

# Conference Program

# Book of Abstracts

**14<sup>th</sup> Qualitative and Quantitative Methods in Libraries**

**International  
Conference**

QQML 2022



**May 24-27, 2022**

**National Hellenic Research Foundation**

**Athens, Greece**

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### **National Hellenic Research Foundation (NHRF)**

48 Vassileos Constantinou Ave. 116 35 Athens

The building has two entrances:

1. On 48 Vassileos Constantinou Av, and
2. On Vassileos Georgiou str.

Website: <http://www.eie.gr/index-en.html>

### **How to get NHRF**

To get to NHRF please look at the [map](#).

✓ By Public Bus:

- 203, 204, 211, 214 (Bus stop: 2nd Rizari),
- 225 224 (Bus stop: Evangelismos)
- 450, 550 (Bus stop: Rizari)
- 622 (Bus stop: Evangelismos)

✓ By Metro: Evangelismos Station (Exit to Rizari)

✓ By Trolleybus:

- From Patision St. Trolleybus 3 (Bus stop: Evangelismos, on Vas. Sophias Ave.)
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## **Preface**

Dear Guests, Dear Friends,

With great pleasure we welcome you in Athens, physically and virtually.

The 14<sup>th</sup> QQML International Conference is here, after two years of isolation, uncertainty, agony on the death and the life.

We are happy we are here altogether either on site or via virtual platform.

The restart is not an easy process; however we made the decision to try and altogether to succeed as we did in the past.

This year we meet a considerable number of high quality speakers who present their research, the best practices or their postgraduate theses from all over the world.

2 virtual Special Sessions,

6 Plenaries Sessions, 3 virtual and 3 on Site,

2 On Site Workshops,

3 Posters, and

63 Papers (26 virtual) are included in the program which support the professional development of library scientists and information specialists and enhance the research on the Library and Information Science.

Delegates from 62 countries participate here: Australia, Belarus, Belgium, Brazil, Bulgaria, Canada, Croatia, Czech Republic, Finland, Cyprus, France, Germany, Greece, Iraq, Italy, Japan, Lithuania, Malaysia, Mexico, Norway, Philippines, Portugal, Romania, Russian Federation, Serbia, Singapore, Slovenia, Sweden, Uganda, UK, USA.

The 14<sup>th</sup> Conference brings together researchers, technical developers, managers and library professionals to review achievements to announce creative challenges and opportunities.

I like to encourage you to network with your QQML colleagues; which illustrates the distribution of the participants in the five geographic regions of the world.

I'd like to thank the Committees of the Conference which worked hard for its success. Above all the Scientific and the Organizing Committee who did their best.

The Conference is both social and scientific event, creates human networks and social affairs. We wish your stay in Athens to be inspiring and effective. Enjoy it!

*Anthi Katsirikou*

Conference Chair

President of the Board of Directors of the Association of Greek Librarians and Information Specialists



<b><i>Table of Contents</i></b>	<b><i>Page</i></b>
<b>The Conference Venue</b>	2
<b>Conference Committees</b>	3
<b>Preface</b>	7
<b>About the Conference Venue</b>	13
<b>Conference Program</b>	15
<b>Social Events Schedule</b>	26
<b>Transportation to Athens</b>	29
<b>Local Transportation in Athens</b>	30
<b>Practical Information /Sightseeing Guides</b>	33
<b>Abstracts <i>Title, Author</i></b>	35
<i>Do we know the future – how can we prepare for the future</i> <i>Liisa Savolainen</i>	36
<i>Guidelines, recommendations and near future for university libraries</i> <i>Luiza Baptista Melo and Tatiana Sanches</i>	36
<i>Librarians in an Information Disordered Society: Where are we now and where are we going?</i> <i>Stephanie Beene and Katie Greer</i>	37
<i>Libraries today: from third places to data spaces</i> <i>Milena Dobrevá</i>	38
<i>Research integrity: Understanding our shared responsibility for a sustainable scholarly ecosystem</i> <i>Gali Halevi</i>	38
<i>Libraries: Agoratheques of the 21st century (Virtual)Lending e-books</i> <i>Giuseppe Vitiello</i>	39
<b>Special Sessions</b>	39
<i>Library Performance Indices Scope and Rationale</i> <i>Svetlana Kirichenko, Jouni Henrik Juntumaa and Markku Antero Laitinen</i>	42
<i>What does a good day at work look like? Finding joy, making the most of the workday, and contributing to a positive organizational culture</i> <i>Liz Cooper</i>	43
<i>Affectively Accessing our Past: The Use of Film and Primary Resource Research Methods in Undergraduate Teaching</i> <i>Annette Bochenek</i>	44
<i>Agent-Based Geographical Modeling of Public Library Locations</i> <i>Vlasta Vodeb and Franc Zakrajšek</i>	45
<i>Analysing and Comparing Strategies of Public and Academic Libraries regarding their Period, their Vision and Mission as well as Values and Strategic programs</i> <i>Petra Dören and Ane Landøy</i>	46
<i>Analysis and Evaluation of the Communicative Interaction of Academic Libraries Related to their Users, Focused on the Pandemic Period of Covid-19: The Case of the Library of the Aristotle University of Thessaloniki</i> <i>Poulcheria Pitia</i>	46

<i>Assessing Financial Burden of Textbooks on Students in New Mexico, USA - A Statewide Collaboration</i> <i>Leo Lo</i>	47
<i>Assessing needs of the Russian specialists for WHO information through a questionnaire survey</i> <i>Tatyana V. Kaigorodova and Irina A. Kriukova</i>	48
<i>An Assessment of the Effectiveness of Social Media as a Platform in Library Promotion of the UP School of Library and Information Studies</i> <i>Marc Almond J. Valleza and Rhea Rowena U. Apolinario</i>	49
<i>Assessment of the Slovenian Public University Library with Quantitative Indicators</i> <i>Petruša Miholič</i>	50
<i>Best of Both Worlds – Designated Communities as a model for planning combined access to library and archival resources</i> <i>Andreas Marquet and Annabel Walz</i>	51
<i>Communicating the value of the research library: the EUI Library strategy</i> <i>Federica Signoriello and Alpigiano Carlotta</i>	52
<i>Connections Matter: Personal Learning Network amidst the Pandemic</i> <i>Miriam Charmigrace Q. Salcedo, Jessie Rose M. Bagunu, and Rhea Rowena U. Apolinario</i>	53
<i>Contemporary trends in the design and implementation of health information and education campaigns</i> <i>Beatrice Claudia Cioba</i>	53
<i>Corporate interaction of Belarusian libraries on the use of electronic information resources</i> <i>Maryna Rudakouskaja</i>	54
<i>Creating library services to support qualitative data researchers</i> <i>Liz Cooper</i>	54
<i>Cross-Campus Collaborations to Support the Holistic Undergraduate Experience at Vanderbilt University</i> <i>Melissa Mallon</i>	54
<i>Democratizing Collection Development Methods at a Large Research Library: Empowering Users in Resource Decisions</i> <i>Simona Tabacaru, Thomas Halling, Susan Goodwin, and Elizabeth German</i>	55
<i>Development of a system for the performance measurement of Croatian libraries</i> <i>Aleksandra Pikić Jugović</i>	55
<i>Digital Cultures: Competence, Inequalities and Communities</i> <i>Jurgita Rudžionienė</i>	56
<i>Digital fluency and ethical use of information: the role of higher education librarians</i> <i>Tatiana Sanches</i>	57
<i>Digital social reading and web books: from instant to undistracted reading</i> <i>Ladislava Zbieczuk Suchá, Jitka Bartošová, Josef Kocurek, Jan Martinek, Alexandra Jakobová, Daniela Luňáčková, Matěj Málek, and Vojtěch Vojtíšek</i>	57
<i>The digitalization process of Kurdish Heritage Institute in Slemani, Kurdistan Federal Region – Iraq</i> <i>Amed Demirhan</i>	58
<i>Disciplinary annotation practices: analysis of cognitive work</i> <i>Michal Lorenz</i>	58
<i>The Educational Needs for Health Librarianship in Universities of East, Central and Southern Africa (ECSA) Region</i> <i>Maria G.N. Musoke</i>	59

<i>Escaping the Mundane: Using Escape Rooms to Teach and Assess First-Year Students</i> <i>Erica England</i>	60
<i>Evaluating Library Support Platforms for Adoption: A Case Study</i> <i>Rachel Besara and Brooks Travis</i>	60
<i>Financial literacy courses for library end-users: experiences of FINLIT project</i> <i>Alenka Kavčič Čolić and Milena Bon</i>	61
<i>From the margins: How marginalized students navigate the academy during the COVID-19 pandemic and academic library policy implications: Preliminary results from three Canadian universities</i> <i>Maha Kumaran Cecile Farnum Aditi Gupta Lisa Levesque &amp; Darcia Roache</i>	62
<i>Games and Gamification in Libraries: a Literature Review</i> <i>Constantin Ciornei</i>	62
<i>HathiTrust Digital Library: providing open access to users around the world</i> <i>Qiang Jin</i>	63
<i>Healthcare communication and education campaigns - theoretical fundamentals and implementation strategies</i> <i>Beatrice Claudia Cioba</i>	64
<i>Health Information-Seeking Behaviour among Cancer Patients in Romania</i> <i>Octavia-Luciana Madge</i>	64
<i>The implementation of the Sustainable Development Goals and its relation with Library Science: an analysis</i> <i>Teresa Costa and Luísa Alvim</i>	65
<i>Information literacy transformations: Using a web-based tool to facilitate and capture collaborative learning in a semester-long course</i> <i>Yusuke Ishimura and Megan Fitzgibbons</i>	66
<i>Information needs and sources in everyday life information seeking of international postgraduate students</i> <i>Utetleyeva Zhazira</i>	67
<i>Institutional repositories and increased usability in times of a pandemic: true image or mirage?</i> <i>Luiza Baptista Melo and Tatiana Sanches</i>	68
<i>Knowledge Representation in the Australian Public Library: Epistemic Factors Impacting Collection Management</i> <i>Matthew Kelly</i>	69
<i>The Lantern Project: Collaboration during Crisis</i> <i>Jennifer McGillan, Jennifer Ford, Mona Vance-Ali and Dallas Hanbury</i>	70
<i>Learning with the School Library: multi-literacies and collaboration</i> <i>Magda Costa and Ana Novo</i>	70
<i>Libraries as Community Hub for Citizen Science in Malaysia: Opportunities and Challenges</i> <i>Nurfarawahidah Badruesham</i>	71
<i>Librarians' Role in Health Literacy Support in the Czech Republic</i> <i>Helena Bouzková, Eva Lesenková, Adéla Jarolímková and Filip Kříž</i>	72
<i>Library communication policy and ways to raise public awareness using new technologies. Case study: the academic library of Hellenic Mediterranean University H.M.U.</i> <i>Georgia Tzedaki and Eleni Maria Nisotaki</i>	73
<i>Library Performance Index (ILP): Multi-Factor Library Performance Evaluation</i> <i>Svetlana Kirichenko, Jouni Henrik Juntumaa and Markku Antero Laitinen</i>	73

<i>A most welcoming pair - How academic/public library collaborations can be leveraged to decrease library anxiety</i> <i>Jennifer Wilhelm</i>	74
<i>New technologies for libraries: How Covid-19 and remote access to online content highlighted the need for libraries to adopt federated authentication technologies</i> <i>Christos Skoutas</i>	75
<i>Not Just for History Majors: Using the Archives to Reach Literary Students</i> <i>Carrie P. Mastley</i>	75
<i>On the Outside Looking In: Librarians and Social Change</i> <i>Rhea Rowena U. Apolinario</i>	75
<i>Patterns of participation in social media by members of the Local Information Working Group of PULINET, Thailand</i> <i>Pussadee Nonthacumjane</i>	76
<i>Preliminary Results - Researching the Research to Transform Library and Information Science Literature</i> <i>Heather L. Coates, Rachel Hinrichs, M. Sara Lowe and Sean M. Stone</i>	77
<i>Preparation for the Information Needs of the Future Workplace: Introducing Business Students to Industry Standards</i> <i>Margaret Phillips, Heather Howard, Zoe Mayhook, and Annette Bochenek</i>	78
<i>Promoting student success through K-State Libraries Resource Link</i> <i>Nicole Buehler and Jason Coleman</i>	79
<i>Public information in health crisis situations on Facebook. COVID-19 in Romania and New Zealand</i> <i>Ioana Raduca</i>	79
<i>Research Publications Productivity at Kyambogo University from 2003 to 2020</i> <i>Robert Stalone Buwule, Eliz Nassali State and Edward Muküibi</i>	80
<i>The Role of the American Academic Librarian in Online Courses</i> <i>Jennifer Elaine Steele</i>	81
<i>Scientometric analysis of 3D-printing in libraries, and implications for copyright</i> <i>Angela Repanovici Ane Landoy and Mihai Barsan</i>	81
<i>Serving beyond the Parliament walls: The outreach program of the Hellenic Parliament Library</i> <i>Maria Kamilaki</i>	82
<i>Sharing mental health peer information and peer support in online discussion groups</i> <i>Ari Haasio and Elisa Kannasto</i>	83
<i>Student Engagement and Information Literacy: A Case Study of Gamifying Information Literacy Campaign</i> <i>Marian Ramos-Eclevia, Mennie Ruth A. Viray and Donna Lyn G. Labangon</i>	84
<i>A Survey of Online Librarianship Roles Pre- and Post-Pandemic</i> <i>Karen N. Reed, Karen F. Kaufmann, Brittany Kester, Lindley Homol, and Camielle Crampsie</i>	85
<i>Towards a Mexican LGBT+ librarianship: actions from library associations and academic libraries</i> <i>Tomás Bocanegra Esqueda</i>	86
<i>Towards a model of HIV/AIDS information “disconnects”: an empirical study</i> <i>Robinah Kalemeera Namuleme</i>	86
<i>The Use of CCTV in Public Libraries: A Case Study of the Quezon City Public Library</i> <i>Stella Therese P. Aquino and Rhea Rowena U. Apolinario</i>	87

<i>The value of alliances among libraries and their cultural management: the case of the Maritime Libraries Network</i> <i>Stavroula Kouri</i>	88
<i>Virtual archives: on how to work with diverse authority control procedures</i> <i>Olívia Pestana</i>	89
<i>Virtual Monastic Libraries: lessons from the past projected into the future</i> <i>Olívia Pestana</i>	89
<i>Ziggurat: Poetic Representation of Research in Modern Academic Libraries, Religious Symbolism, and Ideology</i> <i>Stephen Bales</i>	90
<i>The role of libraries in people with disabilities: Integration or exclusion?</i> <i>Persefoni Ioannou</i>	90
<i>Digital cultural heritage in open access in the University Library "Svetozar Markovic"</i> <i>Aleksandar Jerkov, Vasilije Milnovic, Aleksandra Trtovac, Marija Bulatovic, Vera Petrovic, and Jelena Smailagic</i>	91
<i>Estimating Open Access expenditures to support contract negotiations with publishers: the case of Flemish Universities</i> <i>Lucy Amez</i>	92
<i>Special Libraries in Croatia: between Past and Future</i> <i>Breza Šalamon-Cindori</i>	93

## Conference Venue

### National Hellenic Research Foundation<sup>1</sup>

One of the largest research centers in Greece, was founded in 1958.

It is a non-profit Research Foundation supervised by the General Secretariat for Research and Innovation (GSRI) of the Ministry of Development and Investments in Greece.

#### *Institute of Historical Research*

The Institute of Historical Research (IHR/NHRF) conducts research on the political, economic, social, and cultural history of Greek and Roman Antiquity, Byzantium and Modern Hellenism, with the aim to promote valid and methodologically advanced knowledge through synthetic interdisciplinary approaches. The Institute's research activity is organized in three Sections:

- ✓ Section of Greek & Roman Antiquity
- ✓ Section of Byzantine Research
- ✓ Section of Neohellenic Research

#### Programs and Projects

The Institute's research Programs and Projects aim at documenting and studying the ancient, medieval and modern history of the Hellenic area, promoting, at the same time, the cooperation of all three Sections, in an effort to produce synthetic diachronic and interdisciplinary approaches. Their main objectives are:

- ✓ the study of Greek and Roman Antiquity, offering new insights through the systematic collection, processing and computerization of evidence provided by literary sources, inscriptions, coins and other archaeological finds, as well as through the systematic exploration of areas such as ancient ideology and art, technology and measures, economy and social mobility.
- ✓ the study of the history and culture of Byzantium and its relations with medieval Europe, the Balkans and the wider area of the eastern Mediterranean, using evidence from literary sources, both philological and archival, artifacts and archaeological findings.
- ✓ the study of the history of Modern Hellenism from the 15th to the 20th century, based on the critical approach of primary sources. Emphasis is given on the study of culture, institutions and ideology, literature, art and sciences (mainly in relation to the Humanities), Ottoman studies, the history of populations, historical geography, economic history, business history and modern political history.

#### *Institute of Chemical Biology*

The ICB (initially IBMCB) was established in March 2012 as a result of the merger of the Institute of Biological Research and Biotechnology (IBRB) and the Institute of Organic and Pharmaceutical Chemistry (IOPC) of the NHRF. The objective of ICB is to act as a focal point of Excellence, through an interdisciplinary approach in the area of Chemical Biology with the aim of providing solutions for state-of-the-art issues in the areas of health, drug research, and biotechnology.

In Greece, no other Institute currently employs an analogous integrated multidisciplinary approach to disease prevention and treatment, combining cutting edge

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<sup>1</sup> <http://www.eie.gr/index-en.html>

biological research (biological target identification, biological evaluation of bioactive agents) with synthetic and medicinal chemistry and molecular analysis (rational design and synthesis of bioactive compounds – potential drugs to combat major diseases and targeted delivery formulations).

The ICB aspires to play a key role, nationally and internationally, in research for drug discovery and biological target identification, as well as in research on high added-value fine chemicals, biotech products and processes, relying on the exploitation of the synergy between Chemistry and Biology, the expertise of its research staff and its significant state-of-the-art infrastructure.

In this capacity, ICB will promote national research priorities on 'Biomedicine and Health', 'Agrobiotechnology and Food', and 'Energy and Environment' as tools for national economic growth (see report McKinsey & Co. "Greece 10 years ahead").

The key objective of ICB is to capitalise on the strengths of the two pre-existing Institutes to promote research, education and innovation thus maximizing the added value resulting from the recent merger.

#### *Theoretical & physical chemistry institute*

##### Objectives

The Theoretical and Physical Chemistry Institute (TPCI) was founded in 1979 and is one of the three research institutes of the National Hellenic Research Foundation. Its main objectives are:

the development and advancement of scientific knowledge and technological innovation of advanced materials with functionality in selected fields at the forefront of synthetic and physical chemistry, theoretical and computational chemistry and materials science, and photonics,

the education and training of early-stage researchers (undergraduate and postgraduate students, PhD candidates) and experienced researchers (postdoctoral scientists), the promotion of developing know-how in selected areas of technological applications and the provision of research services through specialized laboratories and infrastructure to the private sector.

With a solid long-term scientific strategy and with significant expertise developed over the years, TPCI remains alert in redirecting its research towards emerging frontier topics, in strengthening its competitiveness via external funding and in seeking the industrial exploitation of its know-how.

The research groups of the Institute contribute substantially to the advancement of scientific knowledge and technological innovation. The collaboration of the Institute's research activities achieves proof-of-concept for selected and targeted applications, the development of prototype devices, and the scaling up and application of technologies developed to bridge the gap between laboratory research, the private sector and the society.

