

MARTHA KYRILLIDOU

QualityMetrics LLC
Also DBA Martha Kyrillidou and Associates
1404 Flora Lane
Silver Spring, MD 20910
(301) 589-7798 (H)
(202) 251-9829 (C)

martha.kyrillidou@gmail.com

EDUCATION

2009 Ph.D., School of Library and Information Science, U of Illinois at Urbana-Champaign, IL.
1990 M.Ed., Education (Evaluation and Measurement) Kent State University, Kent, OH.
1990 M.L.S., School of Library and Information Science, Kent State University, Kent OH.
1987 B.A., English (Language & Linguistics); Aristotle University, Thessaloniki, Greece.

RESEARCH and DEVELOPMENT

Library leadership and management
Evaluation, assessment, research and development
Data management and analysis
Scholarly communication and publishing

APPOINTMENTS

Principal, QualityMetrics LLC (Also DBA Martha Kyrillidou and Associates), Jan 2016 - present
Consulting Associate, Library Management Consulting, Jan 2016-present

Mission: fostering organizational commitment to evidence based decision making, evaluation, library assessment, research and development. Focus areas include: improving library and university organizational strategy, outcomes and success metrics; building the case for effective budget presentations; refreshing library assessment and statistical gathering activities; supporting institutions with their accreditation. Representative consulting assignments include:

- Conducting the Library Services and Technology Act (LSTA) evaluation and strategic planning for state library agencies for the Institute of Museum and Library Services (IMLS)
- Facilitating deliberations and collaboration of the ARL, ALA, ACRL advisory committee for the Academic Library Survey (ALS) -- Integrated Post-Secondary Data System (IPEDS)
- Planning for a library assessment repository for the American Library Association (LLAMA section)

- Evaluating the development of smart spaces in small libraries for OCLC and the Association of Small and Rural Libraries (ASRL)
- Researching facilities, special collections, student success, organizational climate and service quality outcomes in research libraries
- Provided training in outcomes based evaluation, research methods, service quality, services marketing
- Consulting on indirect cost studies in higher education institutions
- Evaluating productivity of pathology lab performance data

Research Associate, School of Information Sciences, The iSchool at Illinois, University of Illinois at Urbana-Champaign, Dec 2015-present

Bridging professional education and practice in libraries, establishing new roles and services, consulting in library management and assessment, research and development, leadership and training.

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

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

Director, ARL Statistics and Measurement, 2004 - 2006

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

Program Officer for ARL Statistics and Measurement, 1994-1996

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

Accomplishments:

- Developed and managed the growth of the fund base for program development (\$1.6 million in reserve and \$1.2 million annual operating budget including supervising 7 FTEs)
- Funded programs deploying a menu of financial models based on a mix of cost recovery, membership dues and grant funded activities
- Shifted the focus of assessment from solely relying on expenditure-driven metrics to quality addressing demands for accountability, effectiveness and efficiency
- Led, managed and participated in strategic planning and measurement of goals using performance management frameworks like the Balanced Scorecard and Design Thinking
- Established research and analysis capabilities including strategy development and planning, community relations, governance oversight, event programming, budgeting and personnel
- Developed and disseminated research that was timely, relevant and valued through StatsQUAL including ARL Statistics, LibQUAL+, ClimateQUAL, DigiQUAL, LibValue and MINES for Libraries
- Expanded LibQUAL+ at the international level and helped libraries redesign their services based on user-initiated feedback

- Established analytics with in-depth data mining for curated large scale datasets, delivery of scalable data services for higher education and other institutions
- Innovated with technical and technology capabilities that support in depth qualitative and quantitative data management and research
- Collaborated on evaluation activities globally; established the Library Assessment Conferences as a forum and a community of practice where action research and best practices are presented; co-chaired six events over the course of ten years

Duties:

- Demonstrated the value of academic libraries to universities and society
- Identified tools for measuring the organizational performance and effectiveness of academic and research libraries
- Represented ARL's statistics and assessment program to professional and higher education associations, federal agencies, foundations, the press, member libraries, and the library community in general
- Analyzed and synthesized data with a focus on policy, technical, and production aspects for electronic and print-based products and services
- Planned and led training, workshops and conferences
- Collaborated and coordinated data management, analytics/statistics and assessment program with related programs
- Monitored developments related to performance measurement, evaluation, assessment, and research methods
- Advanced the mission of ARL by serving on boards and committees of relevant organizations and contributing to the development of strategic capabilities (NISO altmetrics and DLF digital library assessment among others)
- Worked closely with member leaders to implement strategic & global association initiatives

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

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

Library Consultant, Aristotle University of Thessaloniki, Greece, June-Dec 1997

Director and Research Data Analyst, Library Research Center, School of Library and Information Science, University of Illinois at Urbana-Champaign, 1991-94

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

Research Assistant, Bureau of Research Training and Services, College and Graduate School of Education, Kent State University, 1990-91

Teacher of English, Vafopoulou School of English & Summer Camp at the American College of Thessaloniki 1986-88

HONORS, AWARDS & RECOGNITIONS

- 2016 LLAMA, ALA Innovation Grant for developing proposal for an institutional repository
- 2014 Outstanding Paper Award, Emerald Literati Networks, for “Developing a Values Scorecard” Performance Measurement and Metrics, vol 14, no 1, 2014
- 2013 Leading Change Institute, CLIR/Educause sponsored leadership program
- 2010 Beta Phi Mu, International Library and Information Studies Honor Society
- 2009 Highly Commended Award, Emerald Literati Network, for “When the Evidence isn’t enough: Organizational Factors that Influence Effective and Successful Library Assessment” Performance Measurement and Metrics, vol 9, no 3, 2008
- 2007 Alumna of the Year Award, School of Library and Information Science, Kent State University
- 2005 Winner of the ALA Library Research Round Table (LRRT) *Four Star* Research Award for Reliability and validity of 2004 LibQUAL+™ scores for different language translations (with Colleen Cook and Bruce Thompson)
- 1994 Fellow, US Department of Education, Office of Educational Research and Improvement National Center for Education Statistics, Cooperative System Fellows Program
- 1991 Phi Beta Delta, Beta Zeta Chapter, Honor Society for International Scholars
- 1991 Jesse Shera Memorial Award, School of Library Science, Kent State University
- 1988 Fulbright Scholarship, Kent State University, USA
- 1987 British Council Summer Scholarship, Chester, UK
- 1987 Valedictorian, Department of English, Aristotle University, Thessaloniki, Greece (Fall)
- 1983 National Scholarship, Aristotle University, Thessaloniki, Greece (also in 1982)

SELECT FUNDED GRANT PROPOSALS (ACADEMIC)

Measuring Up: Assessing Use of Digital Repositories and the Resulting Impact. 2014-2017. (ARL Lead Investigator with PI Kenning Arlitsch, Patrick O’Brien, Scott Young, Leila Sterman, University of Montana, and Jeff Mixter, OCLC, Cameron Steward, Dale Hendrickson, Zoe Chao, Brian Freels-Stendel, University of New Mexico). Funded by the Institute of Museum and Library Services (IMLS). I was involved in the first two years of the grant, 2014-2015.

Value, Outcome, and Return on Investment of Academic Libraries (Lib-Value). 2009-2012. (ARL Lead Investigator with Co-PIs Carol Tenopir, University of Tennessee, and Paula Kaufman, University of Illinois at Urbana-Champaign). Funded by the Institute of Museum and Library Services (IMLS).

National Research Study of the Future of Librarians in the Workforce. 2004-06. (Co-Principal Investigator with Jose-Marie Griffiths, University of North Carolina; Tony Debons, Donald King, Chris Tomer and Scott Beach, University of Pittsburgh; Bruce Kingma, David Lankes and Ray Vondran, Syracuse University; John Latham, SLA; and Dick Hill, ASIS&T; and Joel Popkin,

Joel Popkin & Company). Funded by the Institute of Museum and Library Services (IMLS).

