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Qualitative and Quantitative Methods in Libraries International Conference (QQML2011)

Session	Date / Time	Event / Authors	Talk Title / Event
ROOM 1	Tuesday May 24		
	8.30-10.00		Registration
	10.00-10.40	Opening Ceremony	
KS1	10.40-11.30	Keynote Session Chair: Teresa Welsh	Keynote Speaker: Carol Tenopir. Beyond Usage: Measuring Library Outcomes and Value
	11.30- 12.00		Coffee Break
SCS1	12.00-13.40	Chair: Martha Kyrillidou	Organizing Libraries for Effective Decision Making: the Role of Library Assessment through Four Case Studies
		Damon Jaggars and Jennifer Rutner	Library Assessment at Columbia University
		KorneliaTancheva	Qualitative assessment at Cornell University
		Betty Braaksma and Pat Nicholls	Library Assessment at the University of Manitoba
		Stephen Town	Performance Measurement and Metrics at the University of York, UK
	13.40- 15.00		Lunch
SCS2	15.00-17.00	Chair: Teresa Welsh	Bibliometric research
		Dangzhi Zhao	Bibiometrics for proactive and innovative library and information services: Demands, potentials and approaches
		Salmah Abdullah	A Bibliometric Analysis of Malaysian Authorship Pattern in the Field Of Engineering, 2000-2010
		Christian Gumpenberger, Martin Wieland and Juan Gorraiz	Bibliometric practices and activities at the University of Vienna
		Hava Mustigman	A Bibliometric Study: The Historiography of the Jewish National Movement
		Đilda Pečarić and Dr. Miroslav Tuđman	About the differences between communication networks and cognitive networks: Contribution to Research of Bibliometric methods in Information Science
		Andreas Strotmann, Dangzhi Zhao	Author name ambiguity problem in biomedical research fields: Implications for bibliographic databases and bibliometric studies
		Nena Malliou, Nikos Houssos, Evi Sachini	A bibliometric analysis of Greek publications in international scientific journals 1993-2008

ROOM 2	Tuesday May 24			
SCS1	12.00-13.40	Chair: Carla Basili		EMPATIC Workshop: Information Literacy Policies: methodological aspects I
		Maria Prochnicka and Sabina Cisek		Selected methodological issues in creating the Information Literacy development strategies
		Armando Malheiro da Silva		Information Literacy in the European Higher Education Area: epistemological and theoretical aspects
	13.40- 15.00			Lunch
SCS2	15.00-17.00	Chair: Carla Basili		EMPATIC Workshop: Information Literacy Policies: methodological aspects II
		Panelists: Angela Repanovici, Ane Landoy, Manolis Koukourakis		Strategic and Interdisciplinary Approaches to Information Literacy Skills
ROOM 3	Tuesday May 24			
SCS1	12.00-13.40	Chair: George Zachos		Public Libraries
		Luc Rost		What authorities and libraries always wanted to know about public libraries, or: how to transform library statistics into an easily accessible web publication?
		Frank Huysmans		What users do in the public library: Results from a 2007 Dutch survey
		Masudur Rahman		Necessity of public library in Muslim community: Islamic perspective
		Mohamad Noorman Masrek, Mad Khir Johari Abdullah Sani, Adnan Jamaludin		Ascertaining the dimensions of emotional intelligence amongst Malaysian public librarians: a critical incident technique approach
		Martina Dragija Ivanović, Boris Badurina, Kornelija Petr Balog		Culture of assessment in Croatian academic and public libraries
	13.40- 15.00			Lunch
SCS2	15.00-17.00	Chair: Frank Huysmans		Information and Library technological systems I
		Denise A. D. Bedford, Karen Gracy		The Use of Semantic Analysis Technologies to Increase the Efficiency and Effectiveness of Access to Information
		Noa Aharony		Twitter Use in Libraries: An Exploratory Analysis
		Hassan Behzadi, Maryam Mosavi, Majideh Sanji		The relationship between organizational climate and organizational commitment in Iran Public Libraries
		Mattias Lorentzi, Paola Johansson and Peter Williams		Building a university library web site for Victor - an example of the persona method

