# Bibliography "Impact and Outcome of Libraries"

# Compiled by Roswitha Poll, Münster

- 1. Projects and Standards
- 2. Bibliographies
- 3. General
- 4. Impact on Information Literacy
- 5. Impact on Academic Success
- 6. Social Impact
- 7. Impact of Electronic Services
- 8. Financial Value of Libraries
- 9. Impact of School Libraries
- 10. Impact of Special Libraries

Index of proper names

The International Standard on impact assessment (ISO 16439) has been published recently after three years of intense work. This seemed to be a good time for revising the bibliography on library impact that has profited largely by the standarization work. The last edition end of 2012 had 421 titles; this version counts 542 titles. Especially the sections "social impact" and "financial value" have increased considerately. Because of the high number of titles, a list of personal names has been added. Other searching options will be considered in future. Hopefully, the bibliography will continue to be useful for all colleagues concerned with impact studies. R.Poll

# I. Projects and standards

### ISO 16439 2014

ISO 16439: 2014 Information and documentation – Methods and procedures for assessing the impact of libraries

### **Global Impact Study**

Technology & Social Change Group, University of Washington Information School. *Global Impact Study* 2007-2012.

http://www.globalimpactstudy.org/

### **IBEC**

IBEC. Information School of the University of Washington. *Information behavior in everyday contexts. Helping maximize the impact of information in communities*. http://ibec.ischool.washington.edu/

## **Jisc**

Jisc. Library Impact Data Project.

http://www.jisc.ac.uk/whatwedo/programmes/inf11/activitydata/libraryimpact.aspx

### LiB-Value

LiB-Value. Value, outcomes and return on investment of academic libraries. http://libvalue.cci.utk.edu/

#### LibValue

LibValue. Association of Research Libraries. <a href="http://www.arl.org/focus-areas/statistics-assessment/libvalue#.U2uajqloNac">http://www.arl.org/focus-areas/statistics-assessment/libvalue#.U2uajqloNac</a>

#### **LRS**

LRS. Library Research Service. *Counting on results*. http://www.lrs.org/data-tools/public-libraries/counting-on-results/

# **New York State Library**

New York State Library. *Outcome-based evaluation*. <a href="http://www.nysl.nysed.gov/libdev/obe/index.html">http://www.nysl.nysed.gov/libdev/obe/index.html</a>

#### **RAILS**

RAILS. Rubric assessment of information literacy skills. http://www.railsontrack.info/

# **U.S. IMPACT Study**

U.S. Impact study. University of Washington Information School. http://impact.ischool.uw.edu/index.html

# II. Bibliographies

### **ALA**

ALA. American Library Association: *Libraries matter: impact research.* <a href="http://www.ala.org/research/librariesmatter/">http://www.ala.org/research/librariesmatter/</a>

#### **Dean 2011**

Dean, Margaret: *The role of public libraries in promoting information literacy: an annotated bibliography*. Information Access & Resources 2011. http://www.pages.drexel.edu/~mhd27/eport/artifacts.html

#### Debono 2002

Debono, Barbara: Assessing the social impact of public libraries: What the literature is saying. In: *Australasian Public Libraries and Information Services* 15,2 (2002), pp. 80-95.

### Fett 2004

Fett, Othmar F.: Impact – Outcome – Benefit. Ein Literaturbericht zur Wirkungsmessung für Hochschulbibliotheken. (Berliner Handreichungen zur Bibliothekswissenschaft 142). Berlin: Institut für Bibliothekswissenschaft der Humboldt-Universität 2004. http://www.ib.hu-berlin.de/~kumlau/handreichungen/h142/

# Giersch, Butcher, Reeves 2003

Giersch, Sarah; Butcher, Kirsten; Reeves, Tom: *Annotated bibliography of evaluating the educational impact of digital libraries*. National Science Digital Library 2003. http://dlist.sir.arizona.edu/arizona/handle/10150/105668

# Kerslake, Kinnell 1997

Kerslake, Evelyn; Kinnell, Margaret: *The social impact of public libraries: a literature review*. London: British Library Research and Innovation Centre, 1997.

## Missingham 2005

Missingham, Roxanne: Libraries and economic value: a review of recent literature. In: Performance Measurement and Metrics 6,3 (2005), pp.142-158.

#### Oakleaf 2010

Oakleaf, Megan: Value of academic libraries: a comprehensive research review and report. Bibliography. ALA 2010. www.acrl.ala.org/value

## Wallace 2001

Wallace, Valeri E.: Outcomes assessment in academic libraries: Library literature in the 1990s. In: *College & Undergraduate Libraries* 8,2 (2001), pp. 59-71.

### III. General

### **ACRL 1998**

ACRL: *Task force on academic library outcomes assessment report*, June 27, 1998. <a href="http://www.ala.org/ala/mgrps/divs/acrl/publications/whitepapers/taskforceacademic.cfm">http://www.ala.org/ala/mgrps/divs/acrl/publications/whitepapers/taskforceacademic.cfm</a>

### Brewer 2002

Brewer, Stuart (Ed.): Value and impact studies: Getting the Benefit. Proceedings of a seminar held at Stamford, Lincolnshire on 24 April 2002. Loughborough: Capital Planning Information 2002.

# Childers 1989

Childers, Thomas: Evaluative research in the library and information field. In: *Library Trends* 38,2 (1989), pp.250-267.

https://www.ideals.illinois.edu/bitstream/handle/2142/7667/librarytrendsv38i2i\_opt.pdf?sequence=1

# Coulson, Ray and Banwell 2004

Coulson, Graham; Ray, Kathryn; Banwell, Linda: Improving outcomes through the use of action research? Evidence from the JUBILEE project. In: *Proceedings of the 5th Northumbria International Conference on Performance Measurement in Libraries and Information Services 2000*, Northumbria University 2004, pp. 160-165.

### Cram 1999

Cram, Jennifer: "Six impossible things before breakfast": a multidimensional approach to measuring the value of libraries. In: *Proceedings of the 3rd Northumbria International Conference on Performance Measurement in Libraries and Information Services* 1999, Newcastle upon Tyne 2000, pp.19-29.

# Creaser, Convers and Lockyer 2007

Creaser, Claire; Conyers, Angela; Lockyer, Suzanne: VAMP – laying the foundations. In: *Performance Measurement and Metrics* 8,3 (2007), pp.157-169.

#### Cullen 2001

Cullen, Rowena: Setting standards for service quality. In: *Meaningful measures for emerging realities*. *Proceedings of the 4th Northumbria International Conference on Performance Measurement in Libraries and Information Services 2001*, Washington, D.C.: Association of Research Libraries 2002, pp.9-17.

## De Jager 2001

De Jager, Karin: Impacts & outcomes: searching for the most elusive indicators of academic library performance. In: *Meaningful measures for emerging realities. Proceedings of the 4th Northumbria International Conference on Performance Measurement in Libraries and Information Services 2001*, Washington, D.C.: Association of Research Libraries 2002, pp.291-297.

# Dixon, Pickard and Robson 2002

Dixon, Pat; Pickard, Alison; Robson, Heather: Developing a criteria-based quality framework for measuring value. In: *Performance Measurement and Metrics* 3(1) 2002, pp. 5-9.

### Dudden 2007

Dudden, Rosalind F.: *Using benchmarking, needs assessment, quality improvement, outcome measurement, and library standards.* NY: Neal-Schuman Publishers, 2007.

# Dugan, Hernon 2002

Dugan, Robert E.; Hernon, Peter: Outcomes assessment: not synonymous with inputs and outputs. In: *The Journal of Academic Librarianship*, 28 (6) 2002, pp. 376-380.

# **Durrance, Fisher 2002**

Durrance, Joan C., Fisher, Karen E.: *The Outcomes Toolkit 2.0*. Ann Arbor, MI and Seattle, WA: University of Michigan and University of Washington, 2002.

http://ibec.ischool.washington.edu/static/ibeccat.aspx@subcat=outcome%20toolkit&cat=tools%20and%20resources.htm

# **Durrance, Fisher 2003**

Durrance, Joan C.; Fisher, Karen E.: Determining how libraries and librarians help. In: *Library Trends* 51(4) (2003), pp. 305-334.

http://www.ideals.illinois.edu/handle/2142/5436

# **Durrance, Fisher 2005**

Durrance, Joan C.; Fisher, Karen E.: *How libraries and librarians help: A guide to identifying user-centered outcomes.* Chicago: American Library Association, 2005.

## Fisher 2003

Fisher, Biddy: Do libraries aid learning? Approaches and methods for measuring impact. A report of the LIRG/SCONUL seminar, 9-10 December 2002, Scarborough. In: *Library and Information Research* 27(85) Spring 2003, pp.22-25.

http://www.lirgjournal.org.uk/lir/ojs/index.php/lir/article/view/144/183

# Florida Department of State 2000

Florida Department of State, Division of Library and Information Services: *Workbook: Outcome measurement of library programs*. Tallahassee, FL: The Division, 2000. http://dlis.dos.state.fl.us/bld/Research\_Office/evaluation.html

# Florida Department of State 2004

Florida Department of State, Division of Library and Information Services: *Outcome-Based Evaluation Toolkit.* 2004 http://www.lstatoolkit.com/

# Fraser, McClure 2002

Fraser, Bruce T.; McClure, Charles R.: Toward a framework for assessing library and institutional outcomes. In: *Portal: Libraries and the Academy* 2,4 (2002), pp. 505-528

# **Gratch-Lindauer 1998**

Gratch-Lindauer, Bonnie: Defining and measuring the library's impact on campuswide outcomes. In: *College and Research Libraries* 59 (1998), pp. 546-570. <a href="http://crl.acrl.org/content/59/6/546.full.pdf">http://crl.acrl.org/content/59/6/546.full.pdf</a>+html

### Hawkins 2002

Hawkins, Margaret: Making use of value and impact studies. In: Brewer, Stuart: *Value and impact studies: Getting the Benefit. Proceedings of a seminar held at Stamford, Lincolnshire on 24 April 2002.* Loughborough: Capital Planning Information, 2002, pp. 25-36.

## Hernon 2002 a

Hernon, Peter: Outcomes are the key but not the whole story. In: *The Journal of Academic Librarianship* 28 (2002), pp. 54-55.

### Hernon 2002 b

Hernon, Peter: Quality: New directions in the research. In: *The Journal of Academic Librarianship* 28 (2002), pp. 224-231.

## Hernon, Dugan 2002

Hernon, Peter; Dugan, Robert E.: *An action plan for outcomes assessment in your library*. Chicago: American Library Association, 2002.

# Hernon, Dugan 2003

Hernon, Peter; Dugan, Robert E.: Different perspectives on assessment and evaluation: The need to refine and link them. In: *Proceedings of the 5th Northumbria International Conference on Performance Measurement in Libraries and Information Services 2003*, Northumbria University 2004, pp. 23-30.

# Hernon, Dugan 2004

Hernon, Peter; Dugan, Robert E.: *Outcomes assessment in higher education: views and perspectives.* Westport, CT: Libraries Unlimited Inc., 2004.

# Hernon, Dugan, Nitecki 2011

Hernon, Peter; Dugan, Robert E.; Nitecki, Danuta A.: *Engaging in evaluation and assessment research*. Libraries Unlimited Inc., 2011.

# Hernon, Dugan, Schwartz 2006

Hernon, Peter; Dugan, Robert E.; Schwartz, Cindy: *Revisiting Outcomes Assessment in Higher Education*. Westport, CT: Libraries Unlimited Inc., 2006.

# Hess, Klekotka 2005

Hess, Frederick M.; Klekotka, Amy L.: Impact/outcome evaluation. In: *Encyclopedia of Social Measurement*, Vol.2. Amsterdam: Elsevier 2005, pp.271-276

# Hiller, Belanger 2014

Hiller, Steve; Belanger, Jackie: Value and impact: convergence of assessment and performance measurement. In: *Proceedings of the 10th Northumbria International Conference on Performance Measurement in Libraries and Information Services*, University of York 2014.

### Howley 2002

Howley, Sue: Value and impact: Resource's Programmes and plans. In: Brewer, Stuart: Value and impact studies: Getting the Benefit. Proceedings of a seminar held at Stamford, Lincolnshire on 24 April 2002. Loughborough: Capital Planning Information, 2002, pp. 1-12.

# **Hunter, Hambelton 2011**

Hunter, David; Hambelton, Paul: A bibliometric approach to evaluating the impact of national libraries. In: *Library and Information Research* 35,111 (2011), pp.3-19. <a href="http://www.lirgjournal.org.uk/lir/ojs/index.php/lir/article/view/474/524">http://www.lirgjournal.org.uk/lir/ojs/index.php/lir/article/view/474/524</a>

#### Johnson 2011

Johnson, Ian M.: Measuring success: subjective reputation or evidence of impact? In: *Information Development* 27,3 (2011), pp.158-160.

# Koltay, Lin 2010

Koltay, Zsuzsa; Li, Xin: SPEC KIT 318: Impact measures in research libraries. Washington, D.C.: Association of Research Libraries 2010. http://publications.arl.org/Impact-Measures-in-Research-Libraries-SPEC-Kit-318

# Kyrillidou 2002

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. In: *The Journal of Academic Librarianship* 28 (2002), pp. 42-46.

# Kyrillidou 2010

Kyrillidou, Martha: Library value may be proven, if not self-evident. In: *Research Library Issues* 271 (2010), pp. 1-3. http://publications.arl.org/rli271/

# Latrelle, Stiefvater and Todd 2012

Latrelle, Amanda R.; Stiefvater, Mary A.; Todd, Mary L.: The New York State Library's outcome-based evaluation training initiative: using training, online support, and integration to measure impact. In: *Advances in Librarianship* 35 (2012), pp. 29-46.

#### Lincoln 2002

Lincoln, Yovanna S.: Insights into library services and users from qualitative research. In: *Library and Information Science Research* 24 (2002), pp. 3-16.

### Markless, Streatfield 2001

Markless, Sharon; Streatfield, David: Developing performance and impact indicators and targets in public and education libraries. In: *International Journal of Information Management* 21(2001), pp. 167-179.

# Markless, Streatfield 2006

Markless, Sharon; Streatfield, David: *Evaluating the impact of your library*. London: Facet 2006.

### Marshall 2000

Marshall, Joanne G.: Determining our worth, communicating our value. In: *Library Journal* November 15 (2000), pp. 28-30.

#### Matthews 2013

Matthews, Joseph: Adding value: getting to the heart of the matter. In: *Performance Measurement and Metrics* 14,3 (2013), pp.162-174.

http://www.emeraldinsight.com/journals.htm?issn=1467-

8047&volume=14&issue=3&articleid=17100992&show=html

# McNamara 2008

McNamara, Carter: Basic guide to outcomes-based evaluation for non-profit organizations with very limited resources. Free Management Library, 2008. http://www.managementhelp.org/evaluatn/outcomes.htm

#### Nitecki 2004

Nitecki, Danuta A.: Program evaluation in libraries: Relating operations and clients. In: *Archival Science* 4 (2004), p. 17-44

## Nitecki, Gabels 2012

Nitecki, Danuta A.; Gabels, Eileen G.: Exploring the cause and effect of library value. In: *Proceedings of the 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services: Proving Value in Challenging Times,* University of York 2012, pp. 319-324.

#### NN/LM 2009

National Network of Libraries of Medicine. *Measuring your impact: using evaluation for library advocacy. A library evaluation workshop.* 2009 http://nnlm.gov/evaluation/workshops/measuring\_your\_impact

intp.//illilin.gov/evaluation/workshops/measuring\_your\_impact

# Nyström, Sjögren 2011

Nyström, Viveca; Sjögren, Linnéa: *An evaluation of the benefits and value of libraries.* Chandos Publishing 2011.

# Payne 2006

Payne, Philip: The LIRG/SCONUL Impact Initiative: assessing the impact of HE libraries on learning, teaching and research. In: *Library and Information Research* 30,96 (2006), pp.2-12 <a href="http://eprints.bbk.ac.uk/447/1/payne3.pdf">http://eprints.bbk.ac.uk/447/1/payne3.pdf</a>

# Payne, Conyers 2005

Payne, Philip and Angela Conyers: Measuring the impact of higher education libraries: the LIRG/SCONUL Impact Implementation Initiative. In: *Library and Information Research* 29,91 (2005)

#### Poll 2003a

Poll, Roswitha: Measuring impact and outcome of libraries. In: *Performance Measurement and Metrics* 4(1) 2003, pp. 5-12.

#### Poll 2003b

Poll, Roswitha: Kann man die "Wirkung" von Bibliotheken messen? Internationale Projekte zu "impact" und "outcome" in öffentlichen und wissenschaftlichen Bibliotheken. In: 92. Deutscher Bibliothekartag in Augsburg 2002. Frankfurt a.M.: Klostermann, 2003 (Zeitschrift für Bibliothekswesen und Bibliographie; Sonderheft 84), pp. 357-369.

### Poll 2003c

Poll, Roswitha: Impact/outcome measures for libraries. In *LIBER Quarterly* 13,3/4 (2003), pp.329-342

http://liber.library.uu.nl/index.php/lq/article/view/7746/7823

#### Poll 2006

Poll, Roswitha: Was dabei herauskommt: Wirkungsforschung für Bibliotheken. In: *Zeitschrift für Bibliothekswesen und Bibliographie* 53,2 (2006), pp.59-70 <a href="http://zs.thulb.uni-jena.de/receive/jportal">http://zs.thulb.uni-jena.de/receive/jportal</a> jparticle 00001738

#### Poll 2012

Poll, Roswitha: Can we quantify the library's influence? Creating an ISO standard for impact assessment. In: *Performance Measurement and Metrics* 13,2 (2012), pp.121-130.

### Poll 2014a

Poll, Roswitha: Did you enjoy the library? Impact surveys in diverse settings. In: *Performance Measurement and Metrics* 15,1 (2014)

# Poll 2014b

Poll, Roswitha: Kann man den Einfluss von Bibliotheken messen? Die Norm ISO 16439. In: *Bibliothek, Forschung und Praxis* 38,2 (2014).

# Poll, Payne 2006

Poll, Roswitha; Payne, Philip: Impact measures for libraries and information services. In: *LIBRARY HI TECH* 24,4 (2006), pp.547 – 562.

http://conference.ub.uni-bielefeld.de/2006/proceedings/payne poll final web.pdf

### **Powell 1992**

Powell, Ronald R.: Impact assessment of university libraries: A consideration of issues and research methodologies. In: *Library and Information Science Research* 14 (1992), pp. 245-257.

#### **Powell 1995**

Powell, Ronald R.: Impact assessment of university libraries. In: *Encyclopedia of Library and Information Science*, Vol.55. New York: Dekker 1995, pp.151-164

#### Proctor 2002

Proctor, Richard: Losing our GRIP(P) on value and impact? The challenge of getting research into practice. In: Brewer, Stuart: *Value and impact studies: Getting the Benefit. Proceedings of a seminar held at Stamford, Lincolnshire on 24 April 2002.* Loughborough: Capital Planning Information, 2002, pp. 13-24.

### Revill 1990

Revill, Don: Performance measures for academic libraries. In: Kent, Allen (Ed.): *Encyclopedia of Library and Information Science*. New York, Basel: Dekker, 1990, pp. 294-333.

### **Roddy 2011**

Roddy, Kathy: Measuring outcomes and impact. In: CILIP Update 10,2 (2011), pp.43.