Developing a National Science Digital Library (NSDL) LibQUAL+®. 2002-05. (Lead Investigator for ARL with Co-Principal Investigators Fred Heath, Colleen Cook, Bruce Thompson and Yvonna Lincoln, Texas A&M University; Duane Webster, ARL). Funded by the National Science Foundation (NSF).

Service Effectiveness in Academic Research Libraries. 2000-03. (Co-Principal Investigator with Fred Heath, Colleen Cook, Texas A&M University; Duane Webster, ARL). Funded by the Fund for the Improvement of Post-Secondary Education (FIPSE), Department of Education.

The State of Preservation Programs in American College and Research Libraries. 2001-02 (Lead Investigator at ARL with PI Anne Kenney, Council on Library and Information Resources (CLIR) in partnership with the Urban Libraries Council and Regional Alliance for Preservation. Funded by the Institute of Museum and Library Services (IMLS).

FUNDED RFP RESPONSES (CONTRACT)

“Small Libraries Create Smart Spaces”

“LSTA Evaluation 2013-2017 for COSLINE”

“LSTA Evaluation 2013-2017 for Virginia”

“LSTA Evaluation 2013-2017 for North Carolina”

“LSTA Evaluation 2013-2017 for New Mexico”

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

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

“LSTA Evaluation 2013-2017 and Strategic Plan 2018-2022 for the District of Columbia”

“LSTA Evaluation 2013-2017 and Strategic Plan 2018-2022 for Utah”

“LSTA Evaluation 2013-2017 for Texas”

“LSTA Evaluation 2013-2017 and Strategic Plan 2018-2022 for Delaware”

“Building User Experience and Assessment Capabilities in Libraries and Information Centers”

PUBLICATIONS

Journal and Conference Papers (peer reviewed)

1. Robert Fox, **Martha Kyrillidou**, Joan Lippincott and Steve Hiller. “Space: Describing and Assessing Library and Other Learning Spaces.” (forthcoming)
2. Colleen Cook, **Martha Kyrillidou** and Bruce Thompson. “Outcomes assessment through LibQUAL+.” (forthcoming)
3. Jackie Dooley and **Martha Kyrillidou**. “Special collections assessment efforts at ARL.” (forthcoming)
4. **Martha Kyrillidou**, Colleen Cook, Fred Heath, Steve Hiller, J. Stephen Town and Bruce Thompson. “A 15-year Retrospective on LibQUAL+.” *Proceedings of the 2014 Library Assessment Conference*. Washington, DC: Association of Research Libraries, 2015: 125-128.

5. **Martha Kyrillidou**, Colleen Cook and Sarah K. Lippincott. "Capturing Digital Developments through Qualitative Inquiry" *Performance Measurement and Metrics* 17 (1) (2016): 45-54.
6. **Martha Kyrillidou**, William Grey Potter, Brinley Franklin, Colleen Cook, and Bruce Thompson. "The ARL Index Revisited: In Search of Reliable and Valid Indicators of Extensiveness of Research Libraries in the 21st Century" *Proceedings of the 2012 Library Assessment Conference*. Washington, DC: Association of Research Libraries, 2014: 61-66.
7. Shafiq-ur-Rehman, **Martha Kyrillidou**, and Imran Hameed, "Reliability and Validity of a Modified LibQUAL+ Survey in Pakistan: An Urdu Language Experience," *Malaysian Journal of Library & Information Science* 19, no. 2 (2014): 83-102.
8. Stephen Town and **Martha Kyrillidou**. "Developing a Values Scorecard" *Performance Measurement and Metrics* 14 (1) (2013): 1-16.
9. Dana Thomas, Catherine Davidson, **Martha Kyrillidou** and Terry Plum. "Measuring use of licensed electronic resources: a second iteration of the MINES for Libraries® survey on Scholars Portal and other resources for the Ontario Council of University Libraries." *Library Management* 33 (6/7) (2012): 374-388.
10. **Martha Kyrillidou**, Terry Plum and Bruce Thompson. "Evaluating Usage and Impact of Networked Electronic Resources through Point-of-Use Surveys: A MINES for Libraries™ Study" *The Serials Librarian* 59 (2010): 159-183.
11. Terry Plum, Brinley Franklin, **Martha Kyrillidou**, Gary Roebuck, and MaShana Davis, "Measuring the impact of networked electronic resources: Developing an assessment infrastructure for libraries, state, and other types of consortia." *Performance Measurement and Metrics* 11(2) (2010): 184-198.
12. Bruce Thompson, **Martha Kyrillidou** and Colleen Cook. "Equating scores on "Lite" and long library user survey forms: the LibQUAL+® Lite randomized control trials." *Performance Measurement & Metrics* 10(3) (2009): 212-219.
13. Brinley Franklin, Colleen Cook, **Martha Kyrillidou** and Bruce Thompson. "Library Investment Index-Why Is It Important?" *Proceedings of the 2008 Library Assessment Conference: Building Effective, Sustainable and Practical Assessment*, August 4-7, 2008, Seattle, Washington (Washington DC: Association of Research Libraries, 2009): 147-154.
14. **Martha Kyrillidou**, Charles Lowry, Paul Hanges, Juliet Aiken and Kristina Justh, "[ClimateQUAL™: Organizational Climate and Diversity Assessment](#)" in *Proceedings of the Fourteenth National Conference of the Association of College and Research Libraries, March 12–15, 2009, Seattle, Washington: Pushing the Edge: Explore, Engage, Extend*, ed. Dawn M. Mueller (Chicago: American Library Association, 2009), 150–164.
15. Bruce Thompson, **Martha Kyrillidou** and Colleen Cook. Item sampling in service quality assessment surveys to improve response rates and reduce respondent burden: The 'LibQUAL+® Lite' example, *Performance Measurement & Metrics*, 10(1) (2009): 6-16.
16. Bruce Thompson, **Martha Kyrillidou**, and Colleen Cook. "How You Can Evaluate the Integrity of Your Library Assessment Data: Intercontinental LibQUAL+® Analysis Used as Concrete Heuristic Examples," *Performance Measurement and Metrics*, 9(3) (2008): 202-215.

