IFLA SATELLITE CONFERENCE

Program

August 18-19 2008
Concordia University, Hall Building
1455 De Maisonneuve Blvd. West
Montréal (Quebec) H3G 1M8
Canada

Sunday, August 17 2008
12:00 p.m. – 2:30 p.m
Pre-registration to the Satellite conference

3:30 p.m. – 4:30 p.m.
Guided tour of Bibliothèque et Archives nationales du Québec (optional)

Monday, August 18 2008
8:30 a.m. – 9:15 a.m.
Registration

9:15 a.m. – 9:30 a.m.
Introduction to the seminar (address of welcome)
Local H-767

• Pierre Meunier,
Co-chair Organizing committee

• Louise Guillemette-Labory,
Associate Director
(Montreal Public Libraries System)

• William Curran,
Former Director (Concordia University, Libraries System)
and Co-chair Organizing committee

• Judith Woodsworth,
President and Vice-Chancellor
(Concordia University)

9:30 a.m. – 10:00 a.m.
Opening Conference
Local H-767
How to use statistics to put Libraries on the Agenda
• D’ Claudia Lux,
President IFLA and Director General
(Zental - und Landesbibliothek Berlin)

10:00 a.m. – 10:30 a.m.
Tea/coffee break

10:30 a.m. –11:30 a.m.
Presentation of the impacts of the data collection, results, and trend interpretation
Local H-767

• Michael Heaney (IFLA)
• Roswitha Poll (ISO)
• Simon Ellis (UNESCO)
11:30 a.m. – 1:00 p.m.  
**Lunch**  
Zest Resto, 7th floor

1:00 p.m. – 2:45 p.m.  
**Detailed results – Interpretation (UNESCO, IFLA)**  
*Local H-767*

**Part 1: Latin America**
- Unesco’s survey on Global Statistics in public and university libraries in Latin America  
  by Claude Akpabie,  
  Team leader of the Culture and Communication Statistics Unit, Unesco Institute for Statistics  
  *with the collaboration of*  
  Simon Ellis,  
  Head of Section Science, Culture and Communications Statistics Unesco Institute for Statistics

**Part 2: Presentation by some Latin America respondents**
- Experience in seeking statistical data on library of Argentine  
  by Romina De Lorenzo,  
  Librarian, Document Center General, Direction of Statistics and Census Municipal Government of Buenos Aires
- Trinidad and Tobago  
  by Diane Simeon,  
  Head of Research and Planning National Library and Information System Trinidad and Tobago

**Part 3: Overview of some African countries**
- D’ Elisha R.T. Chiware,  
  University of Namibia

2:45 p.m. – 3:15 p.m.  
**Tea/coffee break**

3:15 p.m. – 4:00 p.m.  
**Benchmarking in the form of performance indicators and Balanced Scorecard**  
*Local H-767*

- Roswitha Poll,  
  Former chief librarian  
  University and Regional Library Münster and Head of ISO Subcommittee 8, Quality – Statistics and performance evaluation

4:00 p.m. – 5:00 p.m.  
**Libraries’ contribution to cultural development "outcome", and literacy education**  
*Local H-767*

- Information Literacy Indicators: A Must for Countries  
  by Jesús Lau,  
  Universidad Veracruzana and member of Standing Committee IFLA Information literacy Section
- LAMP Program: New international model of measures of literacy  
  by Simon Ellis,  
  Head of Section Science, Culture and Communications Statistics UNESCO - LAMP

5:00 p.m. – 6:30 p.m.  
**Spare time**

6:30 p.m. – 7:30 p.m.  
**Cocktail – City of Montréal**  
City Hall  
275, rue Notre-Dame Est  
(metro station Champs-de-Mars)
Tuesday, August 19 2008
8:30 a.m. – 9:45 a.m.

A critical look at the framework, problems, and limits - Literacy and Libraries and minimal statistical required for library management
Local H-767

- Limits of the "Global Statistics" model and some examples of how resultants are used
  by Cynthia Lisée
  (Univ. de Montréal – School in Library and Information Science, EBSI)
  with the collaboration of
  Simon Ellis,
  Head of Section Science, Culture and Communications Statistics (UNESCO)

9:45 a.m. – 10:15 a.m.

Tea/coffee break

10:15 a.m. – 12:00 p.m.