Session	Date / Time	Event / Authors	Talk Title / Event
		Sedigheh Mohamadesmaeil, Somayeh Kazemi	Comparative Evaluation of Web Usability in Iran, Iraq and Turkey's National Library Websites
		Huang Chuen- Min	A Case study of pattern recognition techniques embedded in mobile Devices applied to library retrieval system in Taiwan
	17.30- 23.00		**City tour**

Qualitative and Quantitative Methods in Libraries International Conference (QQML2011)

Session	Date / Time	Event / Authors	Talk Title / Event
ROOM 1	**Wednesday May 25**		
	8.30-9.00		**Registration**
SCS3	**9.00-10.40**	**Chair: Carol Tenopir**	**Qualitative and Quantitative theory and applications I**
		Lynne Rudasill	Quantifying Interdisciplinarity: Connections at Illinois
		George Zachos	Library Quality, Measures and Metrics in Greece: The Role of TQMU (MOPAB)
		Dania Bilal	Research Methods in Empirical Studies of Children's Information Behavior
		Mihaela Banek Zorica, Alka Stropnik, Sonja Špiranec, Nikolaj Lazić	Quantitative and qualitative measurements of user experience in interaction with library websites
		Wang Chun and Li Jin	The Global Patent landscape in White LED Phosphors
KS2	10.40-11.30	**Keynote Session Chair: Christos H. Skiadas**	**Keynote Speaker: Teresa Welsh. Information Literacy in the Digital Age: An Evidence-Based Approach**
	11.30- 12.00		**Coffee Break**
SCS4	12.00-13.40	**Chair: Stephen Town**	**Managing Change in Academic Libraries in a Strategic Way: The nature of evidence for change management**
		Martha Kyrillidou	The ARL User Guide on Scenario Planning and its value in relation to assessment activities
		Stephen Town and Martha Kyrillidou	Libraries values as emerging in the four scenarios articulated in the ARL User Guide on Scenario Planning and their relation to the Transcendent Value of Libraries
		Paul Hanges and Martha Kyrillidou	Organizational Climate and Diversity Assessment: A Value-based Approach Manifested through the ARL ClimateQUAL assessment protocol

	13.40- 15.00		Lunch
SCS5	15.00- 16.40	**Chair: Iro Tzorbatzaki**	**Qualitative and Quantitative theory and applications II**
		Mary-Jo Romaniuk and Ernest B. Ingles	Adding Rigor to Program Evaluation: A Mixed Methods Approach to Evaluating Library Leadership Development Programs
		Tamal Kumar Guha	Methodological Issues in Evaluating Digital Reference Services: an introspection
		Asiye Kakirman Yildiz	Model and scale for libraries: CMML and CMML-CS
		Siddhartha Shankar Ray	Social Science Research in India: a Scientometric Study of Publication output (1970-2000) vis-à-vis ranking in International perspective
		Chudamani Kuppahalli	Hot topics, citation networks of papers, and centroids authors: a spectrum study a spectrum study
	16.40- 17.00		**Coffee Break**
SCS6	17.00- 19.00	**Chair: Egbert J. Sanchez Vanderkast, Ana Lúcia Terra**	**Research tendencies in Ibero-American countries**
		Egbert J. Sanchez Vanderkast	Focus group: access and information policy
		Armando Malheiro da Silva	The Quadripolar Method and information literacy research: the elit.pt project
		Mariângela Spotti Lopes Fujita	Documentary Reading Model for indexing of scientific texts and books: a cognitive approach with verbal protocol in the indexer's education
		Mariângela Spotti Lopes Fujita, Franciele Marques Redigolo, Noemi Oliveira Martinho, Paula Regina Dal' Evedove	The socio-cognitive context of the subject cataloger and his professional experience
		Yolanda Martín González, Ana Lúcia Terra	Access and information behaviour of European Documentation Centres users in Portugal and Spain: a comparative study
ROOM 2	**Wednesday May 25**		
SCS3	**9.00-10.40**	**Chair: Carla Basili**	**Information Literacy I**
		Serap Kurbanoglu	Taking Advantage of "Open Source" While Developing Web Based Information Literacy Tutorial
		Christina Brage and Sofia Svensson	Assessment of Information Literacy Education in Collaboration
		Esin Sultan Oguz and Serap Kurbanoglu	The Importance of Information Literacy for Multicultural Societies