17. Sayeed Choudhury, **Martha Kyrillidou**, Fred Heath, Colleen Cook, Bettina Koeper and Reinhold Decker. LibQUAL+® (library quality), ProSeBiCA (development of new library services by means of conjoint analysis), and CAPM (comprehensive access to printed materials), *Performance Measurement and Metrics*, 9(3) (2008): 216-222.
18. Steve Hiller, **Martha Kyrillidou**, and Jim Self. “When the evidence is not enough: organizational factors that influence effective and successful library assessment.” *Performance Measurement and Metrics*, 9(3) (2008): 223-230.
19. **Martha Kyrillidou** and Colleen Cook. “The evolution of measurement and evaluation of libraries: a perspective from the Association of Research Libraries” *Library Trends*, 56(4) (Spring 2008): 888-909.
20. Bruce Thompson, **Martha Kyrillidou** and Colleen Cook. “Library Users’ Service Desires: A LibQUAL+ Study.” *The Library Quarterly*, 78 (1) (January 2008): 1–18.
21. Bruce Thompson, **Martha Kyrillidou** and Colleen Cook. “User library service expectations in health science vs. other settings: a LibQUAL+® Study” *Health Information and Libraries Journal*, 24, Supplement 1 (December 2007): 38-45.
22. Bruce Thompson, **Martha Kyrillidou** and Colleen Cook. “On-premises library versus Google™-like information gateway usage patterns: A LibQUAL+(R) study.” *portal: Libraries and the Academy* 7 (4) (October 2007): 463-480.
23. Steve Hiller, **Martha Kyrillidou** and Jim Self. “Keys to Effective, Sustainable and Practical Library Assessment” *Proceedings of the Library Assessment Conference: Building Effective, Sustainable and Practical Assessment* (Washington DC: Association of Research Libraries, 2007): 171-176.
24. Steve Hiller, **Martha Kyrillidou** and Jim Self. “Assessment in North American research libraries: a preliminary report card” *Performance Measurement and Metrics: The International Journal for Library and Information Services* 7 (2) (2006): 100-106.
25. **Martha Kyrillidou** and Ann Christin Persson. “The new library user in Sweden: a LibQUAL+ study at Lund University.” *Performance Measurement and Metrics: The International Journal for Library and Information Services* 7 (2) (2006): 45-53.
26. Bruce Thompson, Colleen Cook and **Martha Kyrillidou** (2005). “Concurrent validity of LibQUAL+ scores: What do LibQUAL+ scores measure?” *Journal of Academic Librarianship*, 31(6), 517-522.
27. **Martha Kyrillidou**, Toni Olshen, Brinley Franklin and Terry Plum, “[The Story Behind the Numbers: Measuring the Impact of Networked Electronic Services \(MINES\) and the Assessment of the Ontario Council of University Libraries’ Scholars Portal](#)”, 6th Northumbria International Conference on Performance Measurement in Libraries and Information Services, Durham, England, Aug. 23, 2005.
28. Yvonna Lincoln, Colleen Cook and **Martha Kyrillidou**, [User Perspectives Into Designs for Both Physical and Digital Libraries: New Insights on Commonalities/Similarities and Differences from the NDSL Digital Libraries and LibQUAL+™ Data Bases](#), 7th ISKO-Spain Conference, The human dimension of knowledge organization, Barcelona 6-8, July, 2005.

29. **Martha Kyrillidou** and Sarah Giersch, "[Developing the DigiQUAL Protocol for Digital Library Evaluation](#)," JCDL - Joint Conference on Digital Libraries, Denver, CO, June 6-11, 2005.
30. **Martha Kyrillidou**, "Library Assessment as a Collaborative Enterprise" *Resource Sharing and Information Networks* on the theme "Creative Collaborations: Libraries within their Institutions and Beyond" 1/2 (2005/2006): 73-87.
31. **Martha Kyrillidou** and Fred Heath "The Starving Research Library User: Relationships Between Library Institutional Characteristics and Spring 2002 LibQUAL+™ Scores" *Journal of Library Administration*, Volume 40, Numbers 3/4 (2004): 1-11.
32. **Martha Kyrillidou** and Sarah Giersch. "Qualitative Analysis of ARL E-Metrics Participant Feedback about the Evolution of Measures for Networked Electronic Resources" *Library Quarterly* 73 (3) (2003): 243-260.
33. **Martha Kyrillidou**, Toni Olshen, Fred Heath, Claude Bonnelly, Jean-Pierre Cote. "Cross-cultural Implementation of LibQUAL+™: the French Language Experience" Proceedings of the 5th Northumbria International Conference on Performance Measurement in Libraries and Information Services, Durham, UK, July 29, 2003: 193-199.
34. Fred Heath, **Martha Kyrillidou**, Duane Webster, Sayeed Choudhury, Ben Hobbs, Mark Lorie, Nicholas Flores. "Emerging Tools for Evaluating Digital Library Services: Conceptual Adaptations of LibQUAL+™ and CAPM" *Journal of Digital Information* 4 (2) 2003-06-09: <http://jodi.ecs.soton.ac.uk/Articles/v04/i02/Heath/>
35. Colleen Cook, Fred Heath, **Martha Kyrillidou** and Duane Webster. "The Forging of Consensus: a Methodological Approach to Service Quality Assessment" in *Proceedings of the 4th Northumbria International Conference on Performance Measurement in Libraries and Information Services "Meaningful Measures for Emerging Realities"* (eds) Joan Stein, Martha Kyrillidou and Denise Davis (Washington DC: Association of Research Libraries, 2002): 93-98.
36. **Martha Kyrillidou**. "From Input and Output Measures to Quality and Outcome Measures, or, from the User in the Life of the Library to the Library in the Life of the User" *Journal of Academic Librarianship* 28 (1) (2002): 42-46.
37. **Martha Kyrillidou**. "To Describe and Measure the Performance of North American Research Libraries" *IFLA Journal* (2001): 257-263.
38. **Martha Kyrillidou**. "Research Library Trends: ARL Statistics" *Journal of Academic Librarianship* (November 2000): 427-436.
39. **Martha Kyrillidou**. "New Collections, New Marketplace Relationships" *Resource Sharing and Information Networks* 14 (1) (1999): 61- 75.
40. **Martha Kyrillidou**. (1999) "Licensing principles for electronic resources" In Proceedings of the 7th Greek Conference of Academic Libraries, Organisation & collaboration of academic libraries in the digital age, Volos 4-6 November 1998, pp. 133-150.
41. **Martha Kyrillidou**. (1997) "The use of statistics by librarians in North America" In Proceedings. 6th Hellenic Conference of Academic Libraries, Academic libraries and the challenge of reconstruction, Athens, 5-7 November 1997, pp. 41-55.

42. **Martha Kyrillidou.** "A User Survey of the Library of the English Department, Aristotle University, Thessaloniki, Greece" in *Academic Libraries in Greece* ed. Dean H. Keller, New York: Haworth Press, 1993.
43. **Martha Kyrillidou** and Sonya L. Blixt. "[Teachers' Perceptions of a Successful Principal](#)" *Catalyst for Change*, Journal of the National School Development Council, vol. 21, no. 3, spring 1992.

Books, chapters and articles

44. Martha Kyrillidou and Gary Roebuck. "LibQUAL+ and ClimateQUAL data validation and correlations" (forthcoming).
45. Shaneka Morris, Martha Kyrillidou, and Mark Puente. "Demographic Characteristics of ClimateQUAL data" (forthcoming).
46. Sarah Durso, Steve Hiller, Martha Kyrillidou, and Angela Pappalardo. (Eds.) *Proceedings of the 2014 Library Assessment Conference*. Washington, DC: Association of Research Libraries, 2015.
47. Martha Kyrillidou and David Consiglio. "Understanding Library and Information Service Quality with MISO Survey and LibQUAL+" *Reviewing the Academic Library* edited by Eleanor Mitchell and Peggy Seiden (Chicago, IL: American Library Association, 2015).
48. Steve Hiller, Jim Self, Martha Kyrillidou, Angela Pappalardo, and Amy Yeager. (Eds.) *Proceedings of the 2012 Library Assessment Conference*. Washington, DC: Association of Research Libraries, 2014.
49. William Gray Potter, Colleen Cook, Martha Kyrillidou, Jennifer Rutner, Michael Maciel, David Green, Sarah Lippincott, Yolanda Glass, and Nicholas Woolf. [ARL Profiles: Research Libraries 2010](#) (Washington DC: Association of Research Libraries, 2011)
50. Martha Kyrillidou, Colleen Cook and Yvonna Lincoln. "Digital Library Service Quality: What does it look like?" *Evaluation of Digital Libraries: an Insight of Useful Applications and Methods* edited by Giannis Tsakonas and Christos Papatheodorou (Oxford, UK: Chandos Publishing, 2009)
51. Brinley Franklin, Martha Kyrillidou and Terry Plum. "From Usage to User: Library Metrics and Expectations for the Evaluation of Digital Libraries." *Evaluation of Digital Libraries: an Insight of Useful Applications and Methods* edited by Giannis Tsakonas and Christos Papatheodorou (Oxford, UK: Chandos Publishing, 2009)
52. Martha Kyrillidou, (Guest Ed.). "LibQUAL+® and beyond: Library assessment with a focus on library improvement" *Performance Measurement and Metrics*, 9(3) (2008): 155-230.
53. Martha Kyrillidou, Colleen Cook and S. Shyam Sunder Rao. "Measuring the Quality of Library Service through LibQUAL+®." In *Academic Library Research: Perspectives and Current Trends* (59) (Chicago: Association of College and Research Libraries, 2008): 253-301.
54. Martha Kyrillidou. Library Assessment: Why Today and Not Tomorrow? In Mersini Moreleli Cacouris (ed.) *Library Assessment Conference - Thessaloniki 13-15 June 2005* (pp. 9-27). Washington, DC: Association of Research Libraries, 2006.

