

Martha Kyrillidou

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Summary of Qualifications	
<p><i>Ability to think strategically and lead complex organizations; balance interests of multiple stakeholders; apply critical, analytical and innovative thinking to work; successfully prioritize and manage multiple concurrent projects; identify and solve problems.</i></p>	<p><i>Demonstrated familiarity with the broader context of information sciences and libraries; history of successful collaborations with libraries and non-library entities; ability to articulate and pursue a vision for 21st Century libraries; ability to work with other leaders to find common ground.</i></p>
<ul style="list-style-type: none"> • Demonstrated proficiency working with both internal and external partners. • Proven ability to work effectively with executives, managers and staff on groups tasked with strategic planning, program evaluation, and performance and accountability reporting. • Extensive knowledge of key challenges facing research and other types of libraries and promising responses to those challenges. • Strong record of building and supporting technology-based library services at the community level for campuses, consortia, statewide government and other non-profits. • Strong leadership including managing program staff, setting and managing budgets, and guiding and shaping organizational, statewide, national and international programs. 	<ul style="list-style-type: none"> • Twenty-plus years professional experience (1994-2015) in research libraries and associations, including more than ten years leadership and managerial experience at the Department Head and Assistant Director levels. • Strong knowledge of current trends in strategic design, marketing, scholarship, community building, transformations, open access, globalization and other topics important to information science education and research libraries. • Extensive experience serving on regional and national committees, working groups, and other bodies advancing practice in libraries and information management. • I currently run my own strategic consulting company managing a team of accomplished associates and leading innovative library strategic and transformative processes.

EDUCATION University of Illinois at Urbana-Champaign, Ph.D., 2009
 Kent State University, MLS and M.Ed., 1990
 Aristotle University, BA, English Language and Linguistics, 1987

NOTABLE AWARDS 2016: LLAMA/ALA Innovation Grant for assessment institutional repository
 2013: Leading Change Institute, CLIR/EDUCAUSE leadership program
 2007: Alumna of the Year Award, Kent State University
 2005: ALA Library Research Round Table (LRRT) Four Start Research Award
 2001-2017: PI/ Principal on grants and service contracts totaling more than \$20,000,000
 1994: Fellow, National Center for Education Statistics
 1991: Jesse Shera Memorial Award, School of Library Science, Kent State University
 1988: Fulbright grant to study Library and Information Science

EMPLOYMENT HISTORY

QUALITYMETRICS, LLC (January 2016 – Present)

A privately held strategic and communications consulting company with the mission of helping libraries achieve success. Our practice offers sole-source research library consulting in partnership with Attain and Library Management Consulting.

Principal and Chief Operations Officer

- Strategy and communications
- Experienced network of associates
- Results focused with excellent reputation
- Library Assessment
- Evaluation research
- Allocation of costs
- Visioning and re-visioning

Consulting Associate

- *Attain, LLC, Education Management, April 2019 – present: higher education financial analysis; library cost studies for sponsored research (sole-source)*
- *Library Management Consulting, Jan 2016-March 2019: established by Brinley Franklin, Vice Provost Emeritus, University of Connecticut*
- *Himmel & Wilson, August 2016-August 2018: Library Consulting Practice with more than twenty years of delivering high quality services across the libraries in the US*

ASSOCIATION OF RESEARCH LIBRARIES (April 1994 – December 2015)

ARL is a membership organization serving 125 research, mostly academic, libraries in the United States and Canada.

