Session / Room	Date / Time	Event	Talk Title / Event
**Qualitative and Quantitative Methods in Libraries International Conference (QQML2010)**		
**May 25-28, 2010 Chania Crete Greece**		
Session / Room	**Date / Time**	**Event**	**Talk Title / Event**
		Monday May 24	
MAICh	17.00-20.00		**Registration**
		Tuesday May 25	
MAICh	8.30-10.00		**Registration**
Aristotle	10.00-10.40	**Opening Ceremony**	
KS1 Aristotle	10.40-11.30	**Keynote Session Chair: Demetrios Soritopoulos**	**Speaker: F. W. Lancaster: Fifty years After- Almost**
MAICh	11.30-12.00		**Coffee Break**
SCS1		**SPECIAL AND CONTRIBUTED SESSIONS SCS1**	
Aristotle	**12.00-13.40**	**Chair: Lynne M. Rudasill**	**Assessing and Evaluating Reference: Views from the Academic Library Reference Desk**
	Tuesday May 25	Lynne Rudasill	View from a Virtual Reference Desk.
		Elizabeth Cooper	Using Data to Make Quick Decisions about a New Merged Service Desk: A Case Study
		JoAnn Jacoby	Moving from the Behind Desk and Into The Flow: Assessing the Impact of Research Support Activities.
		Kathleen Kern M.	One Story with Many Chapters? Assessment in Complex Library Organizations.
		Cynthia Johnson and Carol Ann Hughes	One Librarian at a Time: Group Assessment via Self Assessment.
Room 2	12.00-13.40	**Chair: C. H. Skiadas**	**Digital libraries**
	Tuesday May 25	Katerina El Raheb et al	Paving the way for Interoperability in Digital Libraries: The DL.org project
		Giuseppina Vullo	Squaring the circle: a comparative perspective on digital library evaluation models
		A. Fernández-Wyttenbach, M. Criado-Valdés, M. Crespo-Martínez, J. Capdevila-Subirana and M.A. Bernabé-Poveda	The MARC-ISO19115 Metadata Crosswalk to the publishing of Cartographic Heritage through Spatial Data Infrastructures
		Liliana Gregori, Luca Losito, Paolo Sirito	UCSC Nexus Project: Fostering networking between academic scholars and library staff. Qualitative methods for assessing perceived value of library services

Room 3	12.00-13.40	Chair: Claude Poissenau	Technology transfer/ Innovation
	Tuesday May 25	Muhammad Ijaz Mairaj and Widad Mustafa El Hadi	ICTs Applications in Libraries in Developing Countries
		Sneh Lata Sharma, Kusum Thapliyal, Manish Ranjan	Innovation: A key to success in the knowledge driven society
		Hanadi Buarki	Measuring ICT Skills: Perspectives of Employers, Teaching staff and Students in Kuwait
		Faranak Mohsenzadeh, Rostam Mozaffari, Hassan Behzadi	Investigation of IT Training Courses for librarians and Information Experts at University Libraries of Kerman Province
MAICh	13.40-15.00		**Lunch**
SCS2	15.00-16.40	**SPECIAL AND CONTRIBUTED SESSIONS SCS2**	
Aristotle	15.00-16.40	Chair: Angela Repanovici	**Quantitative and Qualitative Methods in Library Management: a Practical Approach I**
	Tuesday May 25	Angela Repanovici	How to teach Library Management?
		Ane Landoy	Using statistics for quality management in the library
		Luciana Cristea and Angela Repanovici	Digital Library Management for Visibility of Academic Staff Scientific Research: a case study at Transilvania University of Brasov Romania
		Manolis Koukourakis	Greek academic repositories: Policies (?) for making available scientific and cultural content
Room 2	15.00-16.40	Chair: Sirje Virkus and Aira Lepik	**Using Qualitative and Quantitative Methods in Digital Library Education and Research I**
	Tuesday May 25	Alice Adejoke Bamigbola	Students' Conceptions of the Use of Web 2.0 Tools: A Phenomenography Approach
		Yibeltal Tafere Bayih	Application of Preservation Metadata for Long-Term Accessibility of Digital Objects
		Juan Daniel Machin Mastromatteo	Exploring User's Information Behavior in Social Networks
		Monica Wawira Gakindi	Information Access Needs of Satellite Campuses in Kenya - Can OER Close the Gap?
Room 3	15.00-16.40	Chair: Salek Chand	**Academic libraries**
	Tuesday May 25	Alvin M. Schrader	Exploring the Research Knowledge Needs of Canadian Academic Librarians
		Leyla Kanik	Performance Appraisal of Library Staff Working in Turkish Universities
		Xiaoli Gao and Lisa Soon	Research Rigor and Reliability: A study of offshore international students' use of Australian university libraries online resources and services
		Alexandros Koulouris, Emmanouel Garoufallou and Evangelos Banos	Automated Metadata Harvesting Among Greek Repositories in theFramework of EuropeanaLocal: Dealing with Interoperability