55. Martha Kyrillidou, "Service Quality: A Perceived Outcome for Libraries" in *Revisiting Outcomes Assessment in Higher Education* by Peter Herson, Robert E. Dungan, and Candy Schwartz (eds) (Westport, Connecticut: Libraries Unlimited, 2006).
56. Martha Kyrillidou, "[The globalization of library assessment and the role of LibQUAL+\(tm\)](#)" *From library science to information science: studies in honor of G. Kakouri* (Thessaloniki, 2005).
57. Fred Heath, Martha Kyrillidou and Consuella Askew (eds) "Libraries Act on their LibQUAL+™ Findings: From Data to Action" *Journal of Library Administration* 40, 3/4 (2004)
58. Joan Stein, Martha Kyrillidou and Denise Davis (eds) *Proceedings of the 4th Norhumbria International Conference on Performance Measurement in Libraries and Information Services "Meaningful Measures for Emerging Realities"* (Washington, DC: Association of Research Libraries, 2002).
59. Rush Miller, Sherrie Schmidt and Martha Kyrillidou. "New Initiatives in Performance Measures" in *Global Issues in 21st Century Research Librarianship* (Helsinki: NORDINFO Publication 48, 2002): 161-177.
60. Martha Kyrillidou and Fred Heath (eds) "Measuring Library Service Quality" *Library Trends* (Spring 2001).
61. Martha Kyrillidou, "User Survey of the Library of the English Department, Aristotle University, Thessaloniki, Greece." Master's Thesis, Kent State University, December 1990.

Reports

62. Megan Oakleaf and Martha Kyrillidou. "[Revisiting the Academic Library Value Research Agenda: An Opportunity to Shape the Future.](#)" *Journal of Academic Librarianship*. Preprint. 2016.
63. Martha Kyrillidou. Integrating 2014 Library Assessment Conference Proceedings and Peer Review. *Evidence Based Library and Information Practice*, 11(2), 2016: 4-8. doi: <http://dx.doi.org/10.18438/B82S7Z>
64. Martha Kyrillidou. "Outcomes Assessment in Select Papers from the 2012 Library Assessment Conference." *Evidence Based Library and Information Practice* 10.2 (2015): 4-7.
65. Steve Hiller, Martha Kyrillidou and Megan Oakleaf. "The Library Assessment Conference – Past, Present, and Near Future!" *Journal of Academic Librarianship* 40 (2014): 3-4. <http://dx.doi.org/10.1016/j.acalib.2014.05.013>
66. Martha Kyrillidou and Damon Jaggars, "Current Themes in Academic Library Assessment: Select Papers from the 2010 Library Assessment Conference" *Evidence Based Library and Information Practice* 8 (2) (2013). Selected and edited 15 articles from the conference proceedings published in this journal.
67. Martha Kyrillidou, Steve Hiller and Jim Self. "2010 Library Assessment Conference: Reflections from the Conference Co-Chairs" *Library Quarterly* 81 (1) (2011): 1-2; also, eds of this special issue of keynote papers from the Library Assessment Conference.
68. Martha Kyrillidou. "Item sampling in service quality assessment surveys to improve response rates and reduce respondent burden: The LibQUAL+® Lite randomized control

- trial (RCT).” Doctoral dissertation, University of Illinois, Graduate School of Library and Information Science (December 2009). <http://hdl.handle.net/2142/14570>
69. Martha Kyrillidou and M. Sue Baughman. “[ClimateQUAL: Organizational Climate and Diversity Assessment](#)” *College and Research Libraries News* 70(3) (March 2009): 154-157.
 70. Bruce Thompson, Colleen Cook and Martha Kyrillidou. “[Stability of Library Service Quality Benchmarking Norms Across Time and Cohorts: A LibQUAL+\(TM\) Study](#)” Paper presented at the Asia-Pacific Conference of Library and Information Education and Practice (A-LIEP), Singapore, April 4-7, 2006.
 71. Martha Kyrillidou, Toni Olshen, Brinley Franklin and Terry Plum. “[MINES for Libraries\(tm\): Measuring the Impact of Networked Electronic Services and the Ontario Council of University Libraries' Scholar Portal, Final Report, January 26, 2006](#)” (Washington, D.C. Association of Research Libraries, 2006)
 72. Yvonna Lincoln, Colleen Cook and Martha Kyrillidou. “Evaluating the NSF Digital Libraries: Categories and Themes from MERLOT and DLESE” Paper presented at the Multiple Educational Resources for Learning and Online Technologies (MERLOT) Conference, Cost Mesa, California, August 3-6, 2004.
http://www.libqual.org/documents/admin/MERLOT%20Paper2_final.pdf
 73. Martha Kyrillidou, Bruce Thompson and Julia Blixrud “[Library Metrics in a Changing Environment](#)” National Libraries Conference, Malaysia, May 26, 2004, Langkawi Island, Kedah, Malaysia.
 74. Colleen Cook, Fred Heath, Yvonna Lincoln, Martha Kyrillidou, Bruce Thompson and Duane Webster “[Developing a National Science Digital Library \(NSDL\) LibQUAL+™ Protocol: an E-Service for Assessing the Library of the 21st Century](#)” for the October 2003 NSDL Evaluation Workshop on “Developing an Evaluation Strategy for the Educational Impact of the National Science Digital Library.”
 75. Martha Kyrillidou and Julia Blixrud. “Measuring the Changing Library Environment” in *Developing Indicators 1996-97 and 1997-98* (Washington DC: Association of Research Libraries, 1999)
 76. Martha Kyrillidou. “Current Context for Performance Indicators in Higher Education: an Overview of Performance Indicators in Higher Education and Libraries” in *Developing Indicators 1995-96 and 1996-97* (Washington DC: Association of Research Libraries, 1998)

Short papers, posters

77. Shaneka Morris and Martha Kyrillidou, “Minority Representation in US ARL University Libraries as of 2012-2013: Taking a Closer Look at the Evidence,” Poster, Library Assessment Conference 2014, Seattle, WA.
78. Amy Yeager and Martha Kyrillidou, “Design thinking and LibQUAL+: The landscape of changing user needs and expectations of faculty and undergraduate students in ARL libraries — Trends 2003–2011” Poster, ALA 2014, Las Vegas, NV.
79. Martha Kyrillidou. "Trends in Preservation Activities" *ABBEY Newsletter* v. 21, #5-6 (1997): 84.

80. Martha Kyrillidou. "The Decline of Ownership and the Rise of Access" *NFAIS Newsletter* vol. 38, no. 10 (October 1996) 137-139.

ARL Bimonthly report articles

Kyrillidou, Martha. "Business Intelligence and Data Visualization with Tableau in Research Libraries." *Research Library Issue: A Report from ARL, CNI, and SPARC*, no. 288 (2016): 1-4. <http://publications.arl.org/rli288/>.