## Conference Program

<b>QQML2022</b> <b>14<sup>th</sup> Qualitative and Quantitative Methods in</b> <b>Libraries International Conference</b> <b>24-27 May 2022</b> <i>Hybrid and Virtual</i>	
<b>Tuesday, 24.5.2022</b>	
<b>TIME ZONE: East European Summer</b>	
<b>08:00- 09:00</b> <b>REGISTRATION</b>	
<b>National Hellenic Research Foundation (NHRF)</b> <b>"Leonidas Zervas" Amphitheatre</b>	
<b>09:00 – 09:30</b> <b>Opening Ceremony</b>	
<b>09:30-10:15</b> <b>Plenary Session (PS1)</b> <b>Chair: Anthi Katsirikou</b> <b>Speakers: Luiza Baptista Melo and Tatiana Sanches</b> <b>Title: Guidelines, recommendations and near future for university libraries</b>	
<b>Venue: "Leonidas Zervas"</b> <b>Amphitheatre</b> <b>10:15-11:30</b> <b>SCS1 Special and Contributed</b> <b>Sessions</b>	<b>Venue: Room 2</b> <b>10:15- -13:30</b>
<b>Innovative Tools for Innovative</b> <b>Services</b> <b>Chair: Liz Cooper</b>	<b>Workshop 1</b> <b>WS1</b>
<b>Jennifer McGillan, Jennifer Ford,</b> <b>Mona Vance-Ali, and Dallas Hanbury</b> The Lantern Project: Collaboration during Crisis (Virtual)	<b>Svetlana Kirichenko</b> <b>Jouni Henrik Juntumaa</b> <b>and Markku Antero Laitinen</b>  Library Performance Indices Scope and Rationale
<b>Rachel Besara and Brooks Travis</b> Evaluating Library Support Platforms for Adoption: A Case Study	
<b>Constantin Ciornei</b> Games and Gamification in Libraries: a Literature Review (Virtual)	



<b>Michal Lorenz</b> <b>Users' Cognitive</b> practices: analysis of cognitive work (Virtual)	
<b>11:30-12:00</b> <b>Coffee break</b>	
<b>Venue: "Leonidas Zervas" Amphitheatre</b>	
<b>12:00-13:15</b> <b>SCS2 Special and Contributed Sessions</b>	
<b>Innovative synergies and collaborations</b> <b>Chair: Antonis Mourikis</b>	
<b>Jennifer Wilhelm</b> A most welcoming pair - How academic/public library collaborations can be leveraged to decrease library anxiety	
<b>Magda Costa and Ana Novo</b> Learning with the School Library: multi-literacies and collaboration (Virtual)	
<b>Christos Skoutas</b> New technologies for libraries: How Covid-19 and remote access to online content highlighted the need for libraries to adopt federated authentication technologies	
<b>Miriam Charmigrace Q. Salcedo, Jessie Rose M. Bagunu and Rhea Rowena U. Apolinario</b> Connections Matter: Personal Learning Network amidst the Pandemic (Virtual)	
<b>13:15-14:30</b> <b>Lunch</b>	
<b>14:30-15:15</b> <b>Plenary Session (PS2)</b> <b>Chair: Markku Antero Laitinen</b> <b>Speaker: Liisa Savolainen</b> <b>Title: Do we know the future – how can we prepare for the future (Virtual)</b>	
<b>15:15-16:45</b> <b>SCS3 Special and Contributed Sessions</b>	
<b>Library and Information Science Assessment</b> <b>Chair: Liz Cooper</b>	
<b>Aleksandra Pikić Jugovi</b> Development of a system for the performance measurement of Croatian libraries	
<b>Petra Düren and Ane Landøy</b> Analysing and Comparing Strategies of Public and Academic Libraries regarding their Period, their Vision and Mission as well as Values and Strategic programs (Virtual)	
<b>Svetlana Kirichenko, Jouni Henrik Juntumaa and Markku Antero Laitinen</b> Library Performance Index (ILP): Multi-Factor Library Performance Evaluation	
<b>Karen N. Reed, Karen F. Kaufmann, Brittany Kester, Lindley Homol and Camielle Crampsie</b>	

A Survey of Online Librarianship Roles Pre- and Post-Pandemic	
<b>Marc Almond J. Valleza and Rhea Rowena U. Apolinario</b>	
An Assessment of the Effectiveness of Social Media as a Platform in Library Promotion of the UP School of Library and Information Studies (Virtual)	
<b>16:45-17:15</b>	
<b>Coffee Break</b>	
<b>SCS4 Special and Contributed Sessions</b>	
<b>17:15-18:15</b>	
<b>Information and Media literacy</b>	
<b>Chair: Jurgita Rudžionienė</b>	
<b>Yusuke Ishimura and Megan Fitzgibbons</b>	
Information literacy transformations: Using a web-based tool to facilitate and capture collaborative learning in a semester-long course (Virtual)	
<b>Alenka Kavčič Čolić and Milena Bon (Virtual) (Virtual)</b>	
Financial literacy courses for library end-users: experiences of FINLIT project	
<b>Marian Ramos-Eclevia, Mennie Ruth A. Viray and Donna Lyn G. Labangon</b>	
Student Engagement and Information Literacy: A Case Study of Gamifying Information Literacy Campaign	
<b>End of the 1st Day</b>	

**QQML2022**  
**14<sup>th</sup> Qualitative and Quantitative Methods in**  
**Libraries International Conference**  
**24-27 May 2022**  
*Hybrid and Virtual*

**Wednesday, 25.5.2022**

**TIME ZONE: East European Summer**

**08:30- 09:00 Registration**

**National Hellenic Research Foundation (NHRF)**  
**"Leonidas Zervas" amphitheatre**

**"Leonidas Zervas" Amphitheatre**  
**09:00-10:30**

**SCS5 Special and Contributed Sessions**

**Change Patterns: Academic Libraries**  
**Chair: Petruša Miholič**

**Room 2**  
**09:00- 13:15**

**Workshop 2**  
**WS2**

**Jennifer Elaine Steele**  
 The Role of the American Academic  
 Librarian in Online Courses (Virtual)

**Tatiana Sanches**  
 Digital fluency and ethical use of  
 information: the role of higher education  
 librarians

**Petruša Miholič**  
 Assessment of the Slovenian Public  
 University Library with Quantitate Indicators

**Federica Signoriello and Alpigiano  
 Carlotta**  
 Communicating the value of the research  
 library: the EUI Library strategy

**Stephen Bales**  
 Ziggurat -Poetic Representation of Research  
 in Modern Academic Libraries, Religious  
 Symbolism, and Ideology

**Liz Cooper**

What does a good day at work look  
 like? Finding joy, making the most  
 of the workday, and contributing to  
 a positive organizational culture

**"Leonidas Zervas" Amphitheatre**

**10:30-11:15**

	<p align="center"><b>Plenary Session (PS3)</b>  <b>Chair: Alpignano Carlotta</b>  <b>Speaker: Milena Dobрева</b>  <b>Title: Libraries today: from third places to data spaces</b></p>	
	<p align="center"><b>11:15- 11:45</b>  <b>Coffee Break</b></p>	
	<p align="center"><b>11:45-13:00</b>  <b>SCS6 Special and Contributed Sessions</b></p>	
	<p align="center"><b>Tracing the Digital Future of the Library and Information Science</b>  <b>Chair: Stephanie Beene</b>  <b>Jurgita Rudžionienė</b>  Digital Cultures: Competence, Inequalities and Communities</p>	
	<p align="center"><b>Luiza Baptista Melo and Tatiana Sanches</b>  Institutional repositories and increased usability in times of a pandemic: true image or mirage?</p>	
	<p align="center"><b>Amed Demirhan</b>  The digitalization process of Kurdish Heritage Institute in Slemani, Kurdistan  Federal Region – Iraq</p>	
	<p align="center"><b>Heather L. Coates, Rachel Hinrichs, M. Sara Lowe and Sean M. Stone</b>  Preliminary Results - Researching the Research to Transform Library and  Information Science Literature</p>	
	<p align="center"><b>13:00-13:45</b>  <b>Plenary Session (PS4)</b>  <b>Chair: Jurgita Rudžionienė</b>  <b>Speakers: Stephanie Beene and Katie Greer</b>  <b>Title: Librarians in an Information Disordered Society: Where are we now, and where are we going?</b></p>	
	<p align="center"><b>13:45- 14:45 Lunch</b></p>	
	<p align="center"><b>14:45-16:00</b>  <b>SCS7 Special and Contributed Sessions</b></p>	
	<p align="center"><b>Special Session</b>  <b>Communication and Access to Healthcare Information (Virtual)</b>  <b>Chair: Octavia-Luciana Madge</b>  <b>Ari Haasio &amp; Elisa Kannasto</b>  Sharing mental health peer information and peer support in online discussion groups</p>	
	<p align="center"><b>Octavia-Luciana Madge</b>  Health Information-Seeking Behaviour among Cancer Patients in Romania</p>	
	<p align="center"><b>Beatrice Claudia Cioba</b>  Healthcare communication and education campaigns theoretical fundamentals and implementation strategies</p>	
	<p align="center"><b>Ioana Alexandra Răduca</b></p>	

Public information in health crisis situations on Facebook. COVID-19 in Romania and New Zealand
<b>16:00- 16:30</b> <b>Coffee Break</b>
<b>16:30-17:45</b> <b>SCS8 Special and Contributed Sessions</b>
<b>Special Session</b> <b>Developing new and innovative collaborations: Four U.S. Academic Research Libraries (Virtual)</b> <b>Chair: Leo Lo</b>
<b>Leo Lo</b> Assessing Financial Burden of Textbooks on Students in New Mexico, USA - A Statewide Collaboration
<b>Erica England</b> Escaping the Mundane: Using Escape Rooms to Teach and Assess First-Year Students
<b>Nicole Buehler and Jason Coleman</b> Promoting student success through K-State Libraries Resource Link
<b>Melissa Mallon</b> Cross-Campus Collaborations to Support the Holistic Undergraduate Experience at Vanderbilt University
<b>Venue: Conference Foyer</b>
<b>17:45- 18:15</b> <b>Poster Session</b>
<b>Lucy Amez Estimating</b> Open Access expenditures to support contract negotiations with publishers: the case of Flemish Universities <b>Breza Šalamon-Cindori</b> Special Libraries in Croatia: between Past and Future <b>Aleksandar Jerkov, Vasilije Milnovic, Aleksandra Trtovac, Marija Bulatovic, Vera Petrovic, and Jelena Smailagic</b> Digital cultural heritage in open access in the University Library "Svetozar Markovic"
<b>End of the 2<sup>nd</sup> Day</b>

<b>QQML2022</b> <b>14<sup>th</sup> Qualitative and Quantitative Methods in Libraries International Conference</b> <b>24-27 May 2022</b> <i>Hybrid and Virtual</i>
<b>Thursday, 26.5.2021</b>
<b>TIME ZONE: East European Summer</b>
<b>08:30- 09:00</b> <b>Registration</b>
<b>Venue:</b> <b>National Hellenic Research Foundation (NHRF)</b> <b>Room: "Leonidas Zervas" Amphitheatre</b>
<b>09:00-10:30</b> <b>SCS9 Special and Contributed Sessions</b> <b>Library Services to Research and Education</b> <b>Chair: Markku Antero Laitinen</b>
<b>Qiang Jin</b> HathiTrust Digital Library: providing open access to users around the world (Virtual)
<b>Liz Cooper</b> Creating library services to support qualitative data researchers
<b>Annette Bochenek</b> Affectively Accessing our Past: The Use of Film and Primary Resource Research Methods in Undergraduate Teaching
<b>Simona Tabacaru, Thomas Halling, Susan Goodwin and Elizabeth German</b> Democratizing Collection Development Methods at a Large Research Library: Empowering Users in Resource Decisions
<b>Utetleyeva Zhazira</b> Information needs and sources in everyday life information seeking of international postgraduate students (Virtual)
<b>10:30-11:00</b> <b>Coffee Break</b>
<b>11:00-12:15</b> <b>SCS10 Special and Contributed Sessions</b> <b>New ICTs and their influence on everyday life of libraries</b> <b>Chair: Katie Greer</b>
<b>Olívia Pestana</b>

Virtual archives: on how to work with diverse authority control procedures (Virtual)
<b>Andreas Marquet and Annabel Walz</b>
Best of Both Worlds – Designated Communities as a model for planning combined access to library and archival resources
<b>Maha Kumaran, Cecile Farnum, Aditi Gupta, Lisa Levesque &amp; Darcia Roache</b>
From the margins: How marginalized students navigate the academy during the COVID-19 pandemic and academic library policy implications: Preliminary results from three Canadian universities
<b>Angela Repanovici, Ane Landoy and Mihai Barsan</b>
Scientometric analysis of 3D-printing in libraries, and implications for copyright (Virtual)
<b>12:15-13:00</b>
<b>Plenary Session (PS5)</b>
<b>Chair: Antonios Mourikis</b>
<b>Speaker: Giuseppe Vitiello</b>
<b>Title: Libraries: Agoratheques of the 21st century (Virtual)</b>
<b>13:00- 14:30</b>
<b>Lunch</b>
<b>14:00 Half day excursion</b>
<b>20:00 Dinner</b>
<b>End of the 3<sup>rd</sup> Day</b>

<b>QQML2022</b> <b>14th Qualitative and Quantitative Methods in Libraries International Conference</b> <b>24-27 May 2022</b> <i>Hybrid and Virtual</i>
<b>Friday, 27.5.2022</b>
<b>TIME ZONE: East European Summer</b>
<b>08:30- 09:00 Registration</b>
<b>Venue: National Hellenic Research Foundation (NHRF)</b> <b>Room: "Leonidas Zervas" Amphitheatre</b>
<b>09:00-10:30</b> <b>SCS11 Special and Contributed Sessions</b>
<b>Added value services to Users</b> <b>Chair: Maria Kamilaki</b>
<b>Maria Kamilaki</b> Serving beyond the Parliament walls: The outreach program of the Hellenic Parliament Library
<b>Margaret Phillips, Heather Howard, Zoe Mayhook and Annette Bochenek</b> Preparation for the Information Needs of the Future Workplace: Introducing Business Students to Industry Standards
<b>Tomás Bocanegra Esqueda</b> Towards a Mexican LGBT+ librarianship: actions from library associations and academic libraries (Virtual)
<b>Ladislava Zbiejczuk Suchá, Jitka Bartošová, Josef Kocurek, Jan Martinek, Alexandra Jakobová, Daniela Luňáčková, Matěj Málek and Vojtěch Vojtíšek</b> Digital social reading and web books: from instant to undistracted reading
<b>Rhea Rowena U. Apolinario</b> On the Outside Looking In: Librarians and Social Change (Virtual)
<b>10:30- 11:00</b> <b>Coffee Break</b>
<b>11:00-12:30</b> <b>SCS12 Special and Contributed Sessions</b>
<b>Postgraduate Theses</b> <b>Chair: Anthi Katsirikou</b>
<b>Stavroula Kouri</b>



The value of alliances among libraries and their cultural management: the case of the Maritime Libraries Network
<b>Poulcheria Pitia</b> Analysis and Evaluation of the Communicative Interaction of Academic Libraries Related to their Users, Focused on the Pandemic Period of Covid-19: The Case of the Library of the Aristotle University of Thessaloniki (Virtual)
<b>Nurfarawahidah Badruesham</b> Libraries as Community Hub for Citizen Science in Malaysia: Opportunities and Challenges
<b>Georgia Tzedaki and Eleni Maria Nisotaki</b> Library communication policy and ways to raise public awareness using new technologies. Case study: the academic library of Hellenic Mediterranean University H.M.U. (Virtual)
<b>Pussadee Nonthacumjane</b> Patterns of participation in social media by members of the Local Information Working Group of PULINET, Thailand (Virtual)
<b>12:30-13:15</b> <b>Plenary Session (PS6)</b> <b>Chair: Christos Skiadas</b> <b>Speaker: Gali Halevi</b> <b>Title: Research integrity: Understanding our shared responsibility for a sustainable scholarly ecosystem (Virtual)</b>
<b>13:15-14:30</b> <b>Lunch</b>
<b>SCS13 Special and Contributed Sessions</b> <b>14:30-15:30</b>
<b>Health Information Services</b> <b>Chair: Maria G.N. Musoke</b>
<b>Beatrice Claudia Cioba</b> Contemporary trends in the design and implementation of health information and education campaigns (Virtual)
<b>Tatyana V. Kaigorodova and Irina A. Kriukova</b> Assessing needs of the Russian specialists for WHO information through a questionnaire survey (Virtual)
<b>Helena Bouzková, Eva Lesenková, Adéla Jarolímková, and Filip Kříž</b> Librarians' Role in Health Literacy Support in the Czech Republic (Virtual)
<b>SCS14 Special and Contributed Sessions</b> <b>15:30-17:00</b>
<b>Future libraries: expanded boundaries</b> <b>Chair: Maria G.N. Musoke</b>
<b>Teresa Costa and Luísa Alvim</b> The implementation of the Sustainable Development Goals and its relation with Library Science: an analysis (Virtual)

<b>Olivia Pestana Virtual</b> Monastic Libraries: lessons from the past projected into the future (Virtual)
<b>Maria G.N. Musoke</b> The Educational Needs for Health Librarianship in Universities of East, Central and Southern Africa (ECSA) Region
<b>Maryna Rudakouskaja</b> Corporate interaction of Belarusian libraries on the use of electronic information resources
<b>Carrie P. Mastley</b> Not Just for History Majors: Using the Archives to Reach Literary Students (Virtual)
<b>17:00-17:30</b> <b>Coffea Break</b>
<b>SCS15 Special and Contributed Sessions</b> <b>17:30-18:30</b>
<b>Change Patterns: Public Libraries</b> <b>Chair: Anthi Katsirikou</b>
<b>Stella Therese P. Aquino and Rhea Rowena U. Apolinario</b> The Use of CCTV in Public Libraries: A Case Study of the Quezon City Public (Virtual)
<b>Vlasta Vodeb and Franc Zakrajšek</b> Agent-Based Geographical Modeling of Public Library Locations (Virtual)
<b>Matthew Kelly</b> Knowledge Representation in the Australian Public Library: Epistemic Factors Impacting Collection Management (Virtual)
<b>18:30-19:00</b> <b>Closing Ceremony</b>
<b>28.5.2022</b> <b>Full Day Excursion</b> <b>Delphi Archaeological Site</b>
<b>End of the Conference</b>

## *Social Events Schedule*

**26 May 2022**

### *Half-day excursion*

#### *Acropolis Museum guided tour*

Depart time: 14:30 pm

Depart place: Front of the Conference Venue (National Hellenic Research Foundation)

*Please be there ten minutes before the departure.*

Return, free.

The map of the museum <https://www.theacropolismuseum.gr/sites/default/files/2022-01/%CE%91cropolis%20Museum%20Map%20EN%20NEW.pdf>

**Please ensure that you have read the health protection measures of the Museum:**  
**<https://www.theacropolismuseum.gr/en/health-protection-measures-acropolis-museum>**

Address:

Dionysiou Areopagitou 15, 11742 Athens

t. 0030 210 900 09 00

[info@theacropolismuseum.gr](mailto:info@theacropolismuseum.gr)

#### **Free admission for:**

1. Children and young people up to the age of 25, from EU member-states, upon presentation of their ID card or passport for verification of their age and country of origin.
2. Children up to the age of 5, from non-European Union countries, upon presentation of their passport for verification of their age and country of origin.
3. Persons with disabilities and one escort (only in the case of 80% disability), irrespective of the country of origin, upon presentation of their ID card or passport and Disability Certificate issued by the Single Body of Social Insurance (decision of the Disability Certification Center-KEPA) for Greek citizens or similar certificates issued by a corresponding authorised foreign body.
4. Members of the International Council of Museums (ICOM) and International Council of Monuments and Sites (ICOMOS), upon presentation of their ID card or passport and their valid membership card.

The following categories of visitors are entitled to obtain a **three-year Free Entry Pass** -retaining the right of renewal- issued by the competent Services of the Hellenic Ministry of Culture and Sports

1. Graduates of Departments of History and Archaeology of Schools of Philosophy, as well as graduates from Schools of Architecture, Fine Arts, Conservation of Antiquities and Works of Art, including Technicians of Conservation of Antiquities and Works of Art from Greece or from equivalent Schools of EU member-states and the European Economic Area, as well as holders of Master's or PhD Degrees from those Schools and Departments.
2. Graduates of Museum Studies programmes and Schools and Departments of Cultural Management of Higher Education Institutions in Greece or equivalent Institutions of EU member-states and the European Economic Area, as well as holders of Master's or PhD Degrees in those studies.

The following categories of visitors are entitled to **50% reduced admission** in single tickets, during the period from 1st of April to 31st of October

1. Children and young people aged between 6 and 25 years, from non-European Union countries, upon presentation of their passport for verification of their age and country of origin.
2. Senior citizens over 65 from Greece or other EU member-states and the European Economic Area, upon presentation of their ID card or passport for verification of their age and country of origin.
3. Parents accompanying primary education schools visits from EU member-states and the European Economic Area.

#### **Important notification**

1. All applicable emergency measures to protect public health from the risk of further spread of COVID-19 coronavirus are implemented at the Museum.
2. From Friday 28th of May 2021 and now on, the visitors of the Site will not be able to visit Acropolis North Slope (Peripatos) due to work in progress. People with Special Needs will be allowed to use this path, in order to approach the specially designed elevator going up the Acropolis Hill with the aid of the guard staff.

#### **Access**

1. Metro Station "ACROPOLIS", then via Dionysiou Areopagitou str
2. Metro Station "ACROPOLIS" then through the archaeological site of South Slope, Dionysiou Areopagitou & Thrasyllou str.
3. Metro Station "MONASTIRAKI", then through the archaeological site of the Ancient Agora, or Plaka district.

**28 May 2022**

*Full day excursion  
Guided tour to  
Delphi Archaeological site  
and  
Byzantine Monastery of Hosios Loukas*

Depart time: 8:00 am

Depart place: Front of the Conference Venue (National Hellenic Research Foundation)

*Please be there fifteen minutes before the departure time.*

Return time: 20:00 pm

Return place: Front of the Conference Venue (National Hellenic Research Foundation)

**Please ensure that you have read the health protection measures.**

*The trip program.*

- ✓ Archaeological site and Museum of Delphi<sup>2</sup> which is an UNESCO World Heritage Centre,
- ✓ Town of Arachova,
- ✓ Lunch in a traditional restaurant around, and
- ✓ Byzantine Monastery of Hosios Loukas<sup>3</sup>, a Byzantine monastery famous for its spectacular gold mosaics of 11<sup>th</sup> century.

***Registration for social events***

You may express your interest by contacting the Conference Secretariat as soon as possible, due to the limited capacity at each event.

Please send an individual request unless there is a registered accompanying person with you.

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<sup>2</sup>[http://odysseus.culture.gr/h/3/eh355.jsp?obj\\_id=2507](http://odysseus.culture.gr/h/3/eh355.jsp?obj_id=2507), <https://whc.unesco.org/en/list/303><https://www.visitgreece.gr/experiences/culture/archaeological-sites-and-monuments/archaeological-site-of-delphi/>

<https://whc.unesco.org/en/list/393>

<sup>3</sup> <https://www.visitgreece.gr/experiences/religious-tourism/monasteries/monastery-of-osios-loukas/>

<https://onparnassos.gr/en/place/byzantine-monastery-of-hosios-loukas/>

<https://www.introducingathens.com/monastery-of-hosios-loukas>

## ***Transportation to Athens***

Greece is a member of the Schengen Agreement.

Athens is approached through by air.

For more information please visit the following webpage: [Athens International Airport](#)

### **Transfer Options from Athens Airport to Athens City Center<sup>4</sup>**

<i>Options</i>	<i>Daytime Price</i>	<i>Night Time Price</i>	<i>Duration</i>
<i>Taxi</i>	<i>38€</i>	<i>54€</i>	<i>40 Min</i>
<i>Metro/Train</i>	<i>10€</i>	<i>10€</i>	<i>40 Min</i>
<i>Bus</i>	<i>6€</i>	<i>6€</i>	<i>60 Min</i>

#### *Athens Airport to City Center by Taxi*

The yellow Athens airport taxis are queuing up at the official taxi rank, outside Exit 3 of the Arrivals Level..

#### *Athens Airport to City Center by Metro/Train*

In a 5-minute walking distance from the terminal, the airport train station building is located at the Departures Level and is connected to the main terminal via a passageway. Get your way to the train station following the signs “Train”, purchase a ticket from the station’s ticket offices paying 10€ for a one-way ticket (5€ for students and elders) and 18€ for a return ticket and get to Syntagma Square in about 40 minutes. Athens airport metro line 3 departs from the airport every 30 minutes from 06:30 am to 11:30 pm.