### Rubin 2006

Rubin, Rhea J.: *Demonstrating results: using outcome measurement in your library*. Chicago, III.: American Library Association 2006

#### **Rudd 2002**

Rudd, Peggy D.: Documenting the difference: demonstrating the value of libraries through outcome measurement. In: *Perspectives on Outcome Based Evaluation for Libraries and Museums*, Washington D.C.: Institute of Museum and Library Services, 2002, pp. 16-23. http://www.imls.gov/assets/1/workflow\_staging/AssetManager/214.PDF

### Seppänen, Laitinen 2012

Seppänen, Antti-Pekka; Laitinen, Markku: Libraries do make a difference: common principles in showing the impact of different types of libraries. In: *Qualitative and Quantitative Methods in Libraries* July 2012, pp.3-11. http://www.ggml.net/July\_issue.html

# Steffen, Lance and Logan 2002

Steffen, Nicolle O.; Lance, Keith C.; Logan, Rochelle: Time to tell the whole story. Outcome-based evaluation and the Counting on Results Project. In: *Public Libraries* 41 (4) (2002), pp. 222-228.

# Stoffle, Phipps 2003

Stoffle, Carla; Phipps, Shelly: Meaningful measures for libraries. In: *Library Issues* 23 (4) (2003).

### Streatfield 2002

Streatfield, David: Getting at the impact of services. In: Brewer, Stuart: *Value and impact studies: Getting the Benefit. Proceedings of a seminar held at Stamford, Lincolnshire on 24 April 2002.* Loughborough: Capital Planning Information, 2002, pp. 37-42.

# Streatfield, Markless 2009

Streatfield, David; Markless, Sharon: What is impact assessment and why is it important? In: *Performance Measurement and Metrics* 10,2 (2009), pp.134-141.

## Streatfield, Markless 2011

Streatfield, David; Markless, Sharon: Impact evaluation, advocacy and ethical research: some issues for national strategy development? In: *Library Review* 60,4 (2011), pp. 312-327.

#### Sumsion 2001

Sumsion, John: Library statistics for marketing. In: *IFLA Journal* 27 (2001), pp. 221-231. <a href="http://www.ifla.org/V/iflaj/art2704.pdf">http://www.ifla.org/V/iflaj/art2704.pdf</a>

# Tenopir 2006

Tenopir, Carol: Perception of library value. In: Library Journal 131,20 (2006), p.36.

## Tenopir 2012

Tenopir, Carol: Beyond usage: measuring library outcomes and value. In: *Library Management* 33,1/2, pp. 5-13.

### **Town 2006**

Town, Stephen: Value and impact measurement: a UK perspective and progress report on a national programme (VAMP). In: *Proceedings of the Library Aseessment Conference 2006,* Charlottesville, pp.437-452. http://libraryassessment.org/archive/2006.shtml

#### **Town 2011**

Town, Stephen: Value, impact and the transcendent library: progress and pressures in performance measurement and evaluation. In: *Library Quarterly* 81,1 (2011)

# Town, Kyrillidou 2012

Town, Stephen; Kyrillidou, Martha: Developing a values scorecard. In: *Proceedings of the 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services: Proving Value in Challenging Times,* University of York 2012, pp.415-422.

# **Usherwood, Evans and Jones 1999**

Usherwood, Bob; Evans, Margaret Kinnell; Jones, Kathryn: *Assessment tools for quality management in public libraries*. Wetherby: British Library Research and Innovation Center, 1999. (British Library Research and Innovation Report. 155).

### Wainwright

Wainwright, Susan: *Measuring impact: a guide to resources.* NCVO 2002. http://portals.wi.wur.nl/files/docs/ppme/measuringImpact20012003.pdf

## Wimmer 2004

Wimmer, Ulla: *Kultur messen. Zählen, Vergleichen und Bewerten im kulturellen Feld.* Berlin: Logos 2004. (Berliner Arbeiten zur Bibliothekswissenschaft. 14)

### Witzler 2008

Witzler, Gudrun: Wert und Wirkung von Bibliotheken. In: *Bibliothek* 32,3 (2008), pp. 279-292. <a href="http://www.b2i.de/fileadmin/dokumente/BFP">http://www.b2i.de/fileadmin/dokumente/BFP</a> Bestand 2008/Jg 32-Nr 3/Jg 32-Nr 3 Aufsaetze/Jg 32-2008-Nr 3-S 279-292.pdf

# IV. Impact on Information Literacy

# Ackerson, Young 1994

Ackerson, Linda G.; Young, Virginia E.: Evaluating the impact of library instruction methods on the quality of student research. In: *Research Strategies* 12 (1994), pp. 132-144.

### **ACRL 2003**

ACRL. Association of College and Research Libraries: Objectives for information literacy instruction: a model statement for academic librarians. In: College & Research Libraries News 62 (2001), pp. 416-428.

### **ACRL 2000**

ACRL. Association of College and Research Libraries: *Information literacy competency standards for higher education.* 

http://www.ala.org/ala/mgrps/divs/acrl/standards/informationliteracycompetency.cfm

# Appleton 2005

Appleton, Leo: Examination of the impact of information-skills training on the academic work of health-studies students: a single case study. In: *Health Information and Libraries Journal* 22,3 (2005), pp.164-172.

http://onlinelibrary.wiley.com/doi/10.1111/j.1471-1842.2005.00576.x/full

### Avery 2003

Avery, Elizabeth Fuseler (ed.): Assessing student learning outcomes for information literacy instruction in academic institutions. Chicago: American Library Association 2003.

# Blakeslee 2008

Blakeslee, Sarah: It's just a click away: library instruction assessment that works. In: *Proceedings of the 2008 Library Assessment Conference, Seattle,* pp.535-540. <a href="http://libraryassessment.org/archive/2008.shtml">http://libraryassessment.org/archive/2008.shtml</a>

# **Blum 2007**

Blum, Gabriela: Information Literacy durch eine "Teaching Library"? Eine vergleichende Studie der Informationskompetenz von Studierenden in Deutschland und den USA. In: *B.I.T.online* 2007,3, pp.213-221

http://www.b-i-t-online.de/archiv/2007-03-idx.html

## Bober, Poulin and Vileno 1995

Bober, Christopher; Poulin, Sonia; Vileno, Luigina: Evaluating library instruction in academic libraries. A critical review of the literature. In: *The Reference Librarian* 51/52 (1995), pp. 53-71.

# **Brown, Krumholz 2002**

Brown, Cecilia; Krumholz, Lee R.: Integrating information literacy into the science curriculum. In: *College and Research Libraries* 63 (2002), pp. 111-123. http://crl.acrl.org/content/63/2/111.full.pdf+html

# Cameron, Wise and Lottridge 2007

Cameron, Lynn; Wise, Steven L.; Lottridge, Susan M.: The development and validation of the information literacy test. In: *College & Research Libraries* 68,3 (2007), pp.229-236. http://crl.acrl.org/content/68/3/229.full.pdf

### Carter 2002

Carter, Elizabeth W.: "Doing the best you can with what you have": lessons learned from outcomes assessment. In: *The Journal of Academic Librarianship* 28 (2002), pp. 36-41.

# Churkovich, Oughtred 2002

Churkovich, Marion; Oughtred, Christine: Can an online tutorial pass the test for library instruction? An evaluation and comparison of library skills instruction methods for first year students at Deakin University. In: *Australian Academic and Research Libraries* 33 (1) (2002), pp. 25-38.

http://archive.alia.org.au/aarl/33.1/full.text/churkovich.oughtred.html

# **Crowe 2011**

Crowe, Kathryn M.: Assessent = improved teaching and learning: using rubrics to measure information literacy skills. In: *Proceedings of the 2010 Library Assessment Conference, Baltimore, 2011*, pp. 147-157.

http://libraryassessment.org/archive/2010.shtml

## D'Angelo 2008

D'Angelo, Barbara: More than mere collections: portfolio's as direct and authentic - assessment of information literacy outcomes. World Library and Information Congress: 74<sup>th</sup> IFLA General Conference and Council, 2008 Québec, Canada. http://archive.ifla.org/IV/ifla74/papers/134-Dangelo-en.pdf

# Dalston, Turner 2011

Dalston, Teresa R.; Turner, Philip M.: An evaluation of four levels of online training in public libraries. In: *Public Library Quarterly* 30,1 (2012), pp.12-33.

## Dawson, Hsieh, Carlin 2012

Dawson, Patricia H.; Hsieh, Ma Lei; Carlin, Michael T.: Quantitative/qualitative analysis of assessing student information literacy skills: the power of librarian-faculty collaborations. In: *Qualitative and Quantitative Methods in Libraries* July 2012, pp. 35-42. http://www.ggml.net/July\_issue.html

### **Dunn 2002**

Dunn, Kathleen: Assessing information literacy skills in the California State University: a progress report. In: *The Journal of Academic Librarianship* 28 (2002), pp. 26-35.

# **Durnin, Fortier 2008**

Durnin, Jean-François; Catherine Fortier: *Appropriation du questionnaire d'auto-évaluation des connaissances informationnelles par les bibliothécaires: le cas des sciences de l'éducation et de l'anthropologie à l'Université de Montréal*. World Library and Information Congress: 74<sup>th</sup> IFLA General Conference and Council, 2008 Québec, Canada. <a href="http://archive.ifla.org/IV/ifla74/papers/134-Pochet-Thirion-fr.pdf">http://archive.ifla.org/IV/ifla74/papers/134-Pochet-Thirion-fr.pdf</a>

## **eLene-Teaching and Learning Centre 2008**

eLene-Teaching and Learning Centre. *Self-assessment instrument for students*, 2008. <a href="http://www.elene-tt.net/">http://www.elene-tt.net/</a>

### **Ellis 2008**

Ellis, Simon: *Indicators on "information literacy" and the Information for All programme; a challenge for libraries.* World Library and Information Congress: 74<sup>th</sup> IFLA General Conference and Council, 2008 Québec, Canada. http://archive.ifla.org/IV/ifla74/papers/134-Ellis-en.pdf

### **Emmons, Martin 2002**

Emmons, Mark; Martin, Wanda: Engaging conversation: Evaluation the contribution of library instruction to the quality of student research. In: *College and Research Libraries* 63 (2002), pp. 545-560.

## Fast, Armstrong 2003

Fast, Margaret; Armstrong, Jeanne: The course portfolio in a library setting. In: *Research Strategies* 19 (2003), pp. 46–56

# Fister 2003

Fister, Barbara: What do they know? Assessing the library's contribution to student learning. In: *Library Issues* 23, No.3 (2003).

## Gallegos, Isbell and Kammerlocher 2003

Gallegos, Bee; Isbell, Dennis; Kammerlocher, Lisa: Assessing undergraduate information competency skills: Opportunities, outcomes and challenges. In: *Proceedings of the 5th Northumbria International Conference on Performance Measurement in Libraries and Information Services 2003*, Northumbria University 2004, pp. 181-186.

#### Gendina 2008

Gendina, Natalia I.: Could learners outcomes in information literacy be measured: pluses and minuses of testing. World Library and Information Congress: 74<sup>th</sup> IFLA General Conference and Council, 2008 Québec, Canada.

http://archive.ifla.org/IV/ifla74/papers/134-Gendina-en.pdf

### **Gratch-Lindauer 2002**

Gratch-Lindauer, Bonnie: Comparing the regional accreditation standards: outcomes assessment and other trends. In: *The Journal of Academic Librarianship* 28 (2002), pp. 14-25.

# Greer, Watson, Alom 1991

Greer, Arlene; Watson, Lee; Alom, Mary: Assessment of learning outcomes: a measure of progress in library literacy. In: *College and Research Libraries* 52 (1991), pp. 201-203.

## Griffis 2008

Griffis, Patrick: Assessment tool or edutainment toy: using Clickers for library instruction assessment. In: *Proceedings of the 2008 Library Assessment Conference, Seattle,* pp.527-533.

http://libraryassessment.org/archive/2008.shtml

### Harding 2008

Harding, Jane: Information literacy and the public library: We've talked the talk, but are we walking the walk? In: *The Australian Library Journal 57*,3 (2008), pp.274-294. http://www.tandfonline.com/loi/ualj20?open=57&repitition=0#vol 57

### Hernon 2002

Hernon, Peter: The practice of outcomes assessment. In: *The Journal of Academic Librarianship* 28 (2002), pp. 1-2.

### Hook 2012

Hook, Sheril: Impact? What three years of research tell us about library instruction. In: *College & Research Libraries* 73,1 (2012), pp.7-10. http://crl.acrl.org/content/73/1/7.full.pdf

# Hurst, Leonard 2007

Hurst, Susan; Leonard, Joseph: Garbage in, garbage out: the effect of library instruction on the quality of students term papers. In: *Electronic Journal of Academic and Special Librarianship* 8,1 (2007)

http://southernlibrarianship.icaap.org/content/v08n01/hurst\_s01.htm

### lannuzzi 1999

lannuzzi, Patricia: We are teaching, but are they learning: Accountability, productivity, and assessment. In: *The Journal of Academic Librarianship* 25 (1999), pp. 304-305.

# Johnson, Sproles and Detmering 2010

Johnson, Anne Marie; Sproles, Claudine; Detmering, Robert: Library instruction and information literacy 2009. In: *Reference Services Review 38,4* (2010), pp.676-768.

### Julien, Boon 2002

Julien, Heidi; Boon, Stuart: But are they learning anything? Outcomes assessment of information literacy instruction. In: Howarth, Lynne C.; Cronin, Christopher; Slawek, Anna T.: *Advancing knowledge: Expanding horizons for information science*. Toronto: Proceedings of the 30<sup>th</sup> Annual Conference of the Canadian Association for Information Science, 2002, pp. 181-191.

# Julien, Boon 2004

Julien, Heidi; Boon, Stuart: Assessing instructional outcomes in Canadian academic libraries. In: *Library and Information Science Research* 26 (2004), pp.121-139.

## Julien, Hoffman 2008

Julien, Heidi; Hoffman, Cameron: Information literacy training in Canada's public libraries. In: *The Library Quarterly*, 78,1(2008), pp.19-41.

### Kammerlocher 2005

Kammerlocher, Lisa: Using scenario-based questions to assess students' information seeking skills. 6<sup>th</sup> Northumbria Conference on Performance Measurement in Libraries and Information Services 2005.

# Kearley, Goldenstein 2014

Kearley, Jamie; Goldenstein, Cheryl: Faculty perceptions of library instruction. In: *Proceedings of the 10th Northumbria International Conference on Performance Measurement in Libraries and Information Services*, University of York 2014.

# **King, Ory 1981**

King, David N.; Ory, John C.: Effects of library instruction on student research: A case study. In: *College and Research Libraries* 42 (1981), pp. 31-41.

## Knight 2006

Knight, Lorrie A.: Using rubrics to assess information literacy. In: *Reference services review*. 34,1, pp.43-55.

## Koufogiannakis et al. 2005

Koufogiannakis, Denise et al.: Impact of librarians in first-year medical and dental student problem-based learning (PBL) groups: a controlled study. In: *Health Information and Libraries Journal* 22,3 (2005), pp.189-195.

http://www.blackwell-synergy.com/toc/hir/22/3

#### Lane 2001

Lane, Gina: Developing outcome based indicators: resource's learning and access standard. In: *Meaningful measures for emerging realities. Proceedings of the 4th Northumbria International Conference on Performance Measurement in Libraries and Information Services 2001*, Washington, D.C.: Association of Research Libraries 2002, pp.137-143.

# **Learning Resources Action Group 2006**

Learning Resources Action Group. Developing student self-assessment of information skills. In: *Library and Information Update*, 5,12 (2006), pp. 26-30.

# Lombardo, Miree 2003

Lombardo, Shawn V.; Miree, Cynthia E.: Caught in the web: The impact of library instruction on business students' perceptions and use of print and online resources. In: *College and Research Libraries* 64,1 (2003), pp. 6-22. http://crl.acrl.org/content/64/1/6.full.pdf

# Long, Shrikhande 2010

Long, Casey M.; Shrikhande, Milind M.:Using citation analysis to evaluate and improve information literacy instruction. In T. P. Mackey & T. E. Jacobson (Eds.), *Collaborative Information Literacy Assessments: Strategies for Evaluating Teaching and Learning.* Neal-Schuman Publishers 2010, pp.5-22.

# Kunkel, Weaver, Cook 1996

Kunkel, Lilith R.; Weaver, Susan M.; Cook, Kim N.: What do they know? An assessment of undergraduate library skills. In: *The Journal of Academic Librarianship,* November 1996, pp. 430-434.

## Mar 2008

Mar, Gwen Noeline: Students' perspective of the information literacy program offered by the University of the South Pacific. World Library and Information Congress: 74<sup>th</sup> IFLA General Conference and Council, 2008 Québec, Canada. http://archive.ifla.org/IV/ifla74/papers/134-Mar-en.pdf

# Maring, Hillyer 2008

Maring, Marvel; Hillyer, Nora: Library instruction assessment made easy: practical tips to get you started without (a lot of) training, money, or time. In: *Proceedings of the 2008 Library Assessment Conference, Seattle,* pp.485-502. <a href="http://libraryassessment.org/archive/2008.shtml">http://libraryassessment.org/archive/2008.shtml</a>

#### Mark 2004

Mark, Amy E.: Assessing student learning. Available ressources. In: *College and Research Libraries News* 65 (2004), pp. 254-256.

http://crln.acrl.org/content/65/5/254.full.pdf+htmlö

### Mark, Boruff-Jones 2003

Mark, Amy E.; Boruff-Jones, Polly: Information literacy and student engagement: What the national survey of student engagement reveals about your campus. In: *College & Research Libraries* 64,6 (2003), pp. 480-493.

http://crl.acrl.org/content/64/6/480.full.pdf

#### Middleton 2005

Middleton, Anne: An attempt to quantify the quality of student bibliographies. In: *Performance Measurement and Metrics* 6,1 (2005), pp.7-18.

## McClure, Cooke and Carlin 2011

McClure, Randall; Cooke, Rachel; Carlin, Anna: The search for the skunk ape: studying the impact of an online information literacy tutorial on student writing. In: *Journal of Information Literacy* 5,2 (2011), pp.26-45.

http://ojs.lboro.ac.uk/ojs/index.php/JIL/article/view/PRA-V5-I2-2011-2/1573

#### Moll 2012

Moll, Michiel: The impact of information literacy on the pass rate of first year students: a project at the Cape Peninsula University of Technology. In: *Proceedings of the 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services: Proving Value in Challenging Times*, University of York 2012, pp. 297-304.

# Murtha, Stec and Wilt 2006

Murtha, Leslie; Stec, Elleen; Wilt, Marilyn: Using assessment as a tool to improve learning: an IFLA workshop. In: *IFLA Journal* 32,4 (2006), pp.294-309. <a href="http://www.ifla.org/publications/ifla-journal">http://www.ifla.org/publications/ifla-journal</a>

### Nielsen, Borlund 2011

Nielsen, Bo Gerner; Borlund, Pia: Information literacy, learning, and the public library: A study of Danish high school students. In: *Journal of Librarianship and Information Science*, 43,2 (2011), pp.106-119.

### **Nimon 2001**

Nimon, Maureen: The role of academic libraries in the development of the information literate student: the interface between librarian, academic, and other stakeholders. In: *Australian Academic and Research Libraries* 32,1 (2001), pp.43-52. http://www.tandfonline.com/toc/uarl20/32/1#.U3uzLXYoNac

#### Oakleaf 2012

Oakleaf, Megan: Staying on track with Rubric Assessment: five institutions investigate information literacy learning. In: *Proceedings of the 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services: Proving Value in Challenging Times*, University of York 2012, pp. 325-332.