Senior Director, ARL Statistics and Service Quality Programs, 2009-2015

Director, ARL Statistics and Service Quality Programs, 2007-2009

Director, ARL Statistics and Measurement, 2004 - 2006

Senior Program Officer for ARL Statistics and Measurement, 1996-2004

Program Officer for ARL Statistics and Measurement, 1994-1996

- Collaborated with member leaders in 125 research libraries in North America and established and led a research and analysis unit which over 22 years grew into an innovative, productive and valued R&D enterprise. Responsibilities included: Providing leadership, direction and vision to a thriving academic library R&D capability, leadership and training operations; directed activities that describe and measure the performance of research libraries and their contribution to teaching, research, scholarship and community service; engaged and collaborated with research universities to demonstrate the value and impact of libraries in learning, teaching and research; engaged in extensive qualitative and quantitative research; worked closely with member leaders to implement strategic & global association initiatives

Notable accomplishments:

- Developed and managed the growth of the fund base for program development (\$1.6 million in reserve and \$1.2 million annual operating budget including supervising 7 FTEs)

- Funded programs deploying a menu of financial models based on a mix of cost recovery, membership dues and grant funded activities (NSF, IMLS, Department of Education, etc.)
- Shifted the focus of assessment from solely relying on expenditure-driven metrics to quality addressing demands for accountability, effectiveness and efficiency
- Led, managed and participated in strategic planning and measurement of goals using performance management frameworks like the Balanced Scorecard and Design Thinking
- Established research and analysis capabilities including strategy development and planning, community relations, governance oversight, event programming, budgeting and personnel
- Developed and disseminated research that was timely, relevant and valued through StatsQUAL including ARL Statistics, LibQUAL+, ClimateQUAL, DigiQUAL, LibValue and MINES for Libraries
- Expanded LibQUAL+ at the international level and helped libraries redesign their services based on user-initiated feedback
- Established analytics with in-depth data mining for curated large scale datasets, delivery of scalable data services for higher education and other institutions
- Innovated with technical and technology capabilities that support in depth qualitative and quantitative data management and research
- Collaborated on evaluation activities globally; established the Library Assessment Conferences as a forum and a community of practice where action research and best practices are presented; co-chaired six events over the course of ten years.

UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN (September 1991 – April 1994)

The iSchool at Illinois had one of the premier research centers in library and information science known at the time as the Library Research Center. Currently holding a role as Research Associate at the iSchool.

Project Director and Research Data Analyst

- Directed and managed projects, grants and contracts for the Library Research Center at the School of Library and Information Science. Projects of national significance include an opinion poll of public libraries, national surveys of compensation of library professionals, and publishing competitive marketing studies among various other projects.

KENT STATE UNIVERSITY (January 1990 – June 1991)

The College and Graduate School of Education operated a Bureau of Research Training and Services for supporting educational research projects and providing statistical consulting services.

Research Assistant

- Worked on many projects ranging from surveys to experimental designs and directed the data management, coding, and analysis and reporting of the results. Projects of significance include an evaluation of the leadership qualities of the principals of the school districts in Ohio and a nutritional experimental study of the effect of nutritional education and intervention regarding the quality of the lunches provided to students in the schools.

ARISTOTLE UNIVERSITY OF THESSALONIKI (September 1987 – June 1988 and June – December 1997)

Aristotle University is the largest public university in Greece with more than 60,000 students and the largest academic library system.

Consultant

- Consulted in bringing OCLC for cataloging, in the workflows of library services, and in the implementation of a university wide training program funded by the European Union.

VAFOPOULOU SCHOOL OF ENGLISH & AMERICAN COLLEGE OF THESSALONIKI (Sept 1986 – July 1998)

Vafopoulou School of English was a premier private school for teaching English as a Foreign Language and the American College of Thessaloniki was offering immersive summer camps in English language learning.

Teacher of English

- Taught elementary and high school kids beginning to advanced English language.

FUNDED CONTRACTS AND RESEARCH – QUALITYMETRICS, LLC

1. Collaborative Assessment Liaison Librarians, IMLS grant by U of Tennessee-Knoxville (2018-2022)
2. Wash and Learn, IMLS grant by Libraries Without Borders (2018-2021)
3. Fresh Start, IMLS grant by New Jersey State Library (2018-2021)
4. Cross-Cultural Communicators in Libraries, IMLS grant by New Jersey State Library (2019-2021)
5. Student Success Center, University of Alaska, Fairbanks, 2020

Noel Wien Library, North Star Borough, Fairbanks, Alaska – Strategy for Programming and Space, 2019

Chabot College – Library and Learning Connection New Building Programming (G4/HMC/brightspot, 2019)

