THE VALUE OF ACADEMIC LIBRARIES

A Comprehensive Research Review and Report





Prepared by Dr. Megan Oakleaf, Syracuse University for the Association of College and Research Libraries

Value of Academic Libraries: A Comprehensive Research Review and Report

Megan Oakleaf for the Association of College and Research Libraries (ACRL)

© 2010 American Library Association All Rights Reserved

September 2010

Association of College and Research Libraries A Division of the American Library Association 50 E. Huron St. Chicago, IL 60611

Citation:

Association of College and Research Libraries. *Value of Academic Libraries: A Comprehensive Research Review and Report*. Researched by Megan Oakleaf. Chicago: Association of College and Research Libraries, 2010.

Published online at www.acrl.ala.org/value

Value of Academic Libraries: A Comprehensive Research Review and Report

Bibliography

Prepared by Megan Oakleaf for the Association of College and Research Libraries

Advisory Committee: Debra Gilchrist, Bruce Kingma, Martha Kyrillidou, George Kuh Assistant Researchers: Patricia L. Owen, Leah Sopchak, Anna Dahlstein, Tamika Barnes

Table of Contents

BIBLIOGRAPHY	4
APPENDIX A – "MUST READ" RESOURCES	40

- Aabo, Svanhild. "Libraries and Return on Investment (ROI): A Meta-Analysis." *New Library World* 110, no. 7/8 (2009): 311-324.
- Aabo, Svanhild, and Ragnar Audunson. "Rational Choice and Valuation of Public Libraries: Can Economic Models for Evaluating Non-Market Goods be Applied to Public Libraries?" *Journal of Librarianship and Information Science* 34, no. 5 (2002): 5-15.
- Aaron, Bruce C. "Determining the Business Impact of Knowledge Management." *Performance Improvement* 48, no. 4 (2009): 35-45.
- Abels, Eileen G., Paul B Kantor, and Tefko Saracevic. "Studying the Cost and Value of Library and Information Services: Applying Functional Cost Analysis to the Library in Transition." *Journal of the American Society for Information Science* 47, no. 3 (1996): 217-227.
- "Ab's Blog." *Liveblogging Carol Tenopir's Keynote 'Measuring the Value of the Academic Library: Return on Investment on Other Value Measures'.* June 6, 2009. http://abigailbordeaux.net/abs/2009/06/06/carol-tenopir-nasig/ (accessed May 10, 2010).
- Academic Analytics LLC. *Academic Analytics*. 2010. http://www.academicanalytics.com/ (accessed May 10, 2010).
- Achieve. "Cross Disciplinary Proficiencies in the American Diploma Project Benchmarks." 2008. http://www.adlit.org/article/32492 (accessed May 10, 2010).
- Achterman, Doug. "The Sower." School Library Journal 53, no. 10 (2007): 50-53.
 - ——. "A New California Study: School Libraries Give Students a Better Chance at Success." CSLA Journal 33, no. 1 (2009): 26-27.
- Ackermann, Eric. "Program Assessment in Academic Libraries." *Research & Practice in Assessment* 1, no. 2 (2007): 1-9.
- ACT. "National Curriculum Survey." 2009. http://www.act.org/research/policymakers/pdf/NationalCurriculumSurvey2009.pdf (accessed May 10, 2010).
- Ahtola, A. Anneli. "How to Evaluate and Measure the Impact of the Library's Collection on the Learning Outcome?" 68th IFLA Council and General Conference. 2002.
- Alexander, F. King. "The Changing Face of Accountability: Monitoring and Assessing Institutional Performance in Higher Education." *Journal of Higher Education* 71, no. 4 (2000): 411-431.
- Allard, Suzie, and Jackie White. "Summary: Comparison of CATS Scores and Library Media Report." *Kentucky Libraries* 65, no. 2 (2001): 8-9.

- Allen Consulting Group, The. "A Wealth of Knowledge: The Return on Investment form ARC-Funded Research." 2003. http://www.arc.gov.au/pdf/ARC wealth of knowledge.pdf (accessed May 10, 2010).
- Allen, Nancy. "Assessment in Higher Education." *The Reference Librarian* 17, no. 38 (1992): 57-68.
- American Association of Community Colleges. *Voluntary Framework of Accountability*. 2010. http://www.aacc.nche.edu/Resources/aaccprograms/vfa/Pages/default.aspx (accessed May 10, 2010).
- American Association of School Librarians. *School Libraries Count Survey.* 2010. http://www.aaslsurvey.org/ (accessed May 10, 2010).
- American Association of State Colleges and Universities. *Value-Added Assessment: Accountability's New Frontier.* Washington, D.C.: American Association of State Colleges and Universities, 2006.
- American Library Association. *ALA's Core Competencies of Librarianship.* 2009. http://www.ala.org/ala/educationcareers/careers/corecomp/corecompetences/finalco recompstat09.pdf (accessed May 10, 2010).

——. Articles and Studies Related to Library Value. 2010. http://www.ala.org/ala/research/librarystats/roi/ (accessed May 10, 2010).

-----. Presidential Committee on Information Literacy: Final Report. 1989. http://www.ala.org/ala/mgrps/divs/acrl/publications/whitepapers/presidential.cfm (accessed May 10, 2010).

- Americans for the Arts. Arts and Economic Prosperity III: The Economic Impact of Nonprofit Arts and Culture Organizations and Their Audiences. 2010. http://www.artsusa.org/pdf/information_services/ research/ services/economic_impact/aepiii/national_report.pdf (accessed May 10, 2010).
- Anderson, Mary Alice. "The Value of Staff Development." *School Library Journal* 48, no. 11 (2002): 34-35.
- ASCD. "School Libraries and their Impact on Student Performance." ASCD ResearchBrief 1, no. 18 (2003).
- Ashcroft, Maggie. "The Impact of Information Use on Decision Making by Physiotherapists." *Library Management* 19, no. 3 (1998): 174-195.
- Association for Institutional Research. *Measuring Quality Inventory.* 2010. http://applications.airweb.org/surveys/ (accessed May 10, 2010).
- Association of American Colleges and Universities. *Liberal Education and America's Promise (LEAP).* 2010. http://www.aacu.org/leap/ (accessed May 10, 2010).