# O'Connor, Radcliff, Gedeon 2002a

O'Connor, Lisa G.; Radcliff, Carolyn J.; Gedeon, Julie A.: Assessing information literacy skills: Developing a standardized instrument for institutional and longitudinal measurement. In: Thompson, Hugh A.: *Crossing the Divide: Proceedings of the Tenth National Conference of the Association of College and Research Libraries*. Chicago: Association of College and Research Libraries, 2001, pp. 163-174.

http://www.ala.org/acrl/sites/ala.org.acrl/files/content/conferences/pdf/oconnor.pdf

# O'Connor, Radcliff, Gedeon 2002b

O'Connor, Lisa G.; Radcliff, Carolyn J.; Gedeon, Julie A.: Applying systems design and item response theory to the problem of measuring information literacy skills. In: *College and Research Libraries* 63,6 (2002), pp. 528-543. http://crl.acrl.org/content/63/6/528.full.pdf

### Pausch, Popp 1997

Pausch, Lois M.; Popp, Mary Pagliero: Assessment of information literacy programs: lessons from the higher education assessment movement. Chicago: ACRL, 1997. <a href="http://www.ala.org/ala/mgrps/divs/acrl/publications/whitepapers/nashville/pauschpopp.cfm">http://www.ala.org/ala/mgrps/divs/acrl/publications/whitepapers/nashville/pauschpopp.cfm</a>

### Pellegrino 2011

Pellegrino, Catherine: But what did they learn? What classroom assessment can tell you about student learning. In: *Proceedings of the 2010 Library Assessment Conference*, *Baltimore*, 2011, pp.175-180.

http://libraryassessment.org/archive/2010.shtml

# Pochet, Thirion 2008

Pochet, Bernard; Paul Thirion: Quels enseignements retenir de l'évaluation des competences documentaires des étudiants qui accèdent à l'enseignement supérieur en Communauté française de Belgique? World Library and Information Congress: 74<sup>th</sup> IFLA General Conference and Council, 2008 Québec, Canada.

http://archive.ifla.org/IV/ifla74/papers/134-Pochet-Thirion-fr.pdf

## Portmann, Roush 2004

Portmann, Chris A.; Roush, Adrienne J.: Assessing the effects of library instruction. In: *Journal of Academic Librarianship,* 30,6 (2004), pp. 461-465. http://www.sciencedirect.com/science/journal/00991333/30/6

### Rabine, Cardwell 2000

Rabine, Julie; Cardwell, Catherine: Start making sense. Practical approaches to outcomes assessment for libraries. In: *Research Strategies* 17 (2000), pp. 319-335.

### Ragains 1997

Ragains, Patrick: Evaluation of academic librarians' instructional performance: report of a national survey. In: *Research Strategies* 15 (1997), pp. 159-175.

#### SAILS

Project SAILS. Standardized Assessment of Information Literacy Skills. Kent State University, Ohio

https://www.projectsails.org/index.php?page=home

#### Samson 2010

Samson, Sue: Information literacy learning outcomes and student success. In: *Journal of Academic Librarianship*, 36,3 (2010), pp. 202-210.

### Saunders 2009

Saunders, Laura: The future of information literacy in academic libraries: A Delphi study. In: portal: Libraries and the Academy 9, 1 (2009), pp.99-114. http://muse.jhu.edu/journals/portal libraries and the academy/toc/pla.9.1.html

### Saunders, Oakleaf 2014

Saunders, Laura: Oakleaf, Megan: Assessment of information literacy as a student learning outcome: overcoming barriers and achieving standards. In: *Proceedings of the 2012 Library Assessment Conference: Building Effective, Sustainable, Practical Assessment*, pp. 278.

#### Scharf 2007

Scharf, Davida et al.: Direct assessment of information literacy using writing portfolios. In: *The Journal of Academic Librarianship* 33, 4, pp. 462–478

# Schilling, Applegate 2012

Schilling, Katherine; Applegate, Rachel: Best methods for evaluating educational impact: a comparison of the efficacy of commonly used measures of library instruction. In: *Journal of the Medical Library Association* 100,4 (2012), pp.258-269.

#### **SCONUL 1999**

Sconul (The Society of College, National and University Libraries). Information Skills Task Force: *Information skills in higher education. A SCONUL position paper*. 1999. http://www.sconul.ac.uk/groups/information\_literacy/papers/Seven\_pillars2.pdf

#### SCONUL 2004

SCONUL (The Society of College, National and University Libraries). *Learning outcomes and information literacy.* 2004.

http://www.sconul.ac.uk/tags/learning-outcomes

#### **Smith 2001**

Smith, Kenneth R.: New roles and responsibilities for the university library: Advancing student learning through outcomes assessment. In: *Journal of Library Administration* 35 (2001), pp. 25-36

# Sonntag 2008

Sonntag, Gabriela: We have evidence, they are learning: using multiple assessments to measure student information literacy learning outcomes. World Library and Information Congress: 74<sup>th</sup> IFLA General Conference and Council, 2008 Québec, Canada. http://archive.ifla.org/IV/ifla74/papers/134-Sonntag-en.pdf

## Spievak, Hayes-Bohanan 2013

Spievak, Elizabeth R.; Hayes-Bohanan, Pamela: Just enough of a good thing: Indications of long-term efficacy in one-shot library instruction. In: *The Journal of Academic Librarianship* 39,6 (2013), pp.488–499.

# Sühl-Strohmenger

Sühl-Strohmenger, Wilfried: Informationskompetenz im Bachelor- und im Masterstudium. Befunde von Studierendenbefragungen (2008–2010) an der Universität Freiburg. In: B.I.T.online 14 (2011), pp.11-18.

http://www.b-i-t-online.de/heft/2011-01-index.php

### **Town 2001**

Town, Stephen: Welfare or wisdom: Performance measurement of information skills education. In: *Meaningful measures for emerging realities. Proceedings of the 4th Northumbria International Conference on Performance Measurement in Libraries and Information Services*, Washington, D.C.: 2002, pp.203-208.

# Travis 2011

Travis, Tiffini: From the classroom to the boardroom: The impact of information literacy instruction on workplace research skills. In: *Education Libraries* 34,2 (2011), pp.19-31. <a href="http://units.sla.org/division/ded/educationlibraries/34-2.pdf">http://units.sla.org/division/ded/educationlibraries/34-2.pdf</a>

# Tuñón, Brydges 2005

Tuñón, Johanna; Brydges, Bruce: Improving the quality of university libraries through citation mining and analysis using two new dissertation bibliometric assessment tools. *71th IFLA General Conference and Council*, Oslo 2005

http://www.ifla.org/IV/ifla71/papers/078e-Tunon Brydges.pdf

## **Walsh 2009**

Walsh, Andrew: Information literacy assessment: Where do we start? In: *Journal of Librarianship and Information Science* 41,1 (2009), pp.19-28.

## Whitmire 1998

Whitmire, Ethelene: Development of critical thinking skills: An analysis of academic library experiences and other measures. In: *College and Research Libraries* 59,3 (1998), pp. 266-273.

http://crl.acrl.org/content/59/3/266.full.pdf

### Whitmire 2001

Whitmire, Ethelene: The relationship between undergraduates' background characteristics and college experiences and their academic library use. In: *College and Research Libraries* 62,6 (2001), pp. 528-540.

http://crl.acrl.org/content/62/6/528.full.pdf+html

### Williams 2013

Williams, Elizabeth M: Measuring student learning in library information literacy instruction programs. In: *QQML* 2013,2, pp.119-124. <a href="http://www.qqml.net/June\_2013\_issue.html">http://www.qqml.net/June\_2013\_issue.html</a>

# Wong, Chan, Chu 2006

Wong, Gabrielle; Chan, Diana; Chu, Sam: Assessing the enduring impact of library instruction programs. In: Journal of Academic Librarianship 32,4 (2006), pp.384-895.

# V. Impact on Academic Success

### Ahtola 2002

Ahtola, A. Anneli: How to evaluate and measure the impact of the library's collection on the learning outcome?

http://www.ifla.org/VII/s2/conf/ahtola.pdf

## Auckland 2012

Auckland, Mary: Re-skilling for research: An investigation into the role and skills of subject and liaison librarians required to effectively support the evolving information needs of researchers. RLUK Report, 2012.

http://www.rluk.ac.uk/publications/

## **Bell 2008**

Bell, Steven: Keeping them enrolled: How academic libraries contribute to student retention. In: *Library Issues* 29,1 (2008), pp.1-4.

### **Bitso 2000**

Bitso, Likonelo Constance M.: Investigating information literacy skills and academic results of undergraduate students. In: *Innovation* 21 (2000), pp. 29-32.

## **Bowles-Terry 2012**

Bowles-Terry, Melissa: Library instruction and academic success: a mixed methods assessment of a library instruction program. *Evidence Based Library and Information Practice* 7,1 (2012).

http://ejournals.library.ualberta.ca/index.php/EBLIP/article/view/12373/13676

# **Bowles-Terry 2014**

Bowles-Terry, Melissa: Impact of library instruction in different academic disciplines: an analysis of student transcripts and course syllabi. In: *Proceedings of the 2012 Library Assessment Conference: Building Effective, Sustainable, Practical Assessment*, pp.263-272.

# Broady-Preston, Lobo 2011

Broady-Preston, Judith; Lobo, Alison: Measuring the quality, value and impact of academic libraries: the role of external standards. In: *Performance Measurement and Metrics* 12,2 (2011), pp. 122 – 135.

### **Budd 1995**

Budd, John M.: Faculty publishing productivity: An institutional analysis and comparison with library and other measures. In: *College & Research Libraries* 56 (1995), pp. 547-554.

# Cain, Reynolds 2006

Cain, David; Gary L. Reynolds: The impact of facilities on recruitment and retention of students. In: *Facilities Manager* March/April 2006, pp.54-60. http://www.appa.org/files/FMArticles/fm030406 f7 impact.pdf

# Canning, Edwards and Meadows 1995

Canning, Cheryl S.; Edwards, Alice J.; Meadows, Susan E.: Using focus groups to evaluate library services in a problem-based learning curriculum. In: *Medical Reference Services Quarterly* 14 (1995), pp. 75-81.

# Cooke, Rosenthal 2011

Cooke, Rachel; Rosenthal, Danielle: Students use more books after library instruction: An analysis of undergraduate paper citations. In: *College & Research Libraries* 72,4 (2011), pp.332-342.

http://crl.acrl.org/content/72/4/332.full.pdf

# Cox, Jantti 2012a

Cox, Brian L.; Jantti, Margie: Capturing business intelligence required for targeted marketing, demonstrating value, and driving process improvement. In: *Proceedings of the 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services: Proving Value in Challenging Times*, University of York 2012, pp. 69-78.

## Cox, Jantti 2012b

Cox, Brian L.; Jantti, Margie: Discovering the impact of library use and student performance. In: *Educase review*, 2012 (July).

http://www.educause.edu/ero/article/discovering-impact-library-use-and-student-performance

# Creaser 2012

Creaser, Claire; Spezi, Valérie: *Working together: evolving value for academic libraries.* Loughborough Universit, Sage 2012.

http://libraryvalue.files.wordpress.com/2012/06/ndm-5709-lisu-final-report\_web.pdf

#### Creaser et al. 2014

Creaser, Claire et al.: Working together to demonstrate value at the University of Nottingham. In: *Proceedings of the 10th Northumbria International Conference on Performance Measurement in Libraries and Information Services*, University of York 2014.

# De Jager 1997

De Jager, Karin: Library use and academic achievement. In: South African Journal of Library and Information Science 65 (1997), pp. 26-30.

# De Jager 2002

De Jager, Karin: Successful students: Does the library make a difference? In: *Performance Measurement and Metrics* 3 (2002), pp. 140-144.

### Dickenson 2006

Dickenson, Don: How academic libraries help faculty teach and students learn: the Colorado Academic Library Impact Study. Library Research Service, 2006. http://www.lrs.org/documents/academic/ALIS final.pdf

### Donahue 2012

Donahue, Annie: Evaluating peer research mentors: a campus collaboration for effective student learning. In: *Proceedings of the 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services: Proving Value in Challenging Times,* University of York 2012, pp. 103-112.

#### **Dow 1998**

Dow, Ronald F: Using assessment criteria to determine library quality. In: *The Journal of Academic Librarianship* 24,1 (1998), pp.277-281.

### **Dundar. Lewis 1998**

Dundar, Halil; Lewis, Darrell R.: Determinants of research productivity in higher education. In: *Research in Higher Education* 39(6) (1998), pp. 607-631.

### Dupont, Yakel 2011

Dupont, Christian; Yakel, Elizabeth: "What's so special about special collections?" Or, assessing the value special collections bring to academic libraries. In: *Proceedings of the 2010 Library Assessment Conference, Baltimore, 2011*, pp.417-426. http://libraryassessment.org/archive/2010.shtml

### **Emmons 2011**

Emmons, Mark; Wilkinson, Frances C.: The Academic library impact on student persistence. In: *College & Research Libraries* 72,2 (2011), pp.128-149. <a href="http://crl.acrl.org/content/72/2/128.full.pdf">http://crl.acrl.org/content/72/2/128.full.pdf</a>

# **Everest, Payne 2001**

Everest, Katherine; Payne, Philip: The impact of libraries on learning, teaching and research: Report on the LIRG seminar held in Leeds, 30<sup>th</sup> October 2001. In: *Library and Information Research News* 25,81 (2001), pp. 18-22.

http://www.lirgjournal.org.uk/lir/ojs/index.php/lir/article/view/125

# Fleming-May, Sherline 2011

Fleming-May, Rachel A.; Sherline, Crystal: What impact do academic libraries have on teaching and learning? A review of the literature and preliminary taxonomy of standards. In: *Proceedings of the 2010 Library Assessment Conference*, Association of Research Libraries 2011, pp. 499-513.

http://libraryassessment.org/bm~doc/proceedings-lac-2010.pdf

#### Foster 2003

Foster, Kay: Libraries and student retention: some thoughts about the issues and an approach to evaluation. In: *SCONUL* 28 (2003), pp. 12-16.

# Frade, Washburn 2006

Frade, Patricia A.; Washburn, Allyson: The university library: the center of a university education? In: *portal: Libraries and the Academy* 6, 3 (2006), pp.327-346. <a href="http://muse.jhu.edu/login?auth=0&type=summary&url=/journals/portal libraries and the academy/v006/6.3frade.pdf">http://muse.jhu.edu/login?auth=0&type=summary&url=/journals/portal libraries and the academy/v006/6.3frade.pdf</a>

## Gonzalez 2013

Gonzalez, Adriana: Embedded academic librarians instilling life-long learning skills: a proposed methodology for assessing self-perceived information-seeking behaviors of undergraduate students. In: *QQML* 2013,3, pp.245-249. <a href="http://www.ggml.net/September 2013">http://www.ggml.net/September 2013</a> issue.html

### Gremmels, Lehmann 2007

Gremmels, Gillian S.; Lehmann, Karen Shostrom: Assessment of student learning from reference service. In: *College & Research Libraries* 68, 6 (2007), pp.488-501. http://crl.acrl.org/content/68/6.toc

## Haddow 2013

Haddow, Gaby: Academic library use and student retention: A quantitative analysis. In: Library and Information Science Research 35 (2013), pp. 127–136. http://www.sciencedirect.com/science/journal/07408188/35/2

### Haddow, Joseph 2010

Haddow, Gaby; Joseph, Jayanthi: Loans, logins, and lasting the course: Academic library use and student retention. In: *Australian Academic and Research Libraries*, 41,4 (2010), pp. 233–244.

http://www.tandfonline.com/toc/uarl20/41/4#.U491 3YoNac

# Hinchcliffe, Oakleaf, Malenfant 2014

Hinchcliffe. Lisa J.; Oakleaf, Megan; Malenfant, Kara: What do we want to know: articulating a research agenda for the value of academic libraries. In: *Proceedings of the 2012 Library Assessment Conference: Building Effective, Sustainable, Practical Assessment,* pp.24-30.

### Hinchcliffe, Davis 2012

Hinchcliffe. Lisa J.; Davis, Mary E.: The value of academic libraries initiative: a briefing, a discussion, and an opportunity for engagement. In: *Proceedings of the 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services: Proving Value in Challenging Times*, University of York 2012, pp. 165-170.

## Hinchcliffe, Oakleaf, Davis 2011

Hinchcliffe. Lisa J.; Oakleaf, Megan; Davis, Mary E.: The value of academic libraries: findings and implications for the profession. In: *Proceedings of the 2010 Library Assessment Conference*, Association of Research Libraries 2011, pp.485-498. <a href="http://libraryassessment.org/bm~doc/proceedings-lac-2010.pdf">http://libraryassessment.org/bm~doc/proceedings-lac-2010.pdf</a>

### Hiscock 1986

Hiscock, Jane E.: Does library usage affect academic performance? A study of the relationship between academic performance and usage of libraries at the Underdale site of the South Australian College of Advanced Education. In: *Australian Academic and Research Libraries* 17(1986), pp. 207-213.

# Huang, Russell 2006

Huang, Jie; Russell, Susan: The digital divide and academic achievement. In: *The Electronic Library* 24,2 (2006), pp.160-173

### Jantti, Cox 2011

Jantti, Margaret; Cox, Brian: Measuring the value of library resources and student academic performance through relational datasets. In: *Proceedings of the 2010 Library Assessment Conference*, Association of Research Libraries 2011, pp.525-532. <a href="http://libraryassessment.org/bm~doc/proceedings-lac-2010.pdf">http://libraryassessment.org/bm~doc/proceedings-lac-2010.pdf</a>

#### **Jubb 2011a**

Jubb, Michael: The value of libraries for research: some themes. In: SCONUL Focus, Summer 2011, Issue 52, pp.41-45. http://www.sconul.ac.uk/page/focus-52

#### **Jubb 2011b**

Jubb, Michael: Value of libraries: relationships between provision, usage and research outcomes. In: *Proceedings of the 2010 Library Assessment Conference*, 2011, pp.311-322. <a href="http://libraryassessment.org/archive/2010.shtml">http://libraryassessment.org/archive/2010.shtml</a>

# Kayß, Poll 2006

Kayß, Matthias; Poll, Roswitha: Unterstützen Bibliotheksbestände die Forschung? Zitatanalyse in Dissertationen. In: *B.I.T. online* 2006,2, pp.131-136 http://www.b-i-t-online.de/archiv/2006-02-idx.html

# Kelly, Kross 2002

Kelly, Maurie C. and Andrea Kross (ed.): *Making the grade: academic libraries and student success*. Chicago: Association of College and Research Libraries 2002.

### Killick 2014

Killick, Selena: Assessing the impact of the academic library: from theory to practice. 10th Northumbria International Conference on Performance Measurement in Libraries and Information Services 2014.

https://drive.google.com/folderview?id=0B7NjkblAN36LUHBabFhSZmU5WG8&usp=sharing

# Kinsley, Besara 2014

Kinsley Kirsten; Besara, Rachel: Increasing the impact & value of a graduate-level research methods course by embedding assessment librarians. In: *Proceedings of the 2012 Library Assessment Conference: Building Effective, Sustainable, Practical Assessment*, pp.296-305.