MAICh	16.40-17.00		Coffee Break
SCS3	17.00-19.00	**SPECIAL AND CONTRIBUTED SESSIONS SCS3**	
Aristotle	**17.00-19.00**	**Chair: Angela Repanovici**	**Quantitative and Qualitative Methods in Library Management: a Practical Approach II**
	Tuesday May 25	Jerald Cavanagh	Library Network Support Services: quantitative and qualitative measures for assessing the impact if information literacy initiatives on learners.
		Ion Voncila and Mioara Voncila	Management of integrated systems for digital information processing using bio mimetic structures.
		Mihaela Dragu	Digital Library: trend and challenge in digital world
		Luiza Baptista Melo and Cesaltina Pires	Electronic academic libraries services valuation: a case study of the Portuguese electronic scientific information consortium b-on.
Room 2	**17.00-19.00**	**Chair: Sirje Virkus and Aira Lepik**	**Using Qualitative and Quantitative Methods in Digital Library Education and Research II**
	Tuesday May 25	Sara Grimm	User Preferences for Delivery of Collection Content via Mobile Devices: Lessons for the Development of a Smartphone Application
		Mehrnoosh Vahdat	A Study of Image Attributes and Metadata in Photogrammetric Three-Dimensional Data in Cultural Heritage Domain
		Kanita Besirevic	Qualitative Research Applied to Investigation of Cultural Heritage Digitization Projects in Bosnia and Herzegovina
Room 3	17.00-19.00	**Chair: Tore Torngren**	**Data Mining and Content Analysis**
	Tuesday May 25	Jarmo Saarti and Arja Juntunen	The Benefits of a Quality Management System – the Case of the Merger of two Universities and their Libraries
		Adebayo Emmanuel Layi	Benchmarking and tolerance levels in selected Nigeria's private university libraries
		Jamalludin Helmi Hashim, Nik Nazli bt Nik Ahmad, Maliah Sulaiman, Rafikul Islam	Activity Based Costing (ABC) System B- A World Class Cost Information for A World Class University:Some Contextual Factors associated with it the Perceived Usefulness in A Multi-campus University System
		Paiki Muswazi	Library Research Support at the University of the Witwatersrand (Wits): Signals from Local and International Performance Measurement Programs
		Garoufallou Emmanouel and Asderi Stella	Digital Libraries and the digital working environment: what is their effect on library staff for sharing their knowledge?
MAICh	19.30-21.00		**City tour**

		Wednesday May 26	
SCS4		**SPECIAL AND CONTRIBUTED SESSIONS SCS4**	
Aristotle	**9.00-10.40**	**Chair: Herbert Gruttemeier**	**Measuring usage and impact of online content provided by academic libraries**
	Wednesday May 26	JoAnn Jacoby and Paula Kaufman	The University Library as Strategic Investment: Results from the *Return on Investment* Study Phases I & II.
		Magali Colin and Dominique Lechaudel	Usage statistics for online resources made available by libraries through portals: the INIST-CNRS example.
		Helle Lauridsen	Usage as an Acquisitions tool. is it valid?
		Philip Vaughan	Developing UK PubMed Central in response to user behaviour
Room 2	**9.00-10.40**	**Chair: Teresa Welsh**	**Library and Information Science Post-Graduate Student Research I**
	Wednesday May 26	Teresa Welsh	The Manhattan project at Oak Ridge: Westcott Images, 1942-1946
		Sheila Hammond-Todd	User and Non-user Studies: A Bibliometric Research Project
		Margarita Rhoden	A Comparative Study of Five Topics in ERIC and Library Literature and Information Science Full-Text Databases
		Donna Ballard	Documentation of Library Compliance in Regional Accreditation Standards: A Survey of Accreditation Liaisons and Librarians of Level-One Institutions of the Southern Association of Colleges and Schools
Room 3	**9.00-10.40**	**Chair: Luiza Baptista Melo**	**Marketing of libraries**
	Wednesday May 26	M. Ananda Murugan, GC Kendadamath, Dk Singh	Marketing of library resources and service: a case study of Central Universities in India
		Nicole Eva	Marketing, Public Relations and Outreach: Promoting Your Academic Library
		Anthi Katsirikou and Ageliki Oikonomou	User- centered libraries and Brand Name: the case of Greek Public Libraries
		Anna Galluzzi	Non conventional marketing and its possible applications to libraries
	10.40-11.30	**Keynote speaker: Chair: Anthi Katsirikou**	**Roswitha Poll: Data for new services; developments in international library statistics**
MAICh	11.30-12.00		**Coffee Break**

