Session	Date / Time	Event / Authors	Talk Title / Event
**Qualitative and Quantitative Methods in Libraries International Conference (QQML2012)**		
	Monday May 21		
	17.00- 20.00		**Registration**
**Qualitative and Quantitative Methods in Libraries International Conference (QQML2012)**		
	Tuesday May 22		
	8.30-10.00		**Registration**
Abbey	10.00-10.40		**Opening Ceremony**
KS1	10.40-11.30	**Chair:Jerald Cavanagh**	**Keynote Speaker: Ching-chih Chen: Beyond Digital Libraries/Archives/Museums: How to measure, evaluate and assess their impacts and value?**
	11.30- 12.00		**Coffee Break**
Abbey 1	**Tuesday May 22**		
SCS1	12.00-13.40	**Chair: Jerald Cavanagh**	**E books: Changing hearts and minds I**
		Tina E. Chrzastowski	Ebook Users Speak! Analyzing Comment Boxes from an Ebook Value Survey
		Rory McGreal	Open Educational Resources: Why they are needed for learning on ebooks and tablets
		Wexelbaum, Rachel; Miltenoff, Plamen; Flanders, Jo	Are ETextbooks Cost Effective?
		Che Zainab Hj Abdullah, Norliya Ahmad Kassim	Patron-Driven Acquisition: Current Practice Of E-Book Selection At Academic Libraries In Malaysia
		Breza Šalamon-Cindori, Marko Tot, Daniela Živković	Digitization: Challenges for Croatian Museums

		Maniraj Ananda Murugan	Usage metric of E- Journals and E- books in Indian academic Communities: A cos analysis and comparative study of consortium based subscription and Intuitional Subscription
	13.40- 15.00		**Lunch**
SCS2	**15.00-16.40**	**Chair: Petra Duren**	**Repositories and Open Access movement**
		Jo Flanders	Let's Get Together: Global Electronic Library
		Naicheng Chang, Alan Hopkinson	Institutional Repositories: libraries coming to the help of their institutions
		Shaheen Majid	Institutional Repository Development Initiatives Undertaken by Academic Libraries in Singapore and Malaysia
		Francesc Pujol-Rusell, Cristina Vaquer, Núria Ferran	Binary proposal for assessing quality of Open Access Institutional Repositories: the case of Spanish repositories
		Cristina Vaquer Suñer	New proposals for qualitative assessment of Open Access Institutional Repositories in Spain
	16.40- 17.00		**Coffee Break**
Abbey 2	**Tuesday May 22**		
SCS1	**12.00-13.40**	**Chair: Ching-chih Chen**	**Academic Libraries I**
		Colleen Harris	MLS Without a Map? A Call for A Mixed-Methods Approach to Studying Academic Library Leadership
		Annie Donahue	Peer Research Mentors: A collaborative methodology for information literacy skill-building
		Octavia-Luciana Porumbeanu Madge	Academic Library Cooperation and the Role of Organizational Culture: A Case Study
		William H. Weare, Jr.	Focus Group Research in the Academic Library: An Overview of the Methodology
		Mad Khir Johari Abdullah Sani, Mohamad Noorman Masrek, Adnan Jamaludin	Emotional Intelligence Level Among Malaysian Public Librarians

		Linda Bedwell	Determining How Library Space is Used by Students: Participant Observation in an Academic Library
	13.40- 15.00		**Lunch**
SCS2	**15.00- 16.40**	**Chair: Teresa S. Welsh**	**Historical and comparative case studies related to librarianship I**
		Kafi Kumasi, Deborah Charbonneau, Dian Walster	Theoretical Frameworks in Library and Information Science Scholarly Literature
		Szu-chia Lo	Research Collaboration of Library and Information Science Study in Taiwan
		Alvin M. Schrader	Getting Beyond Library Statistics to Library Value: Challenges in Turning Feature into Benefits
		Amber D'Ambrosio	British Theatre Archives: Scattered but Accessible
		Vesna Župan	Contemporary tendencies in Serbian academic librarianship with special emphasis on cataloguing and classifying library materials
		Peter Cruickshank, Hazel Hall, Ella Taylor-Smith	Realising the value of RiLIES: The Research librarianship impact evaluation study
	16.40- 17.00		**Coffee Break**
SCS3	**17.00- 18.30**	**Chair: Angela Repanovici**	**Quality evaluation and promotion of infodocumentary institutions services methods**
		Antonio Carpallo Bautista and Esther Burgos Bordonau	Binding descriptions within a universal collective catalogue
		Octavia-Luciana Porumbeanu Madge, Crina Mihăilescu	Evaluation of usage patterns and promotion of electronic resources in academic medical libraries: the case of the Central Library of the University of Medicine and Pharmacy "Carol Davila" – Bucharest, Romania
		Octavia-Luciana Porumbeanu Madge	Developing a model for information services based on a librarian-users partnership in medical clinics in Bucharest
		Angela Repanovici and Manolis Koukourakis	Assessment of information literacy courses for PhD students
SCS4	**18.30- 20.00**	**Chair: Sirje Virkus& Aira Lepik**	**Using qualitative and quantitative methods in digital library education and research**