# Kirk, Vance, Gardner 2011

Kirk, Rachel; Vance, Jason; Gardner, Justin G.: The impact of library instruction on freshman performance and retention. In: *Proceedings of the 2010 Library Assessment Conference, Baltimore*, 2011, pp.241-250.

http://libraryassessment.org/archive/2010.shtml

# Kramer, Kramer 1968

Kramer, L.A.; Kramer, M.B.: The college library and the drop-out. In: *College and Research Libraries* 29 (1968), pp. 310-312.

http://crl.acrl.org/content/by/year/1968

# Kuh, Bonyea 2003

Kuh, George D.; Bonyea, Robert M.: The role of the academic library in promoting student engagement in learning. In: *College and Research Libraries* 64,1 (2003), pp. 256-282. <a href="http://crl.acrl.org/content/64/4/256.full.pdf">http://crl.acrl.org/content/64/4/256.full.pdf</a>

### Markless, Streatfield 2000

Markless, Sharon; Streatfield, David: *The really effective college library*. Twickenham: Information Management Associates 2000. Library and Information Commission Research Report. 51

# Markless, Streatfield 2006

Markless, Sharon; Streatfield, David: Gathering and applying evidence of the impact of UK university libraries on student learning and research: A facilitated action research approach. In: *International Journal of Information Management* 26,1 (2006), pp.3-15.

## Markless, Streatfield 2008

Markless, Sharon, Streatfield, David: Supported self-evaluation in assessing the impact of HE libraries. In: *Performance Measurement and Metrics* 9,1 (2008), pp.38-47.

#### Matthews 2012

Matthews, Joseph R.: Assessing library contributions to university outcomes: the need for individual student level data. In: *Library Management* 33, 6/7, pp.389 – 402.

### McCreadie 2013

McCreadie, Nell: *Library value in the developing world*. Sage 2013. http://www.uk.sagepub.com/librarians/dw.sp#.U3JNJnYoNac

# Middaugh 2001

Middaugh, Michael F.: *Understanding faculty productivity: Standards and benchmarks for colleges and universities.* San Fransisco: Jossey-Bass, 2001.

# Nagata, Toda and Kytömäki 2007

Nagata, Haruki; Toda, Akira; Kytömäki, Päivi: Students' patterns of library use and their learning outcomes. In: 4<sup>th</sup> International Evidence Based Library & Information Practice Conference, 6-11 May 2007, Chapel Hill-Durham, NC, USA. http://www.eblip4.unc.edu/papers/Nagata.pdf

# Nelson, Fernekes 2002

Nelson, William Neal; Fernekes, Robert: *Standards and Assessment for Academic Libraries: A Workbook.* Chicago, IL: ACRL, 2002.

# Nitecki, Abels 2013

Nitecki, Danuta A.; Abels, Eileen G.: Exploring the cause and effect of library value. In: Performance Measurement and Metrics 14.1 (2013), pp.17-24.

## Noh 2012

Noh, Younghee: The impact of university library resources on university research achievement outputs. In: *Aslib Proceedings* 64,2 (2012), pp. 109-133.

#### Oakleaf 2010

Oakleaf, Megan: The value of academic libraries: a comprehensive research review and report. American Library Association 2010.

http://www.ala.org/acrl/sites/ala.org.acrl/files/content/issues/value/val report.pdf

### Oakleaf 2011a

Oakleaf, Megan: Are they learning? Are we? Learning outcomes & the academic library. In: Library Quarterly 81,1 (2011)

## Oakleaf 2011b

Oakleaf, Megan: Do the right (write) thing: engaging in academic library value research. In: *College & Research Libraries* 72,3 (2011), pp.204-206. http://crl.acrl.org/content/72/3/204.full.pdf+html

# Pan, Wiersma, Fong 2012

Pan, Denise; Wiersma, Gabrielle; Fong, Yem: Towards demonstrating value: measuring the contributions of library collections to university research and teaching goals. In: *ACRL Proceedings* (2011), pp.459-465.

http://www.ala.org/acrl/conferences/confsandpreconfs/national/acrl2011

# Pierard, Graves 2002

Pierard, Cindy; Graves, Kathryn: The greatest problem with which the library is confronted. In: Kelly, Maurie C.; Kross, Andrea: *Making the grade: Academic libraries and student success*. Chicago: Association of College and Research Libraries, 2002, pp. 71-88.

#### Poll 2004

Poll, Roswitha: *Wert und Wirkung von Bibliotheksleistungen*. Bibliothek in der Kostenkrise, Arbeitsgruppe Fortbildung im Sprecherkreis der Universitätskanzler, Heidelberg Oktober 2004

https://www.uni-muenster.de/AGFortbildung/unterlagen/28 okt04.html

# Price, Matzdorf, Smith, Agahi 2003

Price, If; Matzdorf, Fides; Smith, Louise; Agahi, Helen: The impact of facilities on student choice of university. In: *Facilities* 21,10 (2003), pp.212-222.

#### **Rawls 2014**

Rawls, Michael: Looking for links: do universities produce more scholarship when their libraries invest more in electronic resources? In: *Proceedings of the 10th Northumbria International Conference on Performance Measurement in Libraries and Information Services*, University of York 2014.

#### Reinsfelder 2012

Reinsfelder, Thomas L.: Citation analysis as a tool to measure the impact of individual research consultations. In: *College & Research Libraries* 73,3 (2012), pp.263-277. http://crl.acrl.org/content/73/3/263.full.pdf+html

# **RIN, RLUK 2011**

RIN. Research Information Network; RLUK. Research Libraries UK: *The value of libraries for research and researchers*. RLIN 2011.

http://www.rin.ac.uk/our-work/using-and-accessing-information-resources/value-libraries-research-and-researchers

### Rodriguez 2012

Rodriguez, Derek A.: The 'Understanding Library Impacts' protocol: demonstrating academic library contributions to student learning outcomes in the age of accountability. In: *Proceedings of the 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services: Proving Value in Challenging Times*, University of York 2012, pp. 355-366.

#### **Self 1987**

Self, James: Reserve readings and student grades: analysis of a case study. In: *Library and Information Research News* 9 (1987), pp. 29-40.

## **Shepstone 2014**

Shepstone, Carol: Valuing the library: using qualitative data to understand undergraduate student perceptions of the value of the academic library. In: *Proceedings of the 10th Northumbria International Conference on Performance Measurement in Libraries and Information Services*, University of York 2014.

# Smalley 2004

Smalley, Topsy N.: College success: high school librarians make the difference. In: *The Journal of Academic Librarianship* 30,3 (2004), pp.193-198. http://www.sciencedirect.com/science/article/pii/S0099133304000473

### **Smith 2007**

Smith, Kenneth R.: New roles and responsibilities for the university library: advancing student learning through outcomes assessment. In: *Journal of Library Administration* 35,4 (2007), pp.29-36.

#### Soria 2013

Soria, Krista M.: Factors predicting the importance of libraries and research activities for undergraduates. In: *Journal of Academic Librarianship*, 39,6 (2013), pp. 464-470. http://dx.doi.org/10.1016/j.acalib.2013.08.017

### Soria, Fransen, Nackerud 2013

Soria, Krista M.; Fransen, Jan; Nackerud, Shane: Library use and undergraduate student outcomes: new evidence for students' retention and academic success. In: *portal: Libraries and the Academy* 13(2), (2013), pp.147-164.

http://www.press.jhu.edu/journals/portal libraries and the academy/portal pre print/current /articles/13.2soria.pdf

#### Stemmer, Mahan 2014

Stemmer, John; Mahan, David M.: Assessing the library's influence on undergraduate outcomes with student usage survey. In: *Proceedings of the 2012 Library Assessment Conference: Building Effective, Sustainable, Practical Assessment,* pp. 69-81.

#### **Stone 2011**

Stone, Graham: Looking for the link between library usage and student attainment. In: CILIPS Annual Conference, 7 June 2011, University of Glasgow. http://eprints.hud.ac.uk/10655/

### Stone, Graham 2013

Stone, Graham; Ramsden, Bryony: Library Impact Data Project: looking for the link between library usage and student attainment. In: *College and Research Libraries* 74,6 (2013), pp. 546-559 <a href="http://crl.acrl.org/content/74/6/546.abstract">http://crl.acrl.org/content/74/6/546.abstract</a>

# Stone, Pattern and Ramsden 2012

Stone, Graham; Pattern, Dave; Ramsden, Bryony: The Library Impact Data Project: hit, miss or maybe. In: *Proceedings of the 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services: Proving Value in Challenging Times*, University of York 2012, pp. 385-390.

# **Tilley 2013**

Tilley, Elizabeth: Personalized boutique service: critical to academic library success? In: *New Review of Academic Librarianship* 19,1 (2013), pp. 78-97.

# Varnet, Sanders 2005

Varnet, Harvey; Sanders, Martha Rice: Asking better questions. Small-scale assessment measures that inform ongoing work. In: *C&RL News* June 2005, pp. 461-465. <a href="http://crln.acrl.org/content/66/6/461.full.pdf+html">http://crln.acrl.org/content/66/6/461.full.pdf+html</a>

## Weiner 2009

Weiner, Sharon: The contribution of the library to the reputation of a university. In: *Journal of Academic Librarianship* 35,1 (2009), pp.-13.

#### **Wells 1995**

Wells, J.: The influence of library usage on undergraduate academic success. In: *Australian Academic and Research Libraries* 26 (1995), pp. 121-128. http://www.tandfonline.com/toc/uarl20/26/2#.U2zhvaloNac

# Whitmire 2002

Whitmire, Ethelene: Academic library performance measures and undergraduates' library use and educational outcomes. In: *Library & Information Science Research* 24 (2002), pp. 107-128.

### Wong, Cmor 2011

Wong, Shun Han Rebekah; Cmor, Dianne: Measuring association between library instruction and graduation GPA. In: *College and Research Libraries* 72,5 (2011), pp.464-473. <a href="http://crl.acrl.org/content/72/5.toc">http://crl.acrl.org/content/72/5.toc</a>

### Wong, Webb 2011

Wong, Shun Han Rebekah; Webb, T. D.: Uncovering meaningful correlation between student academic performance and library material usage. In: *College & Research Libraries* 72,4 (2011), pp.361-370.

http://crl.acrl.org/content/72/4/361.full.pdf+html

# Zhong, Alexander 2007

Zhong, Ying; Alexander, Johanna: Academic success: how library services make a difference. In: *ACRL 13th National Conference Proceedings*. Chicago, Illinois: American Library Association, 2007, pp.141-148.

# VI. Social Impact

### Aabø 2005

Aabø, Svanhild: The role and value of public libraries in the age of digital technologies. In: *Journal of Librarianship and Information Science* 37,4 (2005), pp.205-211

#### Aabø 2011

Aabø, Svanhild: The value of public libraries: a socio-economic analysis. In: Belotti, M. (Ed.). *Verso un'economia della biblioteca: Finanziamenti, programmazione e valorizzazione in tempo di crisi*, Editrice Bibliografica, Milano, pp. 169-176. https://oda.hio.no/jspui/bitstream/10642/674/2/804033post.pdf

# Aabø, Audunson, Vårheim 2010

Aabø, Svanhild; Audunson, Ragnar; Vårheim, Andreas: How do public libraries function as meeting places? In: *Library & Information Science Research* 32,1 (2010), pp.16–26. <a href="http://www.sciencedirect.com/science/journal/07408188/32/1">http://www.sciencedirect.com/science/journal/07408188/32/1</a>

## Abend, McClure 1999

Abend, Jennifer; McClure, Charles R.: Recent views on identifying impacts from public libraries. In: *Public Library Quarterly* 17,3 (1999), pp.361-390.

### **Akparobore 2011**

Akparobore, Daniel O.: The role of public libraries in promoting adult education in Nigeria. In: Library Philosophy and Practice (2011), http://www.webpages.uidaho.edu/~mbolin/akparobore2.htm

# **Amosford 2007**

Amosford, John: Assessing generic learning outcomes in public lending libraries. In: *Performance Measurement and Metrics* 8,2 (2007), pp.127-136

### **Bhatt 2010**

Bhatt, Rachana: The impact of public library use on reading, television, and academic outcomes. In: *Journal of Urban Economics* 68,2 (2010), pp.148-166. http://www.sciencedirect.com/science/article/pii/S0094119010000197

# Black, Crann 2002

Black, Alistair; Crann, Melvyn: In the public eye: a mass observation of the public library. In: *Journal of Librarianship and Information Science*, 34,3 (2002), pp.145-157

# Bohme, Spiller 1999

Bohme, Steve; Spiller, David (Ed.): *Perspectives of public library use 2. A compendium of survey information*. Loughborough: Library & Information Statistics Unit (LISU), Loughborough University, 1999.

# **Broady-Preston, Cox 2000**

Broady-Preston, Judith; Cox, Andrew: The public library as street corner university: back to the future? In: *New Library World* 101,4, pp.149 – 161. http://www.emeraldinsight.com/journals.htm?articleid=860043

# Bryson, Usherwood and Streatfield 2002

Bryson, Jared; Usherwood, Bob; Streatfield, David: *Social impact audit.* South West Museums, Archives & Libraries Council, 2002.

## **Canadian Urban Libraries Council 2010**

Canadian Urban Libraries Council: *Social inclusion audit.* <a href="http://www.siatoolkit.com/#axzz18e8tchi5">http://www.siatoolkit.com/#axzz18e8tchi5</a>

## Celano, Neuman 2001

Celano, Donna; Neuman, Susan B.: *The role of public libraries in children's literacy development.* Harrisburg, PA, Pennsylvaia Library Association 2001.

#### Chiesi 2011

Chiesi, Sara: Quanto valgono le biblioteche? Un metodo per valutare l'impatto sociale delle biblioteche pubbliche italiane. In: *Bollettino AIB* 51,4 (2011), pp.315-328. <a href="http://bollettino.aib.it/article/view/5011/4780">http://bollettino.aib.it/article/view/5011/4780</a>

### Cox, Swinburne 2000

Cox, Eva; Swinburne, Kathleen: "A safe place to go". Libraries and social capital. Public Libraries Branch of the State Library of New South Wales, 2000 <a href="http://library.sl.nsw.gov.au/search/X?safe%20place%20to%20go">http://library.sl.nsw.gov.au/search/X?safe%20place%20to%20go</a>

### Cram 1996

Cram, Jennifer: Engaged in triumphant retreat? Public libraries and the social impact of the Internet. In: *Lasie: Library Automated Systems Information Exchange* 27,1 (1996), pp. 4-15. <a href="http://search.informit.com.au/documentSummary;dn=799639054483291;res=IELHSS">http://search.informit.com.au/documentSummary;dn=799639054483291;res=IELHSS</a>

# **Cultural Heritage Consortium 2002**

Cultural Heritage Consortium: *Impact evaluation of museums, archives and libraries: quantitative time series data identification exercise.* London: Resource, The Council for Museums, Archives and Libraries, 2002.

## De Groot, Branch 2009

De Groot, Joanne; Branch, Jennifer: Solid foundations: A primer on the crucial, critical, and key roles of school and public libraries in children's development. In: *Library Trends*, 58,1 (2009), pp. 51-62.

https://www.ideals.illinois.edu/handle/2142/15279

# De Jager, Nassimbeni 2012

De Jager, Karin; Nassimbeni, Mary: Giving them what they want and assessing impact: Case studies of public library services in the Western Cape, South Africa. In: *African Journal of Library, Archives & Information Science* 22,1 (2012), pp.19-30.

### De Rosa et al. 2011

De Rosa, Cathy et al.: Perceptions of libraries, 2010: context and community: a report to the OCLC membership. Dublin, Ohio 2011.

### Di Domenico 2012

Di Domenico, Giovanni (ed.): L'impatto delle biblioteche pubbliche. Obiettivi, modelli e risultati di un progretto valutativo. Roma; Associazione italianana biblioteche 2012.

#### Dolan 2007

Dolan, John: A blueprint for excellence, public libraries 2008-2011, "Connecting people to knowledge and inspiration". London: MLA 2007 <a href="http://library.sps-consultancy.co.uk/documents/efficiency-library/departmental-services/leisure/public-libraries-2008--2011.pdf">http://library.sps-consultancy.co.uk/documents/efficiency-library/departmental-services/leisure/public-libraries-2008--2011.pdf</a>

### **Durrance, Fisher-Pettigrew 2002**

Durrance, Joan C.; Fisher-Pettigrew, Karen: Toward developing measures of the impact of library and information services. In: *Reference & User Services Quarterly* 42,1 (2002), pp.43-53.

### Florida Department of State 2003

Florida Department of State. Division of Library and Information Services: *Gateway to information through Florida libraries*. *An outcomes plan, 2003 – 2007.* 2003 <a href="http://dlis.dos.state.fl.us/bld/research">http://dlis.dos.state.fl.us/bld/research</a> office/FINAL LRP.pdf

# Goulding 2004

Goulding, Anne: Libraries and Social Capital. In: *Journal of Librarianship and Information Science* 36,1 (2004), pp. 3-6.

# Goulding 2008

Goulding, Anne: Libraries and Cultural Capital. In: *Journal of Librarianship and Information Science* 40,4 (2008), pp.235-237.

# Griffiths, King 1994

Griffiths, Josè-Marie; King, Donald W.: Libraries, the undiscovered national resource. In: *The value and impact of information, ed. by Mary Feeney and Maureen Grieves.* London: Bowker Saur 1994, pp. 79-116.

# Hayes, Morris 2005

Hayes, Emma; Morris, Anne: Leisure role of public libraries: user views. In: *Journal of Librarianship and Information Science* 37,3 (2005), p. 131-138

#### Hillenbrand 2005

Hillenbrand, Candy: Public libraries as developers of social capital. In: *Australasian Public Libraries and Information Services* 18,1 (2005), pp. 4-12.

### **Hull 2000**

Hull, Barbara: *Barriers discouraging access to libraries as agents of life long learning*. Boston Spa: Library and Information Commission, 2000. (Library and Information Commission Research Report; 31).

## Huysmans, Oomes 2013

Huysmans, Frank; Oomes, Marjolein: Measuring the public library's societal value: a methodological research program. In: *IFLA* Journal 39,2 (2013), pp.168-177. http://www.ifla.org/publications/ifla-journal

# Ignatow 2012

Ignatow, Gabe et al.: Public libraries and democratization in three developing countries: exploring the role of social capital. In: *Libri* 62,1 (2012), pp.67-80.

### Impact Survey

Impact Survey. Advancing libraries through community insight. <a href="http://impactsurvey.org/">http://impactsurvey.org/</a>

## Ivanović, Badurina, Aparac Jelušic 2013

Ivanović, Martina D.; Badurina, Boris; Aparac Jelušic, Tatjana: Challenges to the research of public library impact on rural island community. In: *Book of Abstracts*, QQML 2013, p. 49. www.isast.org/programplenarysession.html

# Jaeger et al. 2011

Jaeger, Paul T. et al.: Describing and measuring the value of public libraries: The growth of the Internet and the evolution of library value. In: First Monday, 16,11 (2011), Special section pp.1-14.

http://www.firstmonday.org/htbin/cgiwrap/bin/ojs/index.php/fm/article/view/3765/3074

### Johnson 2010

Johnson, Catherine A.: Do public libraries contribute to social capital? A preliminary investigation into the relationship. In: *Library and Information Science Research* 32 (2010), pp. 147-155.

# Kennedy, Tyler 2012

Kennedy, Alison; Tyler, Alison: Applying SROI in the evaluation of the Welsh library strategy. In: *Proceedings of the 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services: Proving Value in Challenging Times,* University of York 2012, pp.191-196.

# Kerslake, Kinnell 1998

Kerslake, Evelyn; Kinnell, Margaret: Public libraries, public interest and the information society: theoretical issues in the social impact of public libraries. In: *Journal of Librarianship and Information Science* 30,3 (1998). pp.159-167. http://lis.sagepub.com/content/30/3.toc

### Klopfer, Nagata 2011

Klopfer, Lisa; Nagata, Haruki: Contextual approach to understanding the socio-cultural function of a public library in Japan. In: *Performance Measurement and Metrics* 12,1 (2011), pp.66-77.