Kyrillidou, Martha. "Library Value May be Proven, if not Self-Evident." *Research Library Issues: A Bimonthly Report from ARL, CNI, and SPARC*, no. 271 (2010): 1-3.

Potter, William Grey, Colleen Cook and Martha Kyrillidou. "ARL Profiles: Qualitative Descriptions of Research Libraries in the Early 21st Century" with William Grey Potter and Colleen Cook. *Research Library Issues: A Bimonthly Report from ARL, CNI, and SPARC*, no. 271 (2010): 25-32.

Kyrillidou, Martha. "The ARL Library Scorecard Pilot: Using the Balanced Scorecard in Research Libraries" *Research Library Issues: A Bimonthly Report from ARL, CNI, and SPARC*, no. 271 (2010): 36-40.

Catherine Davidson and Martha Kyrillidou. "The Value of Electronic Resources: Measuring the Impact of Networked Electronic Services (MINES for Libraries®) at the Ontario Council of University Libraries." *Research Library Issues: A Bimonthly Report from ARL, CNI, and SPARC*, no. 271 (2010): 41-47.

Kyrillidou, Martha. "ARL Statistics: Redefining Serial Counts and Remaining Relevant in the 21st Century" *Research Library Issues: A Bimonthly Report from ARL, CNI, and SPARC*, no. 262 (February, 2009): 18-20.

Kyrillidou, Martha. "Reshaping ARL Statistics to Capture the New Environment" *Research Library Issues: A Bimonthly Report from ARL, CNI, and SPARC*, no. 256 (2008): 9-11.

Kyrillidou, Martha. "The Impact of Electronic Publishing on Tracking Research Library Investments in Serials" *Research Library Issues: A Bimonthly Report from ARL, CNI, and SPARC*, no. 249 (December 2006): 6-7.

Kyrillidou, Martha. "The Future of Librarians' in the US Workforce" *Research Library Issues: A Bimonthly Report from ARL, CNI, and SPARC*, no. 246 (June 2006): 5.

Kyrillidou, Martha. "ARL University Libraries' Spending Trends" *ARL*, no. 242 (October 2005): 10.

Lippincott, Sarah and Martha Kyrillidou. "How ARL University Communities Access Information: Highlights from LibQUAL+™" *ARL*, no. 236 (October 2004): 7-8.

Kyrillidou, Martha. "LibQUAL+™ in 2004" *ARL*, no. 236 (October 2004): 6.

Kyrillidou, Martha. "Serials Trends Reflected in the ARL Statistics 2002-03" *ARL*, no. 234 (June 2004): 14-15.

Hipps, Kaylyn and Martha Kyrillidou. "Library Users Assess Service Quality with LibQUAL+™ and e-QUAL" *ARL*, 230/231 (October/December 2003): 8-10.

Kyrillidou, Martha. "E-Metrics: Next Steps for Measuring Electronic Resources" with Julia C. Blixrud *ARL*, no. 230/231 (October/December 2003): 11-13.

Kyrillidou, Martha. "Evaluating the Educational Impact of Digital Libraries" *ARL*, no. 230/231 (October/December 2003): 17.

Kyrillidou, Martha and Kaylyn Hipps. "Symposium on Measuring Library Service Quality" 215 (April 2001)

Kyrillidou, Martha. "Round-up of Other E-Metrics Developments" 213 (December 2000)

Kyrillidou, Martha. "Research Library Spending on Electronic Scholarly Information is on the Rise" 213 (December 2000)

Kyrillidou, Martha. "Journal Costs: Current Trends and Future Scenarios for 2020" 210 (June 2000)

Kyrillidou, Martha. "Salary Trends Highlight Inequities—Old and New" 208-209 (February/April 2000)

Kyrillidou, Martha. "Educational Credentials, Professionalism, and Librarians" 208-209 (February/April 2000)

Kyrillidou, Martha. "Spending More For Less ..." 204 (June 1999)

Kyrillidou, Martha. "Spending More for Less ..." 204 (June 1999)

Kyrillidou, Martha. "ARL Librarian Salaries Increased 2.8% in 1998-99" 203 (April 1999)

Kyrillidou, Martha. "An Overview of Performance Measures in Higher Education and Libraries" 197 (April 1998)

Kyrillidou, Martha and William Crowe. "In Search of New Measures" 197 (April 1998)

Kyrillidou, Martha. "Trends in Preservation Activities" 194 (October 1997)

Kyrillidou, Martha. "Trends in Expenditures for Library Materials" 186 (June 1996)

Kyrillidou, Martha. "ARL Publishes Ratios from ARL Statistics" 184 (February 1996)

Kyrillidou, Martha. "ARL Salary Survey 1995-96 Released" 184 (February 1996)

Kyrillidou, Martha. "Preservation Activities in ARL Libraries." 181 (August 1995)

Kyrillidou, Martha. "Librarians' Salaries for 1994-95 Reported." 180 (May 1995)

Kyrillidou, Martha. "Trends in Research Library Acquisitions and ILL Services." 180 (May 1995)

Kyrillidou, Martha. "NCES Describes U.S. Higher Education." 179 (March 1995)

Kyrillidou, Martha. "ARL Statistics on the Internet." 176 (September 1994)

Kyrillidou, Martha and Kendon Stubbs. "Supply and Demand in ARL Libraries" 175 (July 1994)

Select Presentations

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

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

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

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

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

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

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

"MINES for Libraries" Texas Library Association, April 14, 2015.

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

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

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

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

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

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

Nisa Bakkalbasi and Martha Kyrillidou, “Reliability and Validity of LibQUAL+ Scores for Different Language Translations” QQML Conference, Istanbul, Turkey, May 27-30, 2014 (presented by Bakkalbasi).

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

“Demonstrating the Value of Libraries” Leadership Forum, ALA, Philadelphia, PA, Jan 25, 2014
“LibQUAL+ Training”, ALA, Philadelphia, PA, January 28, 2014.

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

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

“Working Effectively with LibQUAL+®” with Raynna Bowlby, post-conference workshop, 2012 Library Assessment Conference, Charlottesville, VA, November 1, 2012.

“An Introduction to LibQUAL+® and its Role in Nurturing a Library Assessment Community” Lund University, Lund, Sweden, September 20, 2012.

“ARL Profiles 2010: The Use of Qualitative Methods for Advocating and Demonstrating the Value of Libraries” Satellite Pre-conference “Library’s Efficiency, Impact and Outcomes Statistical Evaluation and Other Methods as Tools for Management and Decision making” University of Turku, Turku, Finland, 78th IFLA General Congress and Assembly, August 9, 2012. (via Skype)

“ARL Statistics Survey Changes” ARL Survey Coordinators and SPEC Liaisons Meeting, American Library Association, Anaheim, CA, June 22, 2012.

“ARL Profiles 2010: Capturing Digital Developments through Qualitative Inquiry” with Colleen Cook, 4th International Conference on Qualitative and Quantitative Methods in Libraries, Limerick, Ireland, May 22-25, 2012.

“Library Services Marketing with LibQUAL+®.” Gulf Cooperation Council, Library Directors Meetings, Manama, Bahrain, April 10-11, 2012.

“Measuring Library Services and the Role of Assessment” School of Library and Information Science, University of North Carolina, Chapel Hill, March 30, 2012. (via Skype)

Hosted Five 2012 Library Assessment Webcasts on LibQUAL+® (February 14), ClimateQUAL® (April 17), ARL Statistics® (June 5), MINES for Libraries (September 18), and the Balanced Scorecard (December 11).

“LibQUAL+® Introduction, Survey Administration and Results” workshop, American Library Association, Dallas, TX, January 23, 2012.