SCS5		SPECIAL AND CONTRIBUTED SESSIONS SCS5	
Aristotle	**12.00-14.00**	**Chair: Lynne Rudasill**	**Users and their behavior I**
	Wednesday May 26	Constantia Constantinou	Measuring Library User Expectations over User Satisfaction
		Sholeh Arastoopoor, Rahmatollah Fattahi and Mehri Parirokh	FRBR and OPAC Users' Views on Bibliographic Families: A Mixed Method Approach to categorization of works
		Mohammad Aazami	Matching database user interfaces with Ellis' model of information seeking behavior: Results of a qualitative survey
		Rachel Birri Blezon	Usefulness in Digital Libraries - What do Users need?
		Ivanka Yankova and Tania Todorova	Database "Scientific publications of the Bulgarian scientists" (2000-2008)
Room 2	**12.00-14.00**	**Chair: Teresa Welsh**	**Library and Information Science Post-Graduate Student Research II**
	Wednesday May 26	Donna Ballard	Publishing Patterns and Authorship in the Scholarly Literature of Digital Object Identifiers: A Bibliometric Analysis
		Marilyn M. Brissett	Characters of Color. A Content Analysis of Picture Books in a Virgin Islands Elementary School Library
		Christine A. Garrett Davis	Bibliometric Study for a Three-Year Citation Analysis of Scholarly Literature on K-12 Education Technology
		Julie D. Shedd	Anthropological literature on social phobia: An examination of publishing and indexing patterns
Room 3	**12.00-14.00**	**Chair: Christiana Pattuelli**	**Information Systems/ Dabases**
	Wednesday May 26	Roxana Theodorou	Open access institutional repositories: the Greek reality
		Chara Apostolaki	The Digital archive of the National Research Foundation "Eleftherios K. Venizelos"
		Salek Chand	Developing digital repository in Indian languages: issues and challenges
		Emma Tonkin	Supporting PDF accessibility evaluation: early results from the FixRep project
		Eleni Mamma	Quality and Evaluation of Information Systems in Institutional Organizations
MAICh	**14.00-15.00**		**Lunch**
SCS6		SPECIAL AND CONTRIBUTED SESSIONS SCS6	
Aristotle	15.00-16.40	**Chair: Angela Repanovici**	**Users and their behavior II**
	Wednesday May 26	Shafiq-ur-Rehman, Farzana Shafique, Khalid Mahmood	Users' Perception and Satisfaction with Reference Services in University Libraries of Punjab: A Survey
		Marija Petek	Do we know image users?
		Jennifer Cromer, Rachel Williams	Generational Technology Expectations of Library Users: A Case Study
		Claude Poissenot	Trends and measurement of library use in France (1973-2008)
Room 2	15.00-16.40	**Chair: Herbert Gruttemeier**	**Management I**
	Wednesday May 26	Judith Broady-Preston, Alison Lobo	Customer Service Excellence, Charter Mark and the quality of university library services in the UK: a case study of Aston University
		Frederico A. de Carvalho, Marcelino José Jorge, Marina Filgueiras Jorge, Mariza Russo and Nysia Oliveira de Sá	Data Envelopment Analysis for Library Management: the case of a Federal University in Rio de Janeiro, Brazil