		Getaneh Alemu, Brett Stevens, Penny Ross	LIS Researchers' Perspectives on Standards-based and Socially-Constructed Metadata Approaches
		Juan Daniel Machin Mastromatteo	The Mutual Shaping of Social Networks, Learning Experiences, and Literacies: The Methods Revisited
		Aira Lepik	Implementing virtual Entrepreneurship seminar into Human Resources Management/HRM course: a case of Digital Library Learning /DILL Master Programme
		Audrey Anday	Knowledge Management in Open and Distance Learning: a leveraging tool
Abbey 3	**Tuesday May 22**		
SCS1	**12.00-13.40**	**Chair: Serap Kurbanoglu**	**Core Skills, Competencies and Qualifications for Today's Reference Librarians I**
		Serap Kurbanoğlu, Laura Saunders, and Mary Jordan	A Multi-Nation Study on Academic Reference Competencies: An Overview
		Laura Saunders & Mary Jordan	Reference Competencies in American Libraries: A Comparison of Public and Academic Library Qualification
		Serap Kurbanoğlu	Core Reference Competencies for Academic Librarians and its Comparison with LIS Curricula in Turkey
		Joumana Boustany	Reference Competencies in Academic Libraries in France: Current Situation and Paractices
		Gaby Haddow	Core Skills, Competencies and Qualifications for Today's Reference Librarians: An Australian Perspective
	13.40- 15.00		**Lunch**
SCS2	**15.00-16.40**	**Chair: Serap Kurbanoglu**	**Core Skills, Competencies and Qualifications for Today's Reference Librarians II**
		Angela Repanovici	The Reference Department in Romanian Academic Environment
		Tania Todorova	Bulgarian Vision of Today's Reference Librarians
		Egbert Sanchez Vanderkast and Rocio Caridad Herrera Guzman	Library and Information Services Policy: Is There a Need to Reconsider This Issue?

		Paul Simon Svanberg. and Ane Landoy	Core Skills, Competencies and Qualifications for Reference Librarians in Norwegian Academic Libraries
		Sirje Virkus	Competencies Needed for Academic Librarians in Estonia
		Daniela Zivkovicand Ivana Hebrang Grgic	Reference Librarians in Croatian Academic Libraries
	16.40- 17.00		**Coffee Break**
SCS3	**17.00- 18.30**	**Chair: Tina E. Chrzastowski**	**Social networks and reference services**
		Ivana Hebrang Grgic and Dorja Mucnjak	Usage of Facebook in public libraries' promotion: the cases of Ireland and Croatia
		Nuria Ferran, Cristina Vaquer, Monica Bonich, Gema Santos-Hermosa	Engaging students in an e-learning experience: how to manage information resources through wikis and web blogs
		Khasiah Zakaria and Norliya Ahmad Kassim	Scholarship drives knowledge production in Malaysian research universities
		Huda Chebli and Abdelmajid Bouazza	Omani e-government websites' usability: An evaluation study
		Aline Soules	Is it Really on the Web and What Does That Mean for Instruction and Reference?
SCS4	**18.30- 20.00**	**Chair: Jo Flanders**	**Methodological issues I**
		Bella Karr Gerlich, Elaine Westbrooks, Grant Gerlich	Testing the application of sliding scale methodology for recording qualitative and quantitative data in library and archival work: an introduction to the Library Effort Assessment Data (LEAD) Scale©, a task adaptive formula and scale tool for recording effort, knowledge and skills
		Elaheh Hassanzadeh, Feridon Azadeh, Narges Neshat	Using two combined approach of Excellence Model on measurement of organizational performance. Case study: NLAI
		Hazel Hall, Charles Oppenheim, Alison Brettle	We have a DREaM: the Developing Research Excellence and Methods network
		Young Man Ko and Wonsik Shim	Enhancing Methodologies to Measure the Value of Library Services

Session	Date / Time	Event / Authors	Talk Title / Event
		Vincas Grigas	Research methodology enabling to determine the study programmes ability to produce the librarians as educators
Abbey 4	Tuesday May 22	Chair: Maniraj Ananda Murugan	Users I
SCS3	17.00- 18.30		
		Wanda Dole, J. B. Hill	Community Users in Academic Libraries: Data-Mining for Fund-Raising
		Wan Nor Haliza Wan Mokhtar, Siti Arpah Noordin, Dang Merduwati Hashim	Exploration on Users Satisfaction Measurement and Evaluation in Malaysian Academic Libraries: a Conceptual Research Framework
		Noor Zaidi Sahid and Siti Arpah Noordin	A Conceptual Model of Customer-Driven Business Information Provision for The Public Sector
		Michael Stöpel	Another perspective on library use: Learning from library non-users
		Mary C. Schlembach, William H. Mischo, and Joshua Bishoff	The Use of Transaction Logs to Model User Searching Behaviors
SCS4	18.30- 20.00	Chair: Christos Skiadas	Users II
		Susan P. Goodwin, Tina Budzise-Weaver	Listening to Our Students: Enhancing Library Instruction Through a Qualitative Assessment of Student Feedback
		Ezza Rafedziawati Kamal Rafedzi, Abrizah Abdullah	Ethnographic study of male juvenile delinquents information behavior in Malaysia: a work in progress, An
		Awadh Alharbi & Nasser Al-Khurainej	Undergraduate perceptions of library services in Kuwait: A qualitative study
		Zahra Abazari, Fahimeh Babalhavaeji, Leila Nemati-Anaraki	Comparison between participative and non-participative education of library science and informatics university students in Iran
Qualitative and Quantitative Methods in Libraries International Conference (QQML2012)			
Session	Date / Time	Event / Authors	Talk Title / Event
Abbey 1	Wednesday May 23		
	8.30-9.00		Registration
SCS5	9.00-10.40	Chair: Franco Toni	Human Resources I

