IFLA SATELLITE CONFERENCE
Library statistics for the 21st century world:
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Claude Akpabie

Claude Akpabie is an Economist by academic background who has extensively worked as an education statistician since 1993 initially for his government in Togo (7 years), then at regional and international levels.

He joined in 2001 the UNESCO Institute for Statistics (UIS) as Assistant Programme Specialist for the Education For All (EFA) Observatory.

From 2004 to 2007, he served the UIS as Programme Specialist in the design and implementation of Statistical Capacity Building projects in various countries in Africa. As of 2007, he has been assigned the role of Team Leader of the Culture and Communication Statistics Unit of the UNESCO Institute for Statistics. This Unit is currently responsible of a number of surveys conducted worldwide on newspaper, ICTs in education, radio and television broadcast including a pilot survey in the Latin America and the Caribbean countries.

Gustavo Archuby

Computer Analyst, National University of La Plata, 2000.

Network Administrator of the Faculty of Humanities and Education Sciences National University of La Plata since 1996 to date. Advisor in the area of virtual library of the Latin American Council of Social Sciences (CLACSO) since 2004.

Computer Consultant in the area of libraries, has dictate many courses and work in different universities and institutions, including: Department of Education’s Office, National Atomic Energy Commission (CNEA), Argentine Center of Scientific and Technological Information (CAICYT), Association of Graduates of the librarians Argentina (ABGRA), Agronomy Unlp, College of Natural Sciences UNLP (Fomec), Faculty of Architecture UNLP, National University of Cuyo, Universidad Nacional de Córdoba, Universidad Nacional de Quilmes, National University of Entre Rios, National University of Bahia Blanca.


Benoît Allaire

Research advisor, culture and communications, Observatoire de la culture et des communications du Québec (OCCQ)

Benoît Allaire has been in charge of projects at the OCCQ since 2001, and is responsible for the development, production and dissemination of statistics on the books, libraries, cinema and media sectors. He is also responsible for the development of the Système d’indicateurs de la culture et des communications au Québec.

Benoît holds a master’s degree in communication sciences (M.Sc. Communication) and is currently working on his doctorate in the same discipline.

Sylvie Belzile

Sylvie. Belzile is Director of libraries and Archives at Université de Sherbrooke. Also, she is chair of the Committee on Effectiveness Measures and Statistics of the Canadian Association Research Libraries and chair of the working group on performance and decision making indicators of CREPUQ Sub-Committee on libraries.
Marie-Josée Benoit
Head of documentary services, Bibliothèque et Archives nationales du Québec

Marie-Josée Benoit has headed the documentary services at the Bibliothèque et Archives nationales du Québec (BAnQ) since 2004, and is responsible for implementing services to Quebec’s libraries and documentation centres, in particular Quebec’s public libraries. She previously worked in a variety of documentary environments, primarily in the public library system, and managed the Léo-Lecavalier Library in La Prairie for more than 10 years.

Elisha Rufaro Chiware, Ph.D.

Dr. Elisha Rufaro Chiware is professor of library and information science at the University of Namibia. He teaches information storage and retrieval, systems analysis, design and evaluation, entrepreneurship and supervises MA and PhD students.

Before joining the University of Namibia, Dr. Chiware was University librarian at Chinhoyi University of Technology in Zimbabwe, Senior Systems Librarian at Africa University also in Zimbabwe and Assistant Librarian at the University of Botswana. Dr. Chiware has also worked as an independent consultant and information broker. He has published several academic articles in the areas of business information and SMEs in Africa, ICTs in academic libraries in Africa and two handbooks on rural libraries and school libraries in Zimbabwe.

Claire Creaser

Director, Library Statistics and information unit (LISU), Loughborough University, UK

She has been employed at LISU since 1994, and was appointed Director in 2007. As well as overseeing the day-to-day management of the unit, she plays a key role in ensuring the quality and reliability of methods of investigation and data gathered for the various studies and consultancies undertaken.

Claire’s main areas of interest are in the use of statistical evidence for management, with a particular focus on benchmarking, and the analysis and interpretation of survey data. Recent projects in which she has played a significant role include an investigation of the use of open access journals, for Oxford Journals; analysis of the CILIP Life@Work survey; the initial stages

Geneviève Dubois

Geneviève Dubois works at the Direction du lectorat et des politiques in Quebec’s Ministère de la Culture, des Communications et de la Condition féminine, where she contributes to the policy sector that deals with public libraries, the book industry and reading. She holds a Masters in Art History from the Université de Montréal and a Masters in Public Administration from the École nationale d’administration publique (ENAP), where she is currently pursuing a doctorate in Public Policy Analysis.