		Maja Wojciechowska and Maja Dorota	Development of management methods in polish libraries and centers of information. Existing solutions, new trends and research directions
		Carmen Caro Castro, Ana Belén Ríos Hilario, Críspulo Travieso Rodríguez	Subject categories for browsing in digital libraries: proposal for a model adapted to children
Room 3	**15.00-18.30**	**Chair: Sarah Passoneau**	**Greening the Library by Building Partnerships and Opportunities: Creating Authentic Learning Experiences for Students, Librarians and Faculty Using a Theme-Based Interdisciplinary Approach to Education I**
	Wednesday May 26		
MAICh	16.40-17.00		**Coffee Break**
SCS7	17.00-18.30	**SPECIAL AND CONTRIBUTED SESSIONS SCS7**	
Aristotle	17.00-18.30	**Chair: Rania Konsta**	**Catalogues and Knowledge Organization**
	Wednesday May 26	Vesna Župan	Qualitative Factors in the Creation of an Academic Electronic Catalogue: Experience from Serbia
		Thomas Weinhold, Sonja Oettl and Bernard Bekavac	Heuristics for the evaluation of library online catalogues
		Rene Schneider and Birri Blezon	The Next Generation of OPACs B- What do Experts Consider as Musts and Don'ts?
		Kolawole Akinjide ARAMIDE and Olatunji Pius, OLAOJO	Availability, Use and Performance of Electronic Library in a Nigerian University: A Case Study of Tai Solarin University, Ijebu Ode, OgunState, Nigeria"
Room 2	**17.00-18.30**	**Chair: Sirje Virkus**	**Public libraries**
	Wednesday May 26	Sheri Ross	A grounded analysis of the use of public libraries in Appalachia by non-residents
		Frank Huysmans, Luc Röst	Do fees constitute a barrier to public library use? Results from a research project in the Netherlands
		Jose-Luis Mendez, Norma-Aída Manzanera-Silva, María-de-los-Ángeles Escutia- Montelongo	The Observatory of Public Libraries
		Maryam Moosavi, Seddighe Mohammad Esmaeil, Azam Sanatjoo	Application of ICT and IM in public libraries in Mashhad (Iran)
Excursion	18.30-22.00		**Excursion**

		Thursday May 27	
SCS8		**SPECIAL AND CONTRIBUTED SESSIONS SCS8**	
Aristotle	**08.30- 11.30**	**Chair: Martha Kyrillildou**	**Workshop ARL**
	Thursday May 27		
Room 2	**9.00-10.40**	**Chair: Constantia Constantinou**	**Informating and learning I**
	Thursday May 27	Nikolaj Lazic, Jasmin Klindzic	Libraries and Learning Management Systems: Peaceful Co-existence or Vital Necessity?
		Cristina Pattuelli	Recording and Reflecting: Research-driven journals and diary-interviews to support decision-making for mobile-based services for libraries
		Aspasia Togia, Stella Korobili, Afrodite Malliari and Nikolaos Tsigilis	Psychometric properties of the Computer and Web Attitude Scale (CWAS): An application to Greek Library students
		Naresh Kumar Agarwal	From traditional to futuristic libraries: Will we go a full circle and want to be traditional again?
Room 3	**9.00-10.40**	**Chair: Judith Broady-Preston**	**Collection and Information**
	Thursday May 27	Soichiro Nagami and Keita Tsuji	The Relationship between University Libraries' Collection for Sports and their Students' Sports Performance
		Alegre Eskaloni	Collection Development Policy
		Robert E. Noel	Determining which print material to keep on site: a quantitative analysis based on use statistics
		Małgorzata Jaskowska	Polish library and not library tools to help community to assess quality of scientific content
SCS9	**10.40-11.40**	**SPECIAL AND CONTRIBUTED SESSIONS SCS9**	
Room 2	10.40-11.40	**Chair: A. Katsirikou**	**European Information**
	Thursday May 27	Ana Lúcia Terra	Access and use of European information: a comparative analysis
		Diana Pietruch-Reizes	Digitisation and digital preservation in the documents of the European Union. Progress on the digitization of university libraries in Poland
		Ivona Olariu	Variation of performance in the new national / European / worldwide socio-economic context - "diagnosis", "causes" and "treatment" (the case of a Romanian university library)
Room 3	10.40-11.40	**Chair: Keita Tsuji**	**Collection and Cataloguing Measurement**
	Thursday May 27	Guadalupe Venteño Jaramillo	The knowledge society in the health sciences
		Fataneh Vahabi	Management of Electronic Records in Iran
		Marzena Swigon	Information barriers in libraries – types, typologies and Polish empirical studies
MAICh	11.40-12.00		**Coffee Break**

