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Citizenship: Canada and United States of America

PROFESSIONAL EXPERIENCE:

2011-2022	Trenholme Dean of Libraries and Archives, McGill University
2011-present	Full Librarian and Full Professor, School of Information Science, McGill University
2004-2010	Dean, Texas A&M University Libraries, Sterling C. Evans Endowed Chair
2003-2004	Interim Dean and Director, Texas A&M University Library
1976-2003	Various administrative positions, Texas A&M University Library

EDUCATION:

Ph.D., Texas A&M University (Higher Education Administration)
M.A., Texas A&M University (European History)
M.L.S., University of Texas at Austin, (Library Science)
B.A., University of Texas at Austin (German)
Ludwig Maximilian University of Munich (Junior Year Abroad Program)

LANGUAGES:

English (native), French and German intermediate

PUBLICATIONS:

SCOPUS metrics 45 documents, 2594 citations, h-Index 24

Selected major publications

Kyrillidou, M., C. Cook and S. Lippincott. (2016). "Capturing digital developments through qualitative inquiry." *Performance Measurement and Metrics*, 17(1): 45 – 54.

Council of Canadian Academies. (2015). *Leading in the Digital World: Opportunities for Canada's Memory Institutions*. Ottawa (ON): The Expert Panel on Memory Institutions and the Digital Revolution, Council of Canadian Academies.

Kyrillidou, M., W.G. Potter, B. Franklin, C. Cook, and B. Thompson. (2014). "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, 61-66.

Thompson, B., Kyrillidou, M., and C. Cook. (2011). "Equating Scores on "Lite" and Long Library User Survey Forms: The LibQUAL+®. In *Proceedings of the Northumbria International Conference on Performance Measurement in Libraries and Information Services*. 8, Florence, Italy, 129-134.

Cook, C., and M. Maciel. (2010). "A Decade of Assessment at a Research-Extensive University

- Library Using LibQUAL+®." *Research Library Issues: A Bimonthly Report from ARL, CNI, and SPARC*, no. 271: 4-12.
- Potter, W., Cook, C., and M. Kyrillidou. (2010). "ARL Profiles: Qualitative Descriptions of Research Libraries in the Early 21st Century." *Research Library Issues: A Bimonthly Report from ARL, CNI, and SPARC*, no. 271: 25-32.
- Thompson, B., M. Kyrillidou, and C. Cook. (2009). "Item sampling in service quality assessment surveys to improve response rates and reduce respondent burden: the LibQUAL+Lite example." *Performance Measurement & Metrics* 10(1): 6-16.
- Kyrillidou, M. and C. Cook. (2008). "The evolution of measurement and evaluation of libraries: A Perspective from the Association of Research Libraries." *Library Trends* 56(4): 888-909.
- Thompson, B., M. Kyrillidou, M., and C. Cook. (2008). "Library Users' Service Desires: A LibQUAL+® Study." *Library Quarterly* 78(1): 1-18.
- Thompson, B., C. Cook, and M. Kyrillidou. (2005). "Concurrent validity of LibQUAL+™ scores: What do LibQUAL+™ scores measure?" *Journal of Academic Librarianship* 31(6): 517-522.
- Wei, Y., B. Thomspon, and C. Cook. (2005). "Scaling users' perceptions of library service quality using Item Response Theory: A LibQUAL+™ study." *portal: Libraries and the Academy* 5 (1): 93-104.
- Thompson, B., C. Cook, and F. Heath. (2003). "A short form of the LibQUAL+™ protocol assessing users' perceptions of library service quality." *Library Quarterly*. 73(4): 453-465.
- Cook, C., F. Heath, and B. Thompson. (2003). "'Zones of Tolerance' in perceptions of library service quality: A LibQUAL+™ study." *portal: Libraries and the Academy* 3(2): 113-123.
- Cook, C., F. Heath, and B. Thompson. (2003). "Structure of perceptions of service quality in libraries: A LibQUAL+™ study." *Structural Equation Modeling: A Multidisciplinary Journal* 10 (3): 456-464.
- Cook, C., F. Heath, and B. Thompson. (2002). "Score norms for improving library service quality: A LibQUAL+™ study." *portal: Libraries and the Academy* 2(1): 13-26.
- Heath, F., C. Cook, M. Kyrillidou, and B. Thompson. (2002). "ARL index and other validity correlates of LibQUAL+™ scores." *portal: Libraries and the Academy* 2(1): 27-42.
- Thompson, B., and C. Cook. (2002). "Stability of the reliability of LibQUAL+™ scores: A "Reliability Generalization" meta-analysis study." *Educational and Psychological Measurement* 62(4): 735-743.
- Thompson, B., C. Cook, and R.L. Thompson. (2002). "Reliability and structure of LibQUAL+™ scores." *portal: Libraries and the Academy* 2(1): 3-12.
- Arnau, R.C., C. Cook, and R.L. Thompson. (2001). "Do different response formats change the latent structure of responses?: An empirical investigation using taxonometric analysis." *Educational and Psychological Measurement* 61(1): 23-44.
- Cook, C. (2001). "A mixed-methods approach to the identification and measurement of academic library service quality constructs: LibQUAL+™." *Dissertation Abstracts International* 62 (07): 2295A. (University Microfilms No. AAT 3020024)