		Mitsuhiro Oda	Significance and Efficiency of "Visiting-Instructor Training Programme": Opportunities for Sharing Competence of Reference Staff
		Paula J. Miller	A Time for Teams
		Mossayyeb Samanian	Manpower planning for librarian based on ACRL university of local 9 (including 15 universities)
		Marzena Świgoń	Knowledge and Information Management by Individuals
		Adriana Gonzalez	Academic Librarians Instilling Life-Long Learning Skills: Assessing Information-Seeking Behaviors of Undergraduate Students
KS2	**10.40-11.30**	**Keynote Session Chair: Lynne Rudasill**	**Keynote Speaker: Markku Laitinen: The Power of Data - Advocating for Library by Showing Evidence of Impact**
	11.30- 12.00		**Coffee Break**
SCS6	**12.00-14.00**	**Chair: Markku Laitinen**	**Content analysis methodologies**
		Juan Gorraiz, Christian Gumpenberger and Martin Wieland	Galton 2012: the bibliometric journey continues
		Rudi Baccarne	Introducing the VABB-SHW database: a bibliometric tool for the Social Sciences and Humanities in Flanders
		Leslie Farison	Citation Analysis in the Business Disciplines
		Magali Rezende Gouvêa Meirelesand Beatriz Valadares Cendón	Citation-Based Document Categorization: an approach using Artificial Neural Networks
		Thane Chambers	Getting the biggest citation bang for your buck: An analysis of nursing citations from nursing and non-nursing journals
		Frank Foerster, Bernhard Thalheim	An Effectual approach for a data and information management for humanists
		Marzena Marcinek	From bibliography to parametric evaluation of research units – library services in transition
	14.00-15.00		**Lunch**
Abbey 2	**Wednesday May 23**		
SCS5	**9.00-10.40**	**Chair: Bharat Mehra**	**Social Justice in Library and Information Science**

		Bharat Mehra, Kimberly Black, Vandana Singh, Jenna Nolt, K. C. Williams, Susan Simmons, and Nancy Renfro	The Social Justice Framework in the Information Technology Rural Librarian Master's Scholarship Program: Bridging the Rural Digital Divides
		Kevin Rioux	Teaching Social Justice in an Information Literacy Course: An Action Research Case Study
		Vandana Singh	Open Source Software Use in Libraries: Implications for Social Justice?
		Lili Luo, Deborah Estreicher, Peter A. Lee, Cyndy Thomas, and Glenn Thomas	Social Workers in the Library: An Innovative Approach to Address Library Patrons' Social Service Needs
		Peta Wellstead	Supporting the Unmet Information Needs of Australian Men Experiencing Stressful Life Events. A Social Justice Imperative
	10.40-11.30	Keynote Session	
	11.30- 12.00		**Coffee Break**
SCS6	12.00-14.00	**Chair: Teresa S. Welsh**	**Academic Libraries II**
		Colleen Harris	Impact of Unfinished Business: The Zeigarnik Effect, Organizational Effectiveness, and Academic Library Management Practices
		Carrie Forbes and Erin E. Meyer	Impacting Student Learning: Measuring the Effectiveness of Research Consultations in an Academic Library
		Chestalene Pintozzi	Implementing Assessment in a Large U. S. Academic Research Library
		Kathryn M. Crowe	Shop Your Way to Service Excellence: Secret Shopping for Academic Libraries
		Kathryn M. Crowe	Improving Teaching and Learning: Using Rubrics to Measure Information Literacy Skills
		Ken Simon and Susan Gardner Archambault	From Usability Study to Innovation: Implementing LibAnswers at Loyola Marymount University
		Sajjad Ullah Jan, Mumtaz A. Anwar	Collaborative Research in Economics in Pakistan: A Case of Pakistan Development Review Literature from 1973 to 2009
	14.00-15.00		**Lunch**
Abbey 3	**Wednesday May 23**		
SCS5	9.00-10.40	**Chair: Maria G. N. Musoke**	**Trends in scientific and health information services**

		Franco Toni	Leaving Elsevier's "big deal": an evaluation of the Italian National Institute of Health experience inside the Bibliosan Consortium
		Victor Lorin Purcarea, Crina Mihăilescu	Trends and Research in Romanian Medical Libraries
		Anne Murphy	Do clinical staff and managers in an academic teaching hospital use library services and the published literature in their working lives?
		Susan Awe, Martha Bedard, Rebecca Lubas, and Frances Wilkinson	Building Leaders for a Changing Environment: An Experience at the University of New Mexico Libraries
		Maria Rodica Volovici and Crina Mihăilescu	New Management Strategies and Organizational Culture in Libraries
		Eduardo da Silva Alentejo, Cláudio Gottschalg-Duque	Contributions from Multimodality for a Customer Service Support: the Virtual Health Library Strategy
	10.40-11.30	Keynote Session	
	11.30- 12.00		Coffee Break
SCS6	12.00-14.00	Chair: Bharat Mehra	Assessment
		Jarmo Saarti and Arja Juntunen	Managing and optimizing the service processes with a set of quality indicators: case University of Eastern Finland Library
		Lynne Rudasill	Assessing Impact: Grey Literature and Development
		Leonor Gaspar Pinto, Paula Ochôa Telo	Portuguese library assessment practices and transitions: a meta-evaluation model for the Knowledge and Information Society
		Meggan Houlihan and Michelle Millet	Programmatic Assessment: Methods for Creating and Sustaining a Culture of Assessment in your IL Instruction Department
		Pradeepa Wijetunge	Assessing Knowledge Management Maturity level of a university library: a case study from Sri Lanka
		Regina Mays and Teresa B. Walker	Aligning Assessment Efforts with Institutional Priorities: A Case Study from the University of Tennessee
	14.00-15.00		Lunch
	17.00- 21.00		City tour
Qualitative and Quantitative Methods in Libraries International Conference (QQML2012)			