		Diana Pietruch-Reizes	Information literacy for law students. Challenges for academic law libraries
	10.40-11.30	Keynote Session	
	11.30- 12.00		**Coffee Break**
SCS4	12.00-13.40	**Chair: Serap Kurbanoglu**	**Information Literacy II**
		Meggan Houlihan, Amanda Click	Teaching Literacy: Methodologies for Studying and Improving Library Instruction
		Agnieszka Korycińska-Huras	Maieutics as a specific form of information literacy in infobrokering
		Shaheen Majid, Schubert Foo, Brendan Luyt, Xue Zhang, Theng Yin Leng, Chang Yun-Ke and Intan A. Mokhtar	Information Use and Literature Searching Skills of Nurses
		Pei-chin Shen, Szu-chia Lo	Effectiveness of Embedded Information Literacy Program
	13.40- 15.00		**Lunch**
SCS5	15.00- 16.40	**Chair: Szu-chia Lo**	**Human resources I**
		Henryk Suchojad, Karolina Wicha	Civilizations conditions of the motivating process in The Main Library of Jan Kochanowski University in Kielce
		Endang Fitriyah Mannan	Employee Retention in Indonesia's Libraries
		Leyla Kanık and Ertuğrul Çimen	The Impact of ANKOS in Development of Turkish Academic Librarians as a Social and Professional Communication Platform
		Shahla Jamili, Mohammadreza Hosseini	Using specialist researcher librarians for entering information digital libraries
		Vesna Župan	Focusing of the human resources in Academic Librarianship: An outlook from Serbia
	16.40- 17.00		**Coffee Break**
SCS6	17.00- 19.00	**Chair: Maria G. N. Musoke**	**Reference services: responding to users' changing needs and information behaviour**
		Fredrick Kiwuwa Lugya	Usability of Makula among Makerere University Library users: a case study
		Snejanka Penkova, Bella Karr Gerlich	Reference Effort Assessment Data Scale (READScale) as complementary statistic tool to manage reference services: comparative analysis
		Lefose Makgahlela and Nozzi Mayekiso	The impact of telecentres in bridging the digital divide in townships in South Africa: the case of Mamelodi Township

		Alison Annet Kinengyere and Birgitta Olander	Users' knowledge, attitudes and practices regarding electronic resources and information literacy: a pilot study at Makerere University
		Fredrick Kiwuwa Lugya	The hidden forces that positively shape library consortia: addressing the gap between developed and developing countries
		Rirhandzu Sharon Mhinga	Towards enhancing employability skills: Challenges and propsects
ROOM 3	**Wednesday May 25**		
SCS3	**9.00-10.40**	**Chair: Aira Lepik**	**Using qualitative and quantitative methods in digital library education and research I**
		Andrew Wabwezi	The role Knowledge sharing in fostering Innovation at Tallinn University: a case study
		Juan Daniel Machin Mastromatteo	Studying the Influence (or Mutual Shaping) of Social Networks in a Learning Experience
		Mehrnoosh Vahdat	Data collection process and technique to determine the image characteristics of photogrammetry in cultural heritage domain
		Getaneh Alemu, Brett Stevens, Penny Ross	A Constructivist Grounded Theory Approach to Semantic Metadata Interoperability in Digital Libraries: Preliminary Reflections
	10.40-11.30	Keynote Session	
	11.30- 12.00		**Coffee Break**
SCS4	**12.00-13.40**	**Chair: Damon E. Jaggars**	**Acquisitions**
		Lourdes T. David and Karryl Kim A. Sagun	Increasing Awareness and Use of the Library's Resources and Facilities Through Relationship Marketing Strategies
		Hasan Jamal Abidi	Significance of E-books & digitalization of libraries in the 21st century
		Thomas Corey Vinson and Teresa S. Welsh	A Comparison of Three Library and Information Science Databases
		Angela Conyers and Jo Lambert	The Journal Usage Statistics Portal (JUSP): a simpler way to measure use and impact
		Ageliki Oikonomou and Anthi Katsirikou	Trends and developments in collection management of Greek academic libraries on harsh times
		Olivier Braet	Merging publishers' and libraries' institutional interests through business modelling
	13.40- 15.00		**Lunch**