#### *Athens Airport to City Center by Bus*

The bus X95 will get you to Syntagma Square in downtown Athens in about 60 minutes, depending on the roads’ congestion. Tickets are available from the airport ticket offices or onboard and the bus stop is located at the Arrivals Level, between Exits 4 and 5.

#### *Car Rental from Athens Airport to City Center*

Check out the car rental companies available at Athens airport (you will find a plethora of options), compare their prices and services and hire the vehicle that best suits your needs and preferences. The journey from Athens airport to your destination in downtown Athens will take approximately 35-40 minutes depending on the traffic levels and the exact location of your final stop.

<sup>4</sup> <https://athens-international-airport.com/airport-transfer-to-city/>

## Local transportation

### Taxi and Radio Taxi in Athens

Applications:

- ✓ *Beat* finds your location and offers the options of paying in cash, by card, or using a Paypal account.
- ✓ Uber is also available in Athens with the UberTaxi product—you can call an Uber via your app and a yellow taxi will pick you up.
- ✓ Taxiplon is a combination of web and app-based service that also offers <https://www.taxiplon.gr/en/home-english>

Radio Taxis, 24 hours a day, 7 days a week, 365 days a year

- ✓ Athenian Taxi: <https://www.atheniantaxi.gr/>
  - Phone: +30 6934442478
  - Messenger: atheniantaxi
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### Athens Metro<sup>5</sup>

The Athens Metro is quite small, nevertheless it gets to most tourist attractions, is modern and works relatively well. Discover its lines, timetable, fares and a lot more.

Athens metro map

Curiously, line 1 was the first to be built. Opened in 1869, the line connected Athens and Piraeus port and was run by a steam train until 1904, when the state introduced electric trains. The other two lines were introduced in 2000.

<sup>5</sup> <https://www.introducingathens.com/metro>

### **Athens transport tickets and fares<sup>6</sup>**

Discover the various types of transport tickets and travel cards available in Athens and choose the best option for you.

The public transport system in Athens offers various kinds of electronic tickets, monthly and yearly travel cards that are easily rechargeable.

Different types of tickets. The following tickets are valid for the city's public buses, trolleybuses, metro, tram and commuter trains during a given time:

90-minute ticket: € 1.40

24-hour ticket: € 4.50

5-day ticket: € 9

3-day tourist ticket (includes return transport from the airport): € 22

Seniors over 65 years old, teenagers under 18 years old, university students under 25 years old can purchase reduced fare tickets. For example, the 90-minute ticket costs € 0.60.

Children aged less than 7 years old can travel for free on all the means of transport.

Airport ticket. Aside from the 3-day tourist ticket, the previously mentioned tickets do not include the trip to and from the airport. Check out our article on Athens International Airport for more information on the best ways to travel to and from the airport.

Where to purchase the tickets? The public transport tickets are available at any of the city's metro stations, tram stops, train stations, the newsagent's and the bus ticket stalls.

Warnings and tips. Don't forget to validate your transport ticket when you get on any means of transportation. The journey must always be less than 90-minutes long.

There are no turnstiles in the metro stations, so you must validate your ticket at the yellow vending machines before getting on the platform.

If you're caught without a ticket, you will be charged a fine that is worth 60 times the 90-minute single journey.

We suggest you buy several tickets at a time as to make the most of your holidays.

### **Public Transportation by Bus<sup>7</sup>**

Traveling by bus or trolleybus is a great alternative to taking the Athens Metro. The long-distance buses are especially interesting, since they connect Athens with most towns, like Cape Sounion.

Since central Athens is not very extensive, you most likely won't have to use the city's transport system if you stay in the center. Nevertheless, the capital's public buses and trolleybuses are a very comfortable means of transport, which will allow you to discover the city and the way of life in this busy city.

Athens has over 60 bus and trolleybus lines that run through the city center and surroundings.

Nighttime buses. There are no nighttime buses in Athens, but some bus routes run 24 hours a day, and others just run on the weekends. The most important lines link Syntagma Square with Piraeus harbor and Kifisia.

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<sup>6</sup> <https://www.introducingathens.com/tickets-and-fares>

<sup>7</sup> <https://www.introducingathens.com/bus>, <https://www.oasa.gr/en/ath-ena-card/>



Timetable and frequency. Most buses run between 5 am and midnight. The frequency depends on the line and time of day.

Fares. Check out all the up-to-date information on fares, tickets and travel cards available for the public transport system in Athens.

Long-distance buses. If you're planning to visit the environs of Athens, the city has numerous bus lines that travel long distances. These buses have their own bus stop (orange colored and marked "KTEL"). This means of transport is the most comfortable way to get to sights like Sounion cape. The KTEL buses have a different fare from the city buses. You can purchase your bus ticket directly from the bus driver.

## **Trams in Athens**

Modern, clean and eco-friendly, trams in Athens are a very comfortable means of transportation and the most popular lines run along the city's coastline: the Saronic Gulf.

Tram in Athens. Although most travelers won't even notice that Athens has a tram network, it is one of the most enjoyable conveyances in the capital, especially if you take the lines that run a long the coast, with a view of the Saronic Gulf.

Lines. The network has three lines with 48 stops:

- ✓ Line 3 (blue): Connects the Peace and Friendship Stadium and Voula.
- ✓ Line 4 (red): Runs between Syntagma Square and the Peace and Friendship Stadium.
- ✓ Line 3 (blue): Runs between Syntagma and Voula.

Timetable and frequency. Generally, trams run between 5:30 am and 1 am. On weekends the last trams depart from Syntagma Square at 2:15 am.

Fares. Check out our section on tickets and fares for up to date information on the various tickets available and prices.

## ***Practical Information***

### ***Emergency Telephone Numbers***

Police : **100**

Tourist Police : **171**

Fire Department : **199**

Medical Emergency : **112**

Ambulance service : **166**

The Greek Tourist Police can be reached around-the-clock by dialling “171”. This line provides all kind of information and instructions in Greek, English, French and German, thus helping tourists to deal directly with any arising problem.

In case you need any help, do not hesitate to contact the staff members of the Greek Tourist Police by dialling “171”.

### ***Currency***

Greece’s currency is Euro.

Banks’ hours:

Morning from 9.00 to 14.00

Currency conversions please visit <http://www.xe.com/>.

ATMs are located everywhere, but the first you can find is in the airport. Get served directly and easily.

Cash or credit cards make your moves easier and help you to arrange any outstanding issues even shortly before departure or after your arrival at the airport.

### ***Sightseeing***

- ✓ [The Official Athens Guide \(thisisathens.org\)](http://thisisathens.org/), <https://www.thisisathens.org/arts-entertainment/sightseeing>
- ✓ [https://www.tripadvisor.com/Attractions-g189400-Activities-Athens Attica.html](https://www.tripadvisor.com/Attractions-g189400-Activities-Athens_Attica.html)
- ✓ <https://www.citysightseeing.gr/en>
- ✓ <https://www.athenscitygreece.gr/things-to-do/sightseeing/>
- ✓ [https://www.visitgreece.gr/files/media\\_kit/top10/top\\_10\\_athens\\_en\\_teliko.jpg](https://www.visitgreece.gr/files/media_kit/top10/top_10_athens_en_teliko.jpg)
- ✓ [https://issuu.com/www.visitgreece.gr/docs/citybreak\\_2018?fr=sMjU4NTM0MjAzNTE](https://issuu.com/www.visitgreece.gr/docs/citybreak_2018?fr=sMjU4NTM0MjAzNTE)
- ✓ [https://issuu.com/www.visitgreece.gr/docs/athens\\_eng\\_visit?fr=sMDQ2YjM0MTIxNTY](https://issuu.com/www.visitgreece.gr/docs/athens_eng_visit?fr=sMDQ2YjM0MTIxNTY)



# ***BOOK OF ABSTRACTS***

## *Plenary Speeches*

### *Do we know the future – how can we prepare for the future*

**Liisa Savolainen**

Deputy Director, National Library of Finland

**Abstract.** Complexity is challenging traditional strategic tools and leadership. Scenario work and recognizing of megatrends are ways for organizations to face complex change and to find successful solutions for the future. Leadership cannot any longer rely on visions derived from top management. Instead, leadership should concentrate on building distributed intelligence and shared vision. Speaker addresses some practical ways how National Library of Finland has implemented strategy by building competence and adapting agile methods in organizational development.

**Keywords:** Leadership, Libraries, Complexity.

**Presenter bio:**

**Liisa Savolainen** is Deputy Director of the National Library of Finland. Her main responsibility is organization development. She has a career of over 30 years in different libraries, last 17 years at the National Library of Finland. She is Chair of IFLA National Libraries Standing Committee and Ex Officio Member of the IFLA Advisory Committee of Cultural Heritage. She is a board member of Bibliotheca Baltica.

### *Guidelines, recommendations and near future for university libraries*

**Luiza Baptista Melo<sup>1</sup> and Tatiana Sanchez<sup>2</sup>**

<sup>1</sup>Faculdade de Medicina Dentária, Universidade de Lisboa, Portugal / Universidade de Évora - Centro Interdisciplinar de História, Culturas e Sociedades, Portugal

<sup>2</sup>UIDEF, Instituto de Educação, Universidade de Lisboa, Portugal

**Abstract,** The idea of change in university libraries motivates academic librarians to reflect continuously on their role and performance. Higher Education Libraries seek to think about themselves, to analyse the context and communities in which they exist, and to develop collections, services and resources that contribute to the furtherance of the teaching and research missions of the institutions of which they part of. International trends, together with social influences and other factors arising from the integration of technology, changes in higher education, changes in the way science is researched, produced and presented, are clearly catalysts for the implementation of good practice in the field. On the one hand, the construction of Recommendations for higher education libraries seeks to bring stability and security through the creation of guidelines to be applied in practice. Furthermore, changes in higher education, in technologies and electronic resources, and in management practices, may be felt as destabilizing elements, increasing insecurity in the actions taken. The guidance document Recommendations for Higher Education Libraries in Portugal 2020-2022 is presented, which was created according to recommendations from several international

professional associations. It seeks to reflect on the dual condition of Higher Education libraries in their search for balance between stability and innovation, in a constant adaptation. It is concluded that preparation and planning based on guidelines act as stabilizers, while the winds of change allow the exploration of new paths and practices, thus reinforcing a serious context for action.

**Keywords:** university libraries; guidelines; recommendations.

**Presenters bio:**

**Luiza Baptista Melo** - Degree in Chemistry of the Faculty of Sciences of the University of Lisbon (1986); postgraduate studies in Documentary Sciences at the Faculty of Letters of the University of Porto (1991), master's degree in Archives, Libraries, and Information Sciences at the University of Évora (2005) and a Ph.D. in Information and Documentation Sciences at the University of Évora (2012). Since 1988, she has worked as a librarian at the University of Porto; Lusíada University of Porto; Portuguese Catholic University (North delegation).

She is a researcher in the areas of Statistics, Quality Assessment, Performance and Impact of Libraries, Open Access, Open Science, being the author of several articles and chapters in national and international publications. She was a trainer, course coordinator and participated in the executive board of the North Delegation of BAD - Portuguese Association of Archivist and Documentary Librarians. She received a scholarship for advanced studies from the Foundation for Science and Technology (FCT) (2008-2011). Since 2012, she is an integrated researcher at CIDEHUS.UE - Interdisciplinary Center for History, Cultures and Societies at the University of Évora.

Participated in scientific commissions of several international congresses.

She received the distinction, Praise Cooperation - non-teaching 2013/2014, awarded by the Students Association of the Faculty of Sciences of the University of Porto.

**Tatiana Sanches** - Head Librarian in Institute of Education, University of Lisbon

Invited Assistant Professor at Universidade Aberta, Lisbon

Investigator, UIDEF, Institute of Education, University of Lisbon

Investigator contributor, Higher Institute for Applied Psychology (ISPA)

Tatiana Sanches has a Pos-Doc in Information Science from the University of Coimbra, a Ph.D. in Education from the University of Lisbon, a Master's degree in Education and Reading, from the Faculty of Psychology and Educational Sciences, and a degree in Modern Languages and Literature (Portuguese Studies). She is also a post-graduate in Documentary Sciences and in Higher Education Pedagogy. She is a researcher in the Unit for Research and Development in Education and Training of the Institute of Education (University of Lisbon). She also collaborates with the APPsyCI - Applied Psychology Research Center Capabilities & Inclusion, at ISPA (Institute of Applied Psychology – University Institute). Currently, she is Head of the Documentation Division at the Faculty of Psychology and Institute of Education (University of Lisbon). She has been working in the field of public libraries since 1993 (initially in a professional-technical position and then as a librarian) and of university libraries since 2007.

## ***Librarians in an Information Disordered Society: Where are we now, and where are we going?***

***Stephanie Beene<sup>1</sup> and Katie Greer<sup>2</sup>***

<sup>1</sup>University of New Mexico, <sup>2</sup>Oakland University

**Abstract.** The information age has brought with it a wealth of opportunities, but also what scholar Matthew Hannah has termed “the information dark age,” with the rise of QAnon and other “super conspiracies.” With their article, “*A Call to Action for Librarians*” published in *The Journal of Academic Librarianship* just before the Washington, D.C. capitol insurrection, librarians Stephanie Beene and Katie Greer argued that the epistemological shift within librarianship in an information disordered society demands that we look to other disciplines to understand the information we encounter largely through digitally mediated environments, how we arrive at trust

formulations, why conspiracies exist and turn viral, and in turn, how librarians can begin to combat them through information literacy praxis. In this plenary talk, Beene and Greer will discuss their most recent research surveying librarians across the United States on their interactions with patrons exhibiting conspiracy ideation. As information experts, librarians have the potential to shape our information society and its citizenry, but questions remain—what should our role be, and how do we bring that about?

**Keywords:** information literacy, conspiracies, mis/disinformation, librarianship.

**Presenters bio:**

**Stephanie Beene** is an Assistant Professor and Art, Architecture, and Planning Librarian at the University of New Mexico in Albuquerque, New Mexico. In this capacity, she supports the teaching, learning, and research of students and faculty within the Art Department in the College of Fine Arts and the School of Architecture and Planning. Stephanie received an MSIS from the University of Texas at Austin, an MA in Art History from the University of California, Riverside, and a BA in Art and Art History from Colorado State University. Before coming to UNM, Stephanie worked at Lewis & Clark College. She has worked as an educator, librarian, and visual resources curator. Her research interests include visual and information literacy frameworks as they relate to trust, lifelong learning and the politics of identity.

**Katie Greer** is an Associate Professor and the Fine & Performing Arts Librarian at Oakland University in Rochester, Michigan. She works extensively with her liaison departments to promote student success and she teaches the library's online general education course, LIB 2500. Katie is currently pursuing a PhD in Educational Leadership at Oakland, and she holds a MLIS from Drexel University, a MA in Art History from the University of Notre Dame, and a BA in English from Aquinas College. Currently, Katie's research interests include how a pedagogy of care supports metaliteracy formation and the various information behaviors engendered by the Information Age (and the librarian's role therein).

### ***Libraries today: from third places to data spaces***

**Milena Dobрева**

Assoc. Prof., Sofia University St. Kliment Ohridski

**Abstract.** The constant advance of information and communication technologies brought recently a new agent for change on the doorsteps of libraries: data spaces. This talk will discuss what are the ambitions of introducing data spaces in other sectors and what would be the implications on libraries and the relationships with patrons. This will be complemented by a reflection on the changes in libraries during the COVID-19 pandemic which had a major influence on reshaping the role of libraries as third places.

The data space example will be used to explore how innovations arrive to libraries and what skills of librarians help to absorb technological innovations.

**Keywords:** Innovation, data spaces, heteromation.

### ***Research integrity: Understanding our shared responsibility for a sustainable scholarly ecosystem***

**Gali Halevi**

Director of the Institute for Scientific Information, Clarivate

**Abstract.** Without a trusted record of research, it's impossible to replicate results, use research outcomes effectively, or build upon prior ideas, and in today's era of "fake news" and public mistrust of science, maintaining the validity of the scholarly record

is more important than ever. All stakeholders across the research community— from individual authors, editors, and reviewers, to publishers, institutions and funders— have an important role to play to uphold research integrity. Learn about the different types of behavior that undermine research integrity across the system, where these practices typically occur in the research lifecycle, and what you can do to combat them.

**Keywords:** publishing, research integrity.

**Presenter bio:**

**Gali Halevi** is Director at the Institute for Scientific Information. Previously she was Associate Dean of Libraries & Information Sciences at the Icahn School of Medicine at Mount Sinai and the Mount Sinai Health System. She has a background in bibliometrics and has worked in academic publishing and as an information specialist for pharmaceutical and financial companies.

## ***Libraries: Agoratheques of the 21st century (Virtual)Lending e-books***

### ***Giuseppe Vitiello***

Director, EBLIDA - European Bureau of Library, Information and Documentation Associations  
Since 1992, the Community Hub of Libraries in Europe! Striving towards an equitable, democratic and sustainable society.  
National Library of the Netherlands

## **Special Sessions**

### ***Session title***

## **Developing new and innovative collaborations: Four U.S. Academic Research Libraries**

### **Organizer of the Session: Leo Lo**

The University of New Mexico, Albuquerque, NM, USA

### **Session Description:**

The papers in this themed session use the case studies approach to describe four very different types of collaborations at academic research libraries in the United States. From collaborating across the state of New Mexico to help students lower their textbook expenses, to incorporating escape rooms in library orientation, to using a library space to promote campus partners' service in Kansas; to Vanderbilt Libraries' role in pairing professional staff in experiential learning units across the university with undergraduate students in order to facilitate connections with campus resources, this session aims to share the best practices and lessons learned in these wide ranging collaborations.

### **Papers**

- 1. Leo Lo:** Assessing Financial Burden of Textbooks on Students in New Mexico, USA - A Statewide Collaboration
- 2. Erica England:** Escaping the Mundane: Using Escape Rooms to Teach and Assess First-Year Students
- 3. Nicole Bueler and Jason Coleman:** Promoting student success through K-State Libraries Resource Link
- 4. Melissa Mallon:** Cross-Campus Collaborations to Support the Holistic Undergraduate Experience at Vanderbilt University



**Presenters' bio:**

**Dr. Leo Lo** is Dean and Professor of the College of University Libraries and Learning Services (CULLS) at the University of New Mexico. He oversees over 120 full time faculty and staff and provides leadership for all University Libraries operations, Organization, Information, and Learning Sciences (OILS) programs, and the UNM Press. Lo holds a Doctor of Education (Ed.D) from the University of Pennsylvania, and M.S. in Library and Information Studies degree from Florida State University.

**Erica England** is the First-Year Experience Librarian at the Holland/Terrell Library at Washington State University, where she serves as the Undergraduate Services Instruction Coordinator and liaison to the composition program. Prior to joining WSU, she worked as a librarian at both the University of Alabama and the University of Central Florida. Previous to that, she worked in secondary schools, as both a school media specialist and a classroom teacher. Her research interests are centered around the first-year experience and the effect that information literacy instruction has on student success.

**Nicole Buehler** is a Library User Services Specialist at Kansas State University, where she serves as the Resource Link Coordinator. Her research interests include outreach, first-year experience, and supporting academic success through library partnerships with the campus community.

**Jason Coleman** is the Head of K-State Libraries' Library User Services Department, which is responsible for circulation, interlibrary loan, reserves, and front-line reference services. The department also manages the Resource Link at Hale Library. Previous positions have included Social Sciences Liaison Librarian and Undergraduate Services Librarian, and Reference Generalist. He co-founded the American Library Association's Best Emerging Technology Application Award and has chaired several committees within the Reference and User Services Association. His research interests include collegiality with regard to tenure, reference services, communication between librarians and non-library faculty, and research self-efficacy.

**Melissa Mallon**, MLIS, is Associate University Librarian for Teaching & Learning at Vanderbilt University. She has published, presented, and taught professional development courses in the areas of online learning, instructional design, and the impact of information and digital literacies on student learning. Her books include *Partners in Teaching & Learning: Coordinating a Successful Academic Library Instruction Program*; *The Pivotal Role of Academic Librarians in Digital Learning*; and the co-edited volumes, *The Grounded Instruction Librarian: Participating in the Scholarship of Teaching & Learning* and (forthcoming) *Exploring Inclusive & Equitable Pedagogies: Creating Space for All Learners*.

***Session title:***

**Communication and Access to Healthcare Information**

***Coordinator:*** Associate Professor Octavia-Luciana Madge

Affiliation: University of Bucharest

**Scope and Rationale**

Communication and access to reliable healthcare information are critical, no matter what situation we are in, whether we are hospitalized patients, people in special health situations, simple information seekers or people striving for a healthy lifestyle. Access to adequate healthcare information can result in improved health outcomes. This session will focus on health information seeking behaviour and its characteristics in various contexts, as well as communication of healthcare information whether it is information provided in education or prevention campaigns, or in circumstances of medical crisis. This session will present the findings of recent research as well as experiences in relation to communication and access to healthcare information.

## Papers:

1. **Ari Haasio & Elisa Kannasto: Sharing mental health peer information and peer support in online discussion groups**
2. **Octavia-Luciana Madge: Health Information-Seeking Behaviour among Cancer Patients in Romania**
3. **Beatrice Claudia Cioba: Healthcare communication and education campaigns - theoretical fundamentals and implementation strategies**
4. **Ioana Alexandra Răduca: Public information in health crisis situations on Facebook. COVID-19 in Romania and New Zealand**

## Presenters' bio

**Claudia Beatrice Cioba** is a journalist specialised in the medical field, working as a TV producer at the Romanian National Television. She is also doing research for her PhD in the area of communication - medical journalism, on the topic "The evaluation of the impact of messages from the audiovisual press, on the public, in cardiovascular disease prevention campaigns".

**Dr. Ari Haasio** is a Principal Lecturer at the Seinäjoki University of Applied Sciences, Finland. His research areas include hikikomori phenomenon, hate speech, information behaviour and criminal activities on the dark web. He currently teaches information retrieval and information seeking in everyday life situations.

