

APPENDIX B - BIBLIOGRAPHY

PART A: Selected Articles from the ARL Newsletter

- "The ARL Membership Criteria Index." *ARL: A Bimonthly Newsletter of Research Library Issues and Actions* 197 (April 1998): 9.
- "Assessing ILL/DD Services: New Cost-Effective Alternatives." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 236 (October 2004): 9.
- Askew Waller, Consuella, and Kaylyn Hipps. "Using LibQUAL+ and Developing a Culture of Assessment in Libraries." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 221 (April 2002): 10-11.
- Case, Mary M. "A Snapshot in Time: ARL Libraries and Electronic Journal Resources." *ARL: A Bimonthly Newsletter of Research Library Issues and Actions* 235 (August 2004): 1-10.
- _____. "The Impact of Serial Costs on Library Collections." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 218 (October 2001): 9.
- Case, Mary M. and Judith Matz. "Framing the Issue: Open Access." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 226 (February 2003): 8-10.
- Case, Mary M. and Prudence Adler. "Promoting Open Access." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 220 (February 2002): 1-5.
- "Collections & Access for the 21st-Century Scholar: Changing Roles of Research Libraries." Report from the ARL Collections & Access Issues Task Force. *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 225 (December 2002).
- Cook, Colleen, Fred Heath, and Bruce Thompson. "A Brief LibQUAL+ Phase One Progress Report." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 219 (December 2001): 7.
- Crowe, William. "The End of History? Reflections on a Decade." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 226 (February 2003): 12-13.
- Crow, Raym. "The Case for Institutional Repositories: A SPARC Position Paper." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 223 (August 2002): 1-4.
- "The Future of Human Resources in Canadian Libraries." *ARL*, no. 240 (June 2005): 9.
- Grosetta Nardini, Holly. "Building a Culture of Assessment." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 218 (October 2001): 11.
- Groves, Richard. "Sharing Best Practices by Disseminating Assessment Results via the Web." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 236 (October 2004): 6.
- Guedon, Jean-Claude. "Beyond Core Journals and Licenses: The Paths to Reform Scientific Publishing." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 218 (October 2001): 1-8.
- Hahn, Karla. "The State of the Large Publisher Bundle: Findings from an ARL Member Survey." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 245 (April 2006).
- Hipps, Kaylyn. "Diversity in the U.S. ARL Library Workforce." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 246 (June 2006): 1-2.
- Johnson, Richard K. "Whither Competition?" *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 217 (August 2001): 12-14.
- Kyrillidou, Martha. "The Future of Librarians in the U.S. Workforce." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 246 (June 2006): 5.
- Kyrillidou, Martha. "ARL University Libraries' Spending Trends." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 242 (October 2005): 10.

- Kyrillidou, Martha. "LibQUAL+™ in 2004." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 236 (October 2004): 6.
- _____. "Serials Trends Reflected in the ARL Statistics 2002-03." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 234 (June 2004): 14-15.
- Kyrillidou, Martha, and William Crowe. "In search of new measures." *ARL: A Bimonthly Newsletter of Research and Library Issues and Actions* 197 (April 1998): 8-10.
- Kyrillidou, Martha, and Kaylyn Hipps. "Symposium on Measuring Library Service Quality." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 215 (April 2001): 9-11.
- Lippincott, Sarah, and Martha Kyrillidou. "How ARL University Communities Access Information: Highlights From LibQUAL+™." *ARL: A Bimonthly Newsletter of Research Library Issues and Actions* 236 (October 2004): 7-8.
- Lynch, Clifford. "Institutional Repositories: Essential Infrastructure for Scholarship in the Digital Age." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 226 (February 2003): 1-7.
- "Making Library Assessment Work." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 240 (June 2005): 9.
- Shim, Wonsik "Jeff", Charles McClure, and John Carlo Bertot. "Measures and Statistics for Research Library Networked Services: ARL E-Metrics Phase II Report." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 219 (December 2001): 8-9.
- Stuber, Peter. "Where does the Free Online Scholarship Movement Stand Today?" *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 220 (February 2002): 9-15.
- Unsworth, John M. "The Crisis in Scholarly Publishing in the Humanities." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 228 (June 2003): 1-4.
- Wetzel, Karen, and Mary Jackson. "Portal Functionality Provided by ARL Libraries: Results of an ARL Survey." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 222 (June 2002): 7-9.
- Wilder, Stanley. "New Hires in Research Libraries: Demographic Trends and Hiring Priorities." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 221 (April 2002): 5-8.
- Young, Mark. "ARL Salary Survey Highlights." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC* 246 (June 2006): 4.

