Your name: Meiqing Macy Zheng

Your topics: New Model of User Services in Academic Libraries—with examples from McGill University Library

Your evaluation of the seminar you have participated:
1. This forum was widely publicized and very well organized by Yunnan Agricultural University Library. Apart from the CALA team members, over 200 people from various locations in China (more than expected) participated in this Forum.
2. Before the meeting, our team leader did an excellent job by sending timely, detailed information to the team members to make sure this event to be carried out smoothly.
3. Personally, I was very fortunate to have this eye-opening opportunity to see how Chinese university libraries have rapidly developed both in terms of advanced library facilities and technologies, and the up-to-date knowledge of our Chinese library colleagues.
4. In this forum, discussion sessions were held to accompany the presentations. Attendants who didn’t have chances to ask questions in the presentation sessions were able to raise questions and to express their point of views. I found the discussion session which I attended very informative and enlightening.

Your suggestions:
1. Both Chinese and U.S. librarians agreed that this forum was held in order to exchange information on more practical issues of library services. The meeting in 2012 should continue to pursue this practical (instead of theoretical) goal.
2. After the meetings, a follow-up meeting was held by the host library to evaluate this forum, and to sum up experience so as to better prepare for the next session in 2012. I’d like to suggest that the next Forum hold similar follow-up discussions.
3. It seems that, during the seminars of the past several years, similar topics were designed. In the future, different topics need to be identified, especially the ones which librarians in China feel more useful in light of enhancing library services.
4. In addition to presentations, each of our team members also wrote essays on his/her topic, which are included in the forum’s proceedings. This could be a good supplement to our presentations, since each presentation’s time was limited. Future conferences or forums may also benefit from this model of “PPTs plus papers”.

Report by: Meiqing Macy Zheng