—. "New Survey Finds Colleges Moving Away from Pure 'Cafeteria-Style' General Education Requirements." May 15, 2009.

—. Our Students' Best Work: A Framework for Accountability Worthy of Our *Mission.* Washington, D.C.: Association of American Colleges and Universities, 2008.

——. Rising to the Challenge: Meaningful Assessment of Student Learning. 2010.

Association of College and Research Libraries. *Charting Our Future: ACRL Strategic Plan 2020.* May 13, 2009.

http://www.ala.org/ala/mgrps/divs/acrl/about/whatisacrl/strategicplan/index.cfm (accessed May 10, 2010).

——. Research Agenda for Library Instruction and Information Literacy. 2000. http://www.ala.org/ala/mgrps/divs/acrl/about/sections/is/projpubs/researchagendalibr ary.cfm (accessed May 10, 2010).

——. Standards for Libraries in Higher Education. 2004.
http://www.ala.org/ala/mgrps/divs/acrl/standards/standardslibraries.cfm (accessed May 10, 2010).

——. Task Force on Academic Library Outcomes Assessment Report. 1998. http://www.ala.org/ala/mgrps/divs/acrl/publications/whitepapers/taskforceacademic.c fm (accessed May 10, 2010).

- Association of Higher Education Facilities Officers. "The Impact of Facilities on Recruitment and Retention of Students." 2006.
- Association of Research Libraries. *ARL Annual Salary Survey.* Washington, D.C.: Association of Research Libraries, 1980, 1994.

——. *MINES for Libraries, Measuring the Impact of Networked Electronic Services.* 2005. http://www.minesforlibraries.org/ (accessed May 10, 2010).

Astin, Alexander W. "Assessment, Value-Added, and Educational Excellence." In *Student Outcomes Assessment: What Institutions Stand to Gain*, edited by D.F. Halpern. San Francisco: Jossey-Bass, 1987.

Audunson, Ragnar. "The Public Library as a Meeting-Place in a Multicultural and Digital Context." *Journal of Documentation* 61, no. 3 (2005): 429-441.

Australian Research Council. "ERA Indicator Principles." 2008.

Bailey, Thomas R. *Research on Institution Level Practice for Postsecondary Student Success.* National Postsecondary Education Cooperative, 2006.

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

- Ballard, Susan. "What can Teacher-Librarians do to Promote Their Work and the School Library Media Program? Be Visible, Assess, and Provide Evidence." *Teacher Librarian* 36, no. 2 (2008): 22-23.
- Banta, Trudy W. "New Opportunities for Pushing the Wheel Forward." *Assessment Update* 21, no. 5 (2009): 3-4, 16.
- Barnett, Ronald. *Improving Higher Education: Total Quality Care.* London: Society for Research into Higher Education and the Open University, 1992.

——. "University Knowledge in an Age of Supercomplexity." *Higher Education* 40, no. 4 (2000): 409-422.

Barr, Nicholas. "The Benefits of Education: What We Know and What We Don't." 2000.

- Barron, Daniel D., Robert V. Williams, Stephen Bajjaly, Jennifer Arns, and Steven Wilson. *The Economic Impact of Public Libraries on South Carolina*. University of South Carolina, 2005.
- Basken, Paul. "Education Department Develops Strategy for Student-Record Databases." *The Chronicle of Higher Education*, February 11, 2010.
- Baughman, James C., and Marcus E. Kieltyka. "Farewell to Alexandria: Not Yet!" *Library Journal* 124, no. 5 (1999): 48-49.
- Baumbach, Donna. *Making the Grade: The Status of School Library Media Centers in the Sunshine State and How They Contribute to Student Achievement.* Florida Association for Media in Education, 2003.
- Bean, John P. "College Student Retention." In *Encyclopedia of Education*, edited by James W. Guthrie, 401-407. New York: Macmillan Reference USA, 2003.
- Bell, Steven. "Keeping Them Enrolled: How Academic Libraries Contribute to Student Retention." *Library Issues* 29, no. 1 (2008).

——. "What Academic Libraries Contribute to Productivity." *Library Journal from the Bell Tower,* blog, 2009. http://www.libraryjournal.com/article/CA6676486.html (accessed 10/18/2010).

- Bennett, Scott. "Libraries and Learning: A History of Paradigm Change." *portal: Libraries and the Academy* 9, no. 2 (2009): 181-197.
- Berg, Susan. "Living the Solution: Using Research Findings for Continual Improvement." *Ohio Media Spectrum* 60, no. 1 (2008): 19-24.
- Bertot, John Carlo, and Charles R. McClure. "Outcomes Assessment in the Networked Environment: Research Questions, Issues, Considerations, and Moving Forward." *Library Trends* 51, no. 4 (2003): 590-689.
- Bielavitz, Tom. "The Balanced Scorecard: A Systematic Model for Evaluation and Assessment of Learning Outcomes?" *Evidence Based Library and Information Practice* 5, no. 2 (2010).
- Biggs, John. "The Reflective Institution: Assuring and Enhancing the Quality of Teaching and Learning." *Higher Education* 41, no. 3 (2001): 221-238.
- Blanchflower, David, and Andrew Oswald. "Wellbeing Over Time in Britain and the USA." *National Bureau of Economic Research Summer Workshop.* Cambridge, Massachusetts, 2000.
- Blankenship, Emily F. "Aligning the Assessment Process in Academic Library Distance Education Services Using the Nash Model for Improved Demonstration and Reporting of Organizational Performance." *Journal of Library Administration* 48, no. 3 (2008): 317-328.