“Indirect cost study” – University of Delaware (2019-2020)

“Indirect cost study” – University of California, San Diego (2019-2020)

“Libraries and Third Grade Reading Achievement” (2019)

“Indirect cost study – Washington University, St Louis” (2019-2020)

Strategic Assessment and UX – Washington University, St. Louis (2018-2019)

Coaching for Library Assessment – Iowa State University (2017-present)

Central Indiana Community Foundation / Marion County Internet Library (2018-2019)

“Indirect cost study” – University of California, Los Angeles (2018-2019)

“University System of Maryland and Affiliated Institutions (USMAI) Study” – University of Maryland (2018)

“Indirect cost study – University of Utah” (2017-2018)

“Indirect cost study – University of New Hampshire” (2017-2018)

“Indirect cost study – Drexel University” (2017-2018)

“Indirect cost study – University of Delaware” (2017-2018)

“Montana State University Library Strategic Plan 2018-2024” (2018)

“Delaware Division of Libraries: Statewide Master Plan for Library Services and Construction” (2018)

Demonstrating Library Value – Arizona State University (2018)

“National Network of Libraries of Medicine (NN/LM) Evaluation Office Evaluation” (2017)

“OCLC/WebJunction Small Libraries Create Smart Spaces Evaluation” (2016-2018)

“LSTA Evaluation 2013-2017 for COSLINE” (2016-2017)

“LSTA Evaluation 2013-2017 for Virginia” (2016-2017)

“LSTA Evaluation 2013-2017 for North Carolina” (2016-2017)

“LSTA Evaluation 2013-2017 for New Mexico” (2016-2017)

“LSTA Evaluation 2013-2017 and Strategic Plan 2018-2022 for Indiana” (2016-2017)

“LSTA Evaluation 2013-2017 and Strategic Plan 2018-2022 for Iowa” (2016-2017)

“LSTA Evaluation 2013-2017 and Strategic Plan 2018-2022 for DC Public Library” (2016-2017)

“LSTA Evaluation 2013-2017 and Strategic Plan 2018-2022 for Utah” (2016-2017)
“LSTA Evaluation 2013-2017 for Texas” (2016-2017)
“LSTA Evaluation 2013-2017 and Strategic Plan 2018-2022 for Delaware” (2016-2017)
“Building UX and Assessment Capabilities in Libraries & Information Centers” NEFLIN (2016)
“Association of Research Libraries – Joint ARL/ACRL Task force Consultant” (2016)
“Association of Research Libraries – Library Assessment Conference Consultant” (2016)

TEACHING

Workshop Leader for a variety of workshops ranging from Strategic Planning, Evaluation and Outcomes Assessment to Survey Research and Quantitative and Qualitative Research Methods, 1994-present.

Research Associate, iSchool, University of Illinois at Urbana-Champaign, Jan 2016-present.

Part-time Instructor, Kent State University, School of Library and Information Science, Jun 2015-Dec 2016. Designed and taught “Research Methods in Library and Information Centers” and “Research Methods and Assessment.”

Adjunct Lecturer, University of Maryland, Fall 2013-Spring 2014
Course taught “Planning and Evaluating Information Services.”

Teaching Assistant, School of Education, Department of Educational Psychology, Division of Quantitative and Evaluative Research Methodologies, University of Illinois at Urbana-Champaign, 1992-93.

RECENT PUBLICATIONS (full publications history available upon request)

Refereed and Peer reviewed Journals and Papers

Johnson, Kris, Kenning Arlitsch, **Martha Kyrillidou**, and David Swedman. “Using the Balanced Scorecard as a Framework for Strategic Planning and Organizational Change”, in *Leading Change in Academic Libraries*, edited by Colleen Boff and Catherine Cardwell, ACRL. 2020.

Martha Kyrillidou and Elliot Felix. [“How many seats do we need in our library?”](#) Proceedings of the 2018 Library Assessment Conference (Washington, DC: Association of Research Libraries, 2020).