Session	Date / Time	Event / Authors	Talk Title / Event
SCS5	15.00- 16.40	**Chair: Aira Lepik**	**Using qualitative and quantitative methods in digital library education and research II**
		Danijel Cuturic	Key elements for designing EIS online educational resources: a case of European NAvigator (ENA)
		Nithin Lakshmana	Open Educational Resources for Indian urban schools: An Action Research Approach
		Ezerea Kulisooma	Student's experiences in multicultural virtual teams: An action research approach
		Marcial R. Batiancila	The Digital Library Professionals' Learning Culture: A Qualitative Study of Digital Libraries' Community of Practice in Europe
	16.40- 17.00		**Coffee Break**
SCS6	17.00- 19.00	**Chair: Alison Annet Kinengyere**	**Library Users and their Behavior**
		Vicky Duncan, Lorraine Holtslander	Utilizing Grounded Theory to Explore the Information Seeking Behavior of Senior Nursing Students
		Monika Krakowska	Identifying group-based information behaviour in multicultural virtual mobility education
		Ananda Murugan	Every User his/her book & Every book its user" User attitude for using library resources in Modern era with special reference to Indian academic user community
		Chih-wen Chou, Szu-chia Lo	Exploring Graduate Students' Information Use Behavior in the Context of Knowledge Construction
		Burçak Şentürk	The Concept of User Satisfaction in Archival Institutions
		Kazimierz Choroś	Behavior Evolution of Users Searching Multimedia Documents in Internet Library Catalogues and Internet Search Engines
**Qualitative and Quantitative Methods in Libraries International Conference (QQML2011)**		
Session	**Date / Time**	**Event / Authors**	**Talk Title / Event**
ROOM 1	**Thursday May 26**		
	8.30-9.00		**Registration**
SCS7	9.00- 10.40	**Chair: Teresa Welsh**	**Historical and comparative case studies related to librarianship I**
		Antti-Pekka Seppänen and Markku Laitinen	Libraries do make a difference: Common principles in showing the impact of different types of libraries
		Matina Politi	Case Study: Covidien Hellas A. E. Filing: An Archive Library
		Mina Sotiriou	Librarians' pedagogy: A phenomenographic study