Abbey 1	Thursday May 24		
	8.30-9.00		Registration
SCS7	9.00- 10.40	Chair: Frederico A. de Carvalho	Case studies related to librarianship and national heritage I
		Béla Lóránt Kovács, Margit Takacs	Natural language search in image collections
		Hrvoje Stancic, Lejla Kodric Zaimovic	Analysis of the Participation of Bosnia and Herzegovina and Croatia in the UNESCO's Memory of the World Programme
		Constantia Constantinou	Knowledge for the Ages: Preserving Rare Collections through Digitization and Content-Based Access
		Allison Ringness	Arizona Cultural Inventory Project Usage: A Case Study
		Gulbun Baydur	Why Is a National Authority File Is Still Necessary ?
		Kevin Grace	Building a Research Network in Irish Theatre History Notebooks: William J. Lawrence and the University of Cincinnati Project
SCS8	10.40-11.30	Chair: Jarmo Saart	PECHA- KUCHA
		Kathleen Bauer	Using card sort, log files, and usability testing to improve faceted display
	11.30- 12.00		Coffee Break
SCS9	12.00-13.40	Chair: Petra Düren	Library Services II
		Eduardo da Silva Alentejo	Rediscovering disc vinyl: a new perspective for the emergence of music libraries in Brazil
		Dominic A. Davies	Evolve or perish! The Continued Development of Information and Knowledge Services in the UK Defence Science and Technology Laboratory
		Leyla Kanik	Assistive Technology and Education Laboratory for Individuals with Visual Disabilities (GETEM): A case Study
		Mary Pat Fallon	An Exploration of the Irish Research eLibrary
		Mad Khir Johari Abdullah Sani, Noor Zaidi Sahid, Mohd Zailan Endin, Jamiah Sham Baba	Changing Malaysians' Reading Attitudes, Behaviour and Activities: Effects of Reading Campaign
		Figen Cihan, Özlem Bayrak, Umit Konya	Istanbul University Central Library: The project of "Information Center for (dis)abilities"
	13.40- 15.00		Lunch
SCS10	15.00-16.40	Chair: Markku Laitinen	Quality in library's procedures II

		Luciana Sacchetti, Anna Laura Saso	BIC Network of the Italian Libraries ISO 9001 Certified
		Elisabeth Rodriguez	Utilizing an Interpreter in Qualitative Interview Research
		Malin Ogland	Measuring levels of quality using taxonomies
		Anna Niemelä	The Impact of library services on customers' life. Findings from the national user survey of Finnish libraries
		Narges Neshat, Mozhdeh Dehghani	A Survey on Gap between Expectations and Perceptions of Users from Perceived Service in National Library by Using gap Analysis Model
		Daniel Opoku	Delivering Quality Library Service in an Academic Environment: A Managerial Perspective
	16.40- 17.00		**Coffee Break**
SCS11	**17.00- 19.00**	**Chair: Maja Krtalic**	**Marketing management methodologies**
		Umit Konya	Marketing Communication in Libraries: Some Observations in German Reserach Libraries
		Elijah A. Mensah	Marketing Information and Communication Technologies (I.CT.) Resources in Academic and Research Libraries in Ghana
		Lynn Silipigni Connaway, David White	Visitors and Residents: What Motivates Engagement with the Digital Information Environment?
		Claudio Reis de Brito, Frederico A. de Carvalho and Mariza Russo	The Labour market for L&IS professionals: a SWOT approach to authors' views in Brazilian periodicals
		Yazdan Mansourian	How Prepared Are Our Students to Meet the Job Market Demands? A Qualitative Case Study
		Zahra Abazari, Mina Karami	Survey of Distant Education for Librarians in National library and archives of Islamic Republic of Iran
		Laleh Joulahi, Zahra Abazari	Survey of the Information literacy rate of Head nurses of private hospitals in Tehran 2011
PS	**19.00- 19.30**		**POSTER SESSION**
Abbey 2	**Thursday May 24**		
	8.30-9.00		**Registration**
SCS7	**9.00- 10.40**	**Chair: Lynne Rudasil**	**Library Services I**
		Denise Turner and Sue Myer	Evaluating a new electronic service using mixed methods