PART B: Related Books and Articles Published in Other Sources

- Arms, William. "Quality Control in Scholarly Publishing on the Web." *The Journal of Electronic Publishing* 8, no. 1 (August 2002).
- Baumol, W. J., and M. Marcus. *Economics of Academic Libraries*. Washington, D.C.: American Council of Education, 1973.
- Bertot, John Carlo, Charles McClure, and Joe Ryan. *Statistics and Performance Measures for Public Library Networked Services*. Chicago: American Library Association, 2001.
- Blixrud, Julia. "The Association of Research Libraries Statistics and Measurement Program: From Descriptive Data to Performance Measures." *Proceedings from the 4th Northumbria International Conference on Performance Measurement in Libraries and Information Services*, edited by Joan Stein, Martha Kyrillidou, and Denise Davis. Washington, D.C.: Association of Research Libraries, 2002.
- Carlson, Scott. "The Deserted Library: As Students Work Online, Reading Rooms Empty Out - Leading Some Campuses to Add Starbucks." *The Chronicle of Higher Education*, November 16, 2001.
- Clapp, V. W. *The Future of the Research Library*. Urbana: University of Illinois Press, 1964.
- Coffman, Steve. "Building Earth's Largest Library: Driving into the Future." *Searcher* 7, no. 3 (March 1999).
- Competition Commission of the United Kingdom. *Reed Elsevier plc and Harcourt General, Inc.: A report on the proposed merger, presented to Parliament by the Secretary of State and Trade and Industry by Command of Her Majesty, July 2001*.

- Cook, Colleen, Fred Heath, Martha Kyrillidou, and Duane Webster. "The Forging of Consensus: A Methodological Approach to Service Quality Assessment in Research Libraries – the LibQUAL+ Experience." *Proceedings from the 4th Northumbria International Conference on Performance Measurement in Libraries and Information Services*, edited by Joan Stein, Martha Kyrillidou, and Denise Davis. Washington, D.C.: Association of Research Libraries, 2002.
- Cook, Colleen, Fred Heath, and Bruce Thompson. "Score norms for improving library service quality: A LibQUAL+ study." *portal: Libraries and the Academy* 2 (2002): 13-26.
- Cook, Colleen, Fred Heath, Bruce Thompson, and Duane Webster. "LibQUAL+™ Preliminary Results from 2002." *Performance Measurement and Metrics* 4, no. 1 (2003): 38-47.
- Cook, Colleen, Fred Heath, Bruce Thompson, and Russell Thompson. *The Search for New Measures: The ARL LibQUAL+Project--A Preliminary Report*. Baltimore: Johns Hopkins University Press, 2001. Accessed on the Internet at <<http://muse.jhu.edu/demo/pla/1.1cook.html>> on August 22, 2001.
- _____. "LibQUAL+: Service Quality Assessment in Research Libraries." *IFLA Journal* 27 (2001): 264-8.
- Council on Library and Information Resources. *A Different Approach to the Evaluation of Research Libraries*. Research Brief 6. Washington, D.C.: The Council, 1998.
- Crow, Raym. "The Case for Institutional Repositories: A SPARC Position Paper." Washington, DC: Scholarly Publishing & Academic Resources Coalition, 2002.
- Cummings, Anthony M., et al. *University Libraries and Scholarly Communication: A Study Prepared for The Andrew W. Mellon Foundation*. Washington, D.C.: Association of Research Libraries, 1992.
- Cummings, M. M. *The Economics of Research Libraries*. Washington, D.C.: Council on Library Resources, 1986.
- Downs, Robert B. "The Growth of Research Collections." *Library Trends: American Library History: 1876-1976* 25 (July 1976): 55-80.
- _____. "Uniform Statistics for Library Holdings." *Library Quarterly* 16 (January 1946): 63-69.
- Drake, Miriam A. "Forecasting Academic Library Growth." *College and Research Libraries* 37 (January 1976): 53-59.
- Frazier, Kenneth. "The Librarians' Dilemma: Contemplating the Costs of the 'Big Deal,'" *D-Lib Magazine* 7, no. 3 (March 2001), viewed online at <http://www.dlib.org/dlib/march01/frazier/03frazier.html>.
- Gooden, Paul, Matthew Owen, and Sarah Simon. *Scientific Publishing: Knowledge is Power*. New York: Morgan Stanley, 2002.
- Hayes, Robert M. *Strategic Management for Academic Libraries: A Handbook*. Westport, Conn.: Greenwood Press, 1993.
- Heath, Fred, Colleen Cook, Martha Kyrillidou, and Bruce Thompson. "ARL Index and other validity correlates of LibQUAL+ scores." *portal: Libraries and the Academy* 2 (2002): 27-42.
- Hernon, Peter, and Robert E. Dugan. *Action Plan for Outcomes Assessment in Your Library*. Chicago: American Library Association, 2002.
- Hernon, Peter, and John R. Whitman. *Delivering Satisfaction and Service Quality*. Chicago: American Library Association, 2001.
- Hernon, Peter, and Ellen Altman. *Assessing Service Quality*. Chicago: American Library Association, 1998.
- Hightower, Christy, Julie Sih, and Adam Tilgham. "Recommendations for Benchmarking Web Site Usage Among Academic Libraries." *College and Research Libraries* 59 (January 1998): 61-79.
- Steve Hiller, Martha Kyrillidou and Jim Self, "Assessment in North American research libraries: a preliminary report card." *Performance Measurement and Metrics* 7 (2) (2006): 100-6.
- Jackson, Mary E. *Measuring the Performance of Interlibrary Loan Operations in North American Research & College Libraries*. Washington, D.C.: Association of Research of Libraries, 1998.
- Johnson, Richard K. "A Question of Access: SPARC, BioOne, and Society-Driven Electronic Publishing." *D-Lib Magazine* (May 2000), accessed on the Internet at <<http://www.dlib.org/dlib/may00/johnson/05johnson.html>> on August 21, 2001.
- Kling, Rob, Lisa Spector, and Geoff McKim. "The Guild Model." *The Journal of Electronic Publishing* 8, no. 1 (August 2002).