Scott Young, David Swedman, and **Martha Kyrillidou**. “Meta-Assessment: The ARL Assessment Ecosystem in Practice at Montana State University.” Proceedings of the 2018 Library Assessment Conference (Washington, DC: Association of Research Libraries, 2020).

Martha Kyrillidou. “Communicating Library Value through “Grants to States” Planning and Evaluation” International Conference on Performance Measurement in Libraries, Oxford, UK, July 31-August 2, 2017.

Prathiba Natesan, **Martha Kyrillidou** and Colleen Cook. “Longitudinal Invariance of LibQUAL+: How has LibQUAL+ Changed Over Time?” International Conference on Performance Measurement in Libraries, Oxford, UK, July 31-August 2, 2017.

Martha Kyrillidou and Gary Roebuck. "Organizational Climate and Customer Service: The ClimateQUAL and LibQUAL+ Connection." In *ClimateQUAL: Advancing Organizational Health, Leadership, and Diversity in the Service of Libraries* edited by Charles B. Lowry. London: Rowman & Littlefield, 2017: 71-84.

Shaneka Morris, **Martha Kyrillidou**, and Mark Puente. "Differences and Equity: A Reflective Analysis of ClimateQUAL Demographics and Organizational Climate." In *ClimateQUAL: Advancing Organizational Health, Leadership, and Diversity in the Service of Libraries* edited by Charles B. Lowry. London: Rowman & Littlefield, 2017: 121 – 154.

Robert Fox, **Martha Kyrillidou**, Joan Lippincott and Steve Hiller. "Space: Describing and Assessing Library and Other Learning Spaces." *Proceedings of the 2016 Library Assessment Conference*. Washington, DC: Association of Research Libraries, 2017: 454-459.

Martha Kyrillidou, Colleen Cook, Fred Heath, Steve Hiller, J. Stephen Town and Bruce Thompson. "A 15-year Retrospective on LibQUAL+." *Proceedings of the 2014 Library Assessment Conference*. Washington, DC: Association of Research Libraries, 2015: 125-128.

Martha Kyrillidou, Colleen Cook and Sarah K. Lippincott. "Capturing Digital Developments through Qualitative Inquiry" *Performance Measurement and Metrics* 17 (1) (2016): 45-54.

Martha Kyrillidou, William Grey Potter, Brinley Franklin, Colleen Cook, and Bruce Thompson. "The ARL Index Revisited: In Search of Reliable and Valid Indicators of Extensiveness of Research Libraries in the 21st Century" *Proceedings of the 2012 Library Assessment Conference*. Washington, DC: Association of Research Libraries, 2014: 61-66.

Shafiq-ur-Rehman, **Martha Kyrillidou**, and Imran Hameed, "Reliability and Validity of a Modified LibQUAL+ Survey in Pakistan: An Urdu Language Experience," *Malaysian Journal of Library & Information Science* 19, no. 2 (2014): 83-102.

Stephen Town and **Martha Kyrillidou**. "Developing a Values Scorecard" *Performance Measurement and Metrics* 14 (1) (2013): 1-16.

Dana Thomas, Catherine Davidson, **Martha Kyrillidou** and Terry Plum. "Measuring use of licensed electronic resources: a second iteration of the MINES for Libraries® survey on Scholars Portal and other resources for the Ontario Council of University Libraries." *Library Management* 33 (6/7) (2012): 374-388.

Martha Kyrillidou, Terry Plum and Bruce Thompson. "Evaluating Usage and Impact of Networked Electronic Resources through Point-of-Use Surveys: A MINES for Libraries™ Study" *The Serials Librarian* 59 (2010): 159-183.

Terry Plum, Brinley Franklin, **Martha Kyrillidou**, Gary Roebuck, and MaShana Davis, "Measuring the impact of networked electronic resources: Developing an assessment infrastructure for libraries, state, and other types of consortia." *Performance Measurement and Metrics* 11(2) (2010): 184-198.