### Lance et al. 2001

Lance, Keith Curry et al.: Counting on Results: New Tools for Outcome-Based Evaluation of Public Libraries. Aurora, CO: Biographical Center for Research, 2001. http://www.lrs.org/documents/cor/CoR\_FullFinalReport.pdf

### **Laser Foundation 2005**

Laser Foundation: *Libraries Impact Project*. 2005 http://www.bl.uk/aboutus/acrossuk/workpub/laser/news/awards2004/laserfinal6.pdf

# Leckie, Hopkins 2002

Leckie, Gloria J.; Hopkins, Jeffrey: The public place of central libraries: findings from Toronto and Vancouver. In: *The Library Quarterly* 72,3 (2002), pp.326-372.

# **Libraries Building Communities 2005**

Libraries building communities. Executive summary. State Library of Victoria 2005 <a href="http://www2.slv.vic.gov.au/about/information/publications/policies\_reports/plu\_lbc.html">http://www2.slv.vic.gov.au/about/information/publications/policies\_reports/plu\_lbc.html</a>

# **Library Council of New South Wales 2009**

Library Council of New South Wales. Enriching communities: the value of public libraries in New South Wales. In: *Australasian Public Libraries and Information Services* 22,1 (2009), pp. 6-12.

### Linley, Usherwood 1998

Linley, Rebecca; Usherwood, Bob: *New measures for the new library: a social audit of public libraries*. London: British Library Board, 1998. (British Library Research and Innovation Centre Report; 89).

#### Matarasso 1998

Matarasso, François: Learning development: an introduction to the social impact of public libraries. Stroud: Comedia, 1998.

### McClure, Bertot 1998

McClure, Charles; Bertot, John Carlo: *Public library use in Pennsylvania: Identifying uses, benefits, and impacts - Final Report.* Harrisburg, PA: Pennsylvania Bureau of Library Development 1998.

# Nagata, Satoh 2005

Nagata, Haruki; Satoh, Asuka: Identifying the outcome measures for public libraries in a community context. 6<sup>th</sup> Northumbria International Conference on Performancement in Libraries and Information Services 2005

### Nelson 2001

Nelson, Sandra: *The new planning for results: A streamlined approach*. Chicago: American Library Association, 2001.

### **New directions 2005**

New directions in social policy: Developing the evidence base for museums, libraries and archives in England. MLA, Museums, Libraries and Archives Council 2005

# Oomes, Huysmans 2014

Oomes, Marjolein; Huysmans, Frank: Perceptions of individual and societal value of public libraries in the Netherlands: findings from a quantitative study. In: *Proceedings of the 10th Northumbria International Conference on Performance Measurement in Libraries and Information Services*, University of York 2014.

### Pabērza 2010

Pabērza, Kristine: Towards an assessment of public library value: Statistics on the policy makers' agenda. In: Performance Measurement and Metrics 11,1 (2010), pp. 83 – 92

#### Picco 2008

Picco, Paola: Multicultural libraries' services and social integration: the case of public libraries in Montreal Canada. In: *Public Library Quarterly* 27,1 (2008), pp.41-56.

#### **Proctor 2002**

Proctor, Richard; Bartle, Craig: Low achievers lifelong learners: an investigation into the impact of the public library on educational disadvantage. Resource: The Council for Museums Archives and Libraries, 2002.

### Proctor, Lee and Reilly 1998

Proctor, Richard; Lee, Hazel; Reilly, Rachel: *Access to public libraries: The impact of opening hours reductions and closures 1986-1997.* British Library Research and Innovation Centre, 1998. (British Library Research and Information Report 90).

#### Rambow 2006

Rambow, Angela I.: Sozialer Wert der Stadtbibliothek Wolgast. Outcome-based evaluation with social auditing. Dissertation Humboldt-Universität Berlin, 2006. http://edoc.hu-berlin.de/dissertationen/rambow-angela-inge-2006-06-07/HTML/

#### Rankin 2012

Rankin, Carolynn: The potential of generic social outcomes in promoting the positive impact of the public library: evidence from the National Year of Reading in Yorkshire. In: *Evidence Based Library & Information Practice* 7,1 (2012), pp. 7-21.

# Spielberger, Horton, Michels 2004

Spielberger, Julie; Horton, Carol; Michels, Lisa: *New on the shelf: teens in the library*. Chapin Hall Center for Children at the University of Chicago 2004.

http://www.wallacefoundation.org/Pages/conclusion-public-libraries-and-youth-development-new-on-the-shelf.aspx

#### Stanziola 2010

Stanziola, Javier: Numbers and pictures: capturing the impact of public libraries. In: *Library & Information Update* 9,11 (2010), pp.44-46.

### Streatfield 2012

Streatfield, David: Impact planning and assessment of public libraries: a country level perspective. In: *Performance Measurement & Metrics* 13,1 (2012), pp. 8-14.

### Suaiden 2003

Suaiden, Emir Jose: The social impact of public libraries. In: *Library Review* 52,8 (2003), pp. 379-387.

http://www.emeraldinsight.com/journals.htm?issn=0024-2535&volume=52&issue=8

### Toyne, Usherwood 2001

Toyne, Jackie; Usherwood, Bob: *Checking the books. The value and impact of public library book reading.* Report of research funded by the Arts and Humanities Research Board. Sheffield: Center for the Public Library and Information in Society, Department of Information Studies, The University of Sheffield, 2001.

#### **Usherwood 1999**

Usherwod, Bob: Mehr als Statistik, Eine soziale Bilanz öffentlicher Bibliotheksarbeit. In: *Bibliotheksdienst* 33,4 (1999), pp. 571-581. http://digital.zlb.de/viewer/!toc/019591853/0/LOG 0000/

### Usherwood 2002 a

Usherwood, Bob: Accounting for outcomes: Demonstrating the impact of public libraries. In: *Australian Public Libraries and Information Services* 15 (1) (2002), pp. 5-13 <a href="http://conferences.alia.org.au/public2001/usherwood.html">http://conferences.alia.org.au/public2001/usherwood.html</a>

### Usherwood 2002 b

Usherwood, Bob: Demonstrating impact through qualitative research. In: *Performance Measurement and Metrics* 3 (2002), pp. 117-122.

### Usherwood, Linley 2002

Usherwood, Bob; Linley, Rebecca: Evaluating equity in public library services. In: *Journal of Librarianship and Information Science* 32,2 (2002), pp.72-81.

### Usherwood, Wilson and Bryson 2005

Usherwood, Bob; Wilson, Kerry; Bryson, Jared: Relevant repositories of public knowledge. Libraries, museums and archives in "the information age". In: *Journal of Librarianship and Information Science* 37,2 (2005), pp.89-98.

# Vakkari, Serola 2010

Vakkari, Pertti; Serola, Sami: *Perceived outcomes of public libraries*. Presentation at Oslo University College, 2010.

http://www.jbi.hio.no/bibin/nordic conference/Vakkari&Serola,%20Oral%20presentation.pdf

#### Ventura 2007

Ventura, Roberto: La valutazione della biblioteca pubblica: problematiche e strumenti di misurazione dell'impatto culturale, sociale ed economico. In: *Bollettino AIB* 47,3 (2007), pp.291-327.

http://bollettino.aib.it/article/view/5247/5014

#### Walter 2012

Walter, Virginia A.: Documenting the results of good intentions: Applying **o**utcomes evaluation to Llbrary services for children. In: *Advances in Librarianship*, 2012, Vol. 35, p47-62.

### Wang 2012

Wang, Hong: Immigration in America: **library** services and information resources. In: *Reference Services Review* 40,3 (2012), pp.480-511.

#### Wavell 2002

Wavell, Caroline et al.: *Impact evaluation of museums, archives and libraries: available evidence project.* Aberdeen: Robert Gordon University, Resource: The Council for Museums, Archives and Libraries, 2002.

http://www.rgu.ac.uk/files/imreport.pdf

### Zickuhr et al. 2013

Zickuhr, Kathryn et al.: *How Americans value public libraries in their communities*. <a href="http://libraries.pewinternet.org/2013/12/11/libraries-in-communities/">http://libraries.pewinternet.org/2013/12/11/libraries-in-communities/</a>

# VII. Impact of Electronic Services

#### **Anton 2010**

Anton, Sylvia: Social inclusion through libraries that provide digital health information and support. In: *Journal of Social Inclusion* 1(2) (2010), pp.107-110. <a href="https://www104.griffith.edu.au/index.php/inclusion/issue/view/20">https://www104.griffith.edu.au/index.php/inclusion/issue/view/20</a>

### Banwell, Coulson 2004

Banwell, Linda; Coulson, Graham: Users and user study methodology: the JUBILEE project. In: *Information Research* 9,2 (2004) http://informationr.net/ir/9-2/paper167.html

### The provided in the same and paper for the

### Becker et al. 2009

Becker, Samantha et al.: Communicating the impact of free access to computers and the Internet in public libraries: a mixed methods approach to developing outcome indicators. In: *Public Library Quarterly* 28,2 (2009), pp. 109-119

### Becker et al. 2011

Becker, Samantha et al.: Opportunity for all: How the American public benefits from Internet access at U.S. libraries. Washington, D.C., Institute of Museum and Library Service, 2011 <a href="http://impact.ischool.uw.edu/us-public-library-study.html">http://impact.ischool.uw.edu/us-public-library-study.html</a>

### Bertot, McClure 2003

Bertot, John C.; McClure, Charles R.: Outcomes assessment in the networked environment: research questions, issues, considerations, and moving forward. In: *Library Trends* 51(4) (2003), pp. 590-613

### Bertot et al. 2008

Bertot, John C. et al.: The impacts of free public Internet access on public library patrons and communities. In: *Library Quarterly* 78,3 (2008), pp. 285-295

### Bishop et al. 2000

Bishop, Ann Peterson et al.: Socially grounded user studies in digital library development. In: *First Monday* 5,6 (2000)

http://www.uic.edu/htbin/cgiwrap/bin/ojs/index.php/fm/article/view/760/669

### Borgman et al. 2000

Borgman, Christine et al.: Evaluating digital libraries for teaching and learning in undergraduate education: A case study of the Alexandria Digital Earth ProtoType (ADEPT). In: *Library Trends* 49,2 (2000), pp.228-250.

### Brophy 2003

Brophy, Peter: The People's Network: A turning point for public libraries. Resource: The Council for Museums, Archives and Libraries 2003. http://www.slainte.org.uk/SLIC/peoplesnet/pn a turning point 2002.pdf

#### Convers 2006

Conyers, Angela: Building on sand? Using statistical measures to assess the impact of electronic services. In: *Performance Measurement and Metrics* 7,1 (2006), pp.37-44

# Craven, Brophy 2004

Craven, Jenny; Brophy, Peter: Evaluating the longitudinal impact of networked services in UK public libraries: the Longitude II project. In: *Performance Measurement and Metrics* 5,3 (2004), pp.112-117.

### Crawford 2006

Crawford, John: The use of electronic information services and information literacy: A Glasgow Caledonian University study. In: Journal of Librarianship and Information Science 38,1 (2006), pp.33-44.

### Davidson, Kyrillidou 2010

Davidson, Catherine; Kyrillidou, Martha: The value of electronic resources: measuring the impact of networked electronic services (MINES for Libraries) at the Ontario Council of University Libraries. In: *Research Library Issues* 271 (2010), pp.41-47. http://publications.arl.org/rli271/43

### Dresang, Gross, Holt 2003

Dresang, Eliza T.; Gross, Melissa; Holt, Leslie E.: Project CATE: Using outcome measures to assess school-age children's use of technology in urban public libraries. A collaborative research process. In: *Library & Information Science Research* 25,1 (2003), pp. 19-42. <a href="http://www.sciencedirect.com/science/journal/07408188/25/1">http://www.sciencedirect.com/science/journal/07408188/25/1</a>

### eVALUEd 2006

eVALUEd. An evaluation toolkit for e-library developments. Evidence base, University of Central England 2006.

http://www.evalued.bcu.ac.uk/

#### Eve. Brophy 2001

Eve, Juliet; Brophy, Peter: *The value and impact of end-user IT services in public libraries*. Manchester: Center for Research in Library & Information Management (CERLIM), 2001. (Library and Information Commission Research Report, 102; Resource: The Council for Museums, Archives and Libraries).

### **Gunn 1999**

Gunn, Cathy: They love it, but do they learn from it? Evaluating the educational impact of innovations. In: *Higher Education Research and Development* 18,2 (1999), pp. 185-199.

### Hartland-Fox, Thebridge 2003

Hartland-Fox, Rebecca; Thebridge, Stella: Evaluating electronic information services: a review of activity and issues in the UK academic library sector. In: *Library Hi Tech News 1* (2003), pp. 27-29.

#### Hiller 2002

Hiller, Steve: The impact of information technology and online library resources on research, teaching and library use at the University of Washington. In: *Performance Measurement and Metrics* 3,2 (2002), pp. 134-139.

# Hughes 2012

Hughes, Lorna M. (ed.): Evaluating and measuring the value, use and impact of digital collections. London: Facet 2012.

### Mainka, Khveshchanka 2012

Mainka, Agnes; Khveshchanka, Sviatlana: Digital libraries as knowledge hubs in informational cities. In: *LIDA Proceedings* 12 (2012). http://ozk.unizd.hr/proceedings/index.php/lida2012/issue/current

# Marchionini 2000

Marchionini, Gary: Evaluating digital libraries: A longitudinal and multifaceted view. In: *Library Trends* 49,2 (2000), pp.304-333.

# McClure, Mandel, Weissenberger 2012

McClure, Charles R.; Mandel, Lauren H.; Weissenberger, Lynnsey K.: Designing a user and usage database to promote, market, and demonstrate the value of selected statewide databases: the Florida Electronic Library as an example. In: *Proceedings of the 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services: Proving Value in Challenging Times,* University of York 2012, pp. 271-276.

# Melo 2012

Melo, Luiza B.: The impact of electronic information resources in Portuguese academic Libraries. In: *LIDA Proceedings* 12 (2012). http://ozk.unizd.hr/proceedings/index.php/lida2012/article/view/63/34

# Melo, Pires 2009

Melo, Luiza B.; Pires, Cesaltina: The impact of the electronic resources in Portuguese academic libraries: results of a qualitative survey. Paper read at QQML 2009, at Crete, Greece.

http://www.isast.org/proceedingsQQML2009/conf\_papers.html

#### **MLA 2010**

MLA. Museums, Libraries, Archives Council. *Role of public libraries in supporting and promoting digital participation*. 2010

# Organ 2006

Organ, Michael: Download statistics – what do they tell us? The example of Research Online, the open access institutional repository at the University of Wollongong, Australia. In: *D-Lib Magazine* 12,11 (2006).

http://www.dlib.org/dlib/november06/organ/11organ.html

### Pabērza, Rutkauskiene 2010

Pabērza, Kristine; Rutkauskiene, Ugne: Outcomes-based measurement of public access computing in public libraries: A comparative analysis of studies in Latvia and Lithuania. In: *Performance Measurement and Metrics* 11,1 (2010), pp. 75 - 82

#### Pickard 2005

Pickard, Alison: The role of effective intervention in promoting the value of electronic information services in the learning process. Case studies in higher education. In: *Performance Measurement and Metrics* 6,3 (2005), pp.172-182

### Pickard, Dixon 2003

Pickard, Alison J.; Dixon, Pat: Measuring electronic information resource use: towards a transferable quality framework for measuring value. In: *Proceedings of the 5th Northumbria International Conference on Performance Measurement in Libraries and Information Services 2003*, Northumbria University 2004, pp. 241-246.

#### Plum et al. 2010

Plum, Terry et al.: Measuring the impact of networked electronic resources: Developing an assessment infrastructure for libraries, state, and other types of consortia. In: *Performance Measurement and Metrics* 11,2 (2010), pp. 184-198

#### Poll 2005

Poll, Roswitha: Measuring the impact of new library services. In: *World Library and Information Congress: 73th IFLA General Conference and Council 2005, Oslo.* http://www.ifla.org/IV/ifla71/papers/081e-Poll.pdf

#### Quick et al. 2013

Quick, Susannah et al: Cross-European survey to measure users' perceptions of the benefits of ICT in public libraries. 2013.

http://tascha.uw.edu/projects/cross-european-survey-public-libraries/

#### **Rawls 2014**

Rawls, Michael: Measuring the impact of electronic library materials on the university's research mission. In: *Proceedings of the 2012 Library Assessment Conference: Building Effective, Sustainable, Practical Assessment,* pp. 59-68.

#### Saracevic 2000

Saracevic, Tefko: Digital library evaluation: Toward an evolution of concepts. In: *Library Trends* 49,2 (2000), pp. 350-369.

http://www.scils.rutgers.edu/~tefko/LibraryTrends2000.pdf

### Segura Hechavarria 2013

Segura Hechavarria, Luis Mario: *The implementation of e-inclusion in public libraries: a case study of Tallinn Central Library.* Saarbrücken: Lambert Academic Publishing 2013.

### Segura Hechavarria 2014

Segura Hechavarria, Luis Mario: e-inclusion and public libraries: a literature review. In: *QQML*, Special Issue Social Justice, Social Inclusion (2014), pp.111-127. http://www.ggml.net/Special Issue 2014 Social Justice Social Inclusion.html

# Sey et al. 2013

Sey, Araba et al.: Connecting people for development: Why public access ICTs matter. Seattle: Technology & Social Change Group, University of Washington Information School 2013.

http://www.globalimpactstudy.org/report/

### Thebridge 2003

Thebridge, Stella: Evaluating electronic information services: a toolkit for practitioners. In: *Library and Information Research* 27(87) 2003, pp.38-46. http://www.lirgjournal.org.uk/lir/ojs/index.php/lir/article/view/153

### Thebridge, Dalton, Hartland-Fox, Bhatt 2002

Thebridge, Stella; Dalton, Pete; Hartland-Fox, Rebecca; Bhatt, Anjlee: *Outcomes assessment. The evaluation of electronic information services.* Birmingham: University of Central England 2002.

### Williams, Nicholas, Rowlands 2010

Williams, Peter; Nicholas, David; Rowlands, Ian: E-journal usage and impact in scholarly research: a review of the literature. In: *New Review of Academic Librarianship* 16,2 (2010), pp.192-207.

### VIII. Financial Value of Libraries

### Aabø 2005 a

Aabø, Svanhild: The value of public libraries. World Library and Information Congress: 71st IFLA General Conference and Council Oslo 2005 <a href="http://www.ifla.org/IV/ifla71/papers/119e-Aabo.pdf">http://www.ifla.org/IV/ifla71/papers/119e-Aabo.pdf</a>

#### Aabø 2005 b

Aabø, Svanhild: The value of public libraries in Norway. In: *Bibliotekforum* 6 (2005), pp.38-40.

#### Aabø 2005 c

Aabø, Svanhild: Valuing the benefits of public libraries. In: *Information Economics & Policy* 17,2 (2005), pp.175-198.

http://www.sciencedirect.com/science/article/pii/S0167624504000502

### Aabø 2005 d

Aabø, Svanhild: Are public libraries worth their price? A contingent valuation study of Norwegian public libraries. In: *New Library World* 106,11/12 (2005), pp.487-495.

### Aabø 2009

Aabø, Svanhild: Libraries and return on investment (ROI): a meta-analysis. In: *New Library World* 110/7/8 (2009), pp.311-324.

### Aabø, Audunson 2002

Aabø, Svanhild; Audunson, Ragnar: Rational choice and valuation of public libraries: Can economic models for evaluating non-market goods be applied to public libraries? In: *Journal of Librarianship and Information Science* 34 (2002), pp. 5-15.