		Jaime Quevedo	Evaluating the impact of libraries in low-income neighborhoods: the case of the Network of Public Community Libraries in Cali, Colombia
		Magdalena Kubecka, Arne Gundersen	Polish-Norwegian cooperation on strategies for regional libraries
KS3	10.40-11.30	**Keynote Session Chair: Carol Tenopir**	**Keynote Speaker: Ioannis Trohopoulos. Title: The story of Veria Library, creativity and innovation: providing adding value services to the citizen**
	11.30- 12.00		**Coffee Break**
SCS8	12.00- 13.40	**Chair: Ioannis Trohopoulos**	**Library Services**
		Frederico A. de Carvalho and Marcelino José Jorge	A Stylized Model of Library Services Production with Empirical Application
		Marjolein Oomes	Estimating the size of the target population for the library service for people with print disabilities
		Aristeidis Meletiou	An integrated methodology for using Multicriteria Analysis and Data Mining to evaluate and improve Library Services
		Bidhan Chandra Biswas	Re-engineering Change in Libraries for Value Added Information Services in 21st Century
		R. N. Mishra, A. Mishra	Quality Assessment of Electronic Information Services in Tezpur University Central Library in North-East, India
	13.40- 15.00		**Lunch**
SCS9	15.00-16.40	**Chair: Markku Laitinen**	**Academic Libraries I**
		Jurgita Rudžionienė	Establishing culture of assessment: what do we need to strengthen ties between academic library and study process
		Christina Flemming	A joint university library: vision and reality
		Frederico A. de Carvalho and Stéphanie S. Salgado	Library Use and the Rank-Size Law: the Case of a Public University in Brazil
		Engeström Yrjö, Kaatrakoski Heli, Kaiponen Pälvi, Lahikainen Johanna, Laitinen Anne, Myllys Heli, Rantavuori Juhana	Towards Knotworking in Academic Libraries
		Maria João Pinto and Sofia Fernandes	The library's role in the quality and excellence in higher education: a Portuguese case study

		Sanjar Erdolatov	Digital Library Management for Academic Staff in universities
	16.40- 17.00		**Coffee Break**
SCS10	17.00- 18.30	**Chair: Egbert J. Sanchez Vanderkast**	**Academic Libraries II**
		Alessandra Citti and Chiara Semenzato	Surveys in academic libraries at the University of Bologna: an experience
		Jamalludin Helmi Hashim, Nik Nazli Nik Ahmad, Maliah, Rafikul Islam	The perceived usefulness of Activity Based Costing (ABC) information in a non-profit multi-campus university system: a case of Universiti Teknologi MARA (UITM)
		Awadh Alharbi, Michael Middleton	The Relationship between Academic library usage and educational performance of students and faculties
		Ali Sarchami, Faranak Mohsenzadeh	On the role of research deputies in the development of the academic libraries in the seventh region branches of the Islamic Azad University
ROOM 2	**Thursday May 26**		
	8.30-9.00		**Registration**
SCS7	**9.00- 10.40**	**Chair: Vesna Župan**	**DLMC I**
		Daina Pakalna	A User-Centered Approach to Evaluation of Digital Libraries in the Research "National Identity in the Digital Environment"
		Riitta Autere and Mikael Vakkari	Interoperability of Collections in the Finnish National Digital Library Public Interface
		Maria João Pinto and Sofia Fernandes	Gaining a sustainable IR: thinking SWOT
		Afroditi Fragkou, Sarantos Kapidakis	Organization of access to the content of an encyclopedia
		Simona Stirbu, Ninfa Greco	Analyzing the contents of Google Scholar, WOS, GeoRef and FRANCIS for physical and human geography
	10.40-11.30	Keynote Session	
	11.30- 12.00		**Coffee Break**
SCS8	12.00- 13.40	**Chair: Daina Pakalna**	**DLMC II**
		Maurella Della Seta, Corrado Di Benedetto, Luisa Leone & Scilla Pizzarelli	The Ethicsweb European Project: towards a common digital platform in the field of Bioethic