Brinley Franklin, Colleen Cook, **Martha Kyrillidou** and Bruce Thompson. "Library Investment Index-Why Is It Important?" *Proceedings of the 2008 Library Assessment Conference: Building Effective, Sustainable and Practical Assessment*, August 4-7, 2008, Seattle, Washington (Washington DC: Association of Research Libraries, 2009): 147-154.

Martha Kyrillidou, Charles Lowry, Paul Hanges, Juliet Aiken and Kristina Justh, "[ClimateQUAL™: Organizational Climate and Diversity Assessment](#)" in *Proceedings of the Fourteenth National Conference of the Association of College and Research Libraries, March 12–15, 2009, Seattle, Washington: Pushing the Edge: Explore, Engage, Extend*, ed. Dawn M. Mueller (Chicago: American Library Association, 2009), 150–164.

Steve Hiller, **Martha Kyrillidou**, and Jim Self. "When the evidence is not enough: organizational factors that influence effective and successful library assessment." *Performance Measurement and Metrics*, 9(3) (2008): 223-230.

Martha Kyrillidou and Colleen Cook. "The evolution of measurement and evaluation of libraries: a perspective from the Association of Research Libraries" *Library Trends*, 56(4) (Spring 2008): 888-909.

Martha Kyrillidou and Ann Christin Persson. "The new library user in Sweden: a LibQUAL+ study at Lund University." *Performance Measurement and Metrics: The International Journal for Library and Information Services* 7 (2) (2006): 45-53.

Martha Kyrillidou, Toni Olshen, Brinley Franklin and Terry Plum, "[The Story Behind the Numbers: Measuring the Impact of Networked Electronic Services \(MINES\) and the Assessment of the Ontario Council of University Libraries' Scholars Portal](#)", 6th Northumbria International Conference on Performance Measurement in Libraries and Information Services, Durham, England, Aug. 23, 2005.

Martha Kyrillidou and Sarah Giersch, "[Developing the DigiQUAL Protocol for Digital Library Evaluation](#)," JCDL - Joint Conference on Digital Libraries, Denver, CO, June 6-11, 2005.

Martha Kyrillidou, "Library Assessment as a Collaborative Enterprise" *Resource Sharing and Information Networks* on the theme "Creative Collaborations: Libraries within their Institutions and Beyond" 1/2 (2005/2006): 73-87.

Martha Kyrillidou and Fred Heath "The Starving Research Library User: Relationships Between Library Institutional Characteristics and Spring 2002 LibQUAL+™ Scores" *Journal of Library Administration*, Volume 40, Numbers 3/4 (2004): 1-11.

Martha Kyrillidou and Sarah Giersch. "Qualitative Analysis of ARL E-Metrics Participant Feedback about the Evolution of Measures for Networked Electronic Resources" *Library Quarterly* 73 (3) (2003): 243-260.

Martha Kyrillidou, Toni Olshen, Fred Heath, Claude Bonnelly, Jean-Pierre Cote. "Cross-cultural Implementation of LibQUAL+™: the French Language Experience" *Proceedings of the 5th Northumbria International Conference on Performance Measurement in Libraries and Information Services*, Durham, UK, July 29, 2003: 193-199.

Martha Kyrillidou. "From Input and Output Measures to Quality and Outcome Measures, or, from the User in the Life of the Library to the Library in the Life of the User" *Journal of Academic Librarianship* 28 (1) (2002): 42-46.

Martha Kyrillidou. (1997) "The use of statistics by librarians in North America" In *Proceedings. 6th Hellenic Conference of Academic Libraries, Academic libraries and the challenge of reconstruction*, Athens, 5-7 November 1997, pp. 41-55.

Martha Kyrillidou. "A User Survey of the Library of the English Department, Aristotle University, Thessaloniki, Greece" in *Academic Libraries in Greece* ed. Dean H. Keller, New York: Haworth Press, 1993.

Martha Kyrillidou and Sonya L. Blixt. "[Teachers' Perceptions of a Successful Principal](#)" *Catalyst for Change*, Journal of the National School Development Council, vol. 21, no. 3, spring 1992.