Simon Ellis

He is Head of Science Culture and Communications Statistics at the UNESCO Institute for Statistics (UIS) in Montreal, Canada. He is also responsible for statistical standards, literacy, adult and vocational education. Since 2006 the Culture and Communications team has carried out international surveys of Press, Radio, Television, ICTs in Education, audiovisual production, and libraries. The libraries survey took place during 2007 and is a joint initiative of UNESCO, IFLA, and ISO.

Before working at UNESCO, he ran London Skills Forecasting Unit, which specialised in determining the range of skills required by London’s businesses. He holds a doctorate in archaeology from the University of Oxford (1984), a masters in town planning from the University of Newcastle (1991), and a first degree in education from the University of Southampton (1976). He has published books on Roman Housing, Geographic Information Systems, and the London economy.

Marcela Fushimi

Bachelor of Library Science and Documentation (National University of La Plata - UNLP, 2004). Master of

Internship study and research conducted at the University of Granada, Spain (April-June 1999) financed through project FOMEC 740 of the FaHCE-UNLP. Stay study and research conducted at the University of Granada, Spain (March 2007) financed through the PCI-A/6936/06 UNLP-UGR (AECI)

Professor in Library and Information Science of UNLP, since 2006, in the course "Information policy", in the period 1989-1991 in the course "Management of automated information"


Coordinator of International Cooperation Project: "Towards quality in university libraries: development of a methodology with support and computer-based indicators for quantitative and qualitative measurements" - funded by the Spanish Agency for International Cooperation (AECI)

Director of the Library "Prof.. Guillermo Obiols "of FaHCE-UNLP since 1993. Co-director of Project FOMEC Id. 740 "Modernization Area Library of the FaHCE optimization and educational development through improved technological support and implementation of open and distance learning programmes." Ministry of Education of the Nation. Secretariat Policy University. Fund for the Improvement of Quality University 1998-2000 period, with an extension through 2003. executed Project awarded on a competitive basis. / Self-Assessment Program Director Continua (PACo) of the Library "Prof.Guillermo Obiols" of FaHCE-UNLP since 2005.

Member of the Interlibrary Task Force (ITF) "Evaluation of Information Units" ROBLE: Network Library UNLP (www.roble.unlp.edu.ar) since 2001..

**Michael Heaney**

He is Executive Secretary of Oxford University Library Services.

He has been a member of IFLA's Statistics and Evaluation Section since 2001, serving as Chair 2003-2007 and is currently the Secretary of the Section. He has been one of the IFLA project team which has developed the new Global Statistics measures in conjunction with ISO and UIS. He is also a member of the Editorial Board of the Northumbria International Performance Measurement conference.

**Cathie Jilovsky**

is Chief Information Officer at CAVAL Collaborative Solutions, an Australian library consortium. She has worked in Australia, New Zealand and the United Kingdom for a variety of organizations in a range of positions in which she has been responsible for a wide variety of information management systems. In the 15 years she has been with CAVAL, she has undertaken a range of technical and managerial roles, including the management of several of CAVAL's resource-sharing services, the implementation and management of a variety of library systems and the collection and publication of library statistics. She has been responsible for the collection, management and publication of the Australian and New Zealand Academic Library Statistics (CAUL Statistics) since 1993.

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Sam Kalb

I have been Library Assessment and IT Projects Coordinator at Queen’s University since 2003. I also have 15 years of previous administrative experience as Assistant Director of Libraries for Technical Services at Concordia University until 1993 then Technical Services Coordinator at Queen’s, 1993-2002.

I have many years of experience managing major projects and their impact on library staff, including selection & implementation of new integrated library systems at Concordia (Innovative Interfaces) and Queen’s (Endeavor). Most recently, I have led the development of the Queen's learning and research repository, QSpace among other projects and implementation of PKP's Open Journal System at Queen’s. In conjunction with QSpace, I developed an electronic thesis service for Queen's in partnership with the School of Graduate Studies and IT Services

I have played an active role nationally as a founding member of the Canadian Repositories Metadata Group on repository implementation and have advised other libraries on implementing similar programs. Queen's repository project plan is cited as a model in the publication: Creating an Institutional Repository: LEADIRS Workbook by Barton, Mary R and Margaret M. Waters. (Cambridge, MA: MIT Libraries, 2004).