- Blose, Gary L., John D. Porter, and Edward C. Kokkelenberg. "The Effect of Institutional Funding Cuts on Baccalaureate Graduation Rates in Public Higher Education." In *What's Happening to Public Higher Education?*, edited by Ronald G. Ehrenberg, 71-82. Westport, Connecticut: Praeger, 2006.
- Bogel, Gayle. "Facets of Practice." Knowledge Quest 37, no. 2 (2008): 10-15.
- Bogue, E. Grady. "Quality Assurance in Higher Education: The Evolution of Systems and Design Ideals." *New Directions for Institutional Research* 25, no. 3 (1998): 7-18.
- Bolton Metropolitan Borough Council. "Bolton's Museum, Library and Archive Services: An Economic Valuation." Bolton, UK, 2005.
- Borden, Victor M.H. "Accommodating Student Swirl: When Traditional Students Are No Longer the Tradition." *Change* 36, no. 2 (2004): 10-17.
- Borden, Victor M.H., and John W. Young. "Measurement Validity and Accountability for Student Learning." *New Directions for Institutional Research*, 2008: 19-37.
- Bosanquet, Lyn. *Transforming the Academic Library The New Value Proposition.* University of New South Wales, 2007.
- Botha, Erika, Rene Erasmus, and Martie Van Deventer. "Evaluating the Impact of a Special Library and Information Service." *Journal of Librarianship and Information Science* 41, no. 2 (2009): 108-123.
- Bouchet, Marie-Laure, Tracy Hopkins, Margaret Kinnell, and Cliff McKnight. "The Impact of Information Use on Decision Making in the Pharmaceutical Industry." *Library Management* 19, no. 3 (1998): 196-206.
- Boyer Commission on Educating Undergraduates in the Research University. *Reinventing Undergraduate Education: A Blueprint for America's Research Universities.* 1998.

http://naples.cc.sunysb.edu/Pres/boyer.nsf/673918d46fbf653e852565ec0056ff3e/d9 55b61ffddd590a852565ec005717ae/\$FILE/boyer.pdf (accessed May 10, 2010).

- Boyer, Ernest L. *College: The Undergraduate Experience in America.* New York: Harper and Row, 1987.
- Braunstein, Yale M. "Information as a Factor of Production: Substitutability and Productivity." *Information Society* 3, no. 3 (1985): 261-273.
- Breivik, Patricia Senn. "Resources: The Fourth R." *Community College Frontiers* 5 (1977).
- Brewer, Dominic J., Susan M. Gates Brewer, and Charles A. Goldman. *In Pursuit of Prestige*. New Brunswick: Transaction, 2002.
- Brophy, Peter. *Measuring Library Performance: Principles and Techniques.* London: Facet, 2006.

——. "The Evaluation of Public Library Online Services: Measuring Impact." *People's Network Workshop Series.* 2002.

Budd, John M. "Faculty Publishing Productivity: An Institutional Analysis and Comparison with Library and Other Measures." *College and Research Libraries* 56 (1995): 547-554.

——. "Faculty Publishing Productivity: Comparisons Over Time." *College and Research Libraries* 67, no. 3 (2006): 230-239.

——. "Increases in Faculty Publishing Activity: An Analysis of ARL and ACRL Institutions." *College and Research Libraries* 60 (1999): 308-315.

Bundy, Alan. "Beyond Information: The Academic Library as Educational Change Agent." *7th International Bielefeld Conference*. Germany, 2004.

Burger, Shannon, and Mary Ann McFarland. "Action Research and Wikis: An Effective Collaboration." *Library Media Connection* 28, no. 2 (2009): 38-40.

- Butler, Jeanne. "Addressing Six Critical Questions of Senior Administrators Using Online Tracking of Assessment and Accreditation Requirements." WEAVEonline, September 15, 2009.
- Butz, H. E., and L. D. Goodstein. "Measuring Customer Value: Gaining the Strategic Advantage." *Organizational Dynamics* 24 (1996): 63-77.
- Cable, Lesley G. "Cost Analysis of Reference Service to Outside Users." *Bulletin of the Medical Library Association* 68, no. 2 (1980): 247-48.
- Callison, Daniel. "Evaluation Criteria for the Places of Learning." *Knowledge Quest* 35, no. 3 (2007): 14-19.
- Capaldi, Elizabeth D., John V. Lombardi, and Victor Yellen. "Improving Graduation Rates." *Change*, 2006: 44-50.
- Capaldi, Elizabeth D., John V. Lombardi, Craig W. Abbey, and Diane D. Craig. *The Top American Research Universities.* The Center for Measuring University Performance, 2008.
- Carlson, Scott. "Lost in a Sea of Science Data." *The Chronicle of Higher Education*, 2006.
- Carrigan, Dennis P. "Improving Return on Investment: A Proposal for Allocating the Book Budget." *Journal of Academic Librarianship* 18, no. 5 (1992): 292-297.
- Carter, Elizabeth W. "Doing the Best You Can with What You Have': Lessons Learned from Outcomes Assessment." *Journal of Academic Librarianship* 28, no. 1 (2002): 36-41.
- Case, Mary M. "Partners in Knowledge Creation: An Expanded Role for Research Libraries in the Digital Future." *Journal of Library Administration* 48, no. 2 (2008): 141-156.
- Castonguay, Courtney. "Evaluating School Library Media Centers." *PNLA Quarterly* 68, no. 4 (2004): 8-9, 34-36.
- Center for Measuring University Performance. *Graduate Program Quality.* 2007. http://mup.asu.edu/gradPrgQual.html (accessed May 10, 2010).

- Champlin, Connie, David V. Loertscher, and Nancy A.S. Miller. *Sharing the Evidence: Library Media Center Assessment Tools and Resources.* Salt Lake City: Hi Willow Research, 2008.
- Charleston Observatory. "The Economic Downturn and Libraries: Survey Findings." *Charleston Conference.* 2009.
- Chernatony, L. De, F. Harris, and F. Dall'Olmo Riley. "Added Value: Its Nature, Role, and Sustainability." *European Journal of Marketing* 34, no. 1/2 (2000).
- Chung, Hye-Kyung. "Measuring the Economic Value of Special Libraries." *The Bottom Line: Managing Library Finances* 20, no. 1 (2007): 30-44.

——. "The Contingent Valuation Method in Public Libraries." *Journal of Librarianship and Information Science* 40, no. 2 (2008): 71-80.

- Cluff, E. Dale, and David J. Murrah. "The Influence of Library Resources on Faculty Recruitment and Retention." *Journal of Academic Librarianship* 13, no. 1 (1987): 19-23.
- Coalition for Evidence-Based Policy. *Identifying and Implementing Educational Practices Supported By Rigorous Evidence: A User Friendly Guide.* Washington, D.C.: U.S. Department of Education, Institute of Education Sciences, National Center for Education Evaluation and Regional Assistance, 2003.
- Cohen, D. "What's Your Return on Knowledge?" Harvard Business Review, 2006.
- CollegeBoard. "How Colleges Organize Themselves to Increase Student Persistence." 2009. http://professionals.collegeboard.com/profdownload/college-retention.pdf (accessed May 10, 2010).
- Collier, Jackie. "School Librarians Rock! Librarians' Powerful Impact on Literacy Development: Reflections of Teacher Candidates." *Ohio Media Spectrum* 59, no. 1 (2007): 29-36.
- Commission on Colleges and Universities. *Accreditation Handbook.* Bellevue, Washington, 1999.
- Cook, Colleen, Fred Heath, Bruce Thompson, and Russel Thompson. "LibQUAL+: Service Quality Assessment in Research Libraries." *IFLA Journal* 27, no. 4 (2001): 264-268.
- Cooper, Jeffrey M., and Marilyn C. Crouch. "Benefit Assessment Help Open Doors of One Cash-Strapped California Library." *American Libraries* 25 (1994): 232-234.
- Cornell University Library. *Library Value Calculations*. 2010. http://research.library.cornell.edu/value (accessed MAY 10, 2010).
- Council for Higher Education Accreditation. "2010 CHEA Award for Outstanding Institutional Practice in Student Learning Outcomes." *CHEA Chronicle* 11, no. 1 (2010): 1.
- Council of Regional Accrediting Commissions. *Regional Accreditation and Student Learning: Principles for Good Practices.* 2003.

http://www.msche.org/publications/Regnlsl050208135331.pdf (accessed May 10, 2010).

- Council on Library and Information Resources. *No Brief Candle: Reconceiving Research Libraries for the 21st Century.* Washington, D.C.: Council on Library and Information Resources, 2008.
- Counter. Counting Online Usage of Networked Electronic Resources. 2007. http://www.projectcounter.org/about.html (accessed May 10, 2010).
- Creighton, Peggy Milam. "Impact as a 21st Century Library Media Specialist." *School Library Media Activities Monthly* 24, no. 7 (2008).
- Cyrenne, Philippe, and Hugh Grant. "University Decision Making and Prestige: An Empirical Study." *Economics of Education Review* 28 (2009): 237-248.
- Dahlin-Brown, Nissa. "The Perceptual Impact of U.S. News and World Report Rankings on Eight Public MBA Programs." *Journal of Marketing for Higher Education* 15, no. 2 (2005): 155-179.
- Dando, Priscille M. "First Steps in Online Learning: Creating an Environment for Instructional Support and Assessment." *Knowledge Quest* 34, no. 1 (2005): 23-24.
- Daniels, Sally. "From Design to Assessment: Assessment 'Does' Make a Difference!" *Knowledge Quest* 35, no. 4 (2007): 40-43.
- Day, George S. "The Capabilities of Market-Driven Organizations." *Journal of Marketing* 58 (1994): 37-52.
- Debono, Barbara. "Assessing the Social Impact of Public Libraries: What the Literature is Saying." *Australasian Public Libraries and Information Services* 15, no. 2 (2002): 80-95.
- Deiss, Kathryn, and Mary Jane Petrowski. *ACRL 2009 Strategic Thinking Guide for Academic Librarians in the New Economy.* Chicago: Association of College and Research Libraries, 2009.
- Dent, Valeda F. "Observations of School Library Impact at Two Rural Ugandan Schools." *New Library World* 107, no. 9-10 (2006): 403-421.
- Dewey, Barbara. "The Embedded Librarian: Strategic Campus Collaborations." *Resource Sharing & Information Networks* 17, no. 1/2 (2005): 5-17.
- 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 (accessed May 10, 2010).
- Dickinson, Gail K. "From Research to Action in School Library Media Programs." *North Carolina Libraries* 15, no. 1 (2001): 15-19.
- Dominguez, Magaly Báscones. "Applying Usage Statistics to the CERN E-Journal Collection: A Step Forward." *High Energy Physics Libraries Webzine*, 2005.
- Doran, Harold C., and J.R. Lockwood. "Fitting Value-Added Models in R." *Journal of Educational and Behavioral Statistics* 31 (2006): 205-230.

- Dougherty, Richard M. "Assessment + Analysis = Accountability." *College and Research Libraries*, 2009: 417-418.
- Dow, Ronald F. "Using Assessment Criteria to Determine Library Quality." *Journal of Academic Librarianship*, 1998: 277-281.
- Dubbin, Diane, Eveiyn L. Beyer, and Becky Prueit. "Texas Library Standards Online Assessment: A Dynamic Website." *Texas Library Journal* 78, no. 2 (2002): 64-68.
- Dukart, James R. "Wherefore ROI?" AIIM E-Doc Magazine 21, no. 1 (2007): 47-49.
- Dumond, Ellen J. "Value Management: An Underlying Framework." *International Journal of Operations and Production Management* 20, no. 9 (2000): 1062-1077.
- Duncan, Ross. "Best Bang for the Buck: The Economic Benefits of Sunshine Coast Libraries Queensland." *Australasian Public Libraries and Information Services* 21, no. 4 (2008): 140-153.
- Dundar, Halil, and Darrell R. Lewis. "Determinants of Research Productivity in Higher Education." *Research in Higher Education* 39, no. 6 (1998): 607-631.
- Durrance, Joan C., and Karen E. Fisher. *How Libraries and Librarians Help: A Guide to Identifying User-Centered Outcomes.* Chicago: American Library Association, 2005.

——. "Toward Developing Measures of the Impact of Library and Information Services." *Reference and User Services Quarterly* 42, no. 1 (2002): 43-53.

- *Economist, The.* "A Survey of Universities: The Knowledge Factory." October 4-10, 1997: 4-8.
- Edgar, William. "Corporate Library Impact, Part I: A Theoretical Approach." *Library Quarterly* 74, no. 2 (2004): 122-151.
- Edwards, Valerie A. "Formative Assessment in the High School IMC." *Knowledge Quest* 35, no. 5 (2007): 50-53.
- Eisenberg, Mike. "personal communication." February 2010.
- Elley, W. *How in the World Do Children Read? IEA Study of Reading Literacy.* Hamburg: International Association for the Evaluation of Educational Achievement, 1992.
- Ellis, Jean. Accountability and Learning: Developing Monitoring and Evaluation in the *Third Sector.* Research Report, London: Charities Evaluation Services, 2008.
- Emmons, Mark, and Frances C. Wilkinson. "The Academic Library Impact on Student Persistence." *College and Research Libraries*, forthcoming.

Estabrook, Leigh S. "Interim Report." 2006.

- ——. What Chief Academic Officers Want from Their Libraries: Findings from Interviews with Provosts and Chief Academic Officers. October 2007. http://www.ala.org/ala/mgrps/divs/acrl/publications/whitepapers/Finalreport-ACRLCAOs.pdf (accessed May 10, 2010).
- Everest, Katherine, and Philip Payne. "The Impact of Libraries on Learning, Teaching and Research." Report of the LIRG Seminar, Leeds, UK, 2001.

Everhart, Nancy. "Evaluation of School Library Media Centers: Demonstrating Quality." *Library Media Connection* 21, no. 6 (2003).

------. "Research into Practice." Knowledge Quest 29, no. 3 (2002): 36-37.

Ewell, Peter T. "Power in Numbers: The Values in Our Metrics." Change, 2005: 10-16.

-----. "Rising to the Occasion: The Alliance for New Leadership for Student Learning and Accountability." *Assessment Update* 21, no. 1 (2009): 13-14.

-----. "Shovel-Ready' Data: The Stimulus Package and State Longitudinal Data Systems." *Assessment Update* 21, no. 5 (2009): 11-12.

——. "Well, Um, We Actually Have a National System for Tracking Student Progress." *Assessment Update* 21, no. 3 (2009): 12-13.

- Ewell, Peter, and Jane Wellman. "Enhancing Student Success in Education: Summary Report of the NPEC Initiative and National Symposium on Postsecondary Student Success." 2007.
- Fairweather, J.S. "The Highly Productive Faculty Member: Confronting the Mythologies of Faculty Work." In *Faculty Productivity: Facts, Fictions, and Issues*, edited by W.G. Tierney, 55-98. New York: Falmer, 1998.

Fister, Barbara. "Academic Libraries: A View from the Administration Building." *Library Journal Critical Assets* blog, May 1, 2010. http://www.libraryjournal.com/article/CA6726948.html (accessed October 18, 2010).

Flint, D. J., R. B. Woodruff, and S. Fisher Gardial. "Exploring the Phenomenon of Customers' Desired Value Change in a Business-to-Business Context." *Journal of Marketing* 66 (2002): 102-117.

Flowers, Lamont, Steven J. Osterlind, Ernest T. Pascarella, and Christopher T. Pierson. "How Much Do Students Learn in College? Cross-Sectional Estimates Using the College BASE." *Journal of Higher Education* 72, no. 5 (2001): 565-583.

Frade, Patricia A., and Allyson Washburn. "The University Library: The Center of a University Education?" *portal: Libraries and the Academy* 6, no. 3 (2006): 327-346.

Francis, John G., and Mark C. Hampton. "Resourceful Responses: The Adaptive Research University and the Drive to Market." *Journal of Higher Education* 70, no. 6 (1999): 625-641.

- Franklin, Brinley. "Academic Research Library Support of Sponsored Research in the United Space." *Proceedings of the 4th Northumbria International Conference on Performance Measurement in Libraries and Information Services.* Washington, D.C., 2002.
- Fraser, Bruce T., Charles R. McClure, and Emily H. Leahy. "Toward a Framework for Assessing Library and Institutional Outcomes." *portal: Libraries and the Academy* 2, no. 4 (2002): 505-528.
- Gansemer-Topf, Ann M., and John H. Schuh. "Institutional Selectivity and Institutional Expenditures: Examining Organizational Factors that Contribute to Retention and Graduation." *Research in Higher Education* 47, no. 6 (2006): 613-642.

- Garner, Sarah. *High-Level Colloquium on Information Literacy and Lifelong Learning.* 2005. http://archive.ifla.org/III/wsis/High-Level-Colloquium.pdf (accessed May 10, 2010).
- Gater, Denise S. A Review of Measures Used in U.S. News and World Report "America's Best Colleges". The Lombardi Program on Measuring University Performance, 2002.
- Geitgey, Gayle A., and Ann E. Tepe. "Can You Find the Evidence-Based Practice in Your School Library?" *Library Media Connection* 25, no. 6 (2007): 10-12.
- Gerlich, Bella Karr. *Work in Motion/Assessment at Rest: An Attitudinal Study of Academic Reference Librarians, A Case Study at Mid-Size University.* PhD dissertation, University of Pittsburgh, 2006.
- Gerlich, Bella Karr, and G. Lynn Berard. "Testing the Viability of the READ Scale (Reference Effort Assessment Data): Qualitative Statistics for Academic Reference Services." *College & Research Libraries* 71, no. 2 (2010): 116-137.
- Giaquinto, Richard A. "Instructional Issues and Retention of First-Year Students." *Journal of College Student Retention* 11, no. 2 (2009): 267-285.
- Gilmore, Jeffrey L., and Duc-Le To. "Evaluating Academic Productivity and Quality." In *New Directions for Institutional Research*, 35-47. 1992.
- Glendale Community College. *Statistical Evaluation of Information Competency Program Student Outcomes.* Glendale Community College, 2007.
- Glick, A. "Colorado Researchers will Repeat Landmark Study Showing Benefits of School Libraries." *School Library Journal* 44, no. 11 (1998): 15.
 - ——. "Smart State Shortchanges School Libraries." School Library Journal 46, no. 12 (2000).
- Goener, Cullen F., and Sean M. Snaith. "Predicting Graduation Rates: An Analysis of Student and Institutional Factors at Doctoral Universities." *Journal of College Student Retention* 5, no. 4 (2003/2004): 409-420.
- Goetsch, Lori A. "What is Our Value and Who Values Us?" *C&RL News* 70, no. 9 (2009): 502-503.
- Gonzalez, Jennifer. "Education Experts Discuss Ways to Improve College Completion Rates." *Chronicle of Higher Education*, 2010.
- Gordon, Jonathan, Joe Ludlum, and J. Joseph Hoey. "Validating NSSE Against Student Outcomes: Are They Related?" *Research in Higher Education* 49, no. 1 (2008): 19-39.
- Gorman, Michael. "'The Louder They Talked of Outcomes, the Faster We Counted Our Beans': Measuring the Impact of Academic Libraries." *SCONUL.* London, 2009. http://mg.csufresno.edu/papers/SCONUL_2009.pdf (accessed May 10, 2010).
- Gratch-Lindauer, Bonnie. "College Student Engagement Surveys: Implications for Information Literacy." In *New Directions for Teaching and Learning*, 101-114. 2008.

—. "Comparing the Regional Accreditation Standards: Outcomes Assessment and Other Trends." *Journal of Academic Librarianship* 28 (2001): 14-25.

———. "Defining and Measuring the Library's Impact on Campuswide Outcomes." College and Research Libraries 59, no. 6 (1998): 546-570.

——. "Information Literacy-Related Student Behaviors." *C&RL News* 68, no. 7 (2007): 432-441.

- Greer, Jeff. "Four Reasons Why the Library Should Affect Your College Choice." U.S. News and World Report, June 17, 2010.
- Grieves, Maureen. "The Impact of Information Use on Decision Making: Studies in Five Sectors Introduction, Summary, and Conclusions." *Library Management* 19, no. 2 (1998): 78-85.
- Griffith, Amanda, and Kevin Rask. "The Influence of the U.S. News and World Report Collegiate Rankings on the Matriculation Decision of High-Ability Students: 1995-2004." *Economics of Education Review* 26, no. 2 (2004): 1-12.
- Griffiths, Jose Marie, and Donald W. King. *A Manual on the Evaluation of Information Centers and Services.* Oak Ridge, Tennessee: King Research, 1990.

——. An Information Audit of Public Service Electric and Gas Company Libraries and Information Resources. Rockville, Maryland: King Research, 1988.

——. "Libraries: The Undiscovered National Resource." In *The Value and Impact of Information*, edited by M. Feeney and M. Grieves, 79-116. London: Bowker and Saur, 1994.

——. *Special Libraries: Increasing the Information Edge.* Washington, D.C.: Special Libraries Association, 1993.

——. *The Contribution Libraries Make to Organizational Productivity.* Rockville, Maryland: King Research, 1985.

——. "The Value of Information Centers." In *Managing Information for the Competitive Edge*, edited by Ethel Auster and Chun W. Choo, 419-437. New York: Neal-Schuman, 1996.

Griffiths, Jose Marie, Donald W. King, Christinger Tomer, Thomas Lynch, and Julie Harrington. "Taxpayer Return on Investment in Florida Public Libraries." Summary Report, 2004.

Gronroos, C. Service Management and Marketing—A Customer Relationship Management Approach. 2nd. New York: Wiley, 2000.

Grunig, Stephen D. "Research, Reputation, and Resources: The Effect of Research Activity on Perceptions of Undergraduate Education and Institutional Resource Acquisition." *Journal of Higher Education* 68 (1997): 17-52.

Guskin, Alan E. "Facing the Future." Change 28, no. 4 (1996): 26-38.

——. "Reducing Student Costs and Enhancing Student Learning." *Change* 26, no. 4 (1994): 22-30.

-----. "Restructuring the Role of Faculty." *Change* 26, no. 5 (1994): 16-26.

- Guskin, Alan E., and Mary B. Marcy. "Dealing with the Future NOW: Principles for Creating a Vital Campus in a Climate of Restricted Resources." *Change* 35, no. 4 (2003): 10-21.
- Habley, Wesley R., and Randy McClanahan. *What Works in Student Retention?* ACT, 2004.
- Halpern, Diane F. "Introduction and Overview." In *Student Outcomes Assessment*, 5-6. 1987.
- Hamilton-Pennell, Christine, Keith Curry Lance, Marcia J. Rodney, and Eugene Hainer. "Dick and Jane Go to the Head of the Class." *School Library Journal* 46, no. 4 (2000): 44-47.
- Hamrick, Florence A., John H. Schuh, and II., Mack C. Shelley. "Predicting Higher Education Graduation Rates From Institutional Characteristics and Resource Allocation." *Education Policy Analysis Archives* 12, no. 19 (2004).
- Hand, Dorcas. "What can Teacher-Librarians do to Promote Their Work and the School Library Media Program? Keep Everyone in the Loop Constant Advocacy." *Teacher Librarian* 36, no. 2 (2008): 26-27.
- Harada, Violet H. "Building Evidence Folders for Learning Through Library Media Centers." *School Library Media Activities Monthly* 23, no. 3 (2006): 25-30.

——. "From Eyeballing to Evidence: Assessing for Learning in Hawaii Library Media Centers." *School Library Media Activities Monthly* 24, no. 3 (2007): 21-25.

——. "Librarians and Teachers as Research Partners: Reshaping Practices Based on Assessment and Reflection." *School Libraries Worldwide* 11, no. 2 (2005): 49-74.

——. "Working Smarter: Being Strategic about Assessment and Accountability." *Teacher Librarian* 33, no. 1 (2005): 8-15.

- Hardesty, Larry. *Do We Need Academic Libraries?* 2000. http://www.ala.org/ala/mgrps/divs/acrl/publications/whitepapers/doweneedacademic. cfm (accessed May 10, 2010).
- Harper, Shaun R., and George D. Kuh. "Myths and Misconceptions about Using Qualitative Methods in Assessment." *New Directions for Institutional Research*, no. 136 (2007): 5-14.
- Hart Research Associates. "Raising the Bar: Employers' Views on College Learning in the Wake of the Economic Downturn." 2010. http://www.aacu.org/leap/documents/2009_EmployerSurvey.pdf (accessed May 10, 2010).

——. "Trends and Emerging Practices in General Education." 2009.

Hawgood, John, and Richard Morley. *Project for Evaluating the Benefits from University Libraries: Final Report.* OSTI Report 5056, Durham: University of Durham, 1969.

- Hawkins, Brian L., and Patricia Battin. *The Mirage of Continuity: Reconfiguring Academic Information Resources for the 21st Century.* Washington, D.C.: Council on Library and Information Resources, 1998.
- Haycock, Ken. "Clear Criteria and Procedures for Evaluation." *Teacher Librarian* 29, no. 3 (2002): 35.
- Haycock, Ken. "The Student Perspective." *Teacher Librarian* 31, no. 4 (2004): 40.
- Hayes, Robert M., and T. Erickson. "Added Value as a Function of Purchases of Information Services." *Information Society* 1, no. 4 (1982): 307-338.
- Head, Alison J., and Michael B. Eisenberg. "Lessons Learned: How College Students Seek Information in the Digital Age." Project Information Literacy Progress Reports, 2009. http://projectinfolit.org/pdfs/PIL_Fall2009_Year1Report_12_2009.pdf (accessed May 10, 2010).
- Henczel, Susan. "Measuring and Evaluating the Library's Contribution to Organisational Success." *Performance Measurement and Metrics* 7, no. 1 (2006): 7-16.
- Henri, James, Lyn Hay, and Dianne Oberg. "An International Study on Principal Influence and Information Services in Schools: Synergy in Themes and Methods." *School Libraries Worldwide* 8, no. 1 (2002): 49-70.
- Hernon, Peter. "Quality: New Directions in the Research." *Journal of Academic Librarianship* 28, no. 4 (2002): 224-231.
- Hernon, Peter, and Ellen Altman. *Assessing Service Quality: Satisfying the Expectations of Library Customers.* Chicago: American Library Association, 1998.
- Hernon, Peter, Robert E. Dugan, and Candy Schwartz. *Revisiting Outcomes* Assessment in Higher Education. Westport, Connecticut: Libraries Unlimited, 2006.
- Hider, Philip. "How Much are Technical Services Worth? Using the Contingent Valuation Method to Estimate the Added Value of Collection Management and Access." *LRTS* 52, no. 4 (2008): 254-262.
 - ------. "Using the Contingent Valuation Method for Dollar Valuations of Library Services." *Library Quarterly* 78, no. 4 (2008): 437-458.
- Hillenbrand, Candy. "A Place for All: Social Capital at the Mount Barker Community Library, South Australia." *Australasian Public Libraries and Information Services* 18, no. 2 (2005): 41-60.
 - ——. "Public Libraries as Developers of Social Capital." *Australasian Public Libraries and Information Services* 18, no. 1 (2005): 4-12.
- Hiller, Steve, and James Self. "From Measurement to Management: Using Data Wisely for Planning and Decision-Making." *Library Trends* 53, no. 1 (2004): 129-155.
- Hiscock, Jane E. "Does Library Usage Affect Library Performance?" *Australian Academic and Research Libraries* 17, no. 4 (1986).
- Hisle, W. Lee. "The Changing Role of the Library in the Academic Enterprise." *ACRL National Conference*. Minneapolis, MN, 2005.

- Holt, Glen E., and Donald Elliott. "Measuring Outcomes: Applying Cost-Benefit Analysis to Middle-Sized and Smaller Public Libraries." *Library Trends* 51, no. 3 (2003): 424-440.
- Horowitz, Lisa R. "Assessing Library Services: A Practical Guide for the Nonexpert." *Library Leadership and Management* 23, no. 4 (2009): 193-203.
- Housewright, Ross. "Themes of Change in Corporate Libraries: Considerations for Academic Libraries." *portal: Libraries and the Academy* 9, no. 2 (2009): 253-271.
- Housewright, Ross, and Roger Schonfeld. *Ithaka's 2006 Studies of Key Stakeholders in the Digital Transformation in Higher Education*. Ithaka, 2008.
- Houston, Cynthia. "Getting to Proficiency and Beyond: Kentucky Library Media Centers' Progress on State Standards and the Relationship of Library Media Program Variables to Student Achievement." *LIBRES* 18, no. 1 (2008): 1-18.
- Howard, John Brooks. "Modeling Cyberinfrastructure Services Through Collaborative Research." *Living the Future.* Tucson, 2008. http://drs.asu.edu/fedora/get/asulib:144270/PPS-1 (accessed May 10, 2010).
- Hoyt, Jeff E. "Integrating Assessment and Budget Planning Processes: A Good or a Bad Idea?" *Assessment Update* 21, no. 5 (2009): 9-10, 16.
- Huber, F., A. Herrmann, and R. E. Morgan. "Gaining Competitive Advantage through Customer Value Oriented Management." *Journal of Consumer Marketing* 18, no. 1 (2001).
- Hughes-Hassell, Sandra, and Kay Bishop. "Using Focus Group Interviews to Improve Library Services for Youth." *Teacher Librarian* 32, no. 1 (2004): 8-12.
- Hutchings, Pat. "The New Guys in Assessment Town." Change, 2009: 26-33.
- Illinois Library Association. *Selected Academic Library Value Study Links.* 2010. http://www.ila.org/index.php?option=com_content&view=article&catid=35%3Aorgani zation&id=273%3Aselected-academic-libraries-value-study-links&Itemid=201 (accessed May 10, 2010).
- Imholz, Susan, and Jennifer Weil Arns. "Worth Their Weight: An Assessment of the Evolving Field of Library Valuation." *Public Libraries Quarterly*, 2007.
- Immroth, Barbara, and W. Bernar Lukenbill. "Promoting Collaboration Through a Human Information Behavior Study." *Texas Library Journal* 83, no. 2 (2007): 66-67.
- Indiana Business Research Center. *The Economic Impact of Libraries in Indiana*. Bloomington: Indiana University, 2007.
- "Information Management Under Fire: Measuring ROI for Enterprise Libraries." *Outsell* 9 (2007).
- Institute for Library and Information Literacy Education. *Principal's Project.* 2010. http://www.ilile.org/initiatives/principal_project/index.html (accessed May 10, 2010).
- Institute of Museum and Library Services. *Museums, Libraries, and 21st Century Skills.* Washington, D.C.: Institute of Museum and Library Services, 2009.

—. *Perspectives on Outcome Based Evaluation for Libraries and Museums.* Washington, D.C.: Institute of Museum and Library Services.

—. *The Future of Museums and Libraries: A Discussion Guide.* Washington, D.C.: Institute of Museum and Library Services, 2009.

- Jacoby, JoAnn, and Nancy P. O'Brien. "Assessing the Impact of Reference Services Provided to Undergraduate Students." *College & Research Libraries* 66, no. 4 (2005): 324-340.
- Jager, Karin De. "Successful Students: Does the Library Make a Difference?" *Performance Measurement and Metrics* 3 (2002).
- Jaschik, Scott. "Turning Surveys into Reforms." Inside Higher Ed, October 2009.
- Jewett, Linda. "Standards and Assessment: The Bottom Line." *CSLA Journal* 26, no. 2 (2003): 4, 7.
- Johnson, Catherine A. "Do Public Libraries Contribute to Social Capital? A Preliminary Investigation into the Relationship." *Library and Information Science Research* 32 (2010): 147-155.

Johnson, Doug. "What Gets Measured Gets Done: The Importance of Evaluating Your Library Media Program." *The Book Report* 20, no. 2 (2001): 14-15.

Jones, Elizabeth A. "Expanding Professional Development Opportunities to Enhance the Assessment Process." *Assessment Update* 21, no. 3 (2009): 3-4.

—. National Assessment of College Student Learning: Identifying College Graduates' Essential Skills in Writing, Speech and Listening, and Critical Thinking. Washington, D.C.: National Center for Education Statistics, 1995.

Jorgensen, Shirley, Vittoria Ferraro, Catherine Fichten, and Alice Havel. "Predicting College Retention and Dropout: Sex and Disability." June 2009. http://adaptech.dawsoncollege.qc.ca/webfm_send/19 (accessed May 10, 2010).

- Joubert, Douglas J., and Tamera P Lee. "Empowering Your Institution Through Assessment." *Journal of the Medical Library Association* 95, no. 1 (2007): 46-53.
- Julien, Heidi, and Stuart Boon. "Assessing Instructional Outcomes in Canadian Academic Libraries." *Library and Information Science Research* 26 (2004): 121-139.
- Jura Consultants. "Economic Impact Methodologies for the Museums, Libraries, and Archives Sector: What Works and What Doesn't." 2008. http://research.mla.gov.uk/evidence/documents/Economic%20Impact%20Methodolo gies%20June%202008%20Final%20Version.pdf (accessed May 10, 2010).
- Kantor, Paul B. "The Library as an Information Utility in the University Context: Evolution and Measurement of Service." *Journal of the American Society for Information Science*, 1976: 100-112.

——. "Three Studies of the Economics of Academic Libraries." *Advances in Library Administration and Organization* 5 (1986): 221-286.

Kantor, Paul B., and Tefko Saracevic. "Quantitative Study of the Value of Research Libraries: A Foundation for the Evaluation of Digital Libraries." 1999. http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.124.6382&rep=rep1&type =pdf (accessed May 10, 2010).

- Kantor, Paul B., Tefko Saracevