



AGENDA

Workshop 7:

Attracting the academic community: Assessing and replying to the user needs

January 29, 2018

Place: Academy of Economic Studies of Moldova, Scientific Library, 59 Bănulescu Bodoni str., Chişinău 2005, Republic of Moldova.

Monday, January 29, 2018	
9:00 – 10:00	Meeting with project team, Academy of Economic Studies of Moldova, Building F, of. 001, ground floor
10:00 – 10:30	Coffee / Greetings at Scientific Library of AESM Event participants registration, Building F, of. 103, 1 st floor
10:30 – 11:40	<p><i>Workshop 7:</i> <i>Attracting the academic community: Assessing and replying to the user needs</i></p> <ul style="list-style-type: none"> • Silvia GHINCULOV, dr., director of the Scientific Library of the Academy of Economic Studies of Moldova: Opening the workshop. Presentation of aims. Introduction of speakers. • Angela REPANOVICI, Prof., dr., Transylvania University of Brasov, Romania: <i>„Theoretical aspects and new trends in increasing the level of awareness of the library's role in the university”</i>. Among the topics discussed: <ol style="list-style-type: none"> 1. Qualitative and quantitative methods for determining users' needs: <ul style="list-style-type: none"> ✓ No contact between people; Examination of documents; Blogs; Face-to-face interaction; Observation; Interview; Grounded theory; Dialogue analysis - verbal protocol analysis (voice thinking); Ethnographic methods; Interaction with a group; Focus group; The Delphi method; Critical incident technique; Mapping concepts (establishing the correspondence between concepts). 2. The image of the library in society. 3. New trends of attracting users. 4. Libraries in 2020. • Questions and comments.
11:40 – 12:00	Coffee break
12:00 – 13:00	<ul style="list-style-type: none"> • Ane LANDØY, Project coordinator, Deputy Director of the University of Bergen Library, Norway: <i>„An overview of methods for assessing library users' needs”</i>. • Questions and comments.
13:00 – 14:00	Lunch
14:00 – 15:00	<ul style="list-style-type: none"> • Ane LANDØY, Project coordinator, Deputy Director of the University of Bergen Library, Norway; Angela REPANOVICI, Prof., dr., Transylvania University of Brasov, Romania: <i>Best Practices</i>. • Questions and comments.
15:00 – 15:20	Coffee break
15:20 – 16:20	<ul style="list-style-type: none"> • Discussions. • The closing ceremony, awarding certificates of participation. • Awarding diplomas for activities within the International Open Access Week 2017.