		I. Ganchev, M. O'hAodha, D. Meere, M. O' Droma	Delivery of Digital Library Mobile Services within a University InfoStation-based Environment
		Celia Mireles Cárdenas and Jane M. Russell	The Impact of library services in a Mexican research community
		Brenda L. Battleson and Valerie M. Nesset	An Investigation of the Role of an On-Site Library in the Provision of Adjunct Bibliotherapeutic Treatment for Emotionally Disturbed Youth
		Maryam Zakerhamidi, Mohammad Reza Namdari	A Survey of Subject Searching in two Medical literature search engines Pubmed & Highwire in Tehran University of Medical Sciences
		Judith Mavodza	A Paradigm shift in library science study and practice
SCS8	10.40-11.30	**Chair: Bruce Thompsor**	**Demonstrating the Value of the Library in the Academy**
		Colleen Cook and Martha Kyrillidou	Capturing digital developments through qualitative inquiry
		Vivian Lewis	Managing Innovation: Creating an Infrastructure through Systematic Initiative Management
		Rachel Besara and Michelle Demeter	Getting the Most Bang for Your Buck: Using ROI to Demonstrate the Value of a Library Tutoring Program
	11.30- 12.00		**Coffee Break**
SCS9	12.00- 13.40	**Chair: Martha Kyrillidou and Colleer Cook**	**LibQUAL+(R) in Ireland and elsewhere**
		Ciara McCaffrey	The Irish university experience of LibQUAL
		Selena Killick and J. Stephen Town	LibQUAL+ in Ireland and the United Kingdom
		Pegah Tajer	Using LibQual+ ® As a Qualitative Method: Taking One Iranian Academic Library as an Example
		Bruce Thompson and Martha Kyrillidou	Preliminary Results from the LibQUAL+(R) Triads Protocol: Using Ipsative Measuremen to Assess Highly Desired Outcomes
	13.40- 15.00		**Lunch**
SCS10	15.00-16.40	**Chair: Leyla Kanik**	**Qualitative and Quantitative Methods**
		Patricia H. Dawson, Ma Lei Hsieh, Michael T. Carlin	Quantitative/Qualitative Analysis of Assessing Student Information Literacy Skills: The Power of Librarian-Faculty Collaborations
		Maja Krtalic, Damir Hasenay	Overview of qualitative and quantitative methods in the field of library material preservation

		Frederico A. de Carvalho, Marcelino J. Jorge and Marina F. Jorge	A Sequential model for library performance assessment: an application to Brazilian data
		Helen Fallon, Jon Purcell	The Qualitative and Quantitative Aspects of the 2010 Quality Review of the Library at the National University of Ireland Maynooth
		Ilona Trtíková, Lenka Nemeckova	Marketing tools to support university library's mission
		Selena Killick	Qualitative and Quantitative Methods in Electronic Collection Management
	16.40- 17.00		**Coffee Break**
SCS11	**17.00- 19.00**	**Chair: Teresa S. Welsh**	**Historical and comparative case studies related to librarianship**
		Margarita Rhoden and Molly Crumbley	An Evaluation of Current Outreach Services at Calvert Library and Its Future Outlook
		Ladislava Sucha, Michal Lorenz	Connecting theory, research and practice: Student's projects in masters LIS programme
		Anne Marie Casey	Communicating Effectively in Rapidly Changing Times
		Teresa Hudson, Sarah Purcell, Maria Souden	Aspects of Practice: The Community-Engaged Library in Ireland and the U.S.
		Marcia A. Mardis and Nancy Everhart	Stakeholders as Researchers: Cooperative Inquiry and the Leadership Role of School Librarians
		Anthonia Nwabueze, Reuben E. Ozioko, Uzoamaka Igwesi	Assessment of user education programmes in the university libraries in south-east Nigeria
		Teru Agata, Atsushi Ikeuchi, Hiroyuki Ohba, Yasuharu Otani	A New method of classification of libraries based on the similarity of the collections
PS	**19.00- 19.30**		**POSTER SESSION**
Abbey 3	**Thursday May 24**		
	8.30-9.00		**Registration**
SCS7	**9.00- 10.40**	**Chair: Bharat Mehra**	**Quality in library's procedures I**
		Petra Düren	Total Quality Management in Academic Libraries – Best Practices
		Dania Bilal, Meredith (Reid) Boehm	Towards New Methodologies for Assessing Relevance of Information Retrieval from Web Search Engines on Children's Queries

		Jarmo Saarti and Markku Laitinen	Evaluating the Effects of Library E-resources and IL tuition on the Research Outcomes in Finnish Top Universities and the Quality of the Statistical Data Collected
		Berat Bir	The Application of Benchmarking in Museums as an Information and Records Centres
		Eduardo da Silva Alentejo, Sofia Galvão Baptista	Information Management to Implementation Quality Management in Libraries
		Anna Matysek	Do we use standards? The presence of ISO/TC-46 standards in the scientific literature (2000-2011)
SCS8	**10.40-11.30**	**Chair: Jerald Cavanagh**	**PECHA- KUCHA**
		Eva Hornung	The role of networking in CPD: a phenomenographic study on one-person librarians in Ireland
	11.30- 12.00		**Coffee Break**
SCS9	**12.00-13.40**	**Chair: Bela Lorant Kovacs**	**Human Resources II**
		Kai Idarand	The Library, E-library, and the Librarian: Some Conclusions of the Service Quality Survey Conducted at the National Library of Estonia in 2011
		Miriam L. Matteson and Shelly S. Miller	Emotional Labor in Libraries: Exploring Measures and Methods
		R. E. Ozioko, A. Nwabueze, U. Igwesi	Mentoring as a strategy for team building and management in university libraries in south-east Nigeria
		Kaila Bussert, Kathy Chiang and Kornelia Tancheva	Personal Management of Scholarly Information
		Kate-Riin Kont, Signe Jantson	Library Employees' Attitudes Towards the Measurement and Appraisal of Their Work Performance: Quantitative Study in Estonian University Libraries
	13.40- 15.00		**Lunch**
SCS10	**15.00-16.40**	**Chair: Eva Hornung**	**Technology**
		Niels Ole Pors	SALLY, don't you grieve: Supporting Academic Learning using e-Learning Systems
		Tomas Foltyn	Metadata flow among the library systems used in the main libraries in the Czech Republic. How to unify them?