**Dr. Elisa Kannasto** is a Senior Lecturer of Communications and Finnish Language in the Seinäjoki University of Applied Sciences. She has a PhD in communications from the University of Vaasa, Finland. Her research focuses on personal brands in political campaigns on social media. Her other research interests are personalization of politics on hybrid media, social media, and digital research methods. She is also involved in a research community Rajapinta, connecting social sciences and computational science.

**Dr. Octavia-Luciana Madge** is an Associate Professor of Information and Communication Sciences at the University of Bucharest, Romania. She teaches courses in knowledge management, information users, information science, and information behaviour. Her current research interests include communication in healthcare and health information behaviour.

**Ioana Răduca** has a degree in Journalism and is Master of Philosophy in Cognitive Science. She has 20 years of experience in communication field. For more than 18 years she worked in the Newsroom as a reporter specialised in political and health issues, editor, anchor, editor in chief and she coordinated internationally awarded journalistic campaigns. She also worked as a communication expert in the medical field. She is currently doing research for her PhD in the area of communication in health crisis situations.

## Workshops

### *Workshop title*

#### *Library Performance Indices Scope and Rationale*

*Svetlana Kirichenko<sup>1</sup>, Jouni Henrik Juntumaa<sup>2</sup>, and Markku Antero Laitinen<sup>3</sup>*

<sup>1</sup>University of Helsinki, <sup>2</sup>City of Helsinki, Culture and Leisure Sector, <sup>3</sup>National Library of Finland

**Abstract.** In this workshop, the attendants discuss and rate the activities around four main dimensions of the library: Core processes, Input (resourcing), Use of services and User experience. As a result, the relative weight values of the focal processes comprising the composite index of library performance (ILP) will be defined.

#### **Target group**

Directors and developers of libraries of all types.

For the evaluation of library activities and development of operations, reliable and diverse information is required to support management and decision-making.

Since reporting or evaluating the activities contains a lot of information, it becomes a challenge how it can be presented concisely e.g., to the representatives of the library's stakeholders. Time and space are limited, and in the budget and outcome negotiations, there may not be time to introduce several indicators and the use of individual indicators may provide incomplete information — a single sub-indicator often tells only about a specific part that is related to a larger entity.

One solution is to compile a sum index consisting of several sub indicators, i.e., a composite index; instead of separately presenting several indicators belonging to the same group, one can count them together and form a holistic picture of the issue being monitored.

<b>Duration</b>	<b>Topic / Activity</b>
30 min.	Welcome and introduction
40 min.	Small groups I: Ordering (ranking) the variables
15 min.	Pause
30 min.	Summarizing conversation
20 min.	Small groups II: Scoring the variables
15 min.	Closing discussion and ending the workshop

## ***Workshop Title***

***What does a good day at work look like? Finding joy, making the most of the workday, and contributing to a positive organizational culture***

***Liz Cooper***

Associate Professor & Social Sciences Librarian, University of New Mexico, Albuquerque, NM, USA

**Abstract.** We spend a great deal of our waking lives at work. How can we find joy at work and contribute to building a positive organizational culture in our libraries? Join us for an interactive workshop learning from each other as we think wildly and radically about questions such as:

- What would a good day at work look like?
- What do I value in my current work environment? What do I value that is missing in my current work environment?
- What makes a work day fun? Engaging?
- What activities could I engage in to build community and a positive environment at work?

Participants will leave with greater awareness of what brings joy to them at work and create a plan to build on this when they return to their organizations.

**Keywords:** Positive organizational culture, joy at work, workplace culture, values.

### **Target audience:**

Librarians from all types of institutions who are curious and would like to think about how they can make their time at work more joyful.

### **Scope, Rationale, Outcomes:**

Libraries are a special work environment and most of us are fortunate to spend our days working in organizations that value knowledge, learning and community. How we interact with our organizations and create spaces for ourselves within them can make a difference for both our own happiness as well as the success of our organizations. Research has demonstrated that more joyful individuals create better experiences for their customers, colleagues and organizations (given the proper support!). What are things we can do to build our own joy, change our own perspectives, and perhaps bring change to our organizations?

**During this workshop,** participants will be introduced to literature, research and concepts related to joy at work and its benefits; engage in reflection and discussion activities with conference participants to become more self-aware about their values and what does and could bring them joy at work; and leave with a plan to develop their joy at work.

**Special equipment:** No special equipment is needed.

**Session time:** 2 hours

## Papers

### *Affectively Accessing our Past: The Use of Film and Primary Resource Research Methods in Undergraduate Teaching*

*Annette Bochenek*

Purdue University, Assistant Professor and Business Information Specialist

**Abstract.** The COVID-19 pandemic has brought about a variety of creative approaches to further engage learners in hybrid, HyFlex, and in-person settings. The use of primary sources as research tools has been further complicated with limitations placed upon visits to archives, libraries, and historical societies. While primary sources can be consulted through digital or digitized iterations of an original physical artifact, affect, information-seeking behavior, and the opportunity to engage in numinous experiences with archival objects is impacted. In my prior qualitative and quantitative research, I have found that working with physical items offers more opportunities for the numinous experience and a broader range of emotional reactions while conducting research, while digital alternatives produce opportunities for the numinous experience to a lesser extent and a smaller range of emotional reactions. Moreover, some researchers prefer to encounter a numinous experience while conducting research.

This session connects with the themes of measuring reading and literacy in future libraries through transformative and innovative means, with specific focus upon digital and media literacy. It discusses the use of different primary source formats and the push to increased accessibility, all through the lens of the restrictions placed upon archives during the pandemic.

This session is unique as it explores the use of primary sources as a means of enhancing affective responses to information-seeking behavior and the research process. The use of a film collection to bring published studies to life offers an innovative way of conducting research through a process that opens the door to a higher frequency and broad range of emotional responses. In particular, libraries and archives with film collections will find this session valuable.

This session focuses upon the inclusion of digitized archival films as a teaching tool for undergraduate students. Attendees will learn about connecting course material to archival intelligence theory; the impact of affect and information-seeking behavior upon research; potential assignment ideas in relation to the use of film; and how to produce a relevant lineup of films that would interest a broad array of students.

## ***Agent-Based Geographical Modeling of Public Library Locations***

***Vlasta Vodeb<sup>1</sup> and Franc Zakrajšek<sup>1</sup>***

<sup>1</sup>Senior researchers - Urban Planning Institute of the Republic of Slovenia, Ljubljana, Slovenia

**Abstract.** The contribution presents the development of agent-based geographical modeling for analyzing the behavior of potential public library users. Agent-based geographical modeling (ABGM) is a method for simulating complex urban environments using heuristic and approximated algorithms.

Public libraries are challenged to introduce non-traditional public library services where library location and behavior of potential users play an important role. The changes in library services, particularly due to digitization and the internet, demand adaptation and reorganization of the library network. Public libraries need to understand their potential users in more detail and attract more users with relevant collections and programs, also they need to justify the need for physical library services.

Ministry of Culture of the Republic of Slovenia with the National and University Library of Slovenia started a review of Slovenian library standards. The authors developed a simple ABGM called Library Agents Space (LAS) when cooperating in this process. In the LAS model, agents act in geographical space. There are two types of agents: library agents represent distinct individual public libraries and potential user agents represent the current population's micro spatial geographical distribution accompanied by sociodemographic data (age structure, income profile, education level). The main objectives of LAS were to estimate the number of potential users of each existing public library and identify areas underserved with public libraries according to existing Slovenian standards.

Research showed that ABGM agents can be defined in a way to provide an in-depth understanding of the potential library user behavior. Furthermore, the ABGM results can be used as a tool for locating new branches and mobile libraries to maximize the accessibility of residents. It is also important that the ABGM approach is flexible, easily expandable, and upgradable to make more complex decisions and add more complex agent behaviors.

The results of the research suggest that agent-based geographical modeling of public library locations is feasible, comprehensible, understandable, cost-effective, and versatile for library research and administration. The LAS model is simple, although solid and expandable beyond the testing environment of Slovenia, and usable for other library networks. Looking ahead, ABGMs have the potential to shed new light on library location problems, deepen the understanding of real-world interactions, and, in this way, support the development of complex library field decision support systems.

### ***Presenters bio:***

**Franc J. Zakrajšek** is a senior researcher in the Urban Planning Institute of the Republic of Slovenia. He holds a BSc in mathematics; his research focuses on developing urban simulation systems, spatial demography, and digital libraries. He developed and implemented many geosimulation models, geographical information systems, cultural heritage portals, e-urban planning, and public participation tools at local, national, and international levels. His research has been published in numerous reports and publications as are *Communications in Computer and Information Science*, *IEEE Xplore*, *Lecture Notes in Computer Science* and *Uncommon Culture*, *Library & Information Science Research*.

**Vlasta Vodeb** is a researcher in the Urban Planning Institute of the Republic of Slovenia. She received her PhD in sociology from the University of Ljubljana. Her research includes social aspects of urban planning, especially accessibility, demography, and gender mainstreaming. She is the author of several publications on accessibility and cultural heritage, also published in the *Journal of Library Administration* and *Lecture Notes in Computer Science*, *Library & Information Science Research*.

## ***Analysing and Comparing Strategies of Public and Academic Libraries regarding their Period, their Vision and Mission as well as Values and Strategic programs***

***Petra Düren<sup>1</sup> and Ane Landøy<sup>2</sup>***

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<sup>2</sup>Diku – Norwegian Agency for International Cooperation and Quality Enhancement in Higher Education, Bergen, Norway

**Abstract.** Strategic planning in academic and public libraries is vital and gaining importance in libraries all over the world. In this research project – using the qualitative method of documentary research based on “convenience sampling” – 33 strategies from libraries from eleven countries are analysed regarding their time period, vision and mission, as well as values of the libraries, and their strategic programs. This research analyses only 33 libraries from eleven different countries, as not every library has published its strategy and a lot of libraries do not have a strategy at all. As such the results of this research are limited and cannot be transferred to all libraries, however interesting results could still be found. Of the analysed libraries one-third have not formulated a vision, about two-thirds did not write down their mission and more than half of them did not express their values. All libraries have developed strategic ideas and programs to develop their library, their staff as well as their services. Another interesting aspect is that not all aspects of the libraries’ values have been considered and are included in the libraries’ strategic programs.

There are good and complete library strategies published, but more can be done in developing and implementing strategies in libraries – probably worldwide. This documentary research is helpful, as not only can be seen where libraries are heading in the future, but it can also help library leaders of libraries without a current strategy to gain ideas and transfer those to their own libraries.

**Keywords:** Academic library, documentary research, mission, public library, strategy, strategic planning, values, vision.

## ***Analysis and Evaluation of the Communicative Interaction of Academic Libraries Related to their Users, Focused on the Pandemic Period of Covid-19: The Case of the Library of the Aristotle University of Thessaloniki.***

***Poulcheria Pitia***

**Librarian, Aristotle University of Thessaloniki, Greece**

**Abstract:** The research explores the two-way communication at the Library of Aristotle University of Thessaloniki (AUTH Library) during the pandemic. It is an

attempt to evaluate the AUTH Library's communication approach through the study of the pandemic related publications on the library's webpage and social media posts on Facebook and Instagram. In addition, there is a cross comparison of related actions by the Bodleian Libraries at the University of Oxford in England. This comparison was a valuable source of new communication tactics and marketing methods for the AUTH Library and its effort to attract its users.

Furthermore, the research explores the effectiveness of the AUTH Library's communication response during the pandemic via the examination of the user's response on Library posts on the mentioned social media and via an examination of the AUTH academic community's (students, faculty, administrative staff) utilization of Library services.

The results of the study show that over a third of the academic community's participants to the study did not take advantage of the library's services due to their unawareness of the continuation of services during the pandemic and due to the imposed difficulties in transportation. However, from the participants who responded positively to the use of its services, the service "Access to the electronic sources" was one of the most popular. Finally, a list of improvements for the AUTH Library's communication approach in the post Covid-19 era is recommended.

**Keywords:** Academic library, Pandemic Covid-19, Communication, Aristotle University of Thessaloniki, Bodleian Libraries

## ***Assessing Financial Burden of Textbooks on Students in New Mexico, USA - A Statewide Collaboration***

***Leo Lo***

Dean and Professor of the College of University Libraries and Learning Services (CULLS) at the University of New Mexico.

**Abstract.** Average out-of-state tuition at public U.S. universities have risen 171% in the past 20 years, and in-state tuition has grown even more, increasing by 211%. The financial burden on U.S. university students has never been higher, with the federal student loans now at a startling \$1.73 trillion. In addition to tuition, average textbook expenses are about \$1,240 per academic year. In order to lessen the college costs for students, many U.S. academic libraries are taking the lead on promoting the development and adoption of open and affordable education resources. For the state of New Mexico, a number of university library deans and directors are partnering to use data to advocate for institutional, governmental, and private sector support in the promotion of open and affordable education resources. This paper describes the forming of the partnership; the development of the assessment and data collection; and the initial implementation of the initiative.



## ***Assessing needs of the Russian specialists for WHO information through a questionnaire survey***

***Tatyana V. Kaigorodova and Irina A. Kriukova***

World Health Organization Documentation Centre based at the Federal Research Institute for Health Organization and Informatics of the Ministry of Health of the Russian Federation

**Abstract.** Availability of reliable information makes it possible to compare health indicators and health systems across countries as well as identify priorities for developing national healthcare and make forecasts depending on various interventions. World Health Organization (WHO) is the leading international organization in medicine and healthcare worldwide. WHO documents and publications cover the entire spectrum of health-related issues from policy papers and health development analyses to practical guidelines for doctors and nurses. WHO information is a valuable resource for both decision makers and medical staff. Moreover, WHO provides high quality documents free of charge. However, a number of studies conducted both in Russia and abroad shows that information users are poorly informed about the full range of available WHO resources and ways to obtain WHO information.

The purpose of the study is to conduct a questionnaire survey to analyze types of WHO information used by different groups of the Russian medical specialists, ways of obtaining such information and types of WHO information the specialists need the most.

### **Objectives**

To develop a questionnaire to analyze needs of the Russian specialists for WHO materials; to identify pilot's areas for the survey; to conduct the survey at the pilot's areas identified and on-line and to analyze results.

**Results.** The survey was conducted in March-September, 2021 on-line on the basis of the Documentation center's e-mail list and at off-line conferences and workshops in Russia. A total of 703 specialists took part in the survey included 98 health managers; 167 faculty members of medical universities; 159 researchers and 254 doctors. The majority of the respondents (699 or 99.4%) use WHO materials in their work (703=100%) with 308 (43.8%) using WHO materials on a regular basis, 301 (42.8%) – from time to time, 90 (12.8%) – seldom, while five respondents (0.7%) have never used any of WHO materials.

57.1% of health managers reported problems obtaining WHO information (less compared to the survey in general), while 25.5% reported no difficulties at all (a little higher than in the general group). Researchers turned out to have the least difficulties obtaining WHO information (50,1% had problems obtaining WHO information and 34.5% had no difficulties at all). Obtaining WHO information for faculty members turned out to be the most difficult. 72.5% of them reported problems obtaining WHO information while only 16.2% reported no difficulties at all.

**The survey results** have identified future areas for improving dissemination of WHO materials: higher focus on providing faculty members with WHO information because they are key in developing workforce in health; more active dissemination of WHO information among health managers, because this is a very important group of information users, responsible for decision-making and health care policy, yet, according to the survey results this group experience certain difficulties obtaining WHO information.

## ***An Assessment of the Effectiveness of Social Media as a Platform in Library Promotion of the UP School of Library and Information Studies***

***Marc Almond J. Valleza<sup>1</sup> and Rhea Rowena U. Apolinario<sup>2</sup>***

<sup>1,2</sup> University of the Philippines, Diliman, Quezon City, Philippines

### **Abstract**

#### **Background**

The UP School of Library and Information Studies Library, one of the unit libraries of the University of the Philippines Diliman, maintains various social media accounts. It is of great interest to assess the effectiveness of their social media efforts considering the shifts in online learning. Perspectives of the library users and the staff in charge of the social media accounts shall be obtained to gain a clearer understanding.

#### **Objectives**

The study seeks to assess how the UP SLIS Library utilizes social media in its marketing and promotion. It will also determine the reception of SLIS students towards the library's social media efforts.

#### **Methods**

A key-informant interview was conducted with the librarians in charge of the management of the library's social media accounts. On the other hand, a focus group discussion was held with students from different year levels. The set of interview questions for the library staff mainly revolved around the library's goals, intentions, and assessment in regards to how the library uses social media in its promotion efforts. For the students, the Social Media Engagement Theory was used as a guide to formulate questions related to engagement, experience, and usage of the students.

#### **Results**

The study has found that although the library has mentioned how their social media has improved, the instances stated were quite minimal, and more adjustments can be done. Most of the responses of the students seem to be relatively pessimistic due to factors, such as, the lack of familiarity with the library's social media accounts, lack of interest, or their general experience with social media in the remote learning setup.

**Contributions:** This study has provided insights on how the UP SLIS library may improve its social media efforts and online motives especially in this period where the COVID-19 pandemic has made schools shift into remote and online learning environments. Since the library has expressed its intention in improving its operations, this study can be used as a bench-mark. Areas of improvement can also be determined based on the feedback of the users.

**Keywords:** UP SLIS Library, social media, social media marketing, library promotion.

## ***Assessment of the Slovenian Public University Library with Quantitative Indicators***

***Petruša Miholič***

University of Primorska, Slovenia

**Abstract.** Since its establishment in 2003, the University of Primorska (UP) has systematically promoted continuous improvement, innovation, creativity and the transfer of good practices in its activities. This is also evidenced by the highest recognition of the Republic of Slovenia for business excellence for organizations in the public sector, which UP received in 2012. The recognition was crucial for the further development of quality and UP excellence and the establishment of a unified and comprehensive quality system. The received recognition coincided with the adoption of Professional standards and recommendations for the organization, operation and evaluation of academic libraries (for the period 2012-2020) (Professional Standards) and the establishment of a university library at the University of Primorska. With the establishment of University Library (UP UK) and its operation, the library activity is organized according to the model of the so-called Anglo-Saxon University Library, which is gaining acceptance also within the European universities, as it allows for the most rational and efficient operation (resources, staff, premises, information resources). The operation of the library activity of UP in several locations is reflected, above all, in the distribution of the library material in terms of content, which must necessarily be adapted both to the pedagogical work and to the scientific research content of each UP member. It is important and necessary to point out that library information support in both pedagogical and scientific research is the same for all faculties at UP.

The first UP Rules of Procedure, which set out the organization, responsibilities and quality management system at UP, were adopted in June 2015 and was updated in June 2019 to reflect changes in the environment. The purpose of the Rules of Procedure is to define the procedures, responsibilities and operation, as well as measures to monitor and continuously improve the quality of UP operations.

The adopted Rules of Procedure and Professional Standards were the basis for the first evaluation of UP libraries for 2014 and 2015 and the (Self) evaluation report of UP UK for 2014 and 2015, which was based on Professional Standards.

In May 2021, new professional standards and recommendations for academic libraries for the period 2021-2030 were issued, based on an analysis of the state of academic libraries in Slovenia. For this purpose, we presented the state of library activity at the University of Primorska (2014/2015 and 2019/2020). The analysis included 9 quantitative indicators from 4 areas (sources and accessibility; use; efficiency; potentials and development).

The UP UK (self) evaluation report is a document that forms the basis for demonstrating the quality of library services and is the basis for setting UP UK's short-term annual goals in its annual work program. Libraries need to constantly demonstrate to both their users and funders the performance, quality of services and justified use of budgetary resources. With the help of the prepared document, it will be easier to provide evidence of the positive impact and benefits that their operation brings to users and the wider community.

**Keywords:** data analysis, self-evaluation process, library key performance indicators, university library.

## ***Best of Both Worlds – Designated Communities as a model for planning combined access to library and archival resources***

**Andreas Marquet<sup>1</sup> and Annabel Walz<sup>1</sup>**

<sup>1</sup>Friedrich Ebert Stiftung, Archive of Social Democracy

**Abstract.** Since 2018 the Archive of Social Democracy (AdsD) of the Friedrich-Ebert-Stiftung comprises both a scientific library and an archive, two formerly separate entities. By transcending the traditional division between library and archive the AdsD has the chance to take advantage of synergies when dealing with common challenges. Embedded in the overarching process of digital transformation the management of the AdsD is facing the task of identifying and realizing the shared potentials while maintaining differing approaches where useful.

At the moment the AdsD is in the process of planning a digital reading room. The proposed contribution will use this process as an exemplary illustration of the task outlined above. The question of how to make digital material accessible to users is a shared challenge for libraries and archives. Not everything digital can be treated the same way—and the need for differentiation can, but does not necessarily correspond to the division between archive or library. It can also be based e.g. on the file format of an object, legal matters or user needs. Those user needs serve as a guideline in deciding how to set up the new possibilities of access.

As a prerequisite for the next steps the various types of objects that the AdsD is planning on making available digitally will be presented, categorized by the different needs and opportunities they pose. These objects comprise both digitized materials, ranging from newspapers, books and records to audio and video tapes, and born digitals like archived websites and social media accounts, electronic records, films or research data. Each type comes with their own characteristics as to offered metadata, legal implications and options of presentation.

In the next step different user needs will be assessed—and since the concept of the digital reading room(s) should be sustainable in the future the concept of the Designated Communities as introduced in the OAI model will be applied. The Designated Communities for the distinct object types and their user needs as of now and as projected into the future are presented. Those needs range from simply wanting to read a book or consult a file to setting up a corpus to be analysed with digital methods or looking for research data for reuse.

In the last step the planned approach of how to address the varying user needs and different challenges posed by the materials by combining several forms of access is presented. When discussing these possibilities of access options of interactive user integration will also be explored.

## ***Communicating the value of the research library: the EUI Library strategy***

***Federica Signoriello and Alpigiano Carlotta<sup>1</sup>***

<sup>1</sup>European University Institute (Library)

**Abstract.** Statistics are collected by all libraries to monitor and evaluate collections and services against performance indicators, to make informed decisions and to report to funding bodies. This kind of information, however, is rarely shared with other stakeholders, namely library users, potential library users and other interested parties. Academic and research libraries only communicate their data to them sporadically and haphazardly.