“An Introduction to the LibQUAL+® Triads Protocol: Using Ipsative Measurement to Assess Highly Desired Outcomes” with Bruce Thompson, 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services, York, England, August 22, 2011. http://www.libqual.org/documents/LibQual/publications/LQ_triad.pdf

“Regrounding LibQUAL+® for the Digital Library Environment: An Analysis of the DigiQUAL Data” with Bruce Thompson and Colleen Cook, 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services, York, England, August 22, 2011.

“Simpson’s Paradox as a Challenge in Library Assessment: An Example Using LibQUAL+® Long and Lite Data” with Bruce Thompson, 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services, York, England, August 22, 2011.

“LibQUAL+®” Strategic Assessment of Libraries at Historically Black Colleges and Universities,” HBCU meeting, Atlanta, GA, October 24-25, 2011.

“Demonstrating the Value of the Library in the Academy” Keynote Address, Amigos Congress 2011, University Cultural Complex of the Universidad Benemerita de Puebla (BUAP), September 9, 2011.

“ARL Balanced Scorecard Webcast” with Winston Tabb, Ted Jackson, Elizabeth Mengel, Vivian Lewis, Steve Hiller and Betsy Wilson, February 14, 2011.

<http://www.youtube.com/user/arladmin#p/f/0/IixRNcNYSKU>

“LibQUAL+® Introduction, Survey Administration and Results” workshop, American Library Association, San Diego, CA, January 11, 2011.

“Working Effectively with LibQUAL+®” with Raynna Bowlby, pre-conference workshop, 2010 Library Assessment Conference, Baltimore, MD, October 24, 2010.

“The ARL StatsQUAL® Gateway to Assessment Tools with a Focus on LibQUAL+®, MINES for Libraries®, and ClimateQUAL® Research and Practice” with David Green, Gary Roebuck, and Charles Lowry, Library Research Seminar V, University of Maryland, October 8, 2010.

“Looking Ahead: The Future of Performance Metrics” NISO Webinar: Measuring Use, Assessing Success, September 8, 2010.

“ClimateQUAL®: Change Strategies and Organizational Improvement” with Sue Baughman, Paul Hanges, and Mark Puente, National Diversity in Libraries Conference, Princeton, NJ, July 15, 2010.

“Lib-Value as Collaborative Assessment” Lib-Value Workshop, George Washington University, June 15, 2010. <http://www.youtube.com/watch?v=IEycaMqLIQg>

“Effective, Sustainable and Practical Assessment” consulting visit, Ohio University, July 19, 2010.

“Item Sampling in Service Quality Assessment Surveys to Improve Response Rates and Reduce Respondent Burden: The “LibQUAL+® Lite” Randomized Control Trial (RCT)” with Bruce Thompson, and Colleen Cook, Qualitative and Quantitative Methods in Libraries International Conference, Chania, Crete, May 26, 2010

“Beyond LibQUAL+®: Effective, Sustainable, and Practical Assessment” LibQUAL+® and Beyond Workshop, University of Glasgow, UK, May 24, 2010

“LibQUAL+® Introduction, Survey Administration and Results” workshop, American Library Association, Boston, MA, January 19, 2011.

“Library Assessment Conference 2008,” Seattle, Washington August 4-7: Recap & Evaluation Steve Hiller, Martha Kyrillidou, & Jim Self, Library Assessment Conference Forum, Chicago IL, July 10, 2009.

“Item Sampling in Service Quality Assessment Surveys to Improve Response Rates and Reduce Respondent Burden: The LibQUAL+® -Lite Experiment” with Bruce Thompson, and Colleen Cook, Qualitative and Quantitative Methods in Libraries International Conference, Chania, Greece, May 29, 2009.

“Describing the Research Library of the 21st Century: the Association of Research Libraries’ (ARL) Profile” with Colleen Cook, Qualitative and Quantitative Methods in Libraries International Conference, Chania, Greece, May 29, 2009.

“ARL Library Investment Index: Why is it Important?” with Brinley Franklin, Colleen Cook, and Bruce Thompson, Qualitative and Quantitative Methods in Libraries International Conference, Chania, Greece, May 29, 2009.

“ClimateQUAL™: Organizational Climate and Diversity Assessment” with Paul Hanges and Charles Lowry, 14th National Conference of the Association of College and Research Libraries, Seattle, Washington, March 12-15, 2009.

“MINES for Libraries(tm): Measuring the Impact of Networked Electronic Services” PALCI conference call, October 24, 2008

“Using National and International Score Norms as a Library Service Quality Benchmarking Tool” with Colleen Cook and Bruce Thompson, 17th Greek Academic Libraries Conference, Ioannina, Greece, September 24, 2008.

“Comparisons of Library Users Expectations and Perceptions Across North American, European, African, Asian and Australian Libraries” with Colleen Cook and Bruce Thompson, 17th Greek Academic Libraries Conference, Ioannina, Greece, September 24, 2008.

“MINES for Libraries: Measuring the Impact of Networked Electronic Services” with Noula Alvanoudi, Fillipos Kolovos, and Martha Kyrillidou, 17th Greek Academic Libraries Conference, Ioannina, Greece, September 26, 2008.

“Effective, Sustainable and Practical Library Assessment” with Steve Hiller, Martha Kyrillidou and Jim Self, Boston University, September 8, 2008.

“LibQUAL+® Lite: A New Model for Conducting Service Quality Assessments That Both Minimizes Demands on Users and Maximizes Response Rates” with Bruce Thompson and Colleen Cook, Library Assessment Conference, University of Washington, Seattle, Washington, August 4-8, 2008.

“Measuring the Impact of Networked Electronic Resources: Developing Assessment Infrastructure for Libraries, State, and Other Types of Consortia” with Terry Plum, Brinley Franklin, Martha Kyrillidou, Gary Roebuck, Rayna Bowlby, Mashana Davis, and Kristina Justh, Library Assessment Conference, University of Washington, Seattle, WA, August 4-6, 2008.

“Demonstrating Library Value: Practical Approaches to Effective and Sustainable Library Assessment” with Steve Hiller, University of Haifa, Mount Carmel, Haifa, Israel, April 2, 2008.

“Case Study for "Sacred Cows": a demonstration of "Nominal Group Technique"” with Colleen Cook, Knowing Your Users: Assessment of Library Service Quality International Workshop &

Symposium on LibQUAL+®, Tokyo and Osaka, Japan, February 27-29, 2008.

“Why assess? What is assessment? What do we mean by actionable data?” Planning for Results: Making Data Work for You, The Cato Institute, Washington, DC, February 20, 2008.

“LibQUAL+® in Europe: How Can Libraries Use Their Results?” Introduction to LibQUAL+® workshop in Paris, France, January 28, 2008.

“LibQUAL+® and Beyond: Applying Your Survey Results and Other Performance Measures in Library Practice” with Steve Hiller and Jim Self, LibQUAL+® Canada Workshop, Ottawa, Ontario, Canada, October 24-25, 2007

“ARL Statistics and Measurement Program: Effective, Sustainable and Practical Assessment” with Steve Hiller, Jim Self, Presented at the University of Cape Town, Cape Town, South Africa, August 16, 2007

“DigiQUAL™: A digital library evaluation service” with Bruce Thompson, Presented at the 7th Northumbria International Conference on Performance Measurement in libraries and information services (PM7), South Africa, August 13-16, 2007.

“Your LibQUAL+® Community: A Results Meeting” Birmingham, AL, January 17, 2007, Seattle, WA, January 22, 2007, and London, January 25-26, 2007.

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

“Demonstrating Value and Creating Value: Evidence-Based Library Management through MINES for Libraries(tm)” with Brinley Franklin, Scholars Portal Forum, Ontario Council of University Libraries, February 1, 2006, Toronto, Canada.

“A Fairytale About 22 Items and a Box” ALA Midwinter Conference in San Antonio, Texas, January 23, 2006.