Session	Date / Time	Event / Authors	Talk Title / Event
		Tomasz Rosiek, Jakub Jurkiewicz, Wojciech Sylwestrzak and Katarzyna Zamłyńska	An Integrated platform for large scale open and restricted access content provisioning
		Neil Moore and Jerzy Wl. Jaromczyk	Encoding Multiple Hierarchies: XML and Beyond
		Hasan Jamal Abidi and Faiz Abidi	Cloud Libraries: A Novel Application of Cloud Computing
		Dennis Zielke and Felix Schüle	The CARPET Project
	16.40- 17.00		**Coffee Break**
SCS11	**17.00- 19.00**	**Chair: Tomas Foltyn**	**Collection's policy -Digital collections**
		Ivanka Yankova, Tania Todorova	Digital Resources for Academic Education: Experiences from the Scientific Project 'Data Base Bulgarian Revival Towns'
		Kenneth-Roy Bonin& Toni Carbo	The Disposition of Unpublished Documentation Held by Canadian Parliamentarians upon Completion of their Terms of Office
		Ana M. Beltran Pavani	Digital Libraries – a Set of Suggested Statistics
		Emmanouel Garoufallou, Fotis Mystakopoulos, Panos Balatsoukas, Rania Siatri and Georgia Zafeiriou	Usability evaluation of the digital archive of the Hellenic Broadcasting Corporation (ERT)
		Tom Teper, Lynn Wiley and Lynne Rudasill	Patron-Driven Acquisitions and the Academic Research Library
		Doralyn Rossmann, Brian Rossmann	A Quantitative Assessment of the Dynamic Interaction Between Library Collection Usage and Resource Development Decisions
		Meletiou Aris and Katsirikou Anthi	How to improve an Open Access Books collection considering users' demands
PS	**19.00- 19.30**		**POSTER SESSION**
	21.00- 24.00		Farewell Dinner
**Qualitative and Quantitative Methods in Libraries International Conference (QQML2012)**		
Session	**Date / Time**	Event / Authors	Talk Title / Event
Abbey 1	**Friday May 25**		
	8.30-9.00		**Registration**
SCS12	**9.00-10.40**	**Chair: Luciana Madge Porumbeanu**	**Information Resources and Services I**

		Susan [Gardner] Archambault	In Search of Patterns at the Desk: An Analysis of Reference Question Tracking Logs
		Norshila Shaifuddin, Mohd Sharif Mohd Saad	A conceptual research framework for rural library in the development of infromation society
		Adolf Knoll	Homogenising Access to Heterogeneous Resources of Digitized Manuscripts
		Suellen S. Adams	Adding Dramaturgy to Our Toolbox: Moving from Information Behavior to Meaning-Making
		Paul Nieuwenhuysen	Information discovery through WWW image searching: a quantitative assessment
SCS13	**10.40-11.30**	**Chair: Jerald Cavanagh**	**PECHA- KUCHA**
		M. René Schneider and Jasmin Hügi	Assessment of digital libraries: Evaluating from a usefulness-oriented perspective
	11.30- 12.00		**Coffee Break**
SCS14	**12.00-13.40**	**Chair: Iro Tzorbatzak**	**Information Literacy I**
		Jadranka Lasic Lazic, Marija Laszlo, Tatjana Prebeg	Knowledge of the use of written sources as an essential part of academic literacy
		Halida Yu, Abrizah Abdullah	Allies in information literacy (IL) education: The role of teacher-librarian in supporting resource-based school project
		Vicki L. Gregory, Kiersten Cox	Preferences for Voluntary Communication Based on Gender, Education Level and Cultural Issues in an Online Environment: A Comparison of Graduate Students in LIS and Undergraduate Students Taking Information Literacy Classes
		Peter Reilly	Developing storytelling as a critical thinking component in IL workshops for Corporate and Aviation Management MBAs
		Ivona Olariu	Library, redefining its traditional mission: delivering information literacy instruction
		Katsirikou Anthi and Meletiou Aris	EMPATIC: putting the needs of learners first in Information Literacy
	13.40- 15.00		**Lunch**
SCS15	**15.00-16.40**	**Chair: Jurgita Rudžionienė**	**Information Resources and Services II**
		Honorata Zarebska	Case law as a source of information
		Frank Cervone	Data-driven transformation of library services
		Maliheh Farrokhnia, Mitra Zarei and Mohammad Hossein Mohammad Zadeh	Simultaneous and facilitative access to correlated information sources: An introduction to cooperative system