Facing the need of communicating the library's value to a wide variety of stakeholders, the European University Institute (EUI) is polishing and fine-tuning its outreach plans and elaborating a strategy of communication that involves various online media, from traditional channels to social media. This presentation will describe different initiatives aimed at faculty and researchers' engagement and the criteria and indicators adopted for the publication of the EUI Library Statistical Yearbook.

First, we provide some context by describing the library outreach strategy that has been developed during the course of the last six years in a peculiar and challenging context such as that of the EUI. This is a relatively small and physically spread-out institute populated mainly by international research students and faculty in the social sciences. Secondly, we illustrate how the EUI Library Statistical Yearbook plays a role in this strategy. This project started in 2019 and it involves the collaboration of four members of library staff, each with specific tasks. The information is gathered, selected, elaborated, graphically transformed and formatted, commented upon and paginated. Finally, the Yearbook is uploaded online and disseminated.

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**Keywords:** research library, library outreach, library statistics, performance indicators, library marketing.

***Connections Matter: Personal Learning Network amidst the Pandemic***  
***Miriam Charmigrace Q. Salcedo<sup>1</sup>, Jessie Rose M. Bagunu<sup>2</sup>, and Rhea Rowena U. Apolinario<sup>3</sup>***

<sup>1,2,3</sup> University of the Philippines, Diliman, Quezon City, Philippines

**Abstract.** LIS education has shifted and continued to transform as a growing organism, especially with the emergence of Web 2.0. In March 2020, the COVID-19 Pandemic shifted face-to-face classes to online. Most of the colleges of the University of the Philippines Diliman adopted a remote learning education. One of these colleges is the School of Library and Information Studies (UP SLIS), a center of excellence for library education in the Philippines. The faculty members of the UP SLIS were driven by their changing roles to quickly adapt to remote teaching. As LIS educators, they have utilized Web 2.0 for their classes while they sought online collaboration for their own professional development. The UP SLIS faculty, to some extent, developed a Personal Learning Network (PLN) during the pandemic.

This study analyzed the UP SLIS Faculty members and their trends as connected educators. Specifically, the tools used, how they managed them, and their motivations to build their Personal Learning Network (PLN). Using a survey questionnaire, the researchers collected and analyzed the data gathered.

The results of the study found an increased trend of utilization of social media tools, participation, and collaboration in the national and international field of LIS, which not only benefits the development of the academic but also professional life of the UP SLIS Faculty members as part of their PLN during the pandemic.

**Keywords:** Personal Learning Network (PLN), Library and Information Science Education, LIS Teachers.

***Contemporary trends in the design and implementation of health information and education campaigns***

***Beatrice Claudia Cioba***

The University of Bucharest, Doctoral School of Communication Sciences

**Abstract.** Health information and education campaigns represent essential components of intervention strategies intending to address and solve various public health problems. Therefore, a constant preoccupation of both practitioners and researchers in the field was to determine the most effective ways to optimize campaigns' design and implementation. The results of these efforts materialized in adapting theoretical models from various connected fields: behavioral sciences, communication theory, and marketing. In the last decade, most health education campaigns implemented in Romania demonstrated multiple structural elements following contemporary design and implementation trends. Yet, there is not an organic integration of those new concepts and orientations at the strategic level and, in most campaigns, the emphasis is on the transmission of information while the formative is left in the background.

**Keywords:** information campaign, education for health, strategy development.

## ***Corporate interaction of Belarusian libraries on the use of electronic information resources***

***Maryna Rudakouskaja***

Head of Corporate Interaction Department, National Library of Belarus

**Abstract.** A Paper on how the corporate interaction of libraries in Belarus is organized in one of the most relevant areas of modern library activity - providing users with access to electronic information resources. This activity is carried out jointly by all libraries of the country within the framework of the national library consortium. The consortium includes all types of libraries: scientific, university and public. The function of the coordinator is performed by the National Library of Belarus. Within the framework of the consortium, several areas of work are being implemented:

- corporate national subscription to the world's licensed electronic resources;
- analysis and accumulation of data on scientific resources of open access;
- collection and integration of information about electronic information resources generated by the libraries of Belarus (thematic databases of republican branch scientific libraries, university repositories, local history databases of regional public libraries, etc.).

As a result, this joint work makes it possible to create a single point of access to the entire range of electronic information, the purpose of which is the most relevant satisfaction of the information needs of users throughout the country.

## ***Creating library services to support qualitative data researchers***

***Liz Cooper***

Associate Professor & Social Sciences Librarian, University of New Mexico, Albuquerque, NM, USA

**Abstract.** What is qualitative research? Why should the library support qualitative researchers and what are ways the library can provide this support? How can a librarian learn more about qualitative research and data in order to build a support program? A social sciences librarian shares the lessons she learned creating a program of services and tools to support qualitative researchers at her university.

**Keywords:** Qualitative data, qualitative research, library services, new services.

## ***Cross-Campus Collaborations to Support the Holistic Undergraduate Experience at Vanderbilt University***

***Melissa Mallon***

Vanderbilt University Library

**Abstract.** Even on residential campuses, where undergraduate students spend their time engaging with a variety of University resources and services, silos are unfortunately common. This paper will describe the Vanderbilt Libraries' involvement in the Vanderbilt "Campus Connections" program, which pairs professional staff in

experiential learning units across the university with undergraduate students in order to facilitate connections with campus resources (including the library). In addition to sharing details about the program and its outcomes, this paper will present data based on librarian+student interactions and share qualitative feedback from students on their experiences with the program.

### ***Democratizing Collection Development Methods at a Large Research Library: Empowering Users in Resource Decisions***

***Simona Tabacaru<sup>1</sup>, Thomas Halling, Susan Goodwin, and Elizabeth German<sup>2</sup>***

<sup>1</sup>Collection Development Librarian, Collection Development & Acquisitions Services Texas A&M University Libraries, Sterling C. Evans Library, College Station, Texas, USA

<sup>2</sup>Assistant Director of Library Assessment, Princeton University, USA

**Abstract.** Research libraries have traditionally used approval plans to purchase monographic materials for their academic communities. However, through collaboration and innovation, some libraries are transforming their areas of acquisitions and collection development. This presentation describes how Texas A&M University Libraries initiated strategic partnerships with their user community, through programs that allowed users to influence monographic purchases directly. One such program is the Print Purchase on Demand. We gave our users a voice in transforming our library collections, by prioritizing purchases to meet campus demands. Through users' feedback, we framed strategic directions for our collections, which are more aligned to user needs. This approach can serve as a model for any discipline and can be scaled to a variety of libraries regardless of their size and collection budget.

### ***Development of a system for the performance measurement of Croatian libraries***

***Aleksandra Pikić Jugović***

National and University Library in Zagreb, Croatia

**Abstract.** According to the Croatian Library and Library Activity Act (Official Gazette, Nos. 17/2019, 98/2019), the National and University Library in Zagreb is an institution responsible for development of a system for the libraries performance monitoring and measurement in the Republic of Croatia as well as for archiving and analysing collected statistical data. For this purpose, The National and University Library in Zagreb has established a system of selected performance indicators and statistical data for all types of libraries that are collected yearly.

The development of the System of Electronic Collection of Statistical Data on Library Performance in the Republic of Croatia took place in three stages. In the initial phase, which lasted from 2012 to 2015, the project Application of Croatian ISO standards for the electronic collection, reporting and archiving of statistical data for all types of



libraries was designed and launched, and a web database with records of 1900 libraries was created.

In the second phase, which lasted from 2016 to 2018, the System was established and built based on international and Croatian standards HRN ISO 11620:2014 (Library Performance Indicators) and HRN ISO 2789:2014 (International Library Statistics). Thirteen performance indicators were selected. Additional upgrade of the System was done by selecting and including those statistical indicators that best described the context of Croatian libraries, namely services and work processes, collections and access, management, budget and costs and library staff, with a total of over 500 library statistical variables.

The third phase started in 2019 with launching the Portal of the Croatian library network development where one of the main its section is dedicated to library statistics. Content of web pages holds guidelines, link to database, descriptions and glossary, infographics, yearly data exports, yearly analyses, as well as information on courses and webinars for librarians. All statistical data, as well as interpretations of it, are published in open access on the mentioned Portal. The implementation of quartiles of library performance indicators in the System is a new feature of the evaluation process of Croatian libraries from 2021.

**Keywords:** Croatian libraries, library statistics, library performance, System of Electronic Collection of Statistical Data on Library Performance in the Republic of Croatia.

## ***Digital Cultures: Competence, Inequalities and Communities***

***Jurgita Rudžionienė***

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**Abstract.** Media and digital literacy is interdisciplinary by its nature. It represents a necessary, inevitable and realistic response to the changing electronic environment and communication surrounding us. Information and entertainment technologies communicate to us through a powerful combination of words, images, sounds, and assuring of ability to access, analyse, evaluate, create and act using different forms of communication. Building digital capability is one of top issues today worldwide.

Due to this it is vitally important to develop adequate digital literacy skills and digital cultures in assuring to reduce inequalities of digital competences and development of critical digital literacy.

**Aim:** It aims to identify core experiences and tendencies on the issue.

**Research problem** is based on the previous researches worldwide as well as national ones where unequal competences and abilities of digital literacy are analysed.

**Methods used.** Content analysis and literature analysis methods are used to identify the main findings and results on the bases of different initiatives, researches, tools.

**Keywords:** media literacy, digital culture, digital inequalities, digital competence.

## ***Digital fluency and ethical use of information: the role of higher education librarians***

***Tatiana Sanches***<sup>1</sup>

<sup>1</sup>Coordenadora da Divisão de Documentação, Head Librarian

<sup>1</sup>Investigadora UIDEF - Curriculum, Formação de Professores e Tecnologia / UIDEF Researcher - Curriculum, Teacher Education and Technology Alameda da Universidade

**Abstract.** In the current digital context, there is an increased concern with access to information, as it has become exponentially mediated by technologies. Several problems can emerge: from restrictions on freedom of access to information or freedom of expression, due to the lack of knowledge to deal with technologies and digital information sources, vulnerability and lack of preparation regarding privacy management, to digital traps, fallacies, misinformation, or fake news. Are Portuguese librarians responding to these challenges? What actions and strategies have libraries been developed to promote digital fluency? What actions should be pursued, since young audiences are not only consumers, but also producers of online information and, at the same time, the internet has become a privileged resource for searching for easy and immediate information? It is important to reinforce skills and strategies that make it possible to detect, with quality criteria, the origin of the information, its diversity, and credibility, without forgetting, at the same time, under what circumstances and in what way the information can be reused ethically and legally. This is the basis for this exploratory study. To this end, a questionnaire survey is carried out to those responsible for higher education libraries, to understand the strategies that have been used with the academic community. Based on the results, we seek to observe the active involvement of librarians, particularly in the training of students, to enhance their critical thinking in the face of information, the evaluation of information sources, the verification of facts. They must develop skills to be able to observe and compare previous information in a critical, creative, and conscious way, particularly in digital media. In this process, the social and ethical premises that support teaching and learning in the mission of higher education libraries should be promoted.

## ***Digital social reading and web books: from instant to undistracted reading***

***Ladislava Zbieczuk Suchá, Jitka Bartošová, Josef Kocurek, Jan Martinek, Alexandra Jakobová, Daniela Luňáčková, Matěj Málek, and Vojtěch Vojtíšek***

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**Abstract.** New technologies and digital services influence the current forms of reading, and libraries respond to these possibilities by offering new services based mainly on e-books. The constraints resulting from the recent waves of the COVID-19 pandemic have reinforced this trend. This work introduces the development process of new library services based on open web books experimentally developed at Masaryk University and the Municipal Library of Prague. Our initial research focused on people's behavior when reading a book in a browser, on elements of user interface interactions, but also

on the overall context of reading on different types of devices, especially mobile. Through a Research through Design approach, qualitative inquiry and prototyping, we have identified interesting patterns in reading behavior and library users' needs, to which we have responded by designing a new service. We converted the concept of the new service into interactive prototypes in the Figma tool, which we further tested and iterated. Testing helped to uncover additional elements of user behavior when reading book excerpts. In particular, we focused on the emotions associated with reading fiction in the context of interrupted vs. uninterrupted reading. The research contributes to supporting reading in the digital world and brings new information about reading behavior in the age of instant digital services.

### ***The digitalization process of Kurdish Heritage Institute in Slemani, Kurdistan Federal Region – Iraq***

***Amed Demirhan***

General Manager/Director of Barzani National Memorial Erbil, Kurdistan Federal Region of Iraq

**Abstract.** This presentation will be in the section of the “Best Practices”. It will present the digitalization process of the “Kurdish Heritage Institute” Library collection in the city of Slemani in the Kurdistan Federal Region of Iraq. The project was sponsored by a grant from the US Embassy in Baghdad and Consulate General in Erbil – Kurdistan with nearly \$250, 000 USD. The grant was awarded to the Washington D.C.-based “Council on Library and Information Resources” (CLIR) It was supervised and implemented by the authors from July 2019 to March 2021. This successful project has been the first digitalized and fully-functional digital library in Kurdistan Federal Region and Iraq. The project started with the evaluation of the Inventory of the collection; selection of appropriate software and hardware; creation of job descriptions for staff to be hired. The other important issues to be addressed are policy development, copyright issues, and intellectual property rights. The final phase of the project was to select relevant Information Management systems and training for the basic cataloging and classification system based on international standards. The project was successfully completed and celebrated with the participation of the US Consul General, founding Director of the Kurdish Heritage Institute, President of CLIR, Project Co-Director, and the author.

**For reference:** “Amed Demirhan receives 2017 John Ames Humphry/OCLC/Forest Press Award” <https://www.ala.org/news/press-releases/2017/06/amed-demirhan-receives-2017-john-ames-humphryoclcforest-press-award>

### ***Disciplinary annotation practices: analysis of cognitive work***

***Michal Lorenz***

Department of Information and Library Studies, Masaryk University, Czech Republic

**Abstract.** Most researchers prefer electronic resources for reading, but few digital tools provide advanced annotation features. The way scientists annotate scholarly texts is a fundamental starting point for the design of annotation tools. However, the practice of scholars annotating scholarly texts is an understudied phenomenon. In our research of

annotation practices of linguists, psychologists, geographers and interdisciplinary researchers working with printed scholarly texts we revealed distinct practices across domains manifested in different amounts and complexity of annotations, as well as different preferences for types of annotations. The research was conducted using the cognitive work analysis method, for which data were acquired by task analysis, specifically a dual task method using talking aloud and thought process categorization techniques. In the present contribution, we will focus on the challenges that the use of the methods brought - identifying the beginning and end of interaction with the text, defining levels of decomposition and abstraction, revealing successively increasing macro-annotations. We also focus on the effectiveness of combining data collection techniques for direct and indirect introspection of cognitive operations.

### ***The Educational Needs for Health Librarianship in Universities of East, Central and Southern Africa (ECSA) Region***

***Maria G.N. Musoke***

Deputy Vice-Chancellor, Kyambogo University. Uganda.

(Formerly, Chair of IFLA HBS Standing committee: 2015-2019)

With support from Patrick Sekikome, Emma Farrow, Shane Godbolt & C. Kanyengo

On behalf of the IFLA Health & Biosciences Libraries Section (HBS) Standing Committee

**Abstract.** The IFLA Health and Bio-Sciences (HBS) Libraries research project was informed by its Open Session theme in 2015 titled: “Career-long learning for the health information professional”. One of the papers highlighted a shortage of African health/medical librarians, the changing health information environment, gaps in the Library and Information Science (LIS) curriculum in most institutions in the East, Central and Southern Africa (ECSA) region, among others. The HBS Standing Committee (SC) then prepared a research project to identify the education and training needs for health librarianship in the LIS institutions in the ECSA region. A questionnaire was designed and pre-tested at Makerere University and the necessary changes were made. The final version was then emailed to 37 institutions within the ECSA region that had been identified from an Internet search. Fourteen (14) institutions responded to the questionnaire which was 37% response rate (the accepted international rate for emailed questionnaire is 10-15%). Follow up interviews and discussions were held with key informants in 2018. The findings revealed that 43% (6) of the institutions that responded were offering a health/medical information and related courses, whereas 57% (8) did not have such courses. One of the six institutions offered the course at a Certificate level, four at a Bachelor’s level and one at a Master’s level. The LIS institutions running PhD programmes reported that some students’ PhD theses/dissertations focussed on health information and related topics and some lecturers did research on such topics. The institutions provided copies of Course outlines for health information and related courses and indicated aspects that needed to be added, for example, Ethical and Legal aspects of health information, Health Records management, major information sources on health prevention and promotion. There were challenges experienced by institutions offering the health information and related

courses that included shortage of academic staff with appropriate specialisation and learning materials. The Institutions without a health information course generally indicated that it was an oversight. These and other findings as well as areas for further research will be disseminated.

### ***Escaping the Mundane: Using Escape Rooms to Teach and Assess First-Year Students***

***Erica England***

Holland/Terrell Library at Washington State University

**Abstract.** Librarians are always looking for inventive ways to engage first year students in library orientation programs. Escape rooms are a recent innovation to the education gaming scene, incorporating technology and creative thinking into instruction lessons, and promoting student engagement and collaboration, while still allowing students to explore physical spaces within the library. In this presentation, the speaker will detail how escape rooms were initially implemented for use in a First-Year Success Seminar course at Washington State University, and how the COVID-19 pandemic impacted the mode of delivery. This session will present data from students on their experiences, and will offer practical tips on implementing escape rooms to other librarians.

### ***Evaluating Library Support Platforms for Adoption: A Case Study***

***Rachel Besara<sup>1</sup> and Brooks Travis<sup>2</sup>***

<sup>1</sup>Associate Dean of Libraries Missouri State University Libraries, USA

<sup>2</sup>Head of Library Information Technology Missouri State University Libraries, USA and Senior FOLIO Implementation Specialist

**Abstract.** In 2019, Missouri State University put out a request for proposals for the adoption of an Integrated Library System (ILS) or Library Services Platform (LSP). This talk outlines the method used to evaluate the proposal, focusing on the structure employed: Systems and Support, Staff Functions, Circulation, and Discovery and User Experience. An area of emphasis was allowing the vendors space to tell their own stories about both their current and immediate future development. As a result of this process, Missouri State University was the first full implementer of FOLIO in June 2020. After two years of living with the results of this evaluation method, is there anything the library would change? This session will give insight and ideas to attendees on how to develop their own ILS/LSP evaluation processes.

## ***Financial literacy courses for library end-users: experiences of FINLIT project***

***Alenka Kavčič Čolić<sup>1</sup> and Milena Bon<sup>1</sup>***

<sup>1</sup>National and University Library Ljubljana, Slovenia

**Abstract.** In December 2021 a three-year European Erasmus+ project titled Financial literacy through public libraries (FINLIT) ended. It was implemented by the Information Society Development Foundation (FRSI), Warsaw, Poland (project leader), Global Libraries Foundation Bulgaria (GLFB), Sofia, Bulgaria, Biblioteca Judeteana Ovid Densusianu (BJHD), Deva, Romania, and the National and University Library of Slovenia (NUK), Ljubljana, Slovenia. The aim of the project was to increase the level of financial literacy among elder (55+) users and to empower librarians to undertake library training in the field of financing. It was also a good occasion for sharing experiences in training methodology, e-learning, blended learning and financial literacy among project partners.

During the project four FINLIT courses were developed: two courses on financial literacy, one on basic level (6 modules: personal budget planning, financial system, credits and loans, insurance, consumer protection, central bank), and another on advanced level (6 modules: online banking, online shopping, internet safety, savings and investments, inheritance, business in retirement). A special course was dedicated to adult training (6 modules: how do adults learn, introduction to facilitation, simple solutions to increase engagement, conflict resolution, useful online tools for financial education training, and code of ethics of financial education trainers). Due to the huge impact of COVID-19 to the virtualization of all kind of teachings, FINLIT partners realized the need of developing an additional course for online training. It consisted of 5 modules and contained key recommendations for delivering financial education online. This course focused on the existing online tools and applications for online delivery of content and special emphasis gave to common mistakes that trainers should avoid. In addition, for accessing the mentioned courses, a virtual classroom was developed on Moodle platform ([www.finlit.eu/](http://www.finlit.eu/)). The platform has been translated to 5 languages (English and the languages of the project partners). The contents are available to users and trainers upon registration.

All developed modules are based on Kolb's experiential learning model and for each module we prepared teaching scenarios which follow Kolb's learning cycle. Each stage in the scenario addresses concrete experience, reflective observation, abstract conceptualization and active experimentation. In addition, we adjusted Kolb's learning model to online training.

So far, we have completed two piloting phases for training of librarians trainers and training of library end-users. At the end of 2021 NUK has organized FINLIT training for librarians trainers as part of NUK's Education and training program and the complete round of courses has been implemented.

Each project partner has undertaken the piloting phase in a different way, according to the needs of their local communities. It was a learning process for the project partners, who tried to find optimal models of content delivery.

In this paper we describe NUK's experience in the project, i.e. development of the FINLIT e-learning platform, the used learning methodology, and different experiences gained in the implementation of the trainings by Slovenian librarians trainers. Due to the specific COVID-19 situation in Slovenia, all trainings were organized and delivered online.

**Keywords:** financial literacy, FINLIT project, blended learning, experiential learning model, NUK.

### ***From the margins: How marginalized students navigate the academy during the COVID-19 pandemic and academic library policy implications: Preliminary results from three Canadian universities***

**Maha Kumaran<sup>1</sup> Cecile Farnum<sup>2</sup> Aditi Gupta<sup>3</sup> Lisa Levesque<sup>2</sup> & Darcia Roache<sup>1</sup>**

<sup>1</sup>University of Saskatchewan

<sup>2</sup>Ryerson University

<sup>3</sup>University of Victoria

**Abstract:** COVID-19 has brought many challenges to the post-secondary sector. The pandemic highlighted the challenges of access to research resources such as print materials, Internet access, and hardware access, such as borrowing a laptop from the library. These challenges were particularly acute for graduate students who often have advanced requirements to conduct library research to complete coursework, major research papers, theses or dissertations. The aim of the research was to understand how marginalized graduate students at three member institutions of the Canadian Association of Research Libraries (CARL) adapted to the pandemic situation, particularly in their research activities. The qualitative study used a phenomenological approach to understand and capture the lived research experiences of marginalized students during the pandemic.