Projects of national/regional statistics
Local H-763

Session A 1st part: public libraries

- Canada’s Public Libraries Count!
  by Don Mills,
  Director of Library Services Mississauga Library System and Chair of Working Group on Key performance Indicators (KPI) Analytics Working of Canadian Urban Libraries Council (CULC)

- Optimizing, disseminating and working with statistics from Québec’s public libraries
  by Benoît Allaire,
  • Advisor in research and development (culture and communications)
  Research agency in culture and communications of Quebec
  Génévieve Dubois,
  Research broker in socio-economic planning Reading and policies dept.
  Ministère de la Culture, des Communications et de la condition féminine

- Understanding the Methodological Foundations of Public Library National Rating Systems
  by Ray Lyons,
  Specialist in quantitative methods and in information technology project management and former analyst as collaborator for U.S. National Commission on Libraries and Information Science
10:15 a.m. – 12:00 p.m.  Session B 1st part: university libraries  
Local H-767

- **Library Statistics Database of the National University of La Plata (Argentina): A cooperative experience**  
  by  
  **Marcela Fushimi**,  
  Prof. of Library and Information Science and Director of the faculty of Humanities Library National University of La Plata (UNLP, Argentina)  
  **Norma Mangiaterra**,  
  Prof. of Library and Information Science and Coordinator of Roble Network of Libraries of the National University of La Plata  
  **Mariana Pichinini**,  
  Prof. of Library and Information Science and Responsible of Technical Services of the Faculty of Humanities Library, National University of La Plata  
  **Gustavo Archuby**,  
  Director of computer Systems Area of the Faculty of Humanities Library, University of La Plata

- **Asia Academic Libraries Online Statistics: a Pilot Project**  
  by  
  **Cathie Jilovsky**,  
  Chief Information Officer, CAVAL Collaborative Solutions (Australian library consortium)

- **LIBQUAL Canada 2007: Service Quality Benchmarking on a National Scale**  
  (initiated by Canadian Association of Research Libraries, CARL)  
  by  
  **Sam Kalb**,  
  Library Assessment and IT Projects Coordinator, Queen’s University (Ontario Canada)

- **Statistics programs and projects in Canadian academic libraries**  
  Presentation of statistical indicators used by Canadian university libraries members of CARL (Canadian Association of Research Libraries) or CREPUQ (Conférence des recteurs et des principaux des universités du Québec) and comparative analysis of statistical data on resources and indicators on service quality determined  
  by  
  **Sylvie Belzile**,  
  Director of Sherbrooke University Libraries (Quebec)

12:00 p.m. -1:30 p.m. Lunch  
Zest Resto, 7th floor

1:30 p.m. – 3:00 p.m.  Performance measures and benchmarking projects  
Session A: 2nd part.: public libraries  
Local H-763

- **Presentation of Norwegian indicators**  
  by  
  **Trine Kolderup-Falen**,  
  Chief Librarian Bergen Offentlige Bibliotek

- **Quality standards and target outputs based on benchmarking studies improved by a Proposed Prospective Balanced-Scorecard Model for the Montréal Public Libraries System**  
  by  
  **Pierre Meunier**,  
  Advisor Management Information, Assessment and Standardization Planning and Development Dept. Montréal Public Libraries System
• **BIX, the Bibliotheksindex: Statistical benchmarking on an (inter-)national scale**
  by
  **Sebastian Mundt,**
  Stuttgart Media University, Hamburg

1:30 p.m. – 3:00 p.m.  Session B: 2nd part.: university libraries:

  **Local H-767**

• **Ten years of experience with benchmarking in Dutch academic libraries**
  by
  **Dr Henk Voorbij,**
  Hoofdafdeling research and Development Koninklijke Bibliotheek

• **Presentation of benchmarking system developed by SCONUL in UK (UK-HE library statistics)**
  by
  **Claire Creaser,**
  Director and Senior Statistician LISU (Library and Information Statistics Unit) Loughborough University

• **Integrated approach to the evaluation of digital libraries: an emerging strategy for managing resources, capabilities and results**
  by
  **Leonor Gaspar Pinto,**
  Ph. D. student Universidad de Alcala de Henares, Spain and Head of the Libraries Management Division Lisbon Municipality, Portugal
  **Paula Ochôa,**
  Ph. D. Student Universidad de Alcala de Henares, Spain
  **Maria Helena Vinare,**
  Ph. D. Student Instituto Superior de Ciências do Trabalho e da Empresa (ISCTE), Portugal

3:00 p.m. – 3:30 p.m  Tea/coffee break

3:30 p.m. – 4:45 p.m.  Plenary session (Open discussions):

  **Local H-767**

  **Here do we go ... from here ?**

  • **Simon Ellis** (UNESCO)
  • **Roswitha Poll** (ISO)
  • **Michael Heaney** (IFLA)

4:45 p.m. – 5:00 p.m.  Conclusion

  **Local H-767**

  • **Colleen Cook**
    Chair, Standing Committee
    IFLA Section on Statistics and evaluation
  • **Pierre Meunier**
    Chair, Organizing Committee