SELECTED RESOURCES

DOCUMENTS

Books

American Library Association. *The Reference Assessment Manual.* Ann Arbor, Michigan: Pierian Press, 1995.

Association of Research Libraries. *Proceedings of the Library Assessment Conference: Building Effective, Sustainable, Practical Assessment, September 25–27, 2007, Charlottesville, VA.* Washington, DC: Association of Research Libraries, 2007.

Booth, Andrew, and Anne Brice. *Evidence-based Practice for Information Professionals: a Handbook.* London: Facet, 2004.

Brophy, Peter. *Measuring Library Performance: Principles and Techniques*. London: Facet, 2006.

Covey, Denise T. *Usage and Usability Assessment: Library Practices and Concerns*. Washington, DC: Digital Library Federation. Council on Library and Information Resources, 2002.

De Rosa, Cathy, et al. *Perceptions of Libraries and Information Resources: A Report to the OCLC Membership.* Dublin, OH: OCLC Online Computer Library Center, 2005.

Durrance, Joan C., Karen E. Fisher, and Martin B. Hinton. *How Libraries and Librarians Help: A Guide to Identifying User-centered Outcomes*. Chicago: American Library Association, 2005.

Foster, Nancy F., and Susan Gibbons, eds. *Studying Students: The Undergraduate Research Project at the University of Rochester.* Chicago, IL: Association of College and Research Libraries, 2007. http://www.ala.org/ala/acrl/acrlpubs/downloadables/Foster-Gibbons_cmpd.pdf

Hall, Blaine H. *Collection Assessment Manual for College and University Libraries*. Phoenix, AZ: Oryx Press, 1985.

Hernon, Peter, and Ellen Altman. *Service Quality in Academic Libraries: Information Management, Policy, and Services*. Norwood, NJ: Ablex, 1996.

Hernon, Peter, and Charles McClure. *Evaluation and Library Decision Making*. Norwood, NJ: Ablex Publishing, 1990.

Hernon, Peter, and Robert E. Dugan. *An Action Plan for Outcomes Assessment in Your Library*. Chicago: American Library Association, 2002.

Kantor, Paul B. *Objective Performance Measures for Academic and Research Libraries*. Washington, DC: Association of Research Libraries, 1984.

McDonald, Joseph A., and Lynda B. Micikas. *Academic Libraries: The Dimensions of Their Effectiveness.* New Directions in Information Management, No. 32. Westport, CT: Greenwood Press, 1994.

Matthews, Joseph R. *Library Assessment in Higher Education*. Westport, CT: Libraries Unlimited, 2007.

Morgan, Steve. *Performance Assessment in Academic Libraries*. London: Mansell Publishing, 1995.

Poll, Roswitha, and Peter te Boekhorst. *Measuring Quality; Performance Measurement in Libraries.* Munich: K.G. Saur, 2007.

Stein, Joan, Martha Kyrillidou, and Denise Davis, eds. *Meaningful Measure for Emerging Realities: Proceedings of the Fourth Northumbria International Conference on Performance Measurement in Libraries and Information Services, August 12–16, 2002, Pittsburgh, PA.* Washington, DC: Association of Research Libraries, 2002.

Van House, Nancy A., Beth T. Weil, and Charles R. McClure. *Measuring Academic Library Performance: A Practical Approach.* Chicago: American Library Association, 1990.

Wallace, Danny P., and Connie J. Van Fleet. *Library Evaluation: A Casebook and Can-do Guide*. Englewood, CO: Libraries Unlimited, 2001.

Zweizig, Douglas L. *The Tell It! Manual: The Complete Program for Evaluating Library Performance*. Chicago: American Library Association, 1996.

Journal Articles

Alemna, Anaba A. "Library Evaluation: Some Options for Academic Libraries." *Aslib Proceedings* 51, no. 7 (July / August 1999): 243–46.

Baker, Ronald L. "Evaluating Quality and Effectiveness: Regional Accreditation Principles and Practices." *Journal of Academic Librarianship* 28, no. 1/2 (January / March 2002): 3–7.

Bauer, Kathleen. "Resources for Library Assessment." *College and Research Libraries News* 62, no. 1 (January 2001): 12–14.

Blixrud, Julia C. "Mainstreaming New Measures." *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC,* no. 230/231 (October/December 2003): 1–8.

Edgar, William B. "Questioning LibQUAL+™: Expanding Its Assessment of Academic Library Effectiveness." *portal: Libraries and the Academy* 6, no. 4 (October 2006): 455–65.

Fraser, Bruce T., Emily H. Leahy, and Charles R. McClure. "Toward a Framework for Assessing Library and Institutional Outcomes." *portal: Libraries and the Academy* 2, no. 4 (October 2002): 505–28.

Goodall, Deborah. L. "Performance Measurement: a Historical Perspective." *Journal of Librarianship* 20, no. 2 (April 1988): 128–44.

Hernon, Peter, and Danuta Nitecki. "Service Quality: A Concept Not Fully Explored." *Library Trends* 49, no. 4 (Spring 2001): 687–708.

Hiller, Steve, and Jim Self. "From Measurement to Management: Using Data Wisely for Planning and Decision-Making." *Library Trends* 53, no. 1 (Summer 2004): 129–55.