The qualitative approach used a screening survey in January 2022 to find students who are marginalized or undergoing hardships. In February 2022, we conducted focus groups with the help of the Canadian Hub for Applied and Social Research (CHASR). The proposed results will provide preliminary evidence-based findings to inform social justice and equity-based decision making on access to research resources in academic libraries. The recommendations will create new knowledge to inform policy changes on how new or enhanced practices can advance research-related activities for all academic library users.

**Keywords:** Pandemic, COVID-19, Marginalization, Library access, academic library, policy,

### ***Games and Gamification in Libraries: a Literature Review***

**Constantin Ciornei**

PhD Candidate, University of Bucharest, Doctoral School of Communication Sciences

**Abstract.** Gamification can provide a new perspective for many libraries today, as a cultural form of having fun. Gamification is present today in many important fields. Games aren't anymore just a hobby, they can offer the opportunity of living life in a new, entertaining way. They can also represent a new way of perceiving and using the libraries, and their services. Gamification in libraries is now a visible field; there are conferences, articles, books discussing and providing new inspirational ideas or

examples of gamification. The aim of this paper is to present a literature review of games and gamification in libraries. Relevant publications, such as books, articles, and conference papers, but also other types of materials are considered.

**Keywords:** games, gamification, libraries, literature review.

## ***HathiTrust Digital Library: providing open access to users around the world***

***Qiang Jin***

Senior Coordinating Cataloger, Associate Professor, University of Illinois at Urbana-Champaign, Urbana, Illinois, USA

### **Purpose**

A digital library is an online database of digital objects that may include text, audio, video and other digital media formats. It provides users with boundless resources through the Internet that a traditional library cannot due to its physical space. A digital library might also ease the budget pressures on libraries as well as help solve the increasing urgent preservation problems.

**HathiTrust Digital Library (HathiTrust)** is the largest collective archive of digital content from research libraries around the world. It consists of 17.5 million volumes of scanned copies of printed monographs and journals held in academic institutions. The heart of HathiTrust mission is to make accurate copyright determination to provide users with open access to the HathiTrust collection. This paper describes a HathiTrust project making large number of monographic works published in the United States between 1923 to 1963 viewable on the Web for users around the world.

### **Approach**

Twenty-six HathiTrust member libraries have participated in the project to review monographs published in the United States between 1923 to 1963 since 2016. Reviewers need to follow the order of the “Decision Tree” to review monographs in the collection. The review process for the project: Two reviewers do investigation into the copyright status of the same monograph. If two reviewers come to the same conclusion, the monograph will go through the system as the correct answer. If two reviewers have different answers, an expert reviewer will review the monograph and determine the correct answer.

### **Results**

The review results are divided into three categories: 1) Monographs belong to public domain, meaning that the monograph is not subject to copyright. Users are free to copy, use and redistribute the work in part or in whole. 2) Monographs are protected by copyright law, meaning that no reproduction or distribution is permitted by any means without the permission of the copyright holder. 3) Monographs belong to various categories that need further investigation. An example of one reviewer’s work in 2021 is analyzed at length in the paper. In 2021, the reviewer reviewed 4,216 monographs: 2,711 monographs (64.3%) belonged to public domain, 525 monographs (12.5%) copyrights were renewed, and 980 monographs (23.2%) belonged to various situations that need further investigation.

### **Conclusion**

HathiTrust Digital Library has opened up millions of monographs for users with instant access around the world. The HathiTrust member libraries ensure the reliability and



efficiency of the digital library by relying on community standards and best practices. Since digital libraries are not limited by their physical space, they can be maintained at much lower cost. In the future, more and more users will depend on digital libraries for their learning and research needs as more and more monographs and journals will be digitized.

**Keywords:** HathiTrust Digital Library, collaborative repository, research libraries, open access.

**Presenter bio:**

**Qiang Jin** is Senior Coordinating Cataloger, and Associate Professor at the University of Illinois at Urbana-Champaign Library in the United States. Her published works include a book “Demystifying FRAD Functional Requirements for Authority Data,” as well as many articles in journals such as *Library Resources & Technical Services*, *Information Technology and Libraries*, *Cataloging & Classification Quarterly* and *Technical Services Quarterly*. She has presented research papers to share her work with scholars and practitioners in the United States and around the world.

### ***Healthcare communication and education campaigns - theoretical fundamentals and implementation strategies***

**Beatrice Claudia Cioba**

The University of Bucharest, Doctoral School of Communication Sciences

**Abstract.** Given the contributions they make in supporting the overall effort to address public health issues, healthcare information campaigns are considered among the key components of action in the area. In the last decades, various analyzes attempted to determine the most effective solutions for improving their design and implementation, using theoretical models derived from behavioral sciences, communication theory and marketing. Whether carried out exclusively in the clinical setting or as part of broader social marketing programs, these campaigns present several key features: a definition of the issue(s) addressed, a statement on the purpose and pursued objectives, a strategy for public communication, as well as for monitoring and evaluation of the activities and the impact of the respective campaign. The present paper consists of a review of modern trends in designing and conducting healthcare communication and education, followed by a discussion on some initiatives carried out in Romania in the last ten years.

**Keywords:** healthcare information, communication, social marketing.

### ***Health Information-Seeking Behaviour among Cancer Patients in Romania***

**Octavia-Luciana Madge**

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**Abstract.** Information has an important role in the journey of most patients during their disease, throughout all stages, from diagnosis to treatment, and recovery. Adequate and clear information influences patients' compliance to treatment, but also their decision-

making approach regarding the treatment. The patients' sources of information, their information needs, as well as their information-seeking behaviour have been extensively investigated in many countries and in many disease circumstances. But these highly important aspects of medical practice, which can lead to better health outcomes such as the provision of information to patients or communication with the doctor, have not been in the focus of attention and have not been extensively assessed in Romania. Starting from the types of information-seeking behaviour among patients identified by the research literature in the field, we explored in a recent study the health information-seeking behaviour among cancer patients in a major hospital in Bucharest, Romania. The information sources used by the patients, the way they accessed information, the information needs of these patients, the trust they placed in various sources of information were all investigated together with the patient-doctor communication. Consistent knowledge of all such aspects can help design a better approach concerning the provision of adequate information by doctors to their patients and can help improve the health outcomes, as well as the doctor-patient relationship.

**Keywords:** health information-seeking behaviour, cancer patients, information needs, sources of information, Romania.

## ***The implementation of the Sustainable Development Goals and its relation with Library Science: an analysis***

***Teresa Costa<sup>1</sup> and Luísa Alvim<sup>2</sup>***

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<sup>2</sup>Universidade de Évora, CIDEHUS; CEIS20 – Universidade de Coimbra

**Abstract.** This study presents the result of a bibliographic research on scientific production on the theme of Library and Information Science and Agenda 2030 and the Sustainable Development Goals, indexed in the Web of Science and Scopus between 2015 and 2021.

### **1. Introduction**

The 2030 Agenda (United Nations, 2015), presents the Sustainable Development Goals (SGD) covering economic, cultural, environmental and social development. This study shows how libraries help to achieve these objectives using practical examples of cases verified all over the world. This is a descriptive study, with a qualitative methodological approach with quantitative support, but with emphasis on content analysis.

### **2. The role of IFLA and libraries as agents for sustainable development**

Libraries are essential partners in and for sustainable development and the implementation of the 2030 Agenda, through the availability of their services to provide access to information. (Garrido, M. & Wyber, S., 2019).

The importance of IFLA, to the UN and information professionals, is mentioned to highlight the essential role that libraries and information centers play in the access to information and the networked services that support development.

These institutions can make a clear contribution to the 2030 Agenda, not as isolated entities, but as agglutinating and social involvement centers for, and with, communities in direct contact with public administrations and local development projects

### **3. Sustainable Development Goals and Library Science**

In many places around the world, information centers are the only space where citizens can access information to help them improve their education, develop new skills, find

jobs, build businesses, make informed decisions about agriculture and health or get information on environmental issues and to improve their lives. (Garrido, M. & Wyber, 2019).

#### **4. Method**

To obtain the articles, an exploratory and bibliographic search was conducted in the Scopus and WOS databases in January 2022. The search expression was ("2030 Agenda") OR (" Sustainable Development Goals") AND (Librar\* OR Archiv\*) conducted in "all fields" with the time limit 2015-2021, with the results subsequently limited to the documentary typology article. We retrieved 74 articles.

#### **5. Results**

With this research, we aim to raise awareness of which are the SDG and targets most associated with libraries, since libraries are privileged agents for implementing and supporting the Agenda 2030.

Of the 74 articles retrieved, regarding the contents and subjects, a general view on SDG mostly prevails. This vision confirms their philosophy in that they are understood in an integral and indivisible manner.

Most articles address the 17 SDGs as a whole, highlighting the important role of libraries as key players in access to information, universal literacy, public access to information and communication technologies and cultural heritage in the framework of the 2030 Agenda

#### **6. Conclusions**

This research has made possible, among other aspects, to undertake an analysis of the number of articles published, per year, on this topic and which has shown a growing evolution in the interest of researchers concerning libraries and the 2030 Agenda and SDGs, in recent years.

#### **References:**

Garrido, M., & Wyber, S. (2019). Development and Access to Information. Obtido de <https://da2i.ifla.org/wp-content/uploads/da2i-2019-full-report.pdf>

Organização das Nações Unidas. (2015). Transforming our world: the 2030 Agenda for Sustainable Development. New York: UN. Obtido de <https://sustainabledevelopment.un.org/content/documents/21252030%20Agenda%20for%20Sustainable%20Development%20web.pdf>

**Keywords:** Sustainable Development Goals, Agenda 2030, Information science, Bibliometric analysis.

### ***Information literacy transformations: Using a web-based tool to facilitate and capture collaborative learning in a semester-long course***

***Yusuke Ishimura<sup>1</sup> and Megan Fitzgibbons<sup>2</sup>***

<sup>1</sup>Tokyo City University, Tokyo, Japan

<sup>2</sup>Instructional Services Coordinator, Concordia University Library, Montreal, Quebec, Canada

**Abstract.** This qualitative study leverages two data collection points to document evidence of first year undergraduate students' collaboration processes and information literacy learning while completing research assignments in groups. We collected students' collaborative research notes, reflections, and communications that they posted in the web-based tool Evernote, which we then triangulated with the experiences they

described in focus group interviews. The use of Evernote made students' research process more "visible," allowing the researchers to examine their processes as they proceeded through the assignment, including during real-time collaboration.

The focus group interviews and artifacts in Evernote allowed us to conduct an in-depth analysis of students' collaborative behavior in terms of their actions, feelings, and thoughts during information seeking behavior (Kuhlthau, 2004), and of the potential of collaboration for fostering information literacy skills development.

Our analysis has revealed that certain conditions should be present to facilitate information literacy skills development through collaboration: 1) Technology that enables real-time interaction and both active and passive sharing; 2) Meshing of students' interests through the assignment framing; and 3) Students' acceptance of the collaboration technology as a worthwhile tool.

In addition, multiple factors determined the extent of the skills developed through the collaborative assignment tasks, including group dynamics, prompts for students to teach each other information skills, encouragement of students to share exemplars of notes or written assignments, exposure to different points of view, and time management.

This presentation will provide insight into the nature of the data that can be collected by capturing students' authentic information skills and reflections through Evernote, as well as implications of our findings for how collaborative assignments can be designed to optimize students' opportunities to develop information literacy skills.

#### **References:**

Kuhlthau, C. C. (2004). Seeking meaning: A process approach to library and information services. Ablex.

**Keywords:** Collaborative learning, information literacy, information behavior, qualitative methods, grounded theory.

## ***Information needs and sources in everyday life information seeking of international postgraduate students***

***Utetleyeva Zhazira***

**Supervisor: Assoc Prof Sei-Ching Joanna Sin**

**Abstract.** Daily information seeking of international postgraduate students plays an important role in various stages of their life in a foreign country. Thus, the study aims to gain a deeper understanding of Everyday Life Information Seeking (ELIS) of international postgraduate students in Singapore through investigating the characteristics of their information needs, information sources, and main factors that may influence their daily information seeking. These aspects of ELIS have been studied through conducting 13 semi-structured interviews with international postgraduate students in Singapore. Depending on daily information seeking pattern, information needs have been divided into habitual and problem-specific information needs. Habitual needs included topics on personal interests and hobbies, and the news from the home country, host country, and other countries within participants' interests. Problem-specific information needs are comprised of topics on travel, health, finance, housing, career, shopping, and legal matters. Known item inquiry and accidental information discovery practices have been associated with both categories of information needs. The primary information sources for international postgraduate students were web search engines, social contacts, social media, mass media, institutional sources, and university sources. Google and social media platforms were used extensively for

different types of information needs, whereas social contacts were utilized selectively, mostly depending on the physical location of the human resource. Concerning university sources, students struggled to locate relevant and up-to-date information. Overall, both needs and sources were mainly under the influence of situational and individual factors. Regarding differences and similarities among international students, all students reported similar information needs and practices. However, students from China had more information resources to rely on compared to students from other countries. Another notable difference was that the language barrier provided obstacles to fulfilling the information needs of the students from China.

**Keywords:** Everyday Life Information Seeking, information needs, information sources, international postgraduate students, university sources, international students in Singapore.

### ***Institutional repositories and increased usability in times of a pandemic: true image or mirage?***

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**Abstract.** In 2021, because of the COVID-19 pandemic and restrictions on in-person access to libraries, the number of downloads, consultations, and access to digital collections increased. The University of Lisbon was no exception. In the present work we seek to find out if after a decrease felt in previous years, there will be a gradual trend towards growth in access to digital information. Some authors refer that a more developed digital literacy allows more critical access to information sources. Is our institutional Repository already gaining the trust of the academic community, in order to constitute itself as a fundamental resource, or is this pandemic period nothing more than a momentary opportunity that, when it ends, will not consolidate the evolution of access to digital information? What actions and strategies have libraries been developing for their dissemination? How is the importance of the Repository communicated to researchers and students? This is the context for an exploratory study that leaves the future of institutional repositories open.

To this end, given the data obtained from the platform usage statistics, a questionnaire survey is carried out to those responsible for the libraries of the 18 schools that make up the University of Lisbon, with a double objective: to understand the dissemination strategies that have been used with the academic community and to evaluate its integration in the routines of study and research. Based on the results, we seek to observe what clues are left for us to improve the visibility of the institutional repository, to consolidate its use.

**Keywords:** Open access; institutional repositories; visibility; promotion; user of the academic repository.

## ***Knowledge Representation in the Australian Public Library: Epistemic Factors Impacting Collection Management***

***Matthew Kelly***

University of South Australia

**Abstract.** This paper summarises the results of doctoral research conducted in Australia on how knowledge is represented in public libraries. Aspects of the research were presented at QQML 2016 and this paper describes the final results relating to the qualitative aspects of the study. Through a process of thematisation that involved looking at the research data through the lenses of phenomenology, philosophical hermeneutics and the sociology of knowledge the research sought to elucidate a part of the lived experience of librarians who undertake selection work in adult nonfiction.

The research reported on here helps to broaden understanding of how public librarians in Australia deploy subjective and objective judgements in forming collections and helps to reveal how their situated approaches to knowledge frame the character of Australian public library adult nonfiction collections. The research describes how and why, at the epistemic level, a particular modality toward self-focused knowledge concepts predominates that is somewhat at odds with conventional understanding of what a public library nonfiction collection should focus on.

The research seeks to explain the representation of knowledge in these settings as influenced by epistemic factors that have direct and indirect relationship to selection and evaluation practice. These were arranged around themes which looked to explicate how knowledge is valued; how it is that different approaches to knowledge and to belief affect the choices that they make relating to topicality; how it is that certain foundational philosophies or worldviews that were identified with the respondents in this study impact these choices, and how the practice of librarianship has an impact at an identifiably epistemic level in encouraging certain choices and limiting others.

The research looks to how foundational common sense influences how it is that librarians value knowledge in the civil society context and explains how it is that scepticism operates to create a boundary around what vision of knowledge is seen as appropriate. Utilising the framework of Nelson Goodman's notion of worldmaking as a preliminary, albeit revealing, description of how librarians engage with the difficult practice of dealing with knowledge that might be either in demand or needed by communities of readers, the research reported on describes how forms of knowledge were differentiated by the librarians at the centre of the study with special reference to how history plays out as a particular form of objectified lived experience and as a scientific concept. The epistemic importance of understanding the role of judgement and perception of subject topics as they lie on a "knowledge-belief continuum" is canvassed and how it is that civil society-oriented libraries play a role in representing knowledge as a particularly personalised construct. The project introduces the concept of knowledge as having a defined utilitarian expression in these settings and explained how epistemic community has significant potential to help resolve some of the problems associated with how to orient knowledge for the diverse interests of civil society.

## ***The Lantern Project: Collaboration during Crisis***

***Jennifer McGillan<sup>1</sup>, Jennifer Ford<sup>2</sup>, Mona Vance-Ali<sup>3</sup>, and Dallas Hanbury<sup>4</sup>***

<sup>1</sup>Coordinator of Manuscripts, Mississippi State University

<sup>2</sup>Head of Archives and Special Collections, University of Mississippi

<sup>3</sup>Archivist, Columbus-Lowndes Public Library

<sup>4</sup>Archivist, Montgomery County (Alabama) Probate Office

**Abstract.** The **Lantern Project** is a project to digitize and transcribe legal records of enslaved persons in Mississippi and Alabama held by multiple institutions: three public universities, a public library, a government archives and a historical society. The project has been generously funded by the National Historic Publications and Records Committee (NHPRC) of the United States National Archives. Inspired by a similar projects in Virginia called Unknown No Longer, the Lantern Project addresses both a shared public demand common to all of the institutions (inquiries from researchers about records of enslaved persons in our collections) and desire to respond to shared archival inequalities, specifically the many and varied barriers to access to the records also shared by our institutions (incidences of poor descriptions of records, limited staff to respond to inquiries, record distribution across institutions, geographic barriers, terrible handwriting). It is both a unique collaboration involving many different kinds of institutions; a digital humanities project; a reparative process; and an ongoing experience in learning to manage such a project during a global crisis.

## ***Learning with the School Library: multi-literacies and colaboration***

***Magda Costa<sup>1</sup> and Ana Novo<sup>2</sup>***

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**Abstract.** The reference work **Aprender com a Biblioteca Escolar (2017)** aims at creating learning situations that foster the development of digital, reading, information, and media literacies, which must be one of the focuses in pedagogical and didactic practices. Amongst other goals, this document tries “to facilitate literacies’ teaching in terms of planning, operationalization and evaluation opening it to new possibilities and didactic-pedagogical procedures” (2017:12). The multidisciplinary nature of such literacies must therefore be the responsibility of all teachers at large. The teacher-librarian (TL) has the added responsibility of making available the potential of the School Library as a privileged resource in this context, and to promote strategies that facilitate the global training of students also in the field of literacies, allowing for “a continuous learning, a growing critical consciousness that is ethically responsible, as well as the cultural and social development, which are indispensable in a world of fast changes” (2017:16). The TL must contribute to “the reflective practices on curriculum management, the teachers’ professional development, and the evaluation of the students’ learning processes and training paths” (2017:16).

One of the main functions of the School is to promote the acquisition and development of skills, including the ability to autonomously manage learning processes. For Figueira

(2007:3), metacognition is a path that allows the person to control his/her processes and mechanisms of knowledge construction. Teachers are expected to gear their action towards capacitating their students in this domain. It is therefore in the School that metacognition must be stimulated. To support the development of metacognitive skills it is required the creation of instruments that lead students to structuring their capacity to analyze, examine, criticize, and systematize information.

The research process that has been developed, was framed in a research-action model, in the context of collaborative work, within which a training action was conceived which goal was to put into practice learning references associated with the work of school libraries in Primary Schools. It aimed at constructing and implementing tools to support teachers and students in the development of information literacy, in the construction of metacognitive strategies and, as a consequence, in the construction of autonomy processes.

The evaluation of the impact of the those tools concluded that teachers acknowledged that the tools applied fostered strategies of pedagogical differentiation and the identification of the students' individual levels of performance; teachers considered it important to implement metacognition strategies for the development of students' literacies, referring that when a student knows his/her way of working and his/her potential/difficulties he/she manages to autonomously search for knowledge in other areas, in and out the school's context.

Another conclusion is that the greatest investment a teacher-librarian can make in order to reach these goals is to stimulate research training among his/her peers. Taking into consideration the teacher's needs and those of his/her community, this training is the most effective way to meet such needs, to foster collaborative work practices, and to guarantee long term effects among the students, proving to positively affect collaborative work, professional development, and participated reflection on curricula.

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**Keywords:** Teacher librarian, Collaboration, Teacher professional development, Metacognition, Multi-literacies, Information Literacy, Portugal.

## ***Libraries as Community Hub for Citizen Science in Malaysia: Opportunities and Challenges***

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**Abstract.** Libraries play an important role a community hub for citizen science. Citizen science refers to the voluntary participation of citizens in different phases of the scientific process, often data collection or analysis of projects run by scientists. On the other hand, open science is a movement that aims to create scientific research, data, and dissemination to all levels of a curious society. This study adopts the qualitative



approach using a case study design to explore how a library can become a community hub for citizen science and the opportunities and challenges for library at Malaysia in order to become community hub for citizen science. Data is gathered by observing and interviewing librarians, organizer and citizens who are involved in citizen science projects to determine the roles of library librarians in these projects. The findings of this study contribute to a better understanding of how libraries contribute as community hubs for citizen science and scientific literacy to citizens.

**Keywords:** Citizen Science, Community Hub, Libraries Roles.

## ***Librarians' Role in Health Literacy Support in the Czech Republic***

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**Abstract.** The Czech Republic has paid attention to the issue of health literacy within a lot of programmes, e.g. the Strategic Framework for Health Care Development in the Czech Republic by 2030.

Health care entities, educational institutions, cultural institutions and other organizations contribute significantly to health literacy support.