- Kuhlman, A. F. "Two ARL Approaches to Counting Holdings of Research Libraries." *College and Research Libraries* 21 (May 1960): 207-11.
- Kyrillidou, Martha. "Library Assessment as a collaborative enterprise." *Resource Sharing and Information Networks* 1/2 (Special 2005-06 issue on the theme "Creative Collaborations: Libraries Within Their Institutions and Beyond"): 73-87.
- Kyrillidou, Martha. "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." *The Journal of Academic Librarianship* 28, no. 1 (January-March 2002): 42-46.
- _____. "To Describe and Measure the Performance of North American Research Libraries." *IFLA Journal* 27 (2001, No. 4): 257-63.
- _____. "Research Library Trends: *ARL Statistics*." Washington, D.C.: Association of Research Libraries, 2001. Accessed on the Internet at <<http://www.arl.org/stats/arlstat/jal99.html>> on August 22, 2001.
- Kyrillidou, Martha, and Fred Heath, eds. "Measuring Service Quality." *Library Trends* 49 (Spring 2001).
- Lakos, Amos. "Culture of Assessment as a Catalyst for Organizational Culture Change in Libraries." *Proceedings from the 4th Northumbria International Conference on Performance Measurement in Libraries and Information Services*, edited by Joan Stein, Martha Kyrillidou, and Denise Davis. Washington, D.C.: Association of Research Libraries, 2002.
- Lavoie, Brian, Lynn Silipigni Connaway, and Lorcan Demsey. "Anatomy of aggregate collections: the example of Google Print for libraries" *D-Lib Magazine* (September 2005) 11 (9): <http://www.dlib.org/dlib/september05/lavoie/09lavoie.html> .
- Lynch, Clifford A., and Joan K. Lippincott. "Institutional repository deployment in the United States as of early 2005" *D-Lib Magazine* (September 2005) 11 (9): <http://www.dlib.org/dlib/september05/lynch/09lynch.html> .
- Mekkawi, Mod. "The ARL Library Index as a Decision-Making Tool." *College and Research Libraries* 43 (September 1982): 396-401.
- Miller, Rush, and Sherrie Schmidt. "E-Metrics: Measures for Electronic Resources." *Proceedings from the 4th Northumbria International Conference on Performance Measurement in Libraries and Information Services*, edited by Joan Stein, Martha Kyrillidou, and Denise Davis. Washington, D.C.: Association of Research Libraries, 2002.
- Miller, Rush, Sherrie Schmidt, and Martha Kyrillidou. "New Initiatives in Performance Measures." *Global Issues in 21st Century Research Librarianship*, edited by Sigrun Klara Hannesdottir. Helsinki: NORDINFO, 2002.
- Molyneux, Robert E. "What Did Rider Do? An Inquiry into the Methodology of Fremont Rider's *The Scholar and the Future of the Research Library*." *Libraries and Culture* 29 (Summer 1994): 297-325.
- _____. "Patterns, Processes of Growth, and the Projection of Library Size: A Critical Review of the Literature on Academic Library Growth." *Library and Information Science Research* 8 (January-March 1986): 5-28.
- _____. *The Gerould Statistics 1907/08 - 1961/62*. Washington, D.C.: Association of Research Libraries, 1986.
- Molyneux, Robert E., and Robert V. Williams. "Measuring the Internet." *Annual Review of Information Science and Technology* 34 (1999-2000): 287-339.
- Morris, Dilys E., Collin B. Hobert, Lori Osmus, and Gregory Wool. "Cataloging Staff Costs Revisited." *LRTS* 44 (2000): 70-83.
- Nitecki, Danuta, and Toni Olshen. "Developing Service Quality Measurement Skills Through and Online Course for Librarians." *Proceedings from the 4th Northumbria International Conference on Performance Measurement in Libraries and Information Services*, edited by Joan Stein, Martha Kyrillidou, and Denise Davis. Washington, D.C.: Association of Research Libraries, 2002.
- O'Connor, Lisa, Carolyn Radcliff, and Julie Gedeon. "Applying Systems Design and Item Response Theory to the Problem of Measuring Information Literacy Skills." *College and Research Libraries* 63, no. 6 (2002): 528-543.
- Piternick, George. "ARL Statistics—Handle With Care." *College and Research Libraries* 38 (September 1977): 419-23.
- _____. "Library Growth and Academic Quality." *College and Research Libraries* 24 (May 1963): 223-29.
- Rider, Fremont. *The Scholar and the Future of the Research Library*. New York: Hadham Press, 1944.
- Roche, Marilyn M. *ARL/RLG Interlibrary Loan Cost Study*. Washington, D.C.: Association of Research Libraries, 1993.