		René Schneider	How to Evaluate Digital Library Projects: A critical report from practical experience
		Abdelmajid Bouazza	Use of ICT in education in the Arab World with a special focus on Arabic digital content: Obstacles and perspectives
		Zahra Abazari, Mina Zaker Shahrak	Features of developing an international digital library for children and young adults in Iran
		H. Inci Önal	Impact of educational changes on digital libraries
		Mohsen Nowkarizi, Fatemeh Farkhari, Zahra Nakhaie	Assessment of Search Features and Their Consequences on Iranian Digital Libraries
	13.40- 15.00		**Lunch**
SCS9	15.00-16.40	**Chair: Abdelmajid Bouazza**	**Human resources II**
		Juran Krishna Sarkhel	Scholarly Communication in the Digital Environment: Role of Academic Librarians in Combating Plagiarism
		So-Young Kim	Student Competitions Related to School Libraries in Japan
		Kampouropoulou Maria, Papapostolou Irini, Stefos Efstathios and Panagiotopoulou Polyxeni	Teaching Art in school libraries: High school students' views
		Maryam Zakerhamidi	Taking the library to users in the online specialized library of Tavanir organization: A case study
		Victor Cavaller	Toward a pro-active role of university libraries in entrepreneurial universities
	16.40- 17.00		**Coffee Break**
SCS10	17.00- 18.30	**Chair: Roxana Theodorou**	**Information technologies and web2.0**
		Hsin-liang Chen and Sarah Gilchrist	Higher Education E-learning and YouTube EDU: A LIS Collection Development Approach
		Ellen Collins and Michael Jubb	Open to all? Researchers' engagement with open working and web 2.0
		Ifigeneia Mylona, Dimitrios Amanatidis	Web 2.0 and Semantic Web perspective for Public Relations
		Azam Sanatjoo and Akram Fathian	The efficiency of ontology and thesaurus in knowledge representation and concept retrieval: a comparison
		Alemneh Moges Gebremeskel	ICT: learning Growth in Ethiopia
ROOM 3	**Thursday May 26**		
	8.30-9.00		**Registration**

SCS7	9.00- 10.40	Chair: Burçak Şentürk	Research strategies I
		Kristiina Singer, Georg Singer, Krista Lepik, Ulrich Norbisrath, and Pille Pruulmann-Vengerfeldt	Search strategies of library search experts
		Bernard Bekavac and Laura Tobler	Teaching retrieval competence for scientific search engines using case studies
		Kornelia Tancheva, Damon E. Jaggars	Library Intervention Strategies for Doctoral Students in the Humanities: Collaborative User Needs Study at Cornell University Library and Columbia University Library
		Stéphanie S. Salgado, Frederico A. de Carvalho, Mariza Russo, Nysia Sá	An empirical analysis of Strable's Dissemination Model using Brazilian data
		Shu-lin Cho, Szu-chia Lo	Information Search Process of High School Students in the Context of Writing Competition
	10.40-11.30	Keynote Session	
	11.30- 12.00		Coffee Break
SCS8	12.00- 13.40	Chair: Rumyana Koycheva	Library Management I
		Markku Laitinen and Jarmo Saarti	A model for a library-management toolbox: data warehousing as a tool for filtering and analyzing statistical information from multiple sources
		Ivona Olariu	Performance management system as a strategy to maximize professional results
		Constantia Constantinou	Preparing a Library Organization for Successful Accreditation.
		Christine Urquhart and Angeliki Bonarou	Using Actor-Network Theory to Understand Change in Academic Libraries
	13.40- 15.00		Lunch
SCS9	15.00-16.40	Chair: Rumyana Koycheva	Quality and Management
		Rumyana Koycheva	Assessment of public libraries inclusion strategies in developing social capital. Comparative case study based on the experience of two European public libraries: the Manchester City Library, Great Britain and the Bov Village Library, Bulgaria
		Sabuj Kumar Chaudhuri	Copyright and Access Management of E-resources in Digital Libraries in Universities in India
		Eleni Mamma	Management methods, Operating Practices and Information Technologies in Archives and Libraries