The National Medical Library is a public, specialized library providing various types of library and information services. One of its priorities includes the creation and development the MedLike portal ([www.medlike.cz](http://www.medlike.cz)), educational activities and support of health literacy, including lifelong learning and pre-gradual education since 2016.

The Institute of Information Studies and Librarianship, the Faculty of Arts of Charles University in Prague focuses on health literacy in its curriculum.

The main aim of all the activities is to motivate librarians to support health literacy among participants of learning activities – health care professionals, students of librarianship and users of information and library services in the Czech Republic.

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**Keywords:** medical libraries; Czech Republic; health information literacy; web portal MedLike; lifelong learning, professional learning.

***Library communication policy and ways to raise public awareness using new technologies. Case study: the academic library of Hellenic Mediterranean University H.M.U.***

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<sup>2</sup>Communication, Media and Culture, MSc

**Abstract.** Nowadays in the era of the sovereignty of the new technologies, academic libraries are called upon to adapt to technological developments. Digital media have penetrated levels of operation and action even in communicating with their potential audience. As a result, libraries have the ability to use applications offered by new technologies on the internet that offer comprehensive communication suggestions and help with the design and implementation of their chosen cultural actions. Most of the academic libraries are non-profit organizations and serve the institutions they belong to. In order to increase their offer to the society, a good communication policy with an anthropocentric management is required so as libraries can play an active role and act as social inclusion areas. In this thesis, the academic library of the Hellenic Mediterranean University (H.M.U) is studied and a primary research is conducted by using a structured questionnaire based on librarians' tools and templates as Libqual of ARL, in order to identify the needs and aspirations of the users of the academic library of the H.M.U with supplementary questions related to new media communication practices. We will present the data aiming at a better communication policy in order to raise the user/reader's awareness using new technologies.

**Keywords.** Academic library, communication policy, social media, user analysis, public awareness, Hellenic Mediterranean University (H.M.U.).

***Library Performance Index (ILP): Multi-Factor Library Performance Evaluation***

***Svetlana Kirichenko<sup>1</sup>, Jouni Henrik Juntumaa<sup>2</sup>, and Markku Antero Laitinen<sup>3</sup>***

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**Abstract.** The Library Performance Index (ILP) is a composite index combining several indicators (sub-indices) derived from complementary views on library services and processes. At the ILP level, the composite index approach enables us to evaluate a complex phenomenon by grouping relevant factors, computing sub-indices of the groups, and computing a weighted sum of those with coefficients assigned by experts. We also apply the composite index approach at the group level, combining the values of the factors within a given group. Such factors can be statistics (e.g., the number of loans), opinions of library professionals (e.g., weighting the attributes of the sub-indices) and opinions of library customers (e.g., results from user surveys). By capturing multiple 'dimensions' of library performance, the ILP can be a valuable and

effective tool. We illustrate the approach by dividing a number of library performance-related factors into four groups and computing their respective sub-indices: User Experience Index (IUX), Core Processes Index (ICP), Input Index (IIP), Use of Services Index (IUS). Each sub-index was discussed and defined in a dedicated workshop with library directors, developers, and finally the sub-indices were combined to the ILP. While opinions may vary on the contribution of specific factors to the overall library performance evaluation, our primary goal was to demonstrate the flexibility of the composite index-based approach.

**Keywords:** Composite Index, Library Performance Index (ILP), User Experience Index (IUX), Core Processes Index (ICP), Input Index (IIP), Use of Services Index (IUS), Decision-making Support.

### ***A most welcoming pair - How academic/public library collaborations can be leveraged to decrease library anxiety***

***Jennifer Wilhelm***

Texas A&M University

**Abstract.** In this presentation, a librarian who has spent their career in both academic and public libraries will illuminate best practices in creating collaborations between academic and public libraries and explain how these low stress ideas bring a welcoming academic environment into the public library. The best practices will include information on how to initiate partnerships, how to best sell the collaborations, and examples of programs they have successfully put together. These programs, including an imaginary maps treasure hunt, informal STEM classes for adults, and financial literacy workshops, are innovative ways of inviting the larger public into the academic sphere without causing anxiety. Library anxiety is a well documented theory (Mellon, 1986) which can affect university students negatively and place stumbling blocks in their path to success. However, in this presentation the librarian will explain how using the expertise and collections of an academic library in a public library environment allows for a low stress and accessible introduction to academic libraries. By attending these events the public, especially future college students, is allowed a fun and stress free peek behind the sometimes formidable academic curtain.

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Mellon, C.A. (2015). Library Anxiety: A Grounded Theory and Its Development. *Coll. Res. Libr.*, 76, 276-282.

### ***New technologies for libraries: How Covid-19 and remote access to online content highlighted the need for libraries to adopt federated authentication technologies***

***Christos Skoutas***

OpenAthens, Senior International Business Development Manager, Middle East and APAC

**Keywords:** Single Sign-On, federated authentication, SAML, remote access.

### ***Not Just for History Majors: Using the Archives to Reach Literary Students***

***Carrie P. Mastley***

Assistant Professor/Manuscripts Librarian, Mississippi State University Libraries

**Abstract.** This presentation will be divided into two sections to demonstrate the work the faculty of Mississippi State University Libraries Department of Archives & Special Collections has completed to serve a non-traditional community of users: English literature students. First, the presenter will speak on her experience delivering archival instruction and support to the library research lab component of an upper-level undergraduate English class, EN 3414: Critical Research and Writing in Literary Studies. The presenter identified a need to tailor instruction relative to the needs of literary studies students. Thus, the presenter opted to incorporate literary theory, more specifically New Historicism, to situate archival instruction in terms that these students already understood. The presenter will share her teaching methodology and highlight examples of this strategy in action. In the second part of this presentation, the presenter will describe a collaboration between her department and the Department of English where together they have created a shared graduate assistantship position and split the cost of compensating this student for time worked. Talking points include: 1) The program design. 2) The benefits of collaborating with another academic department, especially English. 3) Ideas for future collaborations. This talk will demonstrate the necessity of modifying archival instruction to meet the relative needs of any given academic discipline as well as the importance of academic libraries partnering with other campus entities to create opportunities for students that reflect their educational and professional interests and goals and pay them for their efforts.

### ***On the Outside Looking In: Librarians and Social Change***

***Rhea Rowena U. Apolinario***

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**Abstract.** While social change is usually brought about by enormous events or occurrences, individuals, in their own ways and through their profession, can contribute to society to make a difference (Ferris & Stein, 2008). The intersection of biography

and history of C. Wright Mills explicates that while society shapes individuals, the individuals also shape the society, thereby being able to bring about social change.

Living in an information-based society, communities are now challenged, among others, by the proliferation of fake news, misinformation, disinformation, information illiteracy, and historical revisionism. Zalusky (2017) believed that “national issues and trends impacted our nation’s libraries, and librarians rose to the challenge, promoting media literacy, protecting the freedom to read, advocating for equity, diversity and inclusion and responding to the needs of their patrons” (p.1).

With librarians’ relevance continuously questioned and doubted in this age of information and the internet, making a difference in society, be it big or small, will demonstrate as to why libraries and librarians primarily and should unceasingly exist, (Banks, 2017; Holmes, 2018).

This study aims to answer the question, how do librarians affect social change, from the perspectives of the student applicants of the Bachelor of Library and Information Science program of the University of the Philippines School of Library and Information Studies. Through a survey administered to the students, results showed that students perceived librarians to be agents of social change, through their provision of information and library services. Librarians are believed to bridge information and society and have a significant role in educating the people and building nations.

The study provided important insights to Library and Information Science schools in educating LIS students, and as well to librarians and libraries on how they provide services to the community and contribute to the improvement of society.

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**Keywords:** librarians, social change.

## ***Patterns of participation in social media by members of the Local Information Working Group of PULINET, Thailand***

***Pussadee Nonthacumjane***

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### **Abstract**

#### **Purpose**

The main purpose of this study is to explore patterns of participation in the Local Information Working Group social media (Line).

#### **Methods**

This study applies a qualitative research method, non-participation observation, to collect data about actions, and interactional and organizational processes on the Local Information Working Group during July 2016 – August 2017.

#### **Analysis**

This study uses open coding for an analytical process.

## Results

Twenty three Group members were active participants on their group social media (Line). The content that the participants posted on the group social media included information about the group activities such as the plan for the group activities, local information, queries on the Group's work, and greetings on several occasions, etc. The Group members used social media as a tool for communication and knowledge sharing about local information.

## Conclusions

The patterns of the participation of the Group members reflect the main functions of the group activities and were influenced by the seniority system in Thai society.

**Keywords:** patterns of participation, social media, Local Information Working Group.

## *Preliminary Results - Researching the Research to Transform Library and Information Science Literature*

*Heather L. Coates<sup>1</sup>, Rachel Hinrichs<sup>1</sup>, M. Sara Lowe<sup>1</sup> and Sean M. Stone<sup>2</sup>*

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## Abstract

### Introduction

The quality of research of a human service discipline such as library and information science (LIS) affects not only other researchers but also practitioners. Librarians depend upon reliable, evidence-based information about the needs, preferences, and experiences of our patrons to provide relevant and effective services. A strong body of evidence is foundational for making data-informed decisions and in demonstrating the value of library services. It also enhances the ability of LIS practitioners and researchers to build upon and apply research findings.

This pilot project was designed to inform the development of a set of reporting guidelines for LIS research, which has the potential to reduce bias in publishing and peer review as well as improve the LIS scholarly record as a source of evidence. Reporting guidelines provide evidence-based specifications of the minimum set of information required to report the results of various study types, helping to ensure transparent and comprehensive reporting of research. Guidelines would support librarians in critically appraising the literature for re-use in their practice as well as offering a stronger foundation on which to build future research. Reporting guidelines are a much needed tool for LIS professionals in many capacities – as authors, editors and readers.

### Methods

Using a stratified sample of articles indexed in the Library, Information Science, and Technology Abstracts (LISTA) database, we evaluated the reporting quality of LIS articles. Items such as newspaper articles, editorial front matter, and items not relevant to LIS were excluded. Each article was evaluated by two coders. Discrepancies between coders on relevance, setting, topics, research type, methods, and evidence were resolved via discussion to reach consensus.

## Results

This session will report preliminary results including descriptive statistics and correlations between quality of reporting, library setting, types of research conducted, and publication type. Additionally, we will identify common mistakes made in reporting.

**Keywords:** Library and information science research, Research reporting, Best Practices, Evidence-based librarianship.

## *Preparation for the Information Needs of the Future Workplace: Introducing Business Students to Industry Standards*

*Margaret Phillips<sup>1</sup>, Heather Howard<sup>1</sup>, Zoe Mayhook<sup>1</sup>, and Annette Bochenek<sup>1</sup>*

<sup>1</sup>Purdue University Libraries and School of Information Studies

**Abstract.** Industry standards, such as those from the International Organization for Standardization (ISO), have been widely discussed during the pandemic as many businesses have sought to purchase and manufacture goods (e.g., face masks, medical gloves, hand sanitizer) that meet internationally agreed-upon standards. Multiple standards organizations, including ISO, have made many of their publications freely available to assist in mitigating the COVID-19 emergency (ISO, 2021). However, while standards are a topic frequently covered in engineering and technology courses and by engineering librarians, they are rarely incorporated into undergraduate business curricula or discussed by business librarians, despite having a significant impact on business decisions and operations (Phillips et al., 2019). Standards relate to a wide array of business topics, including product quality, purchasing, marketing, customer satisfaction, research and development expenditures, management processes, brand recognition, and global trade.

In an effort to better prepare students for the information needs of their future workplace, four academic librarians (one engineering librarian and three business librarians) collaborated to create, integrate, and assess a learning module on industry standards in an undergraduate course for ~100 business management students during the Fall2021 term. The four student learning outcomes for the module are: 1) describe basic information about standards (e.g., what they are, creators/authors, purpose); 2) distinguish a standard from other information types (e.g., journal articles); 3) assess how standards relate to consumer products; and 4) evaluate how standards apply to business decisions and operations. The teaching materials include a pre and post-module quiz, in-class activity, individual assignment, and team assignment. The presentation of this case study provides a brief overview of the standards learning module, shares the initial results of student assessments, and discusses the librarians' reflections on planned changes for future module offerings.

## ***Promoting student success through K-State Libraries Resource Link***

***Nicole Buehler<sup>1</sup> and Jason Coleman<sup>2</sup>***

<sup>1</sup>Kansas State University

<sup>2</sup>K-State Libraries

**Abstract.** Kansas State University Libraries designed a portion of its Learning Commons as an area for campus partners to promote their services and directly engage with students in a safe, neutral setting. During the planning process, a team of librarians interviewed leaders of student success units throughout campus to learn about their goals and the challenges they face. The team analyzed the interviews and used what they learned to create a strategic vision for the area and name it the Resource Link at Hale Library. With a focus on promoting academic success by holistically supporting student well-being, the Resource Link has rapidly developed partnerships with the Writing Center, the Career Center, the Academic Achievement Center, and the Campus Food Pantry. This session will describe the planning process, present the assessment methods used to judge success and modify policies, and share practical tips that other libraries can use to create a dynamic, impactful partner space.

## ***Public information in health crisis situations on Facebook. COVID-19 in Romania and New Zealand***

***Ioana Raduca***

Romania

**Abstract.** The research project aims to analyse the communication strategies adopted by various authorities in different geographical regions, in the medical crisis generated by the rapid emergence and spread of the SARS-Cov2 virus. Both the communication models adopted in order to impose restrictive measures for sanitary protection purposes and those related to the stimulation of the vaccination campaign are considered for this analysis.

The paper uses a predominantly qualitative methodology – a thematic content analysis aimed at identifying patterns of content and information distribution and the most efficient vectors of message conveyance, as well as in-depth interviews with said vectors.

The research project aims to break down the official messages in order to analyse all the aspects of communication in medical crisis situations, both through the prism of the information, the sources and the construction elements used in these messages, and through the prism of the engagement with the public on Facebook, one of the channels used to disseminate formal communications, as well as the image vectors used for the conveyance of these messages in the public space.

The period considered for the analysis is June 2021 - October 2021 in order to enable us to track the calibration of the communication in relation to the evolution of the health crisis, the evolution of the vaccination campaign and, secondarily, the political context. The analysis will take into consideration only Facebook channel.



Starting with a framework of interdisciplinary analysis, which brings together theories from the sphere of communication, sociology, psychology, anthropology and cognitive sciences, this paper analyses the way in which the authorities have built messages for the population and disseminated them in the public space, but also, the correlation with the political context in which this communication was carried out. Medical communication also involves an interdisciplinary approach (Charon, 2007) because it is built on theories borrowed from social and psychosocial sciences, mass communication, marketing and social marketing, sociology and anthropology (Panter-Brick, Eggerman, 2017). In addition, the permanent evolution of medical communication has led to the development of its own models of communication (Cameron, 2009), built on the basis of the Grounded Theory, the Diffusion of Innovation Theory, but also on the basis of various models of Public Policy Narratives. The research will verify if the governmental communication in a health crisis situation, also, adopted medical communications strategies in order to offer public information on a Social Media channel.

**Keywords:** COVID-19, government communication, health crisis, official messages, restrictions, communication vectors.

### ***Research Publications Productivity at Kyambogo University from 2003 to 2020***

***Robert Stalone Buwule<sup>1</sup>, Eliz Nassali State<sup>1</sup> and Edward Mukiibi<sup>1</sup>***

<sup>1</sup>Kyambogo University, Uganda

**Abstract.** A lot of research takes place in Universities as part of their mandate of promoting teaching, learning, research and community engagement. This research is mainly conducted by the academic staff and students and the findings are disseminated through research publications such as books, book chapters, and journal articles. Universities conduct regular evaluations to assess the frequency and impact of these publications so as to make evidence-based decisions say on research budget allocation. Through these regular evaluations, these higher education institutions have put a lot of emphasis on the creation of new knowledge by academics. Further still, research publications have greatly contributed to the visibility and ranking of these institutions. Since the inception of Kyambogo University in March 2003, a lot of research has been conducted and published. However, the nature, trends of research together with the publication patterns and productivity have not been evaluated. This paper explains in detail the research publications productivity of Kyambogo University academic staff from 2003 to 2020. The study employed a mixed-methods research approach using a case study research design which enabled the researchers to collect detailed information, observe lessons, and deeply study the patterns of the phenomenon. The collected data was analysed thematically using spreadsheets (MS Excel). The study adhered to the standard ethical procedures particularly relating to anonymity, confidentiality, privacy and copyright. The research findings reveal the year-wise distribution of research publications of Kyambogo University academic staff, the contribution of the publications to the Sustainable Development Goals, the university/departmental/discipline prolific authors, the most preferred journals, research collaborations, and partnerships among others. This study identifies the current

Kyambogo University research trends and to suggest future directions for improvement and investment

**Keywords:** Research publications, Bibliometrics, Kyambogo University, academic staff.

## ***The Role of the American Academic Librarian in Online Courses***

***Jennifer Elaine Steele***

The University of Southern Mississippi, USA

**Abstract.** In 2020, the COVID-19 pandemic pushed the number of college students in the United States learning virtually to an all-time high, leading the services that academic librarians provide to students enrolled in online courses to become more crucial than ever before. According to EducationData.org, some estimates show that 3,278 higher education institutions and 22.3 million students have been impacted by a switch to online courses. In addition to the students impacted, faculty not previously familiar with teaching online were impacted as well. This has led to a growing concern with the quality of online education versus traditional classroom education.

With this rise in online education and concerns over quality, library services to faculty and students in online courses are becoming increasingly important. However, different views exist regarding the appropriate role an academic librarian should play in an online course. The proposed study will utilize an online survey of faculty, students, as well as academic librarians at The University of Southern Mississippi, located in Hattiesburg, Mississippi, regarding the use of a librarian in an online course. Questions will focus on strategies for using librarians in online courses, which strategies were successful and which were not, and gather perspectives from faculty, students, and librarians themselves in order to better establish best practices for providing the growing number of online students with the library services they need.

**Keywords:** Academic Libraries, Case Study, COVID-19, Embedded Librarianship, Online Education, Virtual Learning.

## ***Scientometric analysis of 3D-printing in libraries, and implications for copyright***

***Angela Repanovici<sup>1</sup>, Ane Landoy<sup>2</sup>, and Mihai Barsan<sup>3</sup>***

<sup>1</sup>Prof dr Transilvania University of Brasov, Romania,

<sup>2</sup>Bergen, Norway, <sup>3</sup>PhD MB THINK TANK, Brasov, Romania

**Abstract.** 3D-printing is a process whereby users can create a three-dimensional solid object of any shape by operating a 3D printer using a digital design, thereby creating their own designs or replicate and electronically customize scanned objects. The technology has existed for several decades; however, it was not until around 1990 it really gained momentum (Van Wiele, 2019).

3D-printing is a service that is on offer in both public and academic libraries, and there are issues with copyright.

In this paper the authors investigated research on 3D-printing in libraries and copyright through a scientometric analysis, by searching in Web of Science for libraries, 3D-printing and copyright. The data was mapped in WoS-viewer, to show the most important authors, the most cited documents, and the most cited sources. 107 results from WoS Core Collection for “3D printing” AND copyright was found.

Searching the scholarly literature, it became evident that there are several issues of copyright when it comes to 3D-printing: How can the interests of the following key actors “be balanced: (i) rights holders that typically wish to control design dissemination; (ii) design sharing platforms that seek to facilitate design creation and dissemination; and (iii) consumers who require access to digital designs”? (Van Wiele, 2019)

Also, the authors researched library web-sites in Norway for guidelines and rules concerning copyright and 3D-printing. Norwegian copyright law does not mention 3D-printing as such, so how are academic and public libraries teaching or mentoring copyright issues to patrons and students?

Van Wiele, B. (2019). Intellectual Property and Consumer 3D Printing University of Cape Town].

## ***Serving beyond the Parliament walls: The outreach program of the Hellenic Parliament Library***

***Maria Kamilaki***

Head of the Hellenic Parliament Library Directorate

**Abstract.** Most libraries, as service-oriented organizations, recognize outreach as part of their mission and obligation to the community, providing equitable delivery of library services to all readers. Moreover, for parliamentary libraries citizen engagement is inextricably linked to central values of parliamentarism, such as democratisation of knowledge and information, transparency and social inclusion, especially where users who are traditionally underserved are concerned (e.g. financially vulnerable families, ethnically diverse people, older adults, non-readers, people with disabilities, members of rural and geographically isolated communities).

In this light, the aim of this paper is to outline the basic features, policies, tools and best practices that shape the outreach program of the Hellenic Parliament Library, focusing on sociocultural inclusion as a main tenet. Presenting events and activities ranging from exhibitions and lectures to reading groups and experiential workshops, emphasis will be given to foregrounding the creation of cohesive bonds to the educational and academic community, to special groups of remote users and to refugees and migrants, through collaborative partnerships with local municipalities, university departments and NGOs. Finally, an attempt will be made to assess the benefits and challenges of networking, connecting it to the future orientations of libraries.

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**Keywords:** parliamentary libraries, outreach, citizen engagement, social inclusion.

## ***Sharing mental health peer information and peer support in online discussion groups***

***Ari Haasio<sup>1</sup> and Elisa Kannasto<sup>1</sup>***

<sup>1</sup>Seinäjäki University of Applied Sciences, Seinäjoki, Finland

**Abstract.** Socially withdrawn people (a.k.a. hikikomori) have more mental health problems than average citizens, for which peer information and peer support are often sought. Therefore, information needs related to one's own health is one of the main topics that cause information needs in this group's online discussions. (Haasio 2015; Haasio & Naka 2019.)

Word Hikikomori comes from the Japanese word hikikomoru, translated as "to be confined inside" (Krysinska 2006; Ohashi 2008). The term can refer to both state of being and persons. The unifying factor in hikikomori definitions of the term includes a person and an effort to avoid human contact with the virtual world outside (e.g., Furlong, 2006; Krysinska, 2006; Suwa & Suzuki, 2013).

The research questions of this study are:

1. What factors explain the need for peer information and peer support?
2. Which information needs act as triggers for the need for peer information?
3. How is peer-to-peer and peer support treated on the discussion forum?