### Aabø, Strand 2004

Aabø, Svanhild; Strand, Jon: Public library valuation, nonuse values, and altruistic motivations. In: *Library & Information Science Research* 26 (2004), pp.351-372.

# Aerni, King 2006

Aerni, Sarah E.; King, Donald W.: Contingent valuation in public and academic libraries. *ARL Library Assessment Conference, Charlottesville* (2006). www.arl.org/arldocs/stats/statsevents/laconf/2006/Aerni.ppt

### **ALMAUK 2012**

ALMAUK. Archives, Libraries & Museums Alliance UK. *Economic impact toolkit*, 2012. <a href="http://almauk.org/working-together/our activity/economic-impacts/">http://almauk.org/working-together/our activity/economic-impacts/</a>

#### Barron 2005

Barron, Daniel D. et al.: *The economic impact of public libraries on South Carolina*. University of South Carolina, School of Library and Information Science 2005. http://www.libsci.sc.edu/SCEIS/home.htm

### Blanck 2005

Blanck, Sandra: Was sind uns unsere Bibliotheken wert? Diskussion von Impact und Outcome am Beispiel einer Marktwert-Studie an öffentlichen Bibliotheken in Berlin. Diplomarbeit FH Potsdam, 2005.

### **Broady-Preston, Williams 2003**

Broady-Preston, Judith; Williams, Tegwen: Using Information to create business value: City of London legal firms, a case study. In: *Proceedings of the 5th Northumbria International Conference on Performance Measurement in Libraries and Information Services 2003*, Northumbria University 2004, pp. 150-155.

### **Brown 2011**

Brown, Jeanne M.: Developing a library value indicator for a disciplinary population. In: *Proceedings of the 2010 Library Assessment Conference*, Association of Research Libraries 2011.

http://libraryassessment.org/archive/2010.shtml

#### **Bureau of Business Research 2012**

Bureau of Business Research: *Texas public libraries: economic benefits and return on investment*. Austin, Tex. 2012. https://www.tsl.texas.gov/roi

#### Bureau of Business and Economic Research 2011

Bureau of Business and Economic Research, Labovitz School of Business and Economics, University of Minnesota Duluth: *Minnesota public libraries' return on investment*. <a href="http://melsa.org/melsa/assets/File/Library">http://melsa.org/melsa/assets/File/Library</a> final.pdf

### **Chung 2007**

Chung, Hye-Kyung: Measuring the economic value of special libraries. In: *The Bottom Line* 20,1 (2007), pp.30-44

# **Chung 2008**

Chung, Hye-Kyung: The contingent valuation method in public libraries. In: *Journal of Librarianship and Information Science* 40,2 (2008), pp.71-80.

### Coopers & Lybrand 1996

Coopers & Lybrand: *Valuing the economic costs and benefits of libraries*. Wellington: New Zealand Library and Information Association: Te Rau Herenga Aotearoa, 1996.

#### Cram 1995

Cram, Jennifer: Moving from cost centre to profitable investment: Managing the perception of a library's worth. In: *Australasian Public Libraries and Information Services 8,3 (1995), pp. 107-113.* 

#### Dürring 2011

Dürring, Patricia: Ökonomischer Mehrwert von Bibliotheken, aufgezeigt anhand ausgewählter Dienste der Zentral- und Hochschulbibliothek Luzern. Chur: Arbeitsbereich Informationswissenschaft 2011. (Churer Schriften zur Informationswissenschaft 42) <a href="http://www.htwchur.ch/uploads/media/CSI">http://www.htwchur.ch/uploads/media/CSI</a> 43 Duerring.pdf

### Elliott et al. 2007

Elliott, Donald S. et al.: *Measuring your library's value: How to do a cost-benefit analysis for your public library*. Chicago, Ill.: American Library Association 2007.

### Fels Institute of Local and State Government 2010

Fels Institute of Local and State Government: *The economic value of the Free Library in Philadelphia*. Philadelphia Pa. 2010.

### Fitch, Warner 1998

Fitch, Leslie; Warner, Jody: Dividends: The value of public libraries in Canada. In: *The Bottom Line* 11,4 (1998), pp. 158-179.

# Florida Department of State 2004 ff.

Florida Department of State. State Library and Archives of Florida. *Return on investment study.* 

http://dlis.dos.state.fl.us/bld/roi/publications.cfm

### Fraser, Nelson, McClure 2002

Fraser, Bruce T.; Nelson, Timothy W.; McClure, Charles R.: Describing the economic impacts and benefits of Florida public libraries: Findings and methodological applications for future work. In: *Library & information Science Research* 24,3 (2002), pp. 211–233. <a href="http://www.sciencedirect.com/science/journal/07408188/24/3">http://www.sciencedirect.com/science/journal/07408188/24/3</a>

#### Germano 2011

Germano, Michael: The library value deficit. In: *The Bottom Line* 24,2 (2011), pp.100-106.

#### Getz 1980

Getz, Malcolm: *Public libraries: an economic view.* Baltimore: John Hopkins University Press, 1980.

#### **Giles 2013**

Giles, David: *Branches of opportunity*. Center for an Urban Future 2013. <a href="http://nycfuture.org/research/publications/branches-of-opportunity">http://nycfuture.org/research/publications/branches-of-opportunity</a>

#### Graumann 2012

Graumann, Sabine: MehrWert messen leicht gemacht! – Überzeugend gegenüber Geldgebern argumentieren. In: *Information. Wissenschaft & Praxis* 63,2 (2012), pp. 99–107.

### Graumann, Petri 2012

Graumann, Sabine; Petri, Nicole: The Cost-Benefit Factor: A Tool between Management and Marketing. In: *Qualitative and Quantitative Methods in Libraries* July 2012, pp.129-140. <a href="http://www.qgml.net/July">http://www.qgml.net/July</a> issue.html

### Griffiths, King and Lynch 2004

Griffiths, José-Marie; King, Donald W.; Lynch, Thomas: *Taxpayer return on investment in Florida public libraries*. State Library and Archives of Florida 2004. http://dlis.dos.state.fl.us/bld/roi/pdfs/ROISummaryReport.pdf

# Griffiths, King and Aerni 2006

Griffiths, José-Marie; King, Donald W.; Aerni, Sarah E.: *Taxpayer return on investment (ROI) in Pennsyvania public libraries.* UNC School of Information and Library Science 2006. https://www.ila.org/.../pdf/UNC Pennsylvania.pdf

#### Haratsis 1995

Haratsis, Brian: Justifying the economic value of public libraries in a turbulent local government environment. In: *Australasian Public Libraries and Information Services* 8 (1995), pp. 164-172.

### Harless, Allen 1999

Harless, David W.; Allen, Frank R.: Using the contingent valuation method to measure patron benefits of reference desk service in an academic library. In: *College and Research Libraries* 60 (1999), pp. 56-69.

http://crl.acrl.org/content/60/1/56.full.pdf+html

#### Hider 2008 a

Hider, Philip: How much are technical services worth? Using the contingent valuation method to estimate the added value of collection management and access. In: *Library Research and Technical Services* 52,4 (2008), pp.254-262.

### Hider 2008 b

Hider, Philip: Using the contingent valuation method for dollar valuations of library services. In: *Library Quarterly* 78,4 (2008), pp.437-458.

#### **Hobohm 1999**

Hobohm, Hans-Christoph: Was Bibliotheken wert sind. Die wirtschaftliche Bedeutung der Bibliothek und ihre Ausrichtung auf die Informationsgesellschaft. In: *BuB (Buch und Bibliothek)* 51 (1999), pp. 36 – 43.

# Hobohm 2007

Hobohm, Hans-Christoph: Rechnen sich Bibliotheken? Vom Nutzen und Wert ihrer Leistungen. In: *BuB (Buch und Bibliothek)* 59,9 (2007), pp.633-639

### Holt, Elliott 1998

Holt, Glen E., Elliott, Donald: Proving your library's worth: a test case. In: *Library Journal* 23 (1998), pp. 42-44.

# Holt, Elliott 2003

Holt, Glen E.; Elliott, Donald: Measuring outcomes: applying cost-benefit analysis to middle-sized and smaller public libraries. In: *Library Trends*, 51 (3) 2003, pp. 424-440. http://ptarpp2.uitm.edu.my/silibus/MeasuringOutcomes.pdf

# Holt, Elliott and Dussold 1996

Holt, Glen E.; Elliott, Donald; Dusold, Christopher: A framework for evaluating public investment in urban libraries. In: *The Bottom Line* 9,4 (1996), pp. 4-13.

### Holt, Elliott and Moore 1999

Holt, Glen E.; Elliott, Donald; Moore, Amonia: Placing a value on public library services. In: *Public Libraries* 38 (1999), pp. 89-108.

http://www.slpl.lib.mo.us/libsrc/restoc.htm

### Holt, Elliott and Watts 2000

Holt, Glen E.; Elliott, Donald; Watts, Anne; Holt, Leslie E.: *Libraries are valuable...prove it!* St. Louis: St. Louis Public Library / Institute of Museum and Library Services, 2000.

### Imholz, Arns 2007

Imholz, Susan; Arns, Jennifer Weil: Worth their weight: An assessment of the evolving field of library evaluation. In: *Public Library Quarterly* 26,3/4 (2007), pp.31-48.

### **Indianan Business Research Center 2007**

Indianan Business Research Center: *The economic impact of libraries in Indiana*. 2007. <a href="http://www.ibrc.indiana.edu/studies/EconomicImpactofLibraries">http://www.ibrc.indiana.edu/studies/EconomicImpactofLibraries</a> 2007.pdf

### **Jura Consultants 2008**

Jura Consultants: Economic impact methodologies for the museums, libraries, and archives sector: What works and what doesn't." 2008.

http://webarchive.nationalarchives.gov.uk/20111013135435/http:/research.mla.gov.uk/evidence/view-publication.php?pubid=924

### Kantor, Saracevic 1999

Kantor, Paul B.; Saracevic, Tefko: Quantitative study of the value of research libraries: a foundation for the evaluation of digital libraries, 1999.

http://citeseerx.ist.psu.edu/viewdoc/summary?doi=10.1.1.124.6382

#### Kaufman 2008

Kaufman, Paula T.: The library as strategic investment: Results of the Illinois Return on Investment Study. In: *LIBER Quarterly* 18, 3/4 (2008), pp.424-436. http://liber.library.uu.nl/index.php/lq/article/view/7941

### Kaufman, Watstein 2008

Kaufman, Paula T.; Watstein, Sarah Barbara: Library value (Return on Investment, ROI) and the challenge of placing a value on public services. In: *Reference Services Review* 36, 3 (2008), pp. 226-31.

### Kim 2011

Kim, Giyeong: A critical review of valuation studies to identify frameworks in library services. In: *Library & Information Science Research* 33,2 (2011), pp.112-119. <a href="http://www.sciencedirect.com/science/article/pii/S0740818811000065">http://www.sciencedirect.com/science/article/pii/S0740818811000065</a>

### King, Ricci 2014

King, Donald W.; Ricci, Ariana: Assessment of the use, value and ROI of all academic library services. In: *Proceedings of the 2012 Library Assessment Conference: Building Effective, Sustainable, Practical Assessment*, pp.31-47.

# King, Tenopir 2011

King, Donald W.; Tenopir, Carol: The link among purposes for which faculty read scholarly journals, their information seeking patterns, aspects of use, value or outcomes from reading and the return-on-investment of academic library journal collections. In: *Proceedings of the 2010 Library Assessment Conference, Baltimore, 2011*, pp.323-334. <a href="http://libraryassessment.org/archive/2010.shtml">http://libraryassessment.org/archive/2010.shtml</a>

### Ko 2012

Ko, Young Man et al.: An economic valuation study of public libraries in Korea. In: Library & Information Science Research 34,2 (2012), pp.117-124. http://www.sciencedirect.com/science/journal/07408188/34/2

### Kostiak 2002

Kostiak, Adele: Valuing your public library: the experience of the Barrie Public Library, Ontario, Canada. In: *The Bottom Line* 15, no. 4 (2002), pp.159-162. <a href="http://www.emeraldinsight.com/journals.htm?issn=0888-045x&volume=15&issue=4&articleid=860798&show=html">http://www.emeraldinsight.com/journals.htm?issn=0888-045x&volume=15&issue=4&articleid=860798&show=html</a>

# Lee, Chung and Jung 2010

Lee, Soon-Jae; Chung, Hye-Kyung; Jung, Eun-Yoo: Assessing the warm glow effect in contingent valuations for public libraries. In: *Journal of Librarianship and Information Science* 42,4 (2010), pp.236-244.

#### Liu 2004

Liu, Lewis G.: The contribution of public libraries to countries' economic productivity: a path analysis. In: *Library Review* 53,9 (2004), pp.435 – 441.

### Luther 2008

Luther, Judy: *University investment in the library: What's the return?* Elsevier, Library Connect. (White paper 1.)

http://libraryconnect.elsevier.com/sites/default/files/lcwp0101.pdf

### MacEachern 2001

MacEachern, Ruth: Measuring the added value of library and information services: The New Zealand approach. In: *IFLA Journal* 27 (2001), pp. 232-236. http://www.ifla.org/V/iflaj/art2704.pdf

# Manukau libraries 2000

Manukau libraries: trial of the V+LM value added library methodology. New Zealand: Library & Information Association of New Zealand Aotearoa (LIANZA), 2000. (= Trial Report; 12).

### Matthews 2011

Matthews, Joseph R.: What's the return on ROI? The benefits and challenges of calculating your library's return on investment. In: *Library Leadership and Management*, 25 (1), 2011, 1-14.

http://journals.tdl.org/llm/index.php/llm/article/view/1861/1623

# Mays, Tenopir, Kaufman 2010

Mays, Regina; Tenopir, Carol; Kaufman, Paula: Lib-Value: Measuring value and return on investment of academic libraries. In: *Research Library Issues* 271 (2010), pp. 36-40. <a href="http://publications.arl.org/rli271/">http://publications.arl.org/rli271/</a>

### McCallum, Quinn 2004

McCallum, Ian; Quinn, Sherrey: Valuing libraries. In: *Australian Library Journal* 53,1 (2004), pp.55-69.

http://www.tandfonline.com/doi/abs/10.1080/00049670.2004.10721613#.U20326IoNac

### McDermott Miller 2002

McDermott Miller Limited: Valuing the National Bibliograhic Database and National Union Catalogue: Research Report. National Library of New Zealand 2002. http://www.natlib.govt.nz/files/EconomicValuationReport.pdf

### McIntosh 2013

McIntosh, Christopher R.: Library return on investment: Defending the contingent valuation method for public benefits estimation. In: *Library & Information Science Research* 35 (2013), pp. 117–126.

http://www.sciencedirect.com/science/journal/07408188/35/2

# McMenemy 2007

McMenemy, David: What is the true value of a public library? In: *Library Review* 56,4 (2007), pp. 273-277.

### Melo, Pires 2011

Melo, Luiza B.; Pires, Cesaltina: Measuring the economic value of the electronic scientific information services in Portuguese academic libraries. In: *Journal of Librarianship & Information Science* 43,3 (2011), pp.146-156.

### Messerschmidt, Naskowski 2009

Messerschmidt, Maren; Naskowski, Maike: Wirkungsforschung und Wertmessung in einer Stadtbibliothek. In: Haiss 1,1 (2009).

http://www.bui.haw-hamburg.de/haiss-vol1.html

### Mezick 2009

Mezick, Elizabeth M.: Return on investment: libraries and student retention. In: *Journal of Academic Librarianship* 33,5 (2007), pp. 561-566.

### Mid-Hudson Library System

Mid-Hudson Library System: *Economic impact of libraries*. *Return on investment (ROI) resources*.

http://midhudson.org/admin/eco\_impact.htm

### Miller 2005

Miller, Ruth: The National Library of New Zealand: placing an economic value on the National Bibliographic Database. In: *New Zealand Libraries* 49,12 (2005), pp.407-417

### Morris, Hawkins and Sumsion 2000

Morris, Anne; Hawkins, Margaret; Sumsion, John: *The economic analysis of public libraries*. London: British Library, 2000. (Library and Information Commission Research Report; 89).

### Morris, Hawkins, Sumsion 2001a

Morris, Anne; Hawkins, Margaret; Sumsion, John: Value of book borrowing from public libraries: user perceptions. In: *Journal of Librarianship and Information Science* 33 (2001), pp. 191-198.

# Morris, Hawkins, Sumsion 2001b

Morris, Anne; Hawkins, Margaret; Sumsion, John: The economic value of public libraries. London: Resource: The Council for Museums, Archives and Libraries, 2001. (Library and Information Commission Research Reports; 89).

### Morris, Hawkins, Sumsion 2002

Morris, Anne; Hawkins, Margaret; Sumsion, John: Economic value of public libraries in the UK. In: *Libri* 52 (2002), pp. 78-87. http://www.librijournal.org/pdf/2002-2pp78-87.pdf

### **Neal 2011**

Neal, James G.: Stop the madness: the insanity of ROI and the need for new qualitative measures of academic library success. In: *ACRL Proceedings* (2011), pp.424-429. http://www.ala.org/acrl/conferences/confsandpreconfs/national/acrl2011papers

#### Newhouse, Alexander 1972

Newhouse, J.P.; Alexander, A.J.: *An economic analysis of public library services*. Santa Monica: Rand, 1972.

### **OCLC 2010**

OCLC: How libraries stack up. 2010

http://www5.oclc.org/downloads/community/librariesstackup.pdf

# **OCLC 2011**

OCLC: How Canadian libraries stack up. 2011 <a href="http://www.oclc.org/en-US/reports.html">http://www.oclc.org/en-US/reports.html</a>

# Oppenheim, Stuart 2004

Oppenheim, Charles; Stuart, David: Is there a correlation between investment in an academic library and a higher education institution's ratings in the Research Assessment Exercise? In: *Aslib Proceedings* 56,3 (2004), pp.156-165.

#### Pan et al. 2013

Pan, Denise et al.: More than a number: unexpected benefits of Return on Investment analysis. In: *The Journal of Academic Librarianship* 39,6 (2013), pp. 566–572.

### Pung, Clarke and Patten 2004

Pung, Caroline; Clarke, Ann; Patten, Laurie: Measuring the economic impact of the British Library. In: *New Review of Academic Librarianship* 10,1 (2004), pp.79-102.

### Pung, Elwes and Marks 2004

Pung, Caroline; Elwes, Tabitha; Marks, Philippa: *Measuring the economic impact of the British Library*. Demonstrating Value Conference, British Library 2004. <a href="http://www.bl.uk/aboutus/stratpolprog/increasingvalue/publicvalue/confpres/pungelwesmarks.pdf">http://www.bl.uk/aboutus/stratpolprog/increasingvalue/publicvalue/confpres/pungelwesmarks.pdf</a>

# Ratzek 2006

Ratzek, Wolfgang: Die Bibliothek als Instrument der Standortentwicklung: Ein Überblick mit Beispielen aus dem In- und Ausland. In: *BuB (Buch und Bibliothek)* 58,9 (2006), pp.629-632. http://www.b-u-b.de/archiv/

### Sakalaki 2007

Sakalaki, Maria; Kazi, Smaragda: How much is information worth? Willingness to pay for expert and non-expert informational goods compared to material goods in lay economic thinking. In: *Journal of Information Science* 33,3 (2007), pp.315-325.