SCS10		SPECIAL AND CONTRIBUTED SESSIONS SCS10	
Aristotle	12.00-13.40	**Chair: Teresa Welsh**	**Metrics and Methodologies I**
	Thursday May 27	Yaşar Tonta and Güleda Düzyol	Mapping the Structure and Evolution of Qualitative and Quantitative Methods in Library and Information Science
		Markku Laitinen and Aino Taskinen	The New Challenges of the Statistics – Case UEF
		Jurgita Rudžionienė, Marija Prokopčik	From quantitative and qualitative methods towards teaching methodology: Vilnius University students learning to evaluate library performance
		Stamatina Tsafou	Simple and compose indicators for quality and quantity measurement in libraries
Room 2	12.00-13.40	**Chair: Aristeidis Meletiou**	**Informating and learning II**
	Thursday May 27	Maria Kampouraki, Nikos Thalassinos, Georgios A. Fragkiadakis	Books circulation and teaching support: a case study in a Nutrition-Dietetics department library
		Nguyen Hong Sinh, G. E. Gorman, Daniel G. Dorner	Triage as methodology for identifying and prioritising learning needs of university library practitioners in Vietnam
		Georgina Araceli Torres Vargas, Ariel Alejandro Rodriguez Garcia, Egbert John Sanchez Vanderkast	Case Study Method for Research on Digital Library, Information Policies, and Bibliographic Organization
		Hossein Pashaeizad, Alireza Nouruzi and Dr.Ali Rashidi	Webometrics study of impact of Iranian Medical Sciences Universities
Room 3	12.00-13.40	**Chair: Frank Huysmans**	**E- learning / learning**
	Thursday May 27	Aneen Koch	e-Portfolios within a work-integrated learning environment: creating online questionnaires to establish research skills and information usage patterns of graduate students
		Jo-Anne Naslund	Examining Academic Library E-Learning Support for Online Learners
		Elsie Rogers Halliday Okobi	Bridging The Digital Divide: Teaching with Digital Content using free internet resources
		Starr Hoffman	The Longitudinal Relationship of Electronic Reference to the Development of Distance Education Programs
		Keita Tsuji, Haruna To and Atsuyuki Hara	Accuracy of Answers Provided by Digital/Face-to-face Reference Services in Japanese Public Libraries and Q&A Sites
MAICh	13.40-15.00		**Lunch**
SCS11		SPECIAL AND CONTRIBUTED SESSIONS SCS11	
Aristotle	15.00-16.40	**Chair: Martha Kyrillidou**	**LibQUAL+ Lite and Related Experiments: All you ever wished to know and some of it in Greek**
	Thursday May 27	Bruce Thompson, Martha Kyrillidou, Colleen Cook	Reliability and Validity of LibQUAL+ Lite: 2008-2009 Beta Results
		Colleen Cook, Bruce Thompson, Martha Kyrillidou	LibQUAL+ Lite Norms: 2008-2009 Beta Results
		Martha Kyrillidou, Coleen Cook, Bruce Thomson	Differences in LibQUAL+ Lite and long scores for desired and minimum expectations scales: 2008-2009 Beta Results

		Terry Plum and Martha Kyrillidou	Point of Use Web surveys yet another experimental approach

Room 2	15.00-16.40	Chair: Veslava Osinka	Data mining /content analysis
	Thursday May 27	Miroslav Tuđman and Đilda Pečarić	Co-word analysis of doctoral dissertations in Information Science in the Republic of Croatia from 1978 to 2007: Contribution to research of development of Information Science
		Hassan Behzadi, Majideh Sanji and Faranak Mohsen zadeh	Implementation Open Source Content Management Systems in libraries websites
		Hassan Behzadi and Majideh Sanji	Accuracy of Citation in "Library and information Science quarterly Journal"
		Veslava Osinska	Fractal Analysis of Knowledge Organization in Digital Library
Room 3	15.00-16.40	Chair: Roxana Theodorou	Research Centres in Academic Libraries
	Thursday May 27	Scholastica C. Ukwoma, Victoria N. Okafor, Ifeoma C. Nwokoye	Electronic Scholarly Communication, Availability, Utilization and Its Imperatives to Academic Libraries in Nigeria
		Naresh Kumar Agarwal	Evaluation of Information Services in the Library: Areas identified by Graduate Students
		Bojarina L.O., Grischenko T.B. and Nikitenko O.M.	First Stages to Improve the Quality Management System in University Library
		Celso Martínez Musiño, Cristóbal González Esquivel and Norma Manzanera	From library to classrooms: building learning and knowledge communities from information services
MAICh	16.40-17.00		Coffee Break
SCS12		SPECIAL AND CONTRIBUTED SESSIONS SCS12	
Aristotle	17.00-19.00	Chair: Salek Chand	Metrics and Methodologies II
	Thursday May 27	Bella Karr Gerlich	The READ Scale (Reference Effort Assessment Data)©: Qualitative Statistics for Recording Reference Effort, Skill, Knowledge and Teaching
		Zoitsa Gkinni and Gerasimos Pavlogeorgatos	Preservation performance assessment in Greek libraries and archives; a practical tool to enable excellence
		Benjamin J. Bates, Suzie L Allard, Carol Tenopir, William B. Birch, Regina Mays	Measuring Comparative Value through Conjoint Analysis: A Look at Article Characteristics
		Mustafa Dogan, Clemens Neudecker, Sven Schlarb and Gerd Zechmeister	Experimental workflow design and development in digitisation
		Dionysis Kokkinos, Eleni Papadatou and Nina Sisamaki	The use of Marketing Research methods for the evaluation of Information Literacy services
		Candan Gokceoglu and Ebru Sezer	A General Overview to the International Landslide Literature for the Period of 1945-2008
Room 2	17.00-19.00	Chair: Ageliki Oikonomou	Management II
	Thursday May 27	Louise McGillis	What time do you close? Determining library services with an evidence-based approach
		Poul Henrik Jørgensen and Tore Torngren	National Reporting System for all publicly financed Libraries in Sweden
		Cecilia Bodelsson, Catarina Jacobsson and Tore Torngren	Stakeholders' use of statistics and other types of evidence or documentation in academic and research libraries in Sweden
		Jolanta Laskowska	Personal controlling as a management tool for library staff in the example of selected Polish libraries