		Luisa Fruttini, Moreno Curti, Saba Motta, Franco Toni	Performance and quality indicators in Bibliosan, the Italian Biomedical Research library network
		Elaheh Hassanzadeh, Narges Neshat, Feridon Azadeh	Excellence and Quality in National Libraries through the use of the EFQM model: Case Study of National Library & Archives of IR of Iran (NLAI) - 2010
	16.40- 17.00		**Coffee Break**
SCS10	17.00- 18.30	**Chair: Constantia Constantinou**	**Information and Library technological systems II**
		Christina Brage, Gustafsson Aman Kajsa, Mikael Rosell, Joakim Westerlund Magdalena Ostrom	What are they really doing in the library? Using an ethnographic approach in measuring patrons activities
		Ahmad Bakeri Abu Bakar	Webometric study of Malaysian public universities and private universities websites
		Kusum Thapliyal, Sneh Lata Sharma, Manish Ranjan	Innovative Approach to Global Information Services in Tata Consultancy Services, Information Resource Centre, India
		Evgeniya Rusinova	Achievements and Pitfalls when Introducing PR and Marketing in Developing Library Systems
		Bedarata Dash	Information Communication Technology (ICT) and Knowledge Management: Enabler versus Oxymoron
ROOM 4	**Thursday May 26**		
	8.30-9.00		**Registration**
WP1	**9.00- 18.30**	**Chair: Albert Boekshorst**	**Workshop**
		UNESCO/IFLA	Information Literacy (IL) in the curriculum
	11.30- 12.00		Coffee Break
	13.40- 15.00		**Lunch**
	21.00- 24.00		Farewell Dinner

Qualitative and Quantitative Methods in Libraries International Conference (QQML2011)

Session	Date / Time	Event / Authors	Talk Title / Event
ROOM 1	**Friday May 27**		
	8.30-9.00		**Registration**
SCS11	**9.00-10.40**	**Chair: Faranak Mohsenzadeh**	**Qualitative and Quantitative theory and applications III**

		Sozon Papavlasopoulos, Marios Poulos and George Bokos	A Holistic Indicator for Evaluating Service Quality in Academic Libraries based on an Expert's Opinion using a Neural Network
		Edda Tandi Lwoga & Rehema Chande-Mallya	Using mixed methods approaches in information access research
		Kate-Riin Kont and Signe Jantson	Using Qualitative and Quantitative Methods in Cost Accounting Researches of Libraries
		Katerina N. Petropoulou, Maria Konstantopoulou	Greek libraries and service evaluation: Library statistics, a necessary tool for the effective management and marketing of libraries
		Nadezhda Molodtsova, I. Shebalkina	Internal auditing as a tool of estimation of library work
KS4	**10.40-11.30**	**Keynote Session Chair: Ana Lúcia Terra**	**Keynote Speaker: Kereti G. Rautangata. Title: Knowledge Discovery and Knowledge Creation. A Cultural and Universal Perspective**
	11.30- 12.00		**Coffee Break**
SCS12	**12.00-13.40**	**Chair: Awadh Alharbi**	**Quality Management**
		Pat Nicholls and Betty Braaksma	The Wisdom of Many: Informing Website Design with LibQual+ and Usability Studies
		Sedigheh Mohamadesmaeil, Farideh Movahedi, Nayer Ebrahimi	Application of the European Foundation Quality Management (EFQM) Excellence Model in Central Library of Medical university of Tabriz (Iran)
		P. A. Kostagiolas	Theory, methods and applications of reliability analysis for Library Management
		Sedigheh Mohamadesmaeil, Faranak Mohsenzadeh, Somayeh Ghavidel	Implementing of Total Quality Management Model (TQM) in Public Libraries: A case study of TQM Model in Public Libraries affiliated to the institution of public libraries in Tehran (Iran)
		Bharat Mehra	Use of Mixed Methods to Meet the Needs of Underserved Populations: A Reflective Analysis of My Research Efforts in the United States
	13.40- 15.00		**Lunch**
SCS13	**15.00-17.00**	**Chair: Teresa Welsh**	**Historical and comparative case studies related to librarianship II**
		Christina Banou	From Marciana Library to Open Access: the Desire for a Universal Library, Information Needs and the Role of Information Scientists
		Valeda Dent, Geoff Goodman	Exploring the Impact of the Rural Village Library in Africa
		Maria Rautangata, Kereti Rautangata	Traditional Maori Repository- Storehouse of Knowledge and Information Sharing for Life-long Learning