“Measuring Library Services” Initiative to Recruit a Diverse Workforce Leadership Symposium, San Antonio, TX, January 21, 2006.

“Making Library Assessment Work - Progress Report of an ARL Project,” with Steve Hiller, Jim Self, ARL MLAW participants meeting, San Antonio, TX, January 20, 2006.

LibQUAL+™ Presentations for the National Library for Health with Bruce Thompson, London, UK, August 26, 2005.

“Making Library Assessment Work: Project Report of an ARL Project” with Steve Hiller, Jim Self, 6th Northumbria International Conference on Performance Measurement in Libraries and Information Services, Durham, England, Aug. 22-25, 2005.

“The Story Behind the Numbers: Measuring the Impact of Networked Electronic Services (MINES) and the Assessment of the Ontario Council of University Libraries’ Scholars Portal” with Brinley Franklin and Toni Olshen, 6th Northumbria International Conference on Performance Measurement in Libraries and Information Services, Durham, England, Aug. 22-23, 2005.

“LibQUAL+(TM) Around and About,” LibQUAL+(TM) International Results Meeting, 6th Northumbria International Conference on Performance Measurement in Libraries and Information Services, Durham, England, Aug. 22-23, 2005.

“The New Library User in Sweden: A LibQUAL+(TM) Study” with Ann-Christin Persson, 6th Northumbria International Conference on Performance Measurement in Libraries and Information Services, Durham, England, Aug. 22-23, 2005.

“Standards for Use Measures for Electronic Resources,” ALCTS meeting held at the 2005 ALA Annual Conference, Chicago, IL.

“Reliability and Validity of 2004 LibQUAL+™ Scores for Different Language Translations” with Colleen Cook, and Bruce Thompson, Presentation to LRRT Four-Star research session held in conjunction with the 2005 ALA Annual Conference, Chicago IL.

“Webmetrics”, ARL Web Analytics Workshop (Webmetrics) held at the 2005 ALA Annual Conference, Chicago, IL.

“ARL Statistics and Measurement” with Brinley Franklin, Library Assessment Conference held at Thessaloniki, Greece, 13-15 June 2005.

“LibQUAL+(TM) Around and About” Library Assessment Conference held at Thessaloniki, Greece, 13-15 June 2005.

“Library Assessment: Why Today and Not Tomorrow?” Library Assessment Conference held at Thessaloniki, Greece, 13-15 June 2005.

“Library Assessment: Why Today and Not Tomorrow?” with Colleen Cook, Library Assessment Conference held at Thessaloniki, Greece, 13-15 June 2005. Paper included in Conference Papers below.

“Assessing the Value of Networked Electronic Services: The MINES survey” with Brinley Franklin, Terry Plum, Panel Session at the ACRL Annual Conference, Minneapolis, MN, April 8, 2005.

“Outcomes Assessment Tools for the Library of the Future: MINES and LibQUAL+(TM)” ACRL Preconference Workshop, Minneapolis, MN, April 7, 2005.

“LibQUAL+™, Libraries, and Google™” with Fred Heath, and Jonathan Sousa, CNI Spring 2005 Task Force Meeting, Washington, D.C., April 4, 2005.

“The ARL New Measures Initiative,” CREPUQ program De nouveaux outils de mesure pour les bibliothèques universitaires: le programme New Measures Initiative de l’Association of Research Libraries (ARL), Montréal, 11 février 2005.

“A fairytale about 22 items and a box” LibQUAL+(TM) International Workshop, at The Whitworth Conference Center at the Royal Military College of Science, Cranfield University, Shrivenham, UK, 1/20/2005 - 1/21/2005.

“What will ARL do for you? What will you do?” LibQUAL+(TM) International Workshop, at The Whitworth Conference Center at the Royal Military College of Science, Cranfield University, Shrivenham, UK, 1/20/2005 - 1/21/2005.

“LibQUAL+™ Poster” NSDL Annual Meeting 2004, November 15-17, 2004, Chicago, IL.

“Evaluation and the NSDL: Which data to capture and how” Panel Presentation, NSDL Annual Meeting 2004, November 15, 2004, Chicago, IL.

“AAHSL LibQUAL+™ Results Meeting” November 9, 2004, Boston, MA.

“Exploring Appreciative Inquiry and the University Summit Concept as Frameworks for Following up on your LibQUAL+(tm) Data” with Joan Cheverie, Positive Organizational Scholarship – a New Approach to Organizational Development in Libraries, ARL/OLMS 4th Human Resources Management Symposium, Washington DC, November 8, 2004.

“Analyzing your LibQUAL+™ Data with SPSS” with Colleen Cook and Bruce Thompson, ARL, October 18-19, 2004, Washington DC.

“ARL Statistics Webcast” with Brinley Franklin and Mark Young, October 4, 2004, Washington DC.

“LibQUAL+™ Discussion Panel” with Francine DeFranco, Northeast Library Association, September 28, 2004, Manchester, NH.

“LibQUAL+™” Poster session with Kaylyn Hipps, European Conference on Digital Libraries (ECDL), September 13-17, 2004, Bath, UK.

“Evaluating the NSF Digital Libraries: Categories and Themes from MERLOT and DLESE” with Yvonna Lincoln (primary author and speaker) and Colleen Cook, Multiple Educational Resources for Learning and Online Technologies (MERLOT) conference, August 3-6, 2004, Costa Mesa, CA.

“Webmetrics at a non-profit environment” NSF/NSDL workshop, August 2, 2004, Costa Mesa, CA.

“LibQUAL+™: Libraries moving from Data to Action” NELINET workshop, July 30, 2004, Boston, MA.

“LibQUAL+™ and the Law Library Community” with Peggy Fry and Chris Knott, American Association of Law Libraries, July 13, 2004, Boston, MA.

“AALL LibQUAL+™ results meeting” July 13, 2004, Boston, MA.

“UK LibQUAL+™ results meeting” July 7, 2004, Orlando, FL.

“LibQUAL+™ Poster session, American Library Association, June 28, 2004, Orlando, FL.

“New Measures Overview” panel entitled “Best Practices: Collection Management and the Application of New Measures for Library Assessment” with Steve Bosch, Sherrie Schmidt, Joe Zucca, Jim Self, and Steve Hiller, American Library Association, June 27, 2004, Orlando, FL.

“LibQUAL+™ at the International Level” Poster session, American Library Association, June 27, 2004, Orlando, FL.

“US LibQUAL+™ results meeting” June 26, 2004, Orlando, FL.

“ARL Survey Coordinators meeting” June 25, 2004, Orlando, FL.

“LibQUAL+™ and the Medical Library Association” presentation with James Shedlock ...Medical Library Association, May 25, 2004, Washington DC.

“LibQUAL+™ presentation” COSLA Statistics Committee, May 2, 2004, Washington DC.

“LibQUAL+™ presentation” with Colleen Cook, Living the Future, April 16, 2004, Tuscon, AZ.

“SCONUL LibQUAL+™ training” January 20, 2004, Glasgow, UK.

“ARL E-Metrics Video Training” January 2004.

“LibQUAL+™ for the Military Libraries” Special Libraries Association, December 9, 2003, Washington DC.

“AAHSL Spring 2003 LibQUAL+™ Results” with Colleen Cook and Bruce Thompson, AAHSL meeting, Washington, DC, November 11, 2003.

“Analyzing and Interpreting your LibQUAL+™ data with SPSS” workshop with Colleen Cook and Bruce Thompson, November 10-11, 2003, Washington DC.

“LibQUAL+™: an e-service for assessing the library of the 21st century” Frontiers in Services Conference, American Marketing Association, October 25, 2003, University of Maryland, MD.