In my assessment role, I am responsible for developing and coordinating statistics and measurement programs for Queen's Libraries to support assessment and planning of library services. I initiated and coordinated Queen's participation in the LibQUAL+ survey in 2004 and 2007. Queen's 2004 survey web site was cited in ARL's March 2004 LibQUAL newsletter for creative marketing of the LibQUAL+™ survey to users.

As coordinator of the Canadian LibQUAL Consortium, I have played a leadership role in helping libraries to develop tools for listening to their clients and staff in planning their services.

I have spoken at a number of library conferences including OLA and CLA in the areas of library assessment and scholarly communication. I organized and convened the conference: LibQUAL+™ & Beyond: Applying Your Survey Results & Other Performance Measures in Library Practice, Oct. 24-25, 2007, Ottawa, Ontario. A major achievement of the conference was to bring together librarians involved or interested in library assessment practice from across Canada for the first time. I also organized a one-day workshop in conjunction with CLA in Ottawa in 2006 to prepare consortium members and prospective members who were planning to participate in the 2007 survey. I am also a past Canadian representative on the international OCLC Collections & Technical Services Advisory Committee and was the 1st Canadian elected to the Endeavor User Group Executive Board.

I am a member of Ask Ontario’s Evaluation Task Force. Ask Ontario is Knowledge Ontario’s embryonic province-wide virtual reference service.

I am a past member of the Queen’s University Faculty Association executive and a current member of the Association’s Collective Bargaining Team.

Johanne Katrine (Trine) Kolderup-Flaten

CURRICULUM VITAE

Born: 27.07.1942, Hamar, Norway
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EDUCATION
1964 Norwegian School of Librarianship

CAREER HISTORY
1965 Director of the County Library of Sogn og Fjordane, Norway
1982 Editor, University Press, Bergen, Norway
1985 Director of J.W. Eide Publishing Company, Bergen
1989 Director of Bergen Public Library

CIVIC ACTIVITIES
1970 – 1982 Member of Norwegian Cultural Council
1976 – 1980 Member of Advisory Committee for Nordic Cultural Ministers
1975 – 1980 Chairman of the board, Norwegian School of Librarianship
1977 – 1986 Member of the board of Norwegian Distant Education
1988 – 1991 Member of the Norwegian Goverments Advisory Committee on Information Tecnology
2005-…. Secretary, IFLA Management&Marketing Section
2007-…. Member of IFLA Governing Board, chair of Division VI

PUBLICATIONS
Professional articles and editorial work.

LANGUAGES
(Norwegian), English, French

Jesús Lau, Ph.D.
Director of the Universidad Veracruzana / USBI Library and Coordinator of the UV Virtual Library. Ph.D. in Information Science, Sheffield University, England; Master's Degree in Library Science, Denver University. National Researcher Award, received six times, 1989-2009 (Mexico).

- Former member of the Board of Directors of the Special Libraries (USA).
- Member of the Governing Board of IFLA;
- Member of the Trejo-Foster Foundation (Reforma);
- President-Elect of the Mexican Library Association.

Coordinates the IFLA-UNESCO projects: The International Directory of Information Literacy Resources, the International IL State-of-the Art Report, and the International IL Logo Contest (www.infolitglobal.info).

Published more than 150 articles and papers, and 15 books in Mexico and abroad.

Cynthia Lisée
Cynthia Lisée holds a bachelor’s degree in physics and, in June 2008, completed a master’s degree in information science (specializing in strategic information management) at the École de bibliothéconomie et des sciences de l’Information (EBSI) of the Université de Montréal.

During her studies, she worked as a reference assistant in the library of the École polytechnique de Montréal and was a student researcher at the Observatoire des sciences et des technologies.

Ray Lyons
He holds master’s degrees in library and information science and in public administration—the latter including a specialty in quantitative methods.

He currently works as a statistical programmer, and has worked in information technology project management in healthcare and newspaper publishing, and also in public sector program evaluation. In 2006, under the auspices of the U.S. National Commission on Libraries and Information Science, he completed an in-depth examination of the Hennen American Public Library Ratings (HAPLR) and analysis of a six-year library dataset from the U.S. National Center for Educational Statistics.


Norma Mangiaterra
Librarian Documentalist by the National University of La Plata.