		Faranak Mohsenzadeh, Ali Sarchami	The study of status of libraries and information centers in the seventh region branches of the Islamic Azad University
		Mossayyeb Samanian	Quality and quantity of library practicum in state universities: An opinion survey of students and instructors of library practical courses
ROOM 2	**Friday May 27**		
SCS11	**9.00-10.40**	**Chair: Juran Krishna Sarkhel**	**Repositories and Open Access**
		Roxana Theodorou	Strategy planning for Institutional Repositories
		Alexia Dini-Kounoudes and Marios Zervas	Best practices and policies in institutional repositories development: The Ktisis case
		Sandeep Kumar Pathak	Design and development of Institutional Digital Repository: a case study
		Natalia Timiraos	An Institutional Response to the Evolvement of Open Access
		H. C. Nagarathna, K. S. Chudaman	Knowledge sharing through open archives repository: a case study of IISc, Bangalore, India
		Panagiotis Stathopoulos	Introducing OpenAIRE: The FP7 Open Access Pilot
	10.40-11.30	**Keynote Session**	
	11.30- 12.00		**Coffee Break**
SCS12	**12.00-13.40**	**Chair: Aristeidis Meletiou**	**EMPATIC PROJECT: Information Literacy in Adult Education**
		Anthi Katsirikou	About EMPATIC PROJECT
		Mersini Moreleli-Cacouris	Information Literacy the Core of Lifelong Learning
	13.40- 15.00		**Lunch**
SCS13	**15.00-17.00**	**Chair: Christos Skiadas**	**EMPATIC PROJECT: Information Literacy in Adult Education**
		Round table discussion	Panel Discussion
		E. Mamma, S. Kurbanoglu, G. Zachos	
ROOM 3	**Friday May 27**		
SCS11	**9.00-10.40**	**Chair: Angela Repanovici**	**Library management and marketing**

		Angela Repanovici	Librarian education in information literacy. Case study from the Romanian Library Association
		Ane Landoy	Performance indicators in libraries: Concrete and practical use
		Johanne Raade	Performance indicators in libraries: Concrete and practical use
		Halvor Kongshavn	Performance indicators in libraries: Concrete and practical use
		Luiza Baptista Melo and Cesaltina Pires	The value of scientific information in Portugal: a study case of b-on
		Manolis Koukourakis	"Continuous Education for a Common End" Information Literacy and Life-long Learning in the Digital Era
		Ion Voncila, Viorel Minzu, Mioara Voncila	Modeling and simulation of digital repositories, terms of implementation of effective management tools in modern libraries
	10.40-11.30	Keynote Session	
	11.30- 12.00		**Coffee Break**
SCS12	12.00-13.40	**Chair: Angela Repanovici**	**Research strategies II**
		Afrodite Malliari, A. Togia, S. Korobili	An analysis of research strategies of articles published in Library Science journals
		Zehra Taskin, Guleda Duzyol and Yasar Tonta	Citation Analysis of World Biomedical Literature (1990-2010)
		Maria Kampouraki, Aikaterini Papathanasaki, Nikolaos Thalassinos, Georgios A. Fragkiadakis	An intervention to increase books borrowing and internet searches in a Nutrition-Dietetics department library
		Szu-chia Lo	Paradigms Shift of Library and Information Research in Taiwan
	13.40- 15.00		**Lunch**
SCS13	15.00-17.00	**Chair: Ion Voncila**	**Digitization and Local Heritage**
		Umit Konya	Digitalization of Istanbul University Rare Book Library: A Contract for Serving
		Ramesh Yernagula	Digitization of Microfilms and Microfiches at Indian Council of Historical Research: Share my experience
		D. K. Singh	Preservation of Knowledge through Digitisation: a case study of Banaras Hindu University

		Berat Bir Bayraktar	The Importance of Digitisation Process in Cultural Heritage Repositories: Example of Shamil Education and Cultural Foundation Library
		Nitai Raychoudhury	Towards the Development of Reference Framework for Performance Measurement of the University Libraries of India
		Mossayyeb Samanian	Function of Information resources of learning process Islamic Azad University, Bojnourd branch
ROOM 1	17.00-17.30		**Closing Ceremony**