		Jadranka Lasic-Lazic, Mihaela Banek Zorica and Sonja Spiranec	Libraries in changed information space
		Tore Torngren	Revision and harmonization of the statistical surveys of all types of publicly financed libraries in Sweden
MAICh	21.00-24.00		**Farewell Dinner**
		Friday May 28	
SCS13		**SPECIAL AND CONTRIBUTED SESSIONS SCS13**	
Aristotle	**9.00-10.40**	**Chair: Eleni Mamma**	**Management III**
	Friday May 28	Svetlana Kolesnik and Katie Sheketoff	Satisfaction and Relevance of Libraries and Technology in Ukraine and Romania
		Aristeidis Meletiou	Tracking changes of Library users' preferences using multicriteria analysis
		Adebayo Emmanuel Layi	Economic Return of Investment (ROI) in Academic Libraries: Redeemer's University, Nigeria in Focus
		Starr Hoffman	Activities and Experiences of Academic Librarians Embedded in Online Courses
Room 2	**9.00-17.00**	**Chair: Tord Hoivik and Colleen Cook**	**Statistics for library associations: Workshop IFLA**
	Friday May 28		

KS3 Aristotle	10.40-11.30	**Keynote Session Chair: Markku Laitinen**	
			Carla Basili: Information Policies in the Knowledge Economy: a question of balance
MAICh	**11.30-12.00**		**Coffee Break**
SCS14		**SPECIAL AND CONTRIBUTED SESSIONS SCS14**	
Aristotle	**12.00-13.40**	**Chair: Mehri Parirokh**	**Education**
	Friday May 28	Valentini Moniarou-Papaconstantinou, Anna Tsatsaroni	Educational choices and learning careers of LIS students as a social process: Theoretical and methodological considerations
		Constantia Constantinou	Improving Student Academic Performance through library Instruction
		Starr Hoffman, Annie Downey	The Educational Background of Academic Library Deans
		M. Cristina Pattuelli and Lisa R. Norberg	Assessing the needs of history teachers as digital library users: a multiple-source methodology
		Paramjeet K. Walia and Manpreet Kaur	Library and information science research in India, U.K. and USA
MAICh	**13.40-15.00**		**Lunch**
SCS15		**SPECIAL AND CONTRIBUTED SESSIONS SCS15**	
Aristotle	**15.00-17.00**	**Chair: Soichiro Nagami**	**Users and their behavior III**
	Friday May 28	Salek Chand and Ashutosh	Qualitative Communication Strategy for Library Users in e-Environment
		Pieter Van Brakel	Using qualitative research methods within a virtual community of masters and doctoral students to establish their information recording behaviour.
		Allen Foster, Kirsten Ferguson-Boucher and Judy Broady-Preston	Unifying information behaviour and process: a balanced palette and the balanced scorecard
		Alan MacLennan	User preferences for virtual information retrieval: a qualitative study
			Using qualitative research methods within a virtual community of masters and doctoral students to establish their information recording behaviour.
Aristotle	**17.00-17.30**		**Closing Ceremony**
	17.30- 22.00		**City tour**
Excursion	29.05.09	**Saturday May 29**	**Excursion to Knossos and the Museum**