		Projes Roy, Shailendra Kumar	Study of Usage Pattern of Information Retrieval Features of Online Databases in University Libraries in India
		Leifang He, Deborah Juterbock	Quantitative Evaluation on Novartis Knowledge Center (NKC) Information Services
		Jurgita Rudžionienė	Use of electronic information resources as quality factor of academic and study environment
SCS16	16.40-18.00	**Chair: Ivona Olariu**	**Library Management II**
		Mihaela Banek Zorica and Tomislav Ivanjko	Mystery Shopping in Libraries: are we ready?
		Hugh Murphy, Mary Antonesa	"The quality instinct"? Getting the right balance between evidenced based decisions and instinct
		Shailendra Kumar, Shreyasi K. Parikh	A Study of Library Governance, Policy and Planning in Special and R & D Libraries in Ahemdabad--Gandhinagar cities, India
		Annette Lagman, Grete Pasch	Measuring Support for Core Values: Case Study of the Effat University Library
Abbey 2	**Friday May 25**		
	8.30-9.00		**Registration**
SCS12	9.00-10.40	**Chair: Robyn Drummond**	**Methodological Issues**
		Rachel Volentine, Liz Whitson and Carol Tenopir	Portraits of Success: Building Personas from Scholarly Reading Patterns
		Denise A. D. Bedford and Karen F. Gracy	Comparative Evaluation of Three Semantic Distance Metrics and Implications for Their Use in Semantic Search
		Stanka Jovicic and Nada Arbutina	Application of statistical methods in bibliographic structure analysis
		Sarla Murgai, Mohammas Ahmadi, Parthasarthi Dileepan	Qualitative Methods used at the Lupton Library of University of Tennessee at Chattanooga to evaluate and assess services
		Oya Yildirim Rieger	Social Informatics: An Analytical Framework for Understanding the Digital Practices of Humanities Scholars
		Nabhan AL Harrasi	Soft Systems Methodology (SSM) in the library and information management context
SCS13	10.40-11.30	**Chair: Vivian Lewis**	**Applications of the Balanced Scorecard in ARL Libraries**
		Martha Kyrillidou	The ARL Library Scorecard Initiative
		Vivian Lewis	Assessment and the Balanced Scorecard at McMaster

		Mary McConnell	Strategy Development and the Balanced Scorecard at Calgary
		Rachel Besara	Using the Balanced Scorecard to Guide Change at Florida State
	11.30- 12.00		**Coffee Break**
SCS14	**12.00-13.40**	**Chair: Christos Skiadas**	**E collections: Changing hearts and minds**
		Robyn Drummond and Pam Freeland	Do e-books on smart-readers fit the academic needs of the Australian science, technology and medicine communities?
		Joo Kyung Jun, Jaehyeuk Oh, Namkyu Kang, Joong-Seek Lee	E-Book viewer requirement study for disabled students; Based on Contextual Inquiry
		Anne-Marie Dionne	E-books and the adolescent reader: paper versus pixel
		Laura Armiero, Mary Joan Crowley	E-readers and e-books at Sapienza University
		Timo Borst, Christian Langer, Susanne Schäfers	Journal rankings as a means for structuring bibliographic databases: a case study in Economics and Business Studies
		Chennupati K. Ramaiah, Himabindu Draksharam	Evaluation of E-books users interfaces by the university students: a case study
	13.40- 15.00		**Lunch**
SCS15	**15.00-16.40**	**Chair: Maria Musoke**	**Public libraries**
		Paula Sequeiros and Sónia Passos	The Feminine Reading Room: a separate space for women in a Portuguese public library
		Chang, Yun-Ke; Ketut Dharma Adiputra; Lim De Yang	Public Librarian's Readiness in Providing Health Related Information
		Narjes Vara, Neda Zeraatkar, Laleh Joukar	Evaluation of public Libraries in Fars province
		Jennifer Weil Arns	A Penny Earned: Making the Case for Public Library Investment Using the Results of Recent Research and Meta-analysis
		Henry D S Kinya	Public libraries in Kenya: Financial management
		Ahmad Bakeri Abu Bakar, Putri N. L. J.	Sustainability through website development: the case of public libraries in Malaysia
SCS16	**16.40-18.00**	**Chair: Paula Sequeiros**	**Digital Technology Digital Libraries**
		Andrew Browne, Aoife Callinan, Lane Egan, Doreen Lundon, Siobhan Rosler, Thomas Ryan	Managing the move to the new building at NUIMB's John Paul II Library with a focus on digital technology and e-learning issues

		Douglas Jones	Managing the Digital Library in the 21st Century: Collections, Networks, Budgets, Staffing and Assessment
		Aleksander Nowiński, Wojtek Sylwestrzak, Krzyś Wojciechowski and Katarzyna Zamłyńska	European Digital Mathematics Library – developing modern library for European mathematical heritage
		Susan Reilly	Europeana Libraries: bringing library content to the researcher
		Saeed Ullah Jan	HEC digital library of Pakistan: an over view
Abbey 3	**Friday May 25**		
	8.30-9.00		**Registration**
SCS12	**9.00-11.30**	**Chair: Rumyana Koycheva**	**Library Management I**
		Nicole Petri, Sabine Graumann	The Cost-benefit factor: A tool between Management and Marketing
		Arja Mantykangas and Britt Omstedt	Implementing Innovation Management
		Sue F. Phelps and Linda Frederiksen	ROI Studies: What is the Real Return?
		Anna Cooper, Claire Naughton, Cecilia West	A Case Study of Management Challenges arising from the Restructuring Process in Kildare County Council Library and Arts Services (KLAS)
		Banalata Biswajit Das, Veena Gupta	Balanced Scorecard and its value to Library Management
		O.V.Andriichuk and S.V.Kadenko	Approach to Decision Support System Usage for Data Storage Configuration Variant Selection, An
		Norhayati binti Hussin, Ahmad Soufiean Othman, Adnan Jamaludin	Determinants of Strategic Information Management (SIM): A Case Study in a Malaysian Bank
		Marie G. Cullen	The ANLTC Library Assistant Bursary: A survey of current relevance and alternative formats
	11.30- 12.00		**Coffee Break**
SCS14	**12.00-13.40**	**Chair: Susan [Gardner] Archambault**	**The library impact on Scientific Research**
		Melissa Wright, Ralph Didlake	Dual Loyalty: What Is This Phenomenon and What Are the Core Journals in Which Research Is Published?
		Đilda Pečarić and Prof. Dr. Miroslav Tuđman	Co-authorship networks of scientific elite: case study of information science in Croatia
		Felix N. Ubogu, Maryna Van Den Heever	Collaboration on academic research support among five African universities