The data for this study were collected from the Finnish online discussion group Hikikomero (<https://ylilauta.org/hikky/>), which defines itself as a peer support group for the depressed and socially excluded (Husu & Välimäki 2017; Hikikomero 2022). The material consists of 39 threads containing 945 messages. The data collected was analyzed both using qualitative and quantitative content analysis.

The theoretical framework is based on Reijo Savolainen's (2009) model of the "way of life," which is based on the idea that people who share a similar lifestyle act the same way when seeking information. The study also utilizes Zygmunt Bauman's (Bauman & May 2019) idea of otherness as a factor guiding human activity. In this context, it is applied as an explanatory factor in an individual's information behavior (see also Haasio 2015).

The hypothesis of this study is that peer review is highly appreciated and valued among the participants of the discussions. According to our hypothesis, it can be explained by the similar experience of otherness and anti-authoritarianism towards social workers, doctors, and other experts.

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## ***Student Engagement and Information Literacy: A Case Study of Gamifying Information Literacy Campaign***

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**Abstract.** Information literacy is essential for pursuing lifelong learning and bridging the digital divide in today's globalized world. In response to the new challenges that library patrons and librarians face, user education services and information literacy programs have evolved and become more diverse at the same rate as technology. The libraries at De La Salle University strive to be a knowledge hub for scholarly engagement, teaching, and learning. Through its information literacy campaign, it continues to play an important role in making all students and faculty members responsible consumers and producers of information. IamInfoSMART, which was launched in 2013, serves as a platform for advocating for lifelong learning and raising DLSU community awareness of the importance of media and information literacy skills both inside and outside the university. It consists of a week-long fair of exhibitions, learning sessions, and interactive games designed to help students become more information literate. Librarians and students engagement has increased as a result of IamInfoSMART, bridging the gap and increasing utilization of library resources and services. This paper discusses the development of an information literacy campaign in academic libraries, examines the opportunities and challenges in gamifying the information literacy campaign in academic libraries, and provides lessons learned from nine years of experience in planning and implementing IamInfoSMART. This paper has practical implications for academic librarians in terms of promoting and teaching information literacy through interactive games. IamInfoSMART has four components: library exhibition, gamified learning activities, learning sessions, and community engagement. The IamInfoSMART exhibition emphasizes the relevance of information literacy in the classroom and in everyday life. It also includes information about the most up-to-date information resources, library services, and technologies that can assist students in improving their information literacy skills. Teaching and learning information literacy skills can be intimidating and boring. Incorporating game and play components into information literacy instruction, on the other hand, helps the learners actively engage with learning materials and improve their learning experience. DLSU Libraries believes that learning information literacy skills is fun and interactive; thereby gamifying learning activities by creating new ones and modifying classic games and popular online games. Organizing a large library event like IamInfoSMART is a difficult task for the team. Some challenges encountered by DLSU Libraries include limited activity-based budgets, low levels of student engagement, time management, too many simultaneous activities, and difficulty in gamifying online learning activities. **Keywords:** Information literacy, academic library, advocacy campaign, gamification, student engagement.

## ***A Survey of Online Librarianship Roles Pre- and Post-Pandemic***

***Karen N. Reed<sup>1</sup>, Karen F. Kaufmann, Brittany Kester, Lindley Homol, and Camielle Crampsie***

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**Abstract.** The response of academic librarians to the recent COVID pandemic has produced a more holistic view of online librarianship. This pandemic has presented a global phenomenon that has impacted the way in which academic librarians experienced work. Through a survey of members of a professional librarian organization, this holistic online librarianship lens became apparent through participants' perceptions of their online librarianship role. In particular, the survey sought to examine any change in online librarianship roles after March 2020 as a result of the COVID-19 pandemic lockdowns. The survey comprised quantitative and qualitative response options. Findings uncovered nuances in the post-lockdown environment experienced by academic librarians. Although individual job duties largely remained the same, the way in which these duties were expected to be completed and delivered in a purely online work environment exacted variations amongst survey participants. Respondents reported increased work demands stemming from the change in the workplace environment from a hybrid or primarily on campus/in-person delivery of librarian teaching and delivering in-person services to a fully remote delivery of librarian work. This shift in work expectations by higher education administrators resulted in some unexpected workplace scenarios, including attrition and a lack of needed resources to support the fully online librarianship role. The literature review that assisted this work uncovered some differences between the way developing countries and developed countries have worked as online librarians. This global perspective provides insights into the holistic view of online librarianship more inclusively. The purpose of the study was to understand the nature of common online librarianship tasks performed prior to and after March 2020. Education subject specialists at different academic institutions in the United States were asked to indicate their responsibilities from a list of work tasks, as well as give their perceptions regarding a set of statements focused on identifying changes to the work environment since March 2020. Three themes emerged from the findings of the study: Online Librarianship Tasks; Librarian Perceptions of Faculty Relationships; and Managing Expectations in the Face of Crisis. These three themes speak to the future holistic view in which academic librarians can learn how to navigate online librarianship confidently and know how to prepare for the new online academic librarianship that is emerging because of the pandemic. Academic librarian work tasks should correlate to the work environment and if online is needed, then time and resources to support this work should be discussed. Faculty relationships are key to meeting the needs of students in their courses, so this positive outcome from the pandemic in terms of increased faculty conversation and collaboration is a wonderful window for the future. Finally, it is imperative to manage expectations of all who are invested and influencers of online librarianship. The findings from this study also may inform iSchools as to curriculum tweaks that may be needed to prepare future academic librarians and the holistic view environments that will need their expertise.

## ***Towards a Mexican LGBT+ librarianship: actions from library associations and academic libraries***

**Tomás Bocanegra Esqueda**

Colegio de México, Ciudad de México, México

**Abstract.** In Mexican and Latin American libraries there is a lag in terms of inclusion and minority rights that has affected not only aspects of human rights and social justice, it has also generated problems to preserve the memory of vulnerable communities. The LGBT+ community, because until recently, academic libraries and library associations turned to see the potential work on these issues. This work aims to analyze the actions that have been carried out by library associations and academic libraries in Mexico to undertake actions that allow preserving the memory of the LGBT+ community, gender studies, inclusive language and the methodology to support a Mexican gay lesbian librarianship, through multiple and diverse events organized before and during the pandemic for Covid-19.

**Keywords:** Academic libraries; LGBT+ librarianship; Inclusion; library associations.

## ***Towards a model of HIV/AIDS information “disconnects”: an empirical study***

**Robinah Kalemeera Namuleme**

Kyambogo University

### **Abstract**

HIV is a biological, social, and cultural phenomenon. Attempts to fight HIV cannot focus only on the search for a vaccine, or a pharmacological cure. They must also consider the complex social and cultural interactions that can both help and hinder the spread of the disease. Information behaviour is a key component of such interactions, and understanding the way information behaviour affects and is affected by its broader context may be an influential factor in helping the fight against the disease.

### **Aims and objectives**

The study reported here seeks to develop an understanding of the complex information behaviour of persons affected by HIV, and to identify factors that impede or enhance the effective distribution, discovery, and application of appropriate information. By doing so, it aims to illuminate the potential role of HIV/AIDS-related information management in mitigating the health, social and economic challenges of the HIV/AIDS epidemic.

### **Methodology**

The study adopted an ethnographic approach, the intention being to build a deep, rich understanding of HAIDS-related information behaviour from the perspective of people affected by the disease. The study seeks to generate in-depth knowledge of the real world “lived information experiences” of people affected by HIV/AIDS, to try to

understand the complexities and subtleties of related information behaviour within the broader context of people's lives.

A sample of 40 persons in the UK who were directly infected with or affected by HIV/AIDS.

### **Results**

The interviewees proved to be a rich source of data illuminating the nature of complex HIV/AIDS related information behaviour, factors that influence it, and consequences. The interviewees provided useful insights into their "lived information experiences", including dilemmas, frustrations, and information "connects" and "disconnects" that directly or indirectly influenced their access to and use of HIV/AIDS related information. The interview data reveal fascinating insights into factors that shape HIV/AIDS-related information behaviour, and the positive and negative effects these might have on the fight against HIV.

Pictures emerged from the data of a number of information behaviours. These included not only *seeking* and *sharing* information but also more negative behaviours such as *hiding*, *destroying*, and *avoiding* information.

Contextual factors helping to determine such information behaviours were also identified. These included not only people's *information needs* but also their *feelings* when infected, and their perceptions of *stigma*, mental or physical *threat*, of others making *moral judgements* about them, and even of *discrimination in medical care*. The *stage of the disease* was also a factor, as were the perceived levels of *appropriateness* of information (e.g. *contradictory* information, and information written at the *wrong level*). *Relationships* between such contextual factors, resultant information behaviour, and consequences in terms of information "connect and "disconnects" were also identified.

## ***The Use of CCTV in Public Libraries: A Case Study of the Quezon City Public Library***

***Stella Therese P. Aquino<sup>1</sup> and Rhea Rowena U. Apolinario<sup>2</sup>***

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**Abstract.** Quezon City Public Library (QCPL) has been an active force in responding to the needs of their users by their various library services, community service, as well as in implementing emerging technologies and trends. To create a safe environment, they implemented the use of CCTV systems and published CCTV policy on their website. This thesis predicted that CCTV now is high definition and has become a regular feature of the everyday lives of individuals.

Thus, the study investigated the use of CCTV in QCPL and sought to answer the following questions: What are the factors involved in the implementation and non-implementation of CCTV systems in QCPL?; How is the CCTV system used in QCPL?; and, how does QCPL perceive the use of CCTV systems? The research study used a qualitative method to analyze the insights of the respondents. The researcher was able to interview nine (9) Library staff and ten (10) library patrons, one (1) CCTV operator,



and one (1) Head librarian. Further, a library tour took place to explore, observe, and understand the CCTV management of the library.

As the CCTV system has been presented to us as a technical solution to security, several related literatures have pointed out that it has brought a trade-off between public safety and our right to privacy and data protection. Interestingly, findings showed that the library community viewed CCTV systems positively even to those individuals who are not aware of its existence in the library.

**Keywords:** CCTV system, Freedom of information, Library Bill of Rights, Panopticism, privacy legislation, public space, video surveillance.

### ***The value of alliances among libraries and their cultural management: the case of the Maritime Libraries Network***

***Stavroula Kouri***

National Technical University of Athens, Head Librarian

**Abstract.** The constantly changing economic and social environment, in connection with the recent epidemiological crisis, imposes the focus of libraries and cultural organizations on their sustainability. In this context, alliances are an important resource along with an integrated cultural management strategy, adapted to the ever-changing environment.

The case study focuses on collaboration between libraries of heterogeneous bodies with a common theme, which is a modern and innovative form of consortium, as the common object addressed by the participating heterogeneous members, contributes to the development and planning of joint actions. The object of this presentation is the creation of strategic planning of Maritime Libraries Network (MarLiNet), a collaborative scheme between university libraries and private libraries of cultural institutions. In the context of this process, the analysis of the internal and external environment of MarLiNet was carried out, using the PESTLE and SWOT analysis in order to determine the objectives of the Network for the drawing up of the strategic planning.

The research process was based on the positions and statements of the members of MarLiNet and in the observance of specific international methods of strategic analysis, in order to render with the greatest possible clarity and accuracy the strategic planning of the case study. The objective purpose of the strategic planning is to capture as effectively as possible the long-term direction of the cooperative network and to examine and study the future progression of MarLiNet.

**Keywords:** Cultural Institution, Libraries, Cultural Management, Alliance, Strategic Plan, SWOT – PESTLE Analysis.

## ***Virtual archives: on how to work with diverse authority control procedures***

***Olívia Pestana***

Faculty of Arts and Humanities & CITCEM, University of Porto, Portugal

**Abstract.** Knowing monastic archives, as well as monastic libraries, is crucial for any historian. The access to documents, catalogues and inventories may determine the success of a research and the creation of new knowledge.

The main goal of the project “The reconstruction of monastic archives in Northern Portugal (from the Middle Ages to the XIXth century)” is to develop the reconstruction of two monastic archives in northern Portugal that existed between medieval times and the nineteenth century. The study will analyze the respective inventories, catalogues, indexes and other instruments of access to documents produced by the institutions over time. For this reason, several ways of describing and cataloguing the documents will be found, leading to decisions regarding the metadata to be used in the construction of the virtual archive.

In this paper, we aim to present the literature review developed to understand the practices developed in reconstructing historical archives and define the standardized metadata model to be implemented in reconstructing monastic archives through their virtual archives, namely uniform requirements for authority control.

This research is supported by the FCT - Portuguese Foundation for Science and Technology (EXPL/HAR-HIS/0535/2021).

**Keywords:** Monastic Archives; Virtual Archives; Authority Control.

## ***Virtual Monastic Libraries: lessons from the past projected into the future***

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**Abstract.** Monastic libraries are specialized libraries distinguished mainly by their differentiation in terms of users and various procedures over the centuries regarding the technical descriptive treatment of the collections and the use of knowledge organization systems. These aspects are fundamental, especially if one intends to study monastic libraries spanning medieval times to the nineteenth century.

The project "Letters in the Cloister: Monastic libraries in Northern Portugal from the Middle Ages to the 19th century" has the primary goal of determining the possibility of a male and female profile of the monastic library. This project will focus on the bibliographic collections belonging to two religious houses in northern Portugal, both Benedictine. From this study, as well as from the structural recognition of the libraries, the respective virtual libraries will be designed.

In this context, a literature review was developed that supports the decision making regarding the cataloguing and the determination of the access points per subject for the

two libraries, as well as regarding the construction of the virtual libraries. Thus, in this paper, and having the literature review developed in its base, we will present a conceptual approach around the concepts of digital library and the virtual library, and we will address the knowledge organization systems in the monastic libraries.

This research is supported by the FCT - Portuguese Foundation for Science and Technology (EXPL/LLT-OUT/0720/2021).

**Keywords:** Monastic Libraries; Virtual Libraries; Knowledge Organization Systems.

### ***Ziggurat: Poetic Representation of Research in Modern Academic Libraries, Religious Symbolism, and Ideology***

***Stephen Bales***

Professor and Humanities and Social Sciences Librarian Holder of the John L. and Mary T. Wright Endowed Professorship in Library Science University Libraries, The Texas A&M University System

**Abstract.** This presentation discusses the use of qualitative research poetry as a methodology for interpreting data and presenting findings from a research project concerning the dialectical relationship between the modern academic library, its historical precedents, religious symbolism, and material ideology. A series of research poems is presented that draws upon qualitative approaches to poetry as a method, including autoethnography and document analysis techniques as well as the application of grounded theory. The benefits and challenges of employing qualitative research poetry as a method are discussed.

### ***The role of libraries in people with disabilities: Integration or exclusion?***

***Persefoni Ioannou***

Hellenic Open University

**Abstract.** In contrast to other countries in Greece, it has been observed that the person with a disability experiences various emotional states such as marginalization, loneliness, isolation, exclusion. So in addition to the fact that he will have to adapt to the new facts of his life, he will also have to adapt to the new social facts.

The role of society in this endeavor is as important as the personal effort that the individual himself makes to accept the new situation. Society must accept diversity and take care of the acceptance and integration of people with disabilities, in no case their exclusion. Libraries, Academic, Public and Municipal, also play an important role, all of which should contribute to the knowledge, participation, acceptance and integration of people with disabilities.

In the present master's thesis a survey was conducted (using questionnaires, interviews and bibliographic references) with recipients of both persons with disabilities and library representatives, to determine whether libraries in compliance with the declarations actually help to integrate people with disabilities or actually exclude them from their spaces and more generally from their integration into society.

The results were impressive, as in addition to the expected problems faced by people with disabilities, which will be presented below, there were also problems faced by libraries themselves in serving the disabled, with a lack of resources as a primary point

of reference. Informing people with disabilities is an obligation of all of us, not only of society and libraries but also of each individual.

**Keywords:**

Library, People with Disabilities, Access, Integration, Exclusion

## Posters

### *Digital cultural heritage in open access in the University Library*

#### *"Svetozar Markovic"*

*Aleksandar Jerkov<sup>1</sup>, Vasilije Milnovic<sup>2</sup>, Aleksandra Trtovac<sup>3</sup>, Marija Bulatovic<sup>4</sup>, Vera Petrovic<sup>5</sup>, and Jelena Smailagic<sup>6</sup>*

<sup>1,5</sup>University library «Svetozar Markovic», Belgrade, Serbia

<sup>6</sup>Faculty of Culture and Media, Belgrade, Serbia

**Abstract.** Old and rare library material is a cultural heritage of special interest for the Republic of Serbia and as such enjoys special protection, established by the law governing culture.

**The University Library "Svetozar Markovic"** has manuscripts in its collection of rarities, as well as old and rare printed books, magazines and newspapers, an archive collection, a collection of maps, and a special value are manuscripts, Cyrillic and oriental books. There are 90 Cyrillic manuscripts, and the oldest Cyrillic manuscripts are from the 13th century, and that is the passage Apostle of the Gospel, which was written on leather, and the Psalter found in the village of Pecari near Bela Crkva in Raska. The library has a collection of oriental manuscripts which contains 395 numbered units with 686 works. It has manuscripts in 3 oriental languages: Arabic (525), Ottoman Turkish (149) and Persian (13), and the oldest book dates from 1206. This collection contains 133,560 pages. Most of them were created on our territory, and the oldest manuscript is from 1206. The archive collection contains letters and documents from the end of the 17th to the 20th century, and it is mostly personal correspondence of famous people. The collection of geographical maps and atlases contains old maps on which our regions are also shown, and copper engravings of plans from Belgrade from the 18th century stand out.

The digitization project in the University Library started in 2008. According to the digitization project, it is planned to first digitize manuscripts, manuscripts and printed books which are categorized as old and rare books of exceptional importance according to the Law on Cultural Heritage, and their list was published in the Official Gazette of the Republic of Serbia no. 54/79 and 12/00. All these books were first cataloged and the records for them are an integral part of the electronic catalog of the Library. Each entry in the electronic catalog will contain a link to the digitized content, which will allow the user to easily view the book he needs.

On the library site, in the contents section, there is a field digital library. Within it, the content is divided into 4 parts: Manuscripts; Books; Newspaper; The first repository. All available materials are freely accessible and can be used free of charge, provided that no material gain is made.

**Keywords:** Books, manuscripts, newspapers, digitalization, University Library "Svetozar Markovic".

### ***Estimating Open Access expenditures to support contract negotiations with publishers: the case of Flemish Universities***

***Lucy Amez***

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University Library

**Abstract.** Open Access to scientific literature has been a major evolution in scholarly communication the past decade. It has a profound impact on the way University libraries operate and how they define their strategic goals. In addition, it calls for rethinking financial flows and auditing. Where previously the core responsibility was to ensure access to resources for affiliated staff, the digitization and open science movement is changing both the dimension of access and the type of services provided to library customers. Also the way of contracting between libraries and publishers changes, gradually shifting from buying for access to securing publishing rights for researchers. This has been reinforced with Plan S requirements for immediate Open Access and, in response to, that publisher's commitment to transition their journals to Open Access mode. Transformative deals (Geschuhn and Stone 2017) are now being agreed worldwide between institutions and scientific publishers. The aim is to arrive at a compensating solution in which article processing costs are linked to subscription costs, balancing the increase of the former and the decrease of the latter.

Negotiating transformative contracts with publishers are taken to a different level as before, involving multidisciplinary teams of librarians, copyright specialist and economist. However, the road to closing deals is characterized by asymmetric information, with especially the universities missing good data regarding the use, numbers and especially the expenditures on Open Access publications (Jahn et al. 2021). The reason is that involved parties, be they authors, departments, universities, funders or publishers, don't disclose who pays what, nor do financial systems allow audits to that granular level. As contracts become more complex, it is critical to collect comprehensive data.

This poster presents the results of a study into the expenditure of Open Access publishing for five Flemish universities. Estimates are based on a 2018 set of Web of Science publications accredited to determine the allocation of funding to universities (BOF). Based on the link between Web of Science and Unpaywall, publications were given different types of Open Access status, distinguishing between gold, hybrid and green. Figures can be further fine-tuned at the level of a single publisher. Unit costs are determined using self-reported data on article processing charges released by the Open APC initiative (Pieper 2018) and publication costs taken from the Directory of Open Access Journals (DOAJ). Results contribute at different levels. First, by estimating total expenditures on Open Access publishing for Flanders, it adds to consortium or national level studies such as those for Germany (Jahn et al. 2021) and the Netherlands (Van Leeuwen et. All 2018) 2. The study points to a number of methodological challenges

such as quantifying Open Access fees carried by funders 3. While the study highlights many of the data quality issues associated with using self-reported APC data, it also underscores the importance of conducting such data analytical exercises as a resource for decision making on Open Access. 4. Results highlight how financial flows at libraries change in the light of Open Access evolutions and imposed policies.

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## ***Special Libraries in Croatia: between Past and Future***

***Breza Šalamon-Cindori***

PhD, National and University Library in Zagreb, Croatia

**Abstract.** The poster summarizes information on the research of special libraries in Croatia, especially special libraries under the supervision of the National and the University Library in Zagreb, in the City of Zagreb and in the Central Croatia.

Unlike libraries that are national, academic and public, special libraries, as information centres, maintained by an individual, institution, association, government agency, corporation or any other group that provide specialized information resources on a particular subject, that serve specialized and limited groups of users and deliver specialized services, have a long tradition in the library world.

Special libraries in Croatia, depending on their founder, as independent libraries or units of larger organizations, encompass research institutes libraries, museum libraries, corporate libraries, hospital libraries, industry libraries, government libraries, church and religious libraries, libraries of professional and scientific institutions and associations and societies etc.

The aim of the research is to monitor and analyse around 70 active special libraries in Croatia under the supervision of the National and the University Library in Zagreb. The monitored parameters include their use, users, services, holdings, collections, equipment, management, staff, planning, budgeting, marketing etc. according to the Standard for Special Libraries in Croatia.

Despite their diversity, the analysed examples of the management practice of special libraries in Croatia show their unifying characteristics and needs for future. Thus, a meticulous analysis of special libraries management practice will contribute not only to their values and trends in their development but also to their visibility and significance in the future.

**Keywords:** special libraries, Croatia, National and University Library in Zagreb, special library collections, special library users, special library services, The Standard for Special Libraries in Croatia.