### Saracevic, Kantor 1997a

Saracevic, Tefko; Kantor, Paul B.: Studying the value of library and information services. Part I. Establishing a theoretical framework. In: *Journal of American Society for Information Science* 48 (1997), pp. 527-542.

www.scils.rutgers.edu/~tefko/JASIS1998value1.pdf

# Saracevic, Kantor 1997b

Saracevic, Tefko; Kantor, Paul B.: Studying the value of library and information services. Part II. Methodology and taxonomy. In: *Journal of American Society for Information Science* 48 (1997), pp. 543-563.

www.scils.rutgers.edu/~tefko/JASIS1998value2.pdf

#### **Silks 2012**

Silks, Kathy: Launching a new era of library impact. In: *Pennsylvania Library Association Bulletin* 67,1 (2012), pp.1-7.

### **State Library of Queensland 2012**

State Library of Queensland: *The Library Dividend*: a study of the socio-economic value of Queensland public libraries, summary report 2012. http://www.slg.gld.gov.au/

#### Strouse 2003

Strouse, Roger: Demonstrating value and return on investment: the ongoing imperative. In: *Information Outlook* 7 (3) (2003), pp. 14-20.

# Sumsion, Hawkins, Morris 2002

Sumsion, John; Hawkins, Margaret; Morris, Anne: The economic value of book borrowing from public libraries: An optimisation model. In: *Journal of Documentation* 58 (2002), pp. 662-682.

### Sumsion, Hawkins, Morris 2003

Sumsion, John; Hawkins, Margaret; Morris, Anne: Estimating the economic value of library benefits. In: *Performance Measurement and Metrics* 4(1) 2003, pp. 13-27.

# Tenopir et al. 2009

Tenopir, Carol et al.: University investment in the library, phase II: an international study of the value of research libraries to the grants process. Elsevier Connect White Paper, 2009. <a href="http://libraryconnectarchive.elsevier.com/whitepapers/roi2/lcwp021001.html">http://libraryconnectarchive.elsevier.com/whitepapers/roi2/lcwp021001.html</a>

### Tenopir 2010

Tenopir, Carol et al.: Measuring value and return on investment of academic libraries. In: *Serials* 23 (2010), pp.182-190.

http://uksg.metapress.com/content/107730/?genre=journal&issn=0953-0460

### Tenopir, Fleming-May, Chrzastowski 2011

Tenopir, Carol; Fleming-May, Rachel A.; Chrzastowski, Tina E.: The LibValue Project: Three reports on values, outcomes, and Return on Investment of academic libraries. *Proceedings of the Charleston Library Conference*, 2011.

http://docs.lib.purdue.edu/charleston/2011/Budget/

### Tenopir, King 2007

Tenopir, Carol; King, Donald W.: Perceptions of value and value beyond perceptions: Measuring the quality and value of journal article readings. In: *Serials* 20, 3 (2007), pp.199-207.

http://uksg.metapress.com/content/e27pf5kp4rx8/?sortorder=asc&p o=10

### **Tenopir, Volentine 2012**

Tenopir, Carol; Volentine, Rachel: *UK scholarly reading and the value of library resources:* summary results of the study conducted spring 2011. Center for Information and Communication Studies, University of Tennessee 2012.

http://www.jisc-collections.ac.uk/Reports/ukscholarlyreadingreport/

# Timperley, Spiller 1999

Timperley, P.; Spiller, David: *The impact of non-fiction lending from public libraries*. Loughborough: LISU, 1999.

### **Urban Libraries Council 2007**

Urban Libraries Council: *Making cities stronger: Public library contributions to local economic development.* Chicago, The Urban Libraries Council, 2007. http://www.urban.org/publications/1001075.html

### **White 2007**

White, Larry Nash: An old tool with potential new uses: return on investment. In: *The Bottom Line* 20,1 (2007), pp.5-9

# Wilson, Stenson, Oppenheim 2000

Wilson, Richard M. S.; Stenson, Joan; Oppenheim, Charles: *The valuing of information assets in UK companies*. Research Report, Loughborough University, 2000. https://dspace.lboro.ac.uk/2134/2014

### Wise, Baker 2014

Wise, Ken; Baker, Gayle: Methods for measuring Return on Investment in online digital collections. In: *Proceedings of the 2012 Library Assessment Conference: Building Effective, Sustainable, Practical Assessment*, pp. 388-392.

### Wistinghausen 2004

Wistinghausen, Magnus von: *Thinking beyond economic impact: demonstrating value*. Demonstrating Value Conference, British Library 2004. <a href="http://www.bl.uk/aboutus/stratpolprog/increasingvalue/publicvalue/confpres/wistinghausen.pdf">http://www.bl.uk/aboutus/stratpolprog/increasingvalue/publicvalue/confpres/wistinghausen.pdf</a>

# IX. Impact of School Libraries

### Achterman 2007

Achterman, Doug: A new California study: school libraries give students a better chance at success. In: *CSLA Journal* 33, no. 1 (2009), pp.26-27.

### American Association for School Librarians 2007

American Association for School Librarians. AASL. *AASL standards for the 21<sup>st</sup>- century learner*. 2007.

http://www.ala.org/aasl/guidelinesandstandards/learningstandards/standards

### Amusan, Oyetola, Ogunmodede 2012

Amusan, David Adeleye; Oyetola, Solomon O.; Ogunmodede, Thomas A.: Influence of library and information services on attainment of Millennium Development Goals on education: a case study of Oyo State, Nigeria. In: *American International Journal of Contemporary Research* 2,8 (2012), pp.213-222.

http://www.aijcrnet.com/journal/index/267

#### Ballenthin 2004

Ballenthin, Anja: Bedeutung noch immer nicht erkannt. Der Einfluss von Schulbibliotheken auf die Leistungen von Schülern. In: *BuB (Buch und Bibliothek)* 56 (2004), pp. 358-362.

#### Barrett 2010

Barrett, Lynn: Effective school libraries: evidence of impact on student achievement. In: *School Librarian* 58,3 (2010), pp.136-139.

### Chan 2008

Chan, Christopher: The impact of school library services on student achievement and the implications for advocacy: a review of the literature. In: *Access* 22,4 (2008), pp.15-20.

#### **Clark 2010**

Clark, Christina.: Linking school libraries and literacy. Young people's reading habits and attitudes to their school library, and an exploration of the relationship between school library use and school attainment. National Literacy Trust, London 2010. <a href="http://www.literacytrust.org.uk/research/nlt">http://www.literacytrust.org.uk/research/nlt</a> research/2477 linking school libraries and literacy

# **Dent 2007**

Dent, Valeda F.: Observations of school library impact at two rural Ugandan schools. In: *New Library World* 107,9/10 (2007), pp.403-421. http://dx.doi.org/10.1108/03074800610702598

# Diamant-Cohen 2007

Diamant-Cohen, Betsy: First day of class: the public library's role in "school readiness". In: *Children & Libraries* 5,1 (2007), pp.40 - 48.

### Farmer 2006

Farmer, Lesley S. J.: Library media program implementation and student achievement. In: *Journal of Librarianship and Information Science* 38,1 (2006), pp.21-32. http://lis.sagepub.com/content/38/1/21.full.pdf+html

### Fodale, Bates 2011

Fodale, Francesca; Bates, Jessica: What is the impact of the school library on pupils' personal development? A case study of a secondary school in Northern Ireland. In: School Libraries Worldwide 17,2 (2011), pp. 99-113.

### Gildersleeves 2012

Gildersleeves, Lucy: Do school libraries make a difference? Some considerations on investigating school library impact in the United Kingdom. In: *Library Management* 33,6/7 (2012), pp.403 – 413.

### Huysmans et al. 2013

Huysmans, Frank et al.: The library at school: effects on reading attitude and reading frequency. In: *Performance Measurement and Metrics* 14,2 (2013), pp.142-156.

### Kaplan 2010

Kaplan, Allison G.: School library impact studies and school library media programs in the United States. In: *School Libraries Worldwide* 16,2 (2010), pp.55-63.

#### **Lance 1994**

Lance, Keith Curry: The impact of school library media centers on academic achievement. In: *SLMQ* 22(3) 1994.

http://www.ala.org/ala/mgrps/divs/aasl/aaslpubsandjournals/slmrb/editorschoiceb/infopower/slctlancehtml.cfm

#### **Lance 2001**

Lance, Keith Curry: *Proof of the power: recent research on the impact of school library media programs on the academic achievement of U.S. public school students*. ERIC Clearinghouse on Information and Technology 2001.

### **Lance 2005**

Lance, Keith Curry: Powering achievement: *the impact of school libraries & librarians on academic achievement*. Powerpoint presentation, 2005. http://www.lrs.org/documents/lmcstudies/proof2005.ppt

### Lance, Hofschire 2012

Lance, Keith Curry; Hofschire, Linda: Change in school librarian staffing linked with change in CSAP reading performance, 2005 to 2011. Colorado State Library, Library Research Service 2012.

http://www.lrs.org/documents/closer\_look/CO4\_2012\_Closer\_Look\_Report.pdf

### Lance, Marks 2008

Lance, Keith Curry; Marks, Robbie B.: The link between public libraries and early reading success. In: *School Library Journal* 54,9 (2008), pp.44-47.

# Lance, Rodney, Hamilton-Pennell 2005

Lance, Keith Curry; Rodney, Marcia J.; Hamilton-Pennell, Christine: *Powerful libraries make powerful learners: the Illinois study.* Illinois School Library Media Association 2005.

# Lance, Rodney, Schwarz 2010

Lance, Keith Curry; Rodney, Marcia J.; Schwarz, Bill: The impact of school libraries on academic achievement: A research study based on responses from administrators in Idaho. In: *School Library Monthly* 26,9 (2010).

http://www.schoollibrarymonthly.com/articles/Lance2010-v26n9p14.html

# Lance, Russell 2004

Lance, Keith Curry; Russell, Becky: Scientifically based research on school libraries and academic achievement: What is it? How much of it do we have? How can we do it better? In: *Knowledge Quest* 32,5 (2004). pp.13-17.

#### **LRS**

LRS. Library Research Service. *School Library Impact Studies*. <a href="http://www.lrs.org/data-tools/school-libraries/impact-studies/">http://www.lrs.org/data-tools/school-libraries/impact-studies/</a>

### Marcus, Leman 2011

Marcus, Adam; Leman, Melissa: Making an Impact with Impact studies. In: *School Library Monthly* 28,1 (2011), pp.11-13.

# **Massachusetts School Libraries Association 2009**

Massachusetts School Libraries Association. *Recommended standards for preK – grade 12 information literacy skills. 2009.* 

http://maschoolibraries.org/dmdocuments/MSLAStandards2.pdf

### Nassimbeni, Desmond 2012

Nassimbeni, Mary; Desmond, Snoeks: Assessing the impact of provision of books on reading, teaching and learning behaviour in twenty disadvantaged primary schools in South Africa. In: *Proceedings of the 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services: Proving Value in Challenging Times*, University of York 2012, pp.313-318.

# **Ontario Library Association 2006**

Ontario Library Association. School libraries and student achievement in Ontario. <a href="http://www.peopleforeducation.com/school-libraries/2006">http://www.peopleforeducation.com/school-libraries/2006</a>

### Parr 2012

Parr, Katherine: The impact of school libraries on student achievement and success. In: *Mississippi Libraries* 75,1 (2012), pp.18-22. http://www.misslib.org/publications/ml/2012x2015/ML2012Spring.pdf

#### **Ryan 2004**

Ryan, Sandra: *Information literacy: evidence that school libraries can lead the way.* Paper presented at ALIA 2004 Biennial Conference.

http://conferences.alia.org.au/alia2004/pdfs/ryan.s.paper.pdf

#### Shenton 2011

Shenton, Andrew K.: Two pupil-centred approaches to the assessment of school libraries. In: *Performance Measurement and Metrics* 12,1 (2011), pp. 38 – 49.

### Small, Snyder 2010

Small, Ruth V.; Snyder, Jaime: Research instruments for measuring the impact of school libraries on student achievement and motivation. In: *School Libraries Worldwide* 16,1 (2010), pp.61-72.

### **Todd 2002**

Todd, Ross J.: School librarians as teachers: learning outcomes and evidence-based practice. In: 68th IFLA Council and General Conference, August 18-24 2002 Glasgow. http://www.ifla.org/IV/ifla68/papers/084-119e.pdf

#### **Todd 2009**

Todd, Ross J.: School librarianship and evidence based practice: progress, perspectives, and challenges. In: *Evidence Based Library and Information Practice* 4,2 (2009),pp. 78-96 <a href="http://ejournals.library.ualberta.ca/index.php/EBLIP/article/view/4637/5318">http://ejournals.library.ualberta.ca/index.php/EBLIP/article/view/4637/5318</a>

### Todd, Kuhltau, Heinstrom 2005

Todd, Ross J.; Kuhlthau, Carol C.; Heinstrom, Jannica E.: School library impact measure (SLIM): a toolkit and handbook for tracking and assessing student learning outcomes of guided inquiry through the school library. Center for International Scholarship in School Libraries, 2005.

# Williams, Wavell and Coles 2001

Williams, Dorothy; Wavell, Caroline; Coles, Louisa: *Impact of school library services on achievement and learning. Critical literature review of the impact of school library services on achievement and learning to inform the work of the DfES task group set up to implement actions contained in the government's response to "Empowering the learning community".*Aberdeen: The Robert Gordon University, 2001.

http://www.rgu.ac.uk/files/Impact%20of%20School%20Library%20Services1.pdf

# X. Impact of Special Libraries

# Abels, Codgill, Zach 2004

Abels, Eileen G.; Codgill, Keith W.; Zach, Lisl: Identifying and communicating the contributions of library and information services in hospitals and academic health sciences centers. In: *Journal of the Medical Library Association* 92,1 (2004), pp.46-55. http://www.ncbi.nlm.nih.gov/pmc/articles/PMC314102/

### Addison, Glover, Thornton 2010

Addison, John; Glover, Steven William; Thornton, Christine: The impact of information skills training on independent literature searching activity and requests for mediated literature searches. In: *Health Information & Libraries Journal* 27,3 (2010), pp.191-197. http://onlinelibrary.wiley.com/doi/10.1111/j.1471-1842.2009.00871.x/pdf

### **Australian Library and Information Association 2014**

Australian Library and Information Association: *Putting a value on "priceless". An independent assessment of the return on investment of special libraries in Australia.* Canberra 2014.

https://www.alia.org.au/roispecials

# Battleson, Nesset 2012

Battleson, Brenda; Nesset, Valerie: An investigation of the role of an on-site library in the provision of adjunct bibliotherapeutic treatment for emotionally disturbed youth. In: *Qualitative and Quantitative Methods in Libraries* 2012,3, pp.287 –293. http://www.ggml.net/December 2012 issue.html

### Botha, Erasmus and van Deventer 2009

Botha, Erika; Erasmus, René; Deventer, Martie van: Evaluating the impact of a Special Library and Information Service. In: *Journal of Librarianship and Information Service* 41,2 (2009), pp.108-123.

#### **Brown 2011**

Brown, Jeanne M.: Demonstrating library value: Examples and applications for arts libraries. In: *Art Documentation* 30, 1 **(**2011), pp. 48-53.

# Dunn, Brewer, Marshall, Sollenberger 2009

Dunn, Kathel; Brewer, Karen; Marshall, Joanne Gard; Sollenberger, Julia: Measuring the value and impact of health sciences libraries: planning an update and replication of the Rochester Study. In: *Journal of the Medical Library Association*, Vol. 97, 4 (2009), pp. 308-312.

http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2759150/

### Edgar 2004

Edgar, William: Corporate library impact. Part 1,2. In: *Library Quarterly* 74,2 (2004), pp.122-151, e1-e18.

# Griffiths, King 1993

Griffiths, José-Marie; King, Donald W.: *Special libraries: increasing the information edge*. Washington, D.C.: Special Libraries Association, 1993.

# He, Ellinghaus, Chaudhuri 2012

He, Leifang; Ellinghaus, Stefanie; Chaudhuri, Binu: An outcome study on the learning programs at the Novartis Knowledge Center (NKC). In: *Proceedings of the 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services: Proving Value in Challenging Times*, University of York 2012, pp.141-148.

### He, Juterbock 2012

He, Leifang; Juterbock, Deborah: Quantitative evaluation of the impact of Novartis Knowledge Center information services in drug discovery and development. In: *QQML* 3 (2012), pp.357-366.

http://www.ggml.net/December 2012 issue.html

### **Keyes 1995**

Keyes, Alison M.: The value of the special library. In: *Special Libraries* 86,3 (1995), pp. 172-187.

http://www.guestia.com/library/p412041/special-libraries/i2874448/summer

### **King 2012**

King, David N.: The contribution of hospital library information services to clinical care: A study in eight hospitals. In: *Journal of the Medical Library Association* 100 (2012) Suppl., pp.291-301.

### Lacey Briant, Gray 2006

Lacey Bryant, Sue; Gray, Anne: Demonstrating the positive impact of information support on patient care in primary care: a rapid literature review. In: *Health Information and Libraries Journal* 23,2 (2006), pp.118-125

http://onlinelibrary.wiley.com/doi/10.1111/j.1471-1842.2006.00652.x/full

#### Marshall 1992

Marshall, Joanne G.: The impact of the hospital library on clinical decision making: the Rochester study.ln: *Bulletin of the Medical Library Association* 80,2 (1992),pp.169–178. <a href="http://www.ncbi.nlm.nih.gov/pmc/articles/PMC225641/">http://www.ncbi.nlm.nih.gov/pmc/articles/PMC225641/</a>

### Marshall 1993

Marshall, Joanne G.: *The impact of the special library on corporate decision-making*. Washington, DC: Special Libraries Association, 1993.

### Marshall 2003

Marshall, Joanne G. et al.: Competencies for special librarians of the 21st century. Full Report.

Special Libraries Association, 1996. Revised June 2003.

http://www.sla.org/about-sla/competencies/

#### Marshall 2011

Marshall, Joanne G.: Measuring the value of health library and information services: replicating the Rochester study. Sixth Evidence Based Library and Information Practice (EBLIP6) Conference, 2011.

http://www.eblip6.salford.ac.uk/online.html

#### Matarazzo 1995

Matarazzo, James M.: The value of corporate libraries: findings from a 1995 survey of senior management. Washington, D.C.: Special Libraries Association 1995.

### Matthews 2002

Matthews, Joseph R.: *The Bottom Line: Determining and communicating the value of the special library.* Westport, Conn.: Libraries Unlimited, 2002.

# Murphy, Adamst 2005

Murphy, Jeannette; Adamst, Anne: Exploring the benefits of user education: a review of three case studies. In: *Health Information and Libraries Journal* 22,1 (2005), pp.45-58. http://www.blackwell-synergy.com/toc/hir/22/1

#### O'Connor 2002

O'Connor, Patrick: Determining the impact of health library services on patient care: a review of the literature. In: *Health Information and Libraries Journal* 19,1 (2002), pp.1–13. <a href="http://onlinelibrary.wiley.com/doi/10.1046/j.0265-6647.2002.00365.x/pdf">http://onlinelibrary.wiley.com/doi/10.1046/j.0265-6647.2002.00365.x/pdf</a>

### Powelson, Reaume 2012

Powelson, Susan E.; Reaume, Renee D.: Using the results of a satisfaction survey to demonstrate the impact of a new library service model. In: *Health Information & Libraries Journal* 29,3 (2012), pp. 223-232.

http://onlinelibrary.wiley.com/doi/10.1111/j.1471-1842.2012.00988.x/pdf

#### Pozdol 2010

Pozdol, Joseph R.: Ten steps to increase library impact on an academic health sciences campus. In: *Medical Reference Services Quarterly* 29,3 (2010), pp.229-239.