		Robert E. Noel	Scholarly Communications and Tenure: Influence, Impact, and Individual Importance in a Era of Abundant Outlets
		Karin Perols and Henrik Akerfelt	Shared Tools for analysis of e-resources in Higher Education Libraries in Sweden
		Camille Meyer	Academic librarians and searchers: A new collaboration sets the path towards research project success
	13.40- 15.00		**Lunch**
SCS15	**15.00-18.00**	**Chair: Christos Skiadas**	**Information Literacy II**
		Betty Maguire	Information Literacy: Information Sharing, Democracy and life-long learning
		Věra Pilecká, Ludmila Ticha	Improving the information literacy at the Czech Technical University in Prague: support o study and research
		Elizabeth M. Williams	Measuring Student Learning in Library Information Literacy Instruction Programs
		Fatemeh Ahmadi Nasab and Marzieh Siamak	A Survey study of the LIS research staff awareness of the nature and extent of their need for information on the basis of information literacy standards and some other variables
		Mihaela Banek Zorica, Sonja Spiranec and Nikolaj Lazic	Researching student information illiteracy
		Kefei Ou, Patrick Felicia and David Kane	Assessing the impact of simulations and game-based learning for information skills training
		Ali Al-Aufi, Hamed Al-Azri	Information literacy among university students in Oman: A descriptive study using the Big6 Skills Model
Abbey	**18.00-18.30**		**Closing Ceremony**

Qualitative and Quantitative Methods in Libraries International Conference (QQML2012)

Session	Date / Time	Event / Authors	Talk Title / Event
	Thursday May 24		
PS	**19.00-19.30**		**POSTER SESSION**
		Fiona Tuohy	Keeping Your Library in the Spotlight
		Nicole Campbell, Sue F. Phelps	Systematic Reviews for Evidence-Based Practice in Librarianship

			Shin Freedman	Academic Librarian's Dilemma: Fish or Fowl?
			Daniel Tracy	Counting Numbers and Use of Ebooks in a Large Academic Library
			Anna Janíková	How to Use Data Mining in a Library: Example of University Library of Silesian University
			Simona Stirbu, Paul Thirion, Ninfa Greco	Reference visualization and download analysis for the "geographical literature" in the Open Repository of ULg (ORBi)
			Maria do Carmo Avamilano Alvarez, Angela Maria Belloni Cuenca, Ivan França Junior	Information literacy among researchers on HIV/Aids
			Alma Rivera-Aguilera, José Juan Téllez, K. Jiménez, Víctor Harari, A. Reynoso and María Luisa Crispín	Teaching and learning activities, information spaces and university libraries: preliminary findings from the teacher perspective at Universidad Iberoamericana Ciudad de México
			James Molloy	Supporting user education through electronic media at UCD library
			Anthi Katsirikou, Aristeidis Meletiou	EMPATIC project: Recommendations and findings
			Vincent Lukoji Mvnza	Library and business in DRC: second round
			Angela Maria Belloni Cuenca, Erica Beatriz P. M. de Oliveira, Maria Cristina Olaio Villela, Mariza Leal de Meirelles Do Coutto, Vania Martins B.O. Funaro, Dorotéa Maris Estela Fill, Dina Elisabete Uliana, Maria de Fátima Alves de Sousa, Marcia Rosetto	Academic Libraries Information Services in a Digital Environment – the current state of a Brazilian university
			Maja Wojciechowska	New forms of library marketing based on example of word of mouth marketing. The experience of Polish libraries
			Lucy Amez	A bibliometric analysis of the use of working papers by top economists
			Chopra	Application of Web 2.0 tools in IIT (Indian Institute of Technology) and IIM (Indian Institute of Management) libraries of India: a study
			Viorica Scutariu and Carmen Bonciu	New trends in medical libraries: the case of the Central Library of the University of Medicine and Pharmacy "Gr.T.Popa" Iasi, Romania

		Bashiru A. Salawu	Statistics and library development for sustainable progress: national library of Nigeria in perspective
		Ulla Pötsönen	Measuring children and youth participation and inclusion-ladders of participation in librar
		Tamather Naji Alshimmari	Developing Methodology for Leadership Management based on Kouzes and Posnerb's Leadership Practices
		Alexandre Lavrenov	Evolution of library services
		Kathleen Bauer	Interlibrary loan and circulation data analysis as a tool for cooperative collection building