Books and book chapters (selected)

Kris Johnson, Kenning Arlitsch, **Martha Kyrillidou**, and David Swedman, "[Using the Balanced Scorecard as a Framework for Strategic Planning and Organizational Change](#)" In *Leading Change in Academic Libraries* eds Colleen Boff and Catherine Cardwell. Chicago, IL: The Association of College and Research Libraries, 2020: 13-29.

Sarah Durso, Steve Hiller, **Martha Kyrillidou**, and Angela Pappalardo. (Eds.) *Proceedings of the 2014 Library Assessment Conference*. Washington, DC: Association of Research Libraries, 2015.

William Gray Potter, Colleen Cook, **Martha Kyrillidou**, Jennifer Rutner, Michael Maciel, David Green, Sarah Lippincott, Yolanda Glass, and Nicholas Woolf. [ARL Profiles: Research Libraries 2010](#) (Washington DC: Association of Research Libraries, 2011).

Martha Kyrillidou, Colleen Cook and Yvonna Lincoln. "Digital Library Service Quality: What does it look like?" *Evaluation of Digital Libraries: an Insight of Useful Applications and Methods* edited by Giannis Tsakonas and Christos Papatheodorou (Oxford, UK: Chandos Publishing, 2009).

Brinley Franklin, **Martha Kyrillidou** and Terry Plum. "From Usage to User: Library Metrics and Expectations for the Evaluation of Digital Libraries." *Evaluation of Digital Libraries: an Insight of Useful Applications and Methods* edited by Giannis Tsakonas and Christos Papatheodorou (Oxford, UK: Chandos Publishing, 2009).

Martha Kyrillidou, (Guest Ed.). "LibQUAL+® and beyond: Library assessment with a focus on library improvement" *Performance Measurement and Metrics*, 9(3) (2008): 155-230.

SELECTED RECENT PRESENTATIONS (full presentations history available upon request)

"Strategic Planning and Assessment" a series of presentations and workshops at the University System of Maryland and Affiliated Institutions (USMAI), January through May 2018.

"Communicating Library Value through "Grants to States" Planning and Evaluation" International Conference on Performance Measurement in Libraries, Oxford, UK, July 31-August 2, 2017.

"Longitudinal Invariance of LibQUAL+: How has LibQUAL+ Changed Over Time?" with Prathiba Natesan and Colleen Cook, International Conference on Performance Measurement in Libraries, Oxford, UK, July 31-August 2, 2017.

"Small Library Create Smart Spaces: Evaluation" with William Wilson, OCLC/Webjunction Webinar, June 24, 2017.

"Library Development: Helping Libraries Achieve Success" COSLINE, Rehoboth, DE, October 4, 2016.

“What’s your story? Introduction to Research Design for Libraries and Information Services” LLAMA Webinar, Sept 26, 2016.

“Library Worldviews, Design and Methods: Mixed Methods, Simple and Complex” Qualitative and Quantitative Methods in Libraries, London, UK, May 24, 2016.

“Strategic Information Metrics and Impacts in the Academic Community” Leveraging Data to Lead in Special Libraries Association Maryland Chapter, Kossiakoff Conference Center, Johns Hopkins Applied Physics Laboratory, Laurel, MD, Nov 5, 2015.

“Leading a Strategic Assessment Program in a Research Library” with Raynna Bowlby and Steve Hiller, March and November 2014; May and October 2015.

“Libraries that Learn Exchange of Experience” Northumbria Conference on Performance Measurement and Metrics, Edinburgh, UK, July 20, 2015.

“Information Metrics and Impacts in the Academic Community” CENDI STI Federal Group, National Technical Information Service, Alexandria, VA, May 7, 2015.

“MINES for Libraries” Texas Library Association, April 14, 2015.

“Space: Describing and Assessing Library and Other Learning Spaces” with Bob Fox, CNI Task Force Meeting, Seattle, WA, April 13, 2015.

“Working strategically and effectively with LibQUAL+®” with Raynna Bowlby and Lisa Hinchliffe, post-conference workshop, Library Assessment Conference, Seattle, WA, August 7, 2014.