- Rosenblatt, Susan. "Developing Performance Measures for Library Collections and Services." Chap. 18 in *The Mirage of Continuity: Reconfiguring Academic Information Resources for the 21st Century*, edited by Brian L. Hawkins and Patricia Battin. Washington, D.C.: Council on Library and Information Resources, 1998.
- Shim, Wonsik, Charles McClure, and John Carlo Bertot. "Preliminary Statistics and Measures for ARL Libraries to Describe Electronic Resources and Services." *Proceedings from the 4th Northumbria International Conference on Performance Measurement in Libraries and Information Services*, edited by Joan Stein, Martha Kyrillidou, and Denise Davis. Washington, D.C.: Association of Research Libraries, 2002.
- Stubbs, Kendon. "Access and ARL membership criteria." *Proceedings of the 125th Meeting of the Association of Research Libraries* (1993): 117-22.
- _____. "University Libraries: Standards and Statistics." *College and Research Libraries* 42 (November 1981): 527-38.
- _____. "Apples and Oranges and ARL Statistics." *Journal of Academic Librarianship* 14 (September 1988): 231-35.
- _____. "On the ARL Library Index." Paper presented at the 108th meeting of Research Libraries: Measurement, Management, Marketing (May 1986): Minneapolis, MN.
- _____. "Lies, damned lies, ... and ARL Statistics?" Paper presented at the 108th meeting of Research Libraries: Measurement, Management, Marketing (May 1986): Minneapolis, MN.
- Thompson, Bruce, Colleen Cook, and Russell Thompson. "Reliability and structure of LibQUAL+ scores." *portal: Libraries and the Academy* 2 (2002): 3-12.
- van Westrienen, Gerard, and Clifford A. Lynch. "Academic Institutional Repositories: deployment status in 13 nations as of mid 2005" *D-Lib Magazine* (September 2005) 11 (9): <http://www.dlib.org/dlib/september05/westrienen/09westrienen.html>.
- Weiner, Sharon. "Library quality and impact: Is there a relationship between new measures and traditional measures?" *Journal of Academic Librarianship* 31 (2005): 432-7.
- Wilder, Stanley J. *The Age Demographics of Academic Librarians: A Profession Apart. A Report Based on Data from the ARL Annual Salary Survey*. Washington, D.C.: Association of Research Libraries, 1995.
- Williams, Robert V. "The Making of Statistics of National Scope on American Libraries, 1836-1986: Purposes, Problems, and Issues." *Libraries and Culture* 26 (Spring 1991): 464-85.
- Wysocki, Bernard. "Scholarly Journals' Premiere Status is Diluted by Web." *Wall Street Journal*, May 23, 2005; Page A1.