Professor in Library and Information Science of UNLP in graduate and postgraduate courses of Management of Libraries and Information Units, Quality Management, Planning Information Units and Library Evaluation.

Chief of the Department of Librarianship and Information Science of the FAHCE-UNLP.
Director of Theses of Degree in Library Science and co-director of research projects on topics of speciality.

Co-author of articles published in international journals on control authorities and Quality indicators on technical processes.

Member of the project: "Towards quality in university libraries: Develop an evaluation methodology with support and computer-based indicators for quantitative and qualitative measurements".

Director of the Public Library and UNLP General Coordinator of the Network of libraries (ROBLE). Member of the Interlibrary Task Force "Evaluation of Information Units" ROBLE: Network Library UNLP (http://www.roble.unlp.edu.ar/)

**Pierre Meunier**

Since 1994, Pierre Meunier is Advisor in Standardization and evaluation and in charge of the Sector of management information for the Public library system of Montreal (Canada). Holds a Master in Librarianship and Information science from University of Montreal (1980) and a Baccalaureat (first degree) in Biophysics from University of Montreal, a post-graduate certificate in Biomedical Engineering from École polytechnique (1978), professional school in engineering affiliated to University of Montreal and a post-graduate certificate in Management from École des Hautes Études Commerciales (1987), professional school in business management affiliated to University of Montreal.

Member of international committees as Standing Committee of Section # 22 of Statistics and Evaluation of IFLA (2001- ). He was in charge to coordinate the organization of a Joint Session program with Section of Public libraries concerning statistics, evaluation and standardization provided to be held at Buenos Aires (Argentina) during 2004's Annual IFLA Conference. He presents the Profile of Standardization process at Montreal public Libraries System. He presented an up-date of the works in progress concerning this last Integrated Standardization process and Consolidation Plan of Montreal Public Libraries System at 2005 IFLA’s Satellite Pre-conference to be held at Bergen (Norway). Finally, he presented in August 2007 the proposed Balanced Scorecard Model for Montreal Public Libraries System at IFLA Satellite Conference (Northumbria Conference) held in Cape Town South Africa. Also, he is Chair of local Organizing Committee of 2008 IFLA’s Satellite Post-conference, to be held at Montreal on Global statistics concerning public and academic libraries and Liaison Agent of IFLA with Institute of Statistics of UNESCO concerning partnership on International Global Statistics Survey. Also, since 1995, is Delegate of Canada for the Working group # 4 concerning the standard on performance measures and Working group # 2 related to the standard on statistics of International Organization for standardization (ISO). He is Delegate of Canada for the new Working group # 8 of future ISO standard on Statistical data for library buildings. Finally, since 1995, is member, as an expert, of Advisory Committee for the National Program of core statistics of canadian libraries under the responsability of National library of Canada.

He collaborated for many committees of national associations, participates as Speakers on specific topics as performance measures to Annual Conferences and Continuing Education Programs and was President of Corporation of professional librarians of Quebec – CPLQ (1987) and of ASTED (1996-1997). He was Treasurer of CPLQ in 1985.

He is Chair of Committee on minimal standards for Montreal public libraries, mandated in 2003 to recommend new minimum standards and performance indicators and propose balanced scorecard model for the settlement process of Consolidation plan of new amalgamated public library system.

**Don Mills**

He is Director of Library Services for the Mississauga (Ontario) Library System

Don Mills was born and received all his schooling in Manitoba, primarily in Winnipeg. After receiving an Honours degree in English he apprenticed with the Winnipeg Public Library for several years before attending the School of Librarianship at the University of British Columbia from 1970 to 1972.

Don then held several chief librarian positions in the provinces of Alberta and British Columbia as well as a position as children’s coordinator for a pilot regional library system covering most of the Rocky Mountain area of British Columbia - 50 branches over 500 miles apart.

In 1982 Don returned to his home, Winnipeg, to serve as the Chief Librarian following an amalgamation
of 13 smaller adjacent communities to form a new megacity. This led in 1987 to his current position as Director of the Mississauga Library System, one of the largest public libraries in Canada, where he has been for two decades.

In his career Don’s numerous positions have offered him a wide variety of public library experiences from very small to very large, very old to newly created, very wealthy to very poor, urban to rural, expanding to declining, managed by a library board to integrated as a city department. This has provided a truly unique perspective on effectiveness in public libraries.

Over his career he has planned and built well over a dozen libraries, including a major central library in Mississauga.