- Cook, C., and F. Heath. (2001). "Users' perceptions of library service quality: A LibQUAL+™ qualitative study." *Library Trends* 49(4): 548-584.
- Cook, C., F. Heath, F., and B. Thompson. (2001). "Users' hierarchical perspectives on library service quality: A LibQUAL+™ study." *College and Research Libraries* 62(2): 147-153.
- Cook, C., F. Heath, B. Thompson, and R.L Thompson. (2001). "LibQUAL+™: Service quality assessment in research libraries." *IFLA Journal* 27(4): 264-268.
- Cook, C., F. Heath, B. Thompson, and R.L. Thompson. (2001). "The search for new measures: The ARL LibQUAL+™ study—a preliminary report." *portal: Libraries and the Academy* 1(1): 103-112.
- Cook, C., F. Heath, B. Thompson, and R.L Thompson. (2001). "Score reliability in Web- or Internet-based surveys: Unnumbered graphic rating scales versus Likert scales." *Educational and Psychological Measurement* 61(4): 697-706.
- Cook, C., and B. Thompson. (2001). "Psychometric properties of scores from the Web-based LibQUAL+™ study of perceptions of library service quality." *Library Trends* 49(4): 585-604.
- Thompson, B., C. Cook, and F. Heath. (2001). "How many dimensions does it take to measure users' perceptions of libraries?: A LibQUAL+™ study." *portal: Libraries and the Academy* 1(2): 129-138.
- Cook, C., F. Heath, and R.L. Thompson. (2000). "A meta-analysis of response rates in Web or Internet-based surveys." *Educational and Psychological Measurement* 60(6): 821-836.
- Cook, C., and B. Thompson. (2000). "Higher-order factor analytic perspectives on users' perceptions of library service quality." *Library and Information Science Research* 22(4): 393-404.
- Thompson, B., C. Cook, and F. Heath. (2000). "The LibQUAL+™ gap measurement model: The bad, the ugly, and the good of gap model measurement." *Performance Measurement and Metrics* 1(3): 165-178.

OTHER ACTIVITIES:

- American Library Association: Editorial Advisory Committee for *American Libraries*; LAMA Publications Committee; LAMA Program Committee, LAMA SASS Acquisitions Systems; LITA Bylaws and Organizations Committee; LAMA Governmental Affairs Task Force.
- Association of Research Libraries: Member of the Board; Task Force to Assess the International Engagement of ARL and ARL Libraries; LibQUAL+® Steering Committee; Fair Use and Related Exemptions Working Group; Ad hoc Task Force on Best Practices for Counting Serial Titles; Statistics and Assessment Committee, Chair; New Ways of Measuring Collections Task Force.
- Canadian Association of Research Libraries: Chair, Assessment Committee; Committee on Research Dissemination, Canadian Journals Working Group.
- Council of Canadian Academies, Expert Panel: The Expert Panel on Memory Institutions and the Digital Revolution.
- International Federation of Library Associations: Representative of the Canadian Association of Research Libraries; Committee on Copyright and other Legal Matters; Representative of the American Library Association to the IFLA Division IV Support of the

Profession, the IFLA E-Metrics Special Interest Group; and the Statistics and Evaluation Section Standing Committee.

United Nations Statistical Commission, International Federation of Library Associations, Representative.

Comité consultative sur les bibliothèques, membre de l'extérieur provenant du milieu des bibliothèques, Université de Montréal.

External Reviewer of libraries at major universities in the United States and Canada.

Advisory and Editorial Board contributions to *International Conference on Qualitative and Quantitative Methods in Libraries; Performance measurement and metrics: The international journal for library and information services*; and *Northumbria International Conference on Performance Measurement in Libraries*; Council of Canadian Academies, Expert Panel, Memory Institutions and the Digital Revolution.

HONORS, AWARDS and RECOGNITIONS:

Outstanding Women Faculty and Students Award, Women Former Students Network, Texas A&M University, 2009.

Winner of the 2005 ALA Library Research Roundtable (LRRT) *Four Star* Research Award for *Reliability and validity of 2004 LibQUAL+™ scores for different language translations*, (co-authored with M. Kyrillidou & B. Thompson).

Highly Commended Special Issue Award for 2002, Editor of special issue, *Performance Measurement and Metrics*, Emerald Publishers, 2002.

Outstanding Dissertation of the Year, Texas A&M University, College of Education, 2001.

Outstanding Conference Paper Award, Southwest Educational Research Association (SERA) Conference, Dallas, January 2000 (co-author with B. Thompson).

Texas A&M University Association of Former Students Distinguished Librarianship Award, 1992.

FUNDED RESEARCH ACTIVITIES:

Humanities Informatics: Excellence in Research and Education. Co-Principal Investigator with E. Urbina, J. Rosenheim, R. Furuta, J. Leggett, F. Heath, and S. Smith. Funded by the Telecommunications and Informatics Task Force: 2002-03 \$339,150; 2003-04 \$300,000.

Developing a National Science Digital Library: LibQUAL+™. Co-Principal Investigator with F. Heath, D. Webster, B. Thompson and Y. Lincoln. Funded by the National Science Foundation, 2002-03 \$245,737.

Service Effectiveness in Academic Research Libraries. Co-Principal Investigator with F. Heath, D. Webster and M. Kyrillidou. Funded by the Fund for the Improvement of Post-Secondary Education, Department of Education, 2000-03 \$550,000.