“Demonstrating Value: The Assessment Program @ ARL” 2014 RBMS Preconference, Las Vegas, NV, Friday, June 27, 2014.

“What do Alternative Metrics and the ‘Flight of the Bubblebee’ have in Common?” NISO June Virtual Conference: Transforming Assessment: Alternative Metrics and Other Trends, June 18, 2014.

“Evaluating the UMD Libraries’ Website” Angel Dang, Chelsea Osborne, Misty Trunnell, Debby Vargas and Martha Kyrillidou. *Reinventing Libraries, Reinventing Assessment Conference*, Baruch College, William and Anita Newman Conference Center, NY, June 6, 2014.

Martha Kyrillidou and Nisa Bakkalbasi, “LibQUAL+ Trends: Faculty and student perceptions and expectation in ARL research libraries, 2003-2011” QQML Conference, Istanbul, Turkey. May 27-30, 2014 (presented by Bakkalbasi).

“From Faith to Evidence: Demonstrating the Value of Libraries” University of Chile, Congreso de Bibliotecas Universitarias Y Especializadas, Santiago de Chile, 28 de mayo, 2014.

“Demonstrating the Value of Libraries” Leadership Forum, ALA, Philadelphia, PA, Jan 25, 2014

“LibQUAL+ Training”, ALA, Philadelphia, PA, January 28, 2014.

“LibQUAL+” College of Information Studies, University of Maryland, April 18, 2013 (Guest speaker in Nancy Roderer’s class).

“The ARL Investment Index Revisited: In Search of Reliable and Valid Indicators of Extensiveness of Research Libraries in the 21st Century” with Brinley Franklin, 2012 Library Assessment Conference, Charlottesville, VA, October 28, 2012.

“On-premises Library vs. Google™ Usage Patterns as Reported in LibQUAL+™” with Colleen Cook and Bruce Thompson, December 4-5, Fall 2006 CNI Task Force Meeting, Washington DC.

SERVICE

2019-Library Consulting Interest Group, ALA, Chair

2018- Library Assessment Conference, Planning Committee Member

2016- Library Assessment Conference, Co-chair and Planning Committee Member

2014-present Digital Library Federation, subgroups on digital library evaluation and metrics

2013-present Northumbria Conference on Performance Measurement and Metrics, Editorial Board

2012-present Int’l Conference on Qualitative and Quantitative Research Methods in Libraries

2011-present NISO Z39.7 Information Service and Use: Metrics and Statistics for Libraries and Information Providers – Data Dictionary, Chair

2010-present Library Statistics Working Group, Institute of Museum and Library Services (IMLS)

2015-2016 Joint Taskforce on ARL-ACRL, ALA-IPEDS Advisory Committee, Member

2015-2016 NISO Altmetrics Definitions Group, Member

2006, 2008, 2010, 2012, 2014 Library Assessment Conference, Co-Chair

2012, 2017 Evidence-Based Library and Information Science Conference, Planning Committee

2010-2012 Library Research Round Table (LRRT), Member at Large, ALA (elected position)

1994-2012 Academic Libraries Survey, NCES Advisory Committee, Department of Education

PROFESSIONAL AFFILIATIONS

1989-present American Library Association/Association of College and Research Libraries/ Library Administration and Management Association/Library and Information Technology (ALA/ACRL/ASCLA/LLAMA/LITA/PLA)

2009-present Association of Library and Information Science Education (ALISE) (also 1994-99)

2004-2016 American Education Research Association (AERA) (also 1990-1993)

2016 Coalition to Advance Learning, Organizational Model Task Force

2008-2015 COUNTER International Advisory Committee

2006-2010 ACRL Assessment Committee (prior called ACRL Statistics Committee)

2002-2005 Medical Library Association

1995-1997 American Society for Quality Control (ASQC)

1991-1993 American Society for Information Science (ASIST)

1990-1993 National Council of Measurement in Education

1989-1992 Special Library Association (SLA)

1987-1988 Teachers of English to Speakers of Other Languages (TESOL-GREECE)