Over three decades of public service Don has also been active in a wide variety of professional forums. He taught at his alma mater. He has edited association journals. He has written and lectured across the country and beyond. He has served in a number of positions in a number of library associations. He has held numerous temporary secondments in municipalities. He has chaired several national committees and associations and is a regular speaker at library conferences.

Don’s current involvements include serving as chair of the National Library of Canada’s committee on core library statistics as well as serving as coordinator of the annual public library statistics in Canada. He continues to work with and on behalf of the book distribution sector in Canada providing a library perspective on a healthy indigenous book industry.

**Sebastian Mundt**

Sebastian Mundt is a professor for media management and information services at Stuttgart Media University in Germany. Previous work experience includes positions as Head of Acquisitions, Subject Specialist and Project Manager in academic libraries. His research and publication profile primarily covers library statistics and performance measurement with particular focus on collection evaluation, user behaviour and benchmarking. As part of these activities, he is convening and actively contributing to International and National Standardization projects and is a member of the BIX steering committee.

**Mariana Pichinini**

Bachelor of Library Science and Documentation (National University of La Plata - UNLP, 2007). Internship study and research done in University of Granada, Spain (April-June 1999) financed through project FOMEC 740 of the FaHCE-UNLP. Professor in Library and Information Science of UNLP in the courses "Classification" and "Management of automated information".

Member of the research projects: Development of collections in university libraries: evaluation methodology. Code Project: Project 11/H432 and international cooperation "Towards quality in university libraries: development of a methodology with support and computer-based indicators for quantitative and qualitative measurements"

Responsible for the Technical Services of the Library of the Faculty of Humanities and Education Sciences of the National University of La Plata since 1996.

Member of the Interlibrary Task Force "Formats" and "Evaluation of Information Units" ROBLE: Network Library UNLP (http://www.roble.unlp.edu.ar/)

Teaching in several training courses for non-professional staff of the libraries of the University. She has made several presentations at conferences of the specialty in the area of information technology and communication and content description.

**Leonor Gaspar Pinto**

Ph. D student (Universidad de Alcalá de Henares, Spain). Head of the Libraries Management Division, Lisbon Municipality (Portugal). Graduation from the Universidade Nova de Lisboa with a degree in History. Post-graduation from the Universidade de Lisboa in Documental Sciences (Librarianship). Master of Science in Information Management from the University of Sheffield (UK). Course in Public Administration Top Management from INA, the National Institute of Administration.

Invited Professor – Master of Documental and Information Sciences, Universidade de Lisboa; Post-
Roswitha Poll, Ph.D.

Dr. Roswitha Poll was chief librarian of Münster University Library from 1987 to 2004. She is now chairing the committee "Quality – Statistics and Performance Evaluation" and the working groups for "International library statistics", "Performance indicators for national libraries" and "Statistics for library buildings" within ISO (International Organization of Standardization). Since 1989, she has been working in sections of IFLA (International Federation of Library Associations), where she is at present member of the section "Statistics and Evaluation".

She works in projects dealing with management and evaluation of libraries and information systems. Her present publications deal with measures for the quality, costs and outcome of library services. In 2007, she published the second revised edition of the handbook on performance measurement in libraries, "Measuring Quality", together with Peter te Boekhorst.

Diane Simeon

Diane Simeon began her career in the Information field of Trinidad and Tobago in 1977 at the paraprofessional level.

Her professional experience as an Information Specialist spans 23 years, where she has worked in all areas of the public library field.

She currently supervises the operations of the Port of Spain Lending Libraries at the National Library Building. The Port of Spain Lending libraries comprise of the Port of Spain Adult Library, The Young Adult Library and the Children’s Library.

Prior to this position, Mrs. Simeon was head of the Research and Planning Division of the National Library and Information System Authority (NALIS).

Mrs. Simeon is presently on a ministerial team responsible for conceptualizing and implementing a literacy policy for schools in Trinidad and Tobago. She also coordinated the recent UNESCO initiative to implement Information Literacy Clubs in Public and School Libraries.

D’ Henk J. Voorbij

Henk Voorbij (1951) studied psychology and now is researcher at the National Library of the Netherlands and assistant professor at the Department of Archives and Information Studies at the University of Amsterdam. He is involved with Dutch national benchmarking programs in the academic library sector and the college library sector. He has published on various subjects such as collection management, subject indexing, user studies, performance measurement, electronic journals and information behavior.