“Assessment for Advancing Diversity” Online Lyceum with Julia Blixrud and DeEtta Jones, originally developed in 1999 and offered on an annual basis every fall (last offering October 2003).

“ARL Statistics Webcast” with Julia Blixrud and Mark Young, October 9, 2003, Washington DC.

“From SERVQUAL to LibQUAL+™: New Ways of Listening to Users” workshop with Jonathan Sousa, Amy Hoseth and Consuella Askew, October 4, 2003, Washington, DC.

“E-Metrics: Lessons Learned from the ARL E-Metrics Project, Challenges and Opportunities” Martha Kyrillidou, 226th American Chemical Society National Meeting, CINF Section B, Jacob K. Javits Convention Center, Room 1E20, September 8, 2003, New York, NY.

“French Canadian LibQUAL+™ 2003” with Toni Olshen, Fred Heath, Claude Bonnelly, and Jean-Pierre Cote, 5th Northumbria International Conference, July 29, 2003, Durham, UK.

“UK Results meeting LibQUAL+™ 2003” with Colleen Cook and Bruce Thompson, 5th Northumbria, July 28, 2003, Durham, UK.

“NY3Rs LibQUAL+™ 2003 Results Meeting” with Colleen Cook and Bruce Thompson, NY3Rs, July 21, 2003, Albany, New York,

“LibQUAL+™ 2003 Results Meeting” with Colleen Cook and Bruce Thompson, ALA Annual Conference, June 21, 2003, Toronto, Canada.

“Cross-Gender Mentoring: Breaking the Pink Glass Ceiling” panel included Dr. Linda Marie Golian-Lui, Dr. Mary Niles Maack, Martha Kyrillidou, and Dr. Larry Hardesty; organized by the Committee on the Status of Women in Librarianship 2003 Annual Conference Program, American Library Association/Canadian Library Association, June 23, 2003, Toronto, Canada.

“Where’s the Money? Libraries ... going, going,” Society for Scholarly Publishing, 25th Annual Meeting, May 30, 2003, Baltimore, MD.

“Old and New Measures ... Why Bother?” with Consuella Askew, Georgetown University Library, February 24, 2003, Washington, DC.

“AAHSL Spring 2002 LibQUAL+™ Results” AAHSL meeting, Nov 12, 2002, San Francisco, CA.

“Sex and Salaries: ARL Salary Survey Trends” ARL/OLMS 2nd Human Resources Management Symposium: Strategies and Innovations in Academic Library Recruitment Processes, October 14-15, 2002, Washington, DC.

“Library Quality Assessment” with Julia Blixrud and Consuella Askew, NCES Forum & Summer Data Conference, 25 July 2002, Washington, DC.

“Library Quality Assessment,” Massachusetts Conference of Chief Librarians of Public Higher Educational Institutions, June 25, 2002, Capecod, MA.

“ARL Statistics Supporting Technologies” invited speaker, Consortium for Financing Higher Education (COFHE), COFHE Technology Planning Meeting, The Brookings Institution, Stein Room, Washington, DC, July 30, 2001.

“LibQUAL+” presented with Julia Blixrud, Kaylyn Hipps and Fred Heath, Coalition for Networked Information, CNI Spring Task Force Meeting, April 9, 2001.

“ARL E-Metrics Project” with Sherrie Schmidt and Rush Miller, LAMA Measurement, Evaluation and Assessment Section, Washington DC, January 14, 2001.

“Measure Matters, and Measures that Matter” presented at FEDLINK April 27, 2000.

“The ARL New Measures Initiative: Collaborative Action and Commitment to Learning” with Carla Stoffle, delivered at the “New Culture of Assessment in Academic Libraries: Measuring Library Service Quality,” Jurys Hotel, Washington DC, October 21, 2000.

"The role and management of the ARL Statistics and Measurement Program" invited speaker, Total Quality Management Unit of Academic Libraries, Hellenic Academic Libraries Link, University of Ioannina, Ioannina, Greece, April 27, 1999.

"Licensing Principles for Electronic Resources" 7th Conference of Greek Academic Libraries, Volos, Greece, November 1998.

"Intellectual Property Rights in the Electronic Era: Challenges for Librarians" invited speaker 'SKITALI' at the Library Science Department of the Technological Educational Institute (TEI), Thessaloniki, Greece, May 12 1998.

"Use of Statistics by Libraries in North America" paper delivered at the 6th Conference of Greek Academic Libraries, Athens, Greece, November 5-7 1997.

"The State of Performance Indicators in Academic Libraries" panel organizer for the Association of College and Research Libraries (ACRL) meeting in Nashville, TN, April 1997. Presenters included: William Crowe, Charles McClure and Amos Lakos.

“Research Library Investments in Electronic Resources: How much and where does it go?” project briefing with Tim Jewell, Head of Electronic Information Program at the University of Washington, Coalition for Networked Information (CNI) Spring Task Force Meeting, April 1997, Washington DC.

"User Surveys in Academic Libraries" a one day-workshop organized for ARL and delivered by a group of librarians (including Jinnie Davis, Brinley Franklin, Martha Kyriallidou, Kendon Stubbs, Dawn Talbot). Offered by the Association of Research Libraries at the following locations in the USA:

Nashville, TN, April 1997

Chapel Hill, NC, October 1996

Raleigh, NC, September 1996

New York, NY, July 1996

"The Role of Assessment in Advancing Diversity in Libraries" a two-day workshop organized and delivered by Kriza Jennings and Martha Kyrillidou at the following locations in the USA:

Washington, DC, November 7-8 1996

Washington, DC, May 2-3 1996

"Developing Indicators for Academic Library Performance" presented at the Canadian Association of Research Libraries (CARL) meeting in Ottawa, Canada, November 1995.

"Interactive Statistical Analysis on the WWW" presented with Kendon Stubbs, Associate University Librarian at the University of Virginia, at the National Center for Educational Statistics Summer Data Conference, Washington DC, June 1995.

"Navigational tools and Library Applications on the Internet" paper presented at the 7th Annual Conference, Greek Library Association, Athens, Greece, 21-23 May 1993.

Editorship of annual statistical series

ARL Annual Salary Survey 1994 through 2014-2015 (annual)

ARL Statistics 1993-94 through 2013-2014 (annual)

ARL Academic Law Library Statistics 1992-93 through 2013-2014 (annual)

ARL Academic Health Sciences Library Statistics 1992-93 through 2013-2014 (annual)

ARL Supplementary Statistics 1993-94 through 2007-2008

ARL Preservation Statistics 1993-94 through 2008-09

SERVICE

2016- Library Assessment Conference, Consultant

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

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

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

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

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

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

2015-2016 NISO Altmetrics Definitions Group, Member

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

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

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

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

EXTERNAL READER OF GRADUATE STUDENT RESEARCH

Renata Curty, 2015, Syracuse University, "Beyond 'data drifting': an investigation of factors influencing data reuse in the social sciences"

PROFESSIONAL AFFILIATIONS

- 2009-present Association of Library and Information Science Education (ALISE) (also 1994-99)
2004-present American Education Research Association (AERA) (also 1990-1993)
1989-present American Library Association/Association of College and Research Libraries/
Library Administration and Management Association/Library and Information
Technology (ALA/ACRL/ASCLA/LLAMA/LITA/PLA)
2016 Coalition to Advance Learning, Organizational Model Task Force
2008-2015 COUNTER International Advisory Committee
2006-2010 ACRL Assessment Committee (prior called ACRL Statistics Committee)
2002-2005 Medical Library Association
1995-1997 American Society for Quality Control (ASQC)
1991-1993 American Society for Information Science (ASIS)
1990-1993 National Council of Measurement in Education
1989-1992 Special Library Association (SLA)
1987-1988 Teachers of English to Speakers of Other Languages (TESOL-GREECE)