### Reynolds 2013

Reynolds, Tina: To what extebt does a corporate information unit impact on the company in which it is based? In: *Performance Measurement and Metrics* 14,1 (2013), pp.61-60.

# Sherwill-Navarro, Wallace 2004

Sherwill-Navarro, Pamela J.; Wallace, Addajane L.: Research on the value of medical library services: does it make an impact in the health care literature? In: *Journal of the Medical Library Association* 92,1 (2004), pp. 34–45.

http://www.ncbi.nlm.nih.gov/pmc/articles/PMC314101/

### Stewart, Thornton 1999

Stewart, Chrissie; Thornton, Steve: The use of an impact survey as a measure of special library performance. In: *Proceedings of the 3rd Northumbria International Conference on Performance Measurement in Libraries and Information Services 1999*, Newcastle upon Tyne 2000, pp. 243-246.

# **Urquhart 2007**

Urquhart Christine et al.: Changes in information behavior in clinical teams after introduction of a clinical librarian service. In: *Journal of the Medical Library Association* 95,1 (2007), pp. 14–22.

http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1773048/

# **Urquhart 2010**

Urquhart Christine et al.: Planning changes to health library services on the basis of impact assessment. In: *Health Information & Libraries Journal* 27,4 (2010), pp. 277-285. http://onlinelibrary.wiley.com/doi/10.1111/j.1471-1842.2010.00900.x/pdf

# Weightman, Williamson 2005

Weightman, Alison L.; Williamson, Jane: The value and impact of information provided through library services for patient care: a systematic review. In: *Health Information and Libraries Journal* 22,1 (2005), pp. 4–25.

http://onlinelibrary.wiley.com/doi/10.1111/hir.2005.22.issue-1/issuetoc

# Weightman 2009

Weightman, Alison et al: The value and impact of information provided through library services for patient care: developing guidance for best practice. In: *Health Information and Libraries Journal* 26,1 (2009), pp. 63-71.

http://onlinelibrary.wiley.com/doi/10.1111/hir.2009.26.issue-1/issuetoc

# **Index of proper names** (page numbers)

#### Α

Aabø, Svanhild 32, 44, 45 Abels, Eileen G. 28, 60 Abend, Jennifer 32 Achterman, Doug 55 Ackerson, Linda G. 12 Adamst, Anne 62 Addison, John 60 Aerni, Sarah E. 45, 47 Ahtola, A. Anneli 22 Akparobore, Daniel O. 32 Alexander, A.J. 52 Alexander, Johanna 32 Allen, Frank R. 48 Alom, Mary 15 Amosford, John 32 Amusan, David A. 56 Anton, Sylvia 40 Aparac Jelušic, Tatjana 35 Applegate, Rachel 20 Appleton, Leo 12 Armstrong, Jeanne 14 Arns, Jennifer Weil 49 Auckland, Mary 22 Audunson, Ragnar 32, 45 Avery, Elizabeth F. 12

#### В

Badurina, Boris 35 Baker, Gayle 55 Ballenthin, Anja 56 Banwell, Linda 4, 40 Barrett, Lynn 56 Barron, Daniel D. 45 Bartle, Craig 38 Bates, Jessica 56 Battleson, Brenda 60 Becker, Samantha 40 Belanger, Jackie 6 Bell, Steven 22 Bertot, John C. 37, 40 Besara, Rachel 27 Bhatt, Anjlee 45 Bhatt, Rachana 32 Bishop, Ann P. 41 Bitso, Likonelo C. 22 Black, Alistair 33 Blakeslee, Sarah 12 Blanck, Sandra 45 Blum, Gabriela 12 Bober, Christopher 13 Bohme, Steve 33 Bonyea, Robert M. 27 Boon, Stuart 16 Borgman, Christine 41 Borlund, Pia 18 Boruff-Jones, Polly 18 Botha, Erika 60 Bowles-Terry, Melissa 23 Branch, Jennifer 34 Brewer, Karen 60 Brewer, Stuart 3 Broady-Preston, Judith 23, 33, 45 Brophy, Peter 41, 42

Brown, Cecilia 13 Brown, Jeanne M. 46, 60 Brydges, Bruce 21 Bryson, Jared 33, 39 Budd, John M. 23 Butcher, Kirsten 3

#### С

Cain, David 23 Cameron, Lynn 13 Canning, Cheryl S. 23 Cardwell, Catherine 20 Carlin, Anna 18 Carlin, Michael T. 14 Carter, Elizabeth W. 13 Celano, Donna 33 Chan, Christopher 56 Chan, Diana 22 Chiesi, Sara 33 Childers, Thomas 3 Chrzastowski, Tina E. 54 Chu, Sam 22 Chung, Hye-Kyung 46, 50 Churkovich, Marion 13 Clark, Christina 56 Clarke, Ann 53 Cmor, Dianne 31 Codqill, Keith W. 60 Coles, Louisa 59 Convers, Angela 4, 8, 41 Cook, Kim N. 17 Cooke, Rachel 18, 23 Coulson, Graham 4, 40 Cox, Andrew 33 Cox, Brian L. 23, 26 Cox, Eva 33 Cram, Jennifer 4, 33, 46 Crann, Melvyn 33 Craven, Jenny 41 Crawford, John 41 Creaser, Claire 4, 24 Crowe, Kathryn M. 13 Cullen, Rowena 4

#### D

Dalston, Teresa R. 13 Dalton, Pete 45 D'Angelo, Barbara 13 Davidson, Catherine 41 Davis, Mary E. 26 Dawson, Patricia H. 14 Dean, Margaret 2 Debono, Barbara 2 De Groot, Joanne 34 De Jager, Karin 4, 24, 34 Dent, Valeda F. 56

De Rosa, Cathy 34 Desmond, Snoeks 58 Detmering, Robert 16 Deventer, Martie van 60 Diamant-Cohen, Betsy 56 Dickenson, Don 24 Di Domenico, Giovanni 34 Dixon, Pat 4, 44 Dolan, John 34 Donahue, Annie 24 Dow, Ronald F. 24 Dresang, Eliza T. 42 Dudden, Rosalind F. 4 Dürring, Patricia 46 Dugan, Robert E. 5, 6 Dundar, Halil 24 Dunn, Kathleen 14, 60 Dupont, Christian 24 Durnin, Jean-François 14 Durrance, Joan C. 5, 34 Dusold, Christopher 48

#### E

Edgar, William 60
Edwards, Alice J. 23
Elliott, Donald S. 47, 48, 49
Ellis, Simon 14
Elwes, Tabitha 53
Emmons, Mark 14, 24
Erasmus, René 60
Evans, Margaret K. 11
Eve, Juliet 42
Everest, Katherine 25

#### F

Farmer, Lesley S. 56 Fast, Margaret 14 Fernekes, Robert 28 Fett, Othmar F. 3 Fisher, Biddy 5 Fisher, Karen E. 5 Fisher-Pettigrew, Karen 34 Fister, Barbara 14 Fitch, Leslie 47 Fleming-May, Rachel A. 25, 54 Fodale, Francesca 56 Fong, Yem 29 Fortier, Catherine 14 Foster, Kay 25 Frade, Patricia A. 25 Fransen, Jan 30 Fraser, Bruce T. 5, 47

### G

Gabels, Eileen G. 8 Gallegos, Bee 14

Gardner, Justin G. 27 Gedeon, Julie A. 19 Gendina, Natalia I. 15 Germano, Michael 47 Getz, Malcolm 47 Giersch, Sarah 3 Gildersleeves, Lucy 57 Giles, David 47 Glover, Steven W. 60 Goldenstein, Cheryl 16 Gonzalez, Adriana 25 Goulding, Anne 35 Gratch-Lindauer, Bonnie 5, 15 Graumann, Sabine 47 Graves, Kathryn 29 Gray, Anne 61 Greer, Arlene 15 Gremmels, Gillian S. 25 Griffis, Patrick 15 Griffiths, José-Marie 35, 47, 48, 61 Gross, Melissa 42 Gunn, Cathy 42

Н Haddow, Gaby 25 Hambelton, Paul 7 Hamilton-Pennell, Christine 57 Haratsis, Brian 48 Harding, Jane 15 Harless, David W. 48 Hartland-Fox, Rebecca 42, 45 Hawkins, Margaret 5, 52, 54 Hayes, Emma 35 Hayes-Bohanan, Pamela 21 He, Leifang 61 Heinstrom, Jannica E. 59 Hernon, Peter 5, 6, 15 Hess, Frederick M. 6 Hider, Philip 48 Hillenbrand, Candy 35 Hiller, Steve 6, 42 Hillyer, Nora 17 Hinchcliffe. Lisa J. 26 Hiscock, Jane E. 26 Hobohm, Hans-Christoph 48 Hoffman, Cameron 16 Hofschire, Linda 57 Holt, Glen E. 48, 49 Holt, Leslie E. 42, 49 Hook, Sheril 15 Hopkins, Jeffrey 36 Horton, Carol 38 Howley, Sue 6 Hsieh, Ma Lei 14 Huang, Jie 26

Hughes, Lorna M. 42

```
Hull, Barbara 35
Hunter, David 7
Hurst, Susan 15
Huysmans, Frank 35, 37, 57
Iannuzzi, Patricia 15
Ignatow, Gabe 35
Imholz, Susan 49
Isbell, Dennis 14
Ivanović, Martina D. 35
Jaeger, Paul T. 36
Jantti, Margie 23, 26
Johnson, Anne Marie 16
Johnson, Catherine A. 36
Johnson, Ian M. 7
Jones, Kathryn 11
Joseph, Jayanthi 25
Jubb, Michael 26
Julien, Heidi 16
Jung, Eun-Yoo 50
Juterbock, Deborah 61
Κ
Kammerlocher, Lisa 14, 16
Kantor, Paul B. 49, 53
Kaplan, Allison G. 57
Kaufman, Paula T. 49, 51
Kayß, Matthias 27
Kazi, Smaragda 53
Kearley, Jamie 16
Kelly, Maurie C. 27
Kennedy, Alison 36
Kerslake, Evelyn 3, 36
Keyes, Alison M. 61
Khveshchanka, Sviatlana 42
Killick, Selena 27
Kim, Giyeong 49
King, David N. 16, 61
King, Donald W. 35, 45, 47, 48, 49, 50, 54, 61
Kinnell, Margaret 3, 36
Kinsley Kirsten 27
Kirk, Rachel 27
Klekotka, Amy L. 6
Klopfer, Lisa 36
Knight, Lorrie A. 16
Ko, Young Man 50
Koltay, Zsuzsa 7
Kostiak, Adele 50
Koufogiannakis, Denise 16
Kramer, L.A. 27
Kramer, M.B. 27
Kross, Andrea 27
```

Krumholz, Lee R. 13

Kuh, George D. 27 Kuhlthau, Carol C. 59 Kunkel, Lilith R. 17 Kyrillidou, Martha 7, 11, 41 Kytömäki, Päivi 28

#### ı

Lacey Bryant, Sue 61 Laitinen, Markku 10 Lance, Keith C. 10, 36, 57, 58 Lane, Gina 17 Latrelle, Amanda R. 7 Leckie, Gloria J. 36 Lee, Hazel 38 Lee, Soon-Jae 50 Lehmann, Karen S. 25 Leman, Melissa 58 Leonard, Joseph 15 Lewis, Darrell R. 24 Li, Xin 7 Lincoln, Yovanna S. 7 Linley, Rebecca 37, 39 Liu, Lewis G. 50 Lobo, Alison 23 Lockyer, Suzanne 4 Logan, Rochelle 10 Lombardo, Shawn V. 17 Long, Casey M. 17 Lottridge, Susan M. 13 Luther, Judy 50 Lynch, Thomas 47

#### М

MacEachern, Ruth 50 Mahan, David M. 30 Mainka, Agnes 42 Malenfant, Kara 26 Mandel, Lauren H. 43 Mar, Gwen N. 17 Marchionini, Gary 42 Marcus, Adam 58 Maring, Marvel 17 Mark, Amy E. 18 Markless, Sharon 7, 10, 11, 27, 28 Marks, Philippa 53 Marks, Robbie B. 57 Marshall, Joanne G. 7, 60, 61, 62 Martin, Wanda 14 Matarasso, François 37 Matarazzo, James M. 62 Matthews, Joseph R. 8, 28, 50, 62 Mays, Regina 51 McCallum, Ian 51 McClure, Charles R. 5, 32, 37, 40, 43, 47 McClure, Randall 18 McCreadie, Nell 28

McIntosh, Christopher R. 51 McMenemy, David 51 McNamara, Carter 8 Meadows, Susan E. 23 Melo, Luiza B. 43, 51 Messerschmidt, Maren 51 Mezick, Elizabeth M. 51 Michels, Lisa 38 Middaugh, Michael F. 28 Middleton, Anne 18 Miller, Ruth 51 Miree, Cynthia E. 17 Missingham, Roxanne 3 Moll, Michiel 18 Moore, Amonia 49 Morris, Anne 35, 52, 54 Murphy, Jeannette 62 Murtha, Leslie 18

#### Ν

Nackerud, Shane 30 Nagata, Haruki 28, 36, 37 Naskowski, Maike 51 Nassimbeni, Mary 34, 58 Neal, James G. 52 Nelson, Sandra 37 Nelson, Timothy W. 47 Nelson, William N. 28 Nesset, Valerie 60 Neuman, Susan B. 33 Newhouse, J.P. 52 Nicholas, David 45 Nielsen, Bo Gerner 18 Nimon, Maureen 19 Nitecki, Danuta A. 6, 8, 28 Noh, Younghee 28 Nyström, Viveca 8

#### O

Oakleaf, Megan 3, 19, 20, 26, 28 O'Connor, Lisa G. 19 O'Connor, Patrick 62 Ogunmodede, Thomas A. 56 Oomes, Marjolein 35, 37 Oppenheim, Charles 52 Organ, Michael 43 Ory, John C. 16 Oughtred, Christine 13 Oyetola, Solomon O. 56

#### Р

Pabērza, Kristine 37, 43 Pan, Denise 29, 53 Parr, Katherine 58 Patten, Laurie 53 Pattern, Dave 31

Pausch, Lois M. 19 Payne, Philip 8, 9, 25 Pellegrino, Catherine 19 Petri, Nicole 47 Phipps, Shelly 10 Picco, Paola 38 Pickard, Alison 4, 43 Pierard, Cindy 29 Pires, Cesaltina 43, 51 Plum, Terry 44 Pochet, Bernard 19 Poll, Roswitha 8, 9, 27, 29, 44 Popp, Mary P. 19 Portmann, Chris A. 20 Poulin, Sonia 13 Powell, Ronald R. 9 Powelson, Susan E. 62 Pozdol, Joseph R. 62 Proctor, Richard 10, 38 Pung, Caroline 53

#### Q

Quick, Susannah 44 Quinn, Sherrey 51

### R

Rabine, Julie 20 Radcliff, Carolyn J. 19 Ragains, Patrick 20 Rambow, Angela I. 38 Ramsden, Bryony 30, 31 Rankin, Carolynn 38 Ratzek, Wolfgang 53 Rawls, Michael 29, 43 Ray, Kathryn 4 Reaume, Renee D. 62 Reeves, Tom 3 Reilly, Rachel 38 Reinsfelder, Thomas L. 29 Revill, Don 10 Reynolds, Gary L. 23 Reynolds, Tina 62 Ricci, Adriana 49 Robson, Heather 4 Roddy, Kathy 10 Rodney, Marcia J. 57, 58 Rodriguez, Derek A. 29 Rosenthal, Danielle 23 Roush, Adrienne J. 20 Rowlands, lan 45 Rubin, Rhea J. 10 Rudd, Peggy D. 10 Russell, Becky 58 Russell, Susan 26 Rutkauskiene, Ugne 43

### Ryan, Sandra 58

Sakalaki, Maria 53

### Samson, Sue 20 Sanders, Martha R. 31 Saracevic, Tefko 44, 49, 53 Satoh, Asuka 37 Saunders, Laura 20 Scharf, Davida 20 Schilling, Katherine 20 Schwartz, Cindy 6 Schwarz, Bill 58 Segura Hechavarria, Luis M. 44 Self, James 30 Seppänen, Antti-Pekka 10 Serola, Sami 39 Sey, Araba 45 Shenton, Andrew K. 59 Shepstone, Carol 30 Sherline, Crystal 25 Sherwill-Navarro, Pamela J. 63 Shrikhande, Milind M. 17 Silks, Kathy 53 Sjögren, Linnéa 8 Small, Ruth V. 59

Spezi, Valérie 23 Spielberger, Julie 38

Smalley, Topsy N. 30 Smith, Kenneth R. 21, 30 Snyder, Jaime 59 Sonntag, Gabriela 21 Soria, Krista M. 30

Spievak, Elizabeth R. 21

Spiller, David 33, 55 Sproles, Claudine 16

Stanziola, Javier 38

Stec, Elleen 18

Steffen, Nicolle O 10

Stemmer, John 30

Stenson, Joan 55

Stewart, Chrissie 63

Stiefvater, Mary A. 7

Stoffle, Carla 10

Stone, Graham 30, 31

Strand, Jon 45

Streatfield, David 7, 10, 11, 27, 28, 33, 38

Strouse, Roger 54

Stuart, David 52

Suaiden, Emir Jose 39

Sühl-Strohmenger, Wilfried 21

Sumsion, John 11, 52, 54

Swinburne, Kathleen 33

#### т

Tenopir, Carol 11, 50, 51, 54

Thebridge, Stella 42, 45
Thirion, Paul 19
Thornton, Christine 60
Thornton, Steve 63
Tilley, Elizabeth 31
Timperley, P. 55
Toda, Akira 28
Todd, Mary L. 7
Todd, Ross J. 59
Town, Stephen 11, 21
Toyne, Jackie 39
Travis, Tiffini 21
Tuñón, Johanna 21
Turner, Philip M. 13
Tyler, Alison 36

#### U

Urquhart Christine 63 Usherwood, Bob 11, 33, 37, 39

#### V

Vakkari, Pertti 39 Vance, Jason 27 Vårheim, Andreas 32 Varnet, Harvey 31 Ventura, Roberto 39 Vileno, Luigina 13 Volentine, Rachel 54

### W

Wainwright, Susan 11 Wallace, Addajane L. 63 Wallace, Valeri E. 3 Walsh, Andrew 21 Walter, Virginia A. 40 Wang, Hong 40 Warner, Jody 47 Washburn, Allyson 25 Watson, Lee 15 Watstein, Sarah B. 49 Watts, Anne 49 Wavell, Caroline 40, 59 Weaver, Susan M. 17 Webb, T. D. 31 Weightman, Alison L. 63 Weiner, Sharon 31 Weissenberger, Lynnsey K. 43 Wells, J. 31 White, Larry N. 55 Whitmire, Ethelene 22, 31 Wiersma, Gabrielle 29 Wilkinson, Frances C. 24 Williams, Dorothy 59 Williams, Elizabeth M. 22 Williams, Peter 45 Williams, Tegwen 45

Williamson, Jane 63
Wilson, Kerry 39
Wilson, Richard M. S. 55
Wilt, Marilyn 18
Wimmer, Ulla 11
Wise, Ken 55
Wise, Steven L. 13
Wistinghausen, Magnus von 55
Witzler, Gudrun 12
Wong, Gabrielle 22
Wong, Shun Han Rebekah 31

#### Υ

Yakel, Elizabeth 24 Young, Virginia E. 12

#### 7

Zach, Lisl 60 Zickuhr, Kathryn 40 Zhong, Ying 32

All links have been checked in June 2014. Links are only given if access is free.

Last update 2014-06-12