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." *Journal of Academic Librarianship* 28, no. 1/2 (January 2002): 42–46.

Laeven, Hubert, and Anja Smit. "A Project to Benchmark University Libraries in the Netherlands." *Library Management* 24, no. 6/7 (2003): 291–304.

Lakos, Amos, and Shelley Phipps. "Creating a Culture of Assessment: A Catalyst for Organizational Change." *portal: Libraries and the Academy* 4, no. 3 (July 2004): 345–61.

Lindauer, Bonnie G. "Defining and Measuring the Library's Impact on Campus Wide Outcomes." *College & Research Libraries* 59, no. 6 (November 1998): 546–70.

McClure, Charles R. "A View from the Trenches: Costing and Performance Measures for Academic Library Public Services." *College & Research Libraries* 47 (July 1986): 323–36.

Nicholson, Scott. "A Conceptual Framework for the Holistic Measurement and Cumulative Evaluation of Library Services." *Journal of Documentation* 60, no. 2 (2004): 164–82.

Nicholson, Scott. "Proof in the Pattern: Librarians Follow the Corporate Sector Toward More Data-driven Management. (Managing by Numbers)." *Library Journal* 131, no. 1 (Winter 2006): S2–S6.

Nitecki, Danuta A. "Quality Assessment Measures in Libraries." *Advances in Librarianship* 25. New York, NY: Academic Press, 2001: 133–62.

Powell, Ronald R. "Evaluation Research: An Overview." *Library Trends* 55, no. 1 (Summer 2006): 102–20.

Pritchard, Sarah M. "Determining Quality in Academic Libraries." *Library Trends* 44, no. 3 (Winter 1996): 572–94.

Rowley, Jennifer. "Making Sense of the Quality Maze: Perspectives for Public and Academic Libraries." *Library Management* 26, no. 8/9 (2005): 508–18.

Saunders, Laura. "Regional Accreditation Organizations' Treatment of Information Literacy: Definitions, Collaboration, and Assessment." *Journal of Academic Librarianship* 33, no. 3 (May 2007): 317–26.

St. Clair, Gloriana. "Improving Quality: Organizational Benefits of Total Quality Management." *College & Research Libraries* 54 (September 1993): 370–72.

Shi, Xi, and Sarah Levy. "A Theory-guided Approach to Library Services Assessment." *College & Research Libraries* 66, no. 3 (May 2005): 266–77.

Stubbs, Kendon. "University Libraries: Standards and Statistics." *College & Research Libraries* 42 (November 1981): 528–38.

Weiner, Sharon A. "Library Quality and Impact: Is There a Relationship Between New Measures and Traditional Measures?" *Journal of Academic Librarianship* 31, no. 5 (September 2005): 432–37.

Winkworth, Ian. "Quality Issues and Performance Indicators in Academic Libraries (1)." British Library. Research and Innovation Report 92, 1998: 1–6.

Library Assessment Web Sites

University of Alberta
http://www.library.ualberta.ca/survey_result/index.cfm#desir

Boston College Libraries
http://www.bc.edu/libraries/about/assessment/

University of California-Davis Libraries
http://www.lib.ucdavis.edu/ul/about/aur/

University of Connecticut Libraries
http://www.lib.uconn.edu/about/administration/surveys/

Cornell University Library
http://www.library.cornell.edu/iris/research/assessment/

University of Georgia Libraries
http://dataserv.libs.uga.edu/assessment/index.html

Indiana University-Perdue University-Indianapolis Library
http://www.ulib.iupui.edu/prod/portfolio/plan

University of Maryland Libraries
http://www.lib.umd.edu/PASD/MIS/larc/

University of Massachusetts Amherst Libraries
http://www.library.umass.edu/assessment/index.html

Rutgers University Libraries
http://www.libraries.rutgers.edu/rul/staff/planning/planning.shtml

University of Texas-Austin Libraries
http://www.lib.utexas.edu/vprovost/assessment/index.html

University of Waterloo Library
http://www.lib.uwaterloo.ca/staff/community/index.html

Yale University Library
http://www.library.yale.edu/assessment/

Other Resources

American Library Association: Office for Research and Statistics
http://www.ala.org/ala/ors/statsaboutlib/statisticsabout.htm

Association of College and Research Libraries. Academic Library Statistics
http://www.ala.org/ala/acrl/acrlpubs/acadlibrarystats/academiclibrary.cfm

Association of Research Libraries
http://www.arl.org/arl/

Evidence-Based Library Practice
http://conferences.alia.org.au/ebl2005/
http://www.eblip4.unc.edu/

Library Assessment Conference
http://www.libraryassessment.org/

National Center for Education Statistics. Library Statistics Program
http://nces.ed.gov/surveys/libraries/

Northumbria International Conference on Performance Measurement in Libraries and Information
Services http://www.lib.sun.ac.za/Northumbria7/

SCONUL (Society of College, National and University Libraries)
http://vamp.diglib.shrivenham.cranfield.ac.uk/

Special Libraries Association. Library Assessment and Benchmarking Institute
http://www.sla.org/content/learn/onlinepres/LAB2002/index.cfm

State Library Statistics Sources
http://web.syr.edu/~jryan/infopro/stats1.html

Note: All URLs accessed November 14, 2007.