and Information Science, Denmark	Burning Platforms and Melting Icebergs: An explorative analysis of present strategic challenges and cross-pressures in the public libraries	Public
Martha Kyrillidou	Bruce Thompson & Colleen Cook	Association of Research Libraries, Washington, D.C., USA	Item Sampling in Service Quality Assessment Surveys to Improve Response Rates and Reduce Respondent Burden: The LibQUAL +(R) - Lite Experiment	Academic
Kristine Paberza		State agency "Culture Information System" , Latvia	Public libraries pulling rank - statistics on the policy makers' agenda	Public
Sebastian Mundt	Markus Hennies	Stuttgart Media University, Germany	Benchmarking virtual library usage	Academic
Wanda V. Dole	J B Hill	University of Arkansas at Little Rock, USA	Measuring the impact of community users in academic libraries: Who they are, what they want, how much they cost and what is the ROI?	Academic
Luciana Sacchetti	Alessandro Sardelli & Claudia Antonini	Biblioteche Italiane Certificate (BIC), Italy	BIC Auditing Prototype: make quality tangible	General
Elizabeth Curach		University of Western Sydney, Australia	The good, the bad and the better: moving from worst towards best practice	Academic
Markku Laitinen	Aki Kangas & Jarmo Saarti	National Library of Finland	Statistics and surveys as tools for library management in Finland	General
Jannicke Røgler		Buskerud County Library, Norway	Less is more... turnover rates and professional debate in Norway	Public

Workshops

Author	Co-Author(s)	Organisation (first author)	Title	Level
Helen Greenwood	Claire Creaser	LISU, Loughborough University, UK	Building a culture of continuous improvement: an evidence-based approach to library management	Introductory
Raynna Bowlby	Martha Kyrillidou	Association of Research Libraries, Washington, D.C., USA	Sustaining Continuous Improvement: Guiding Library Staff to act on User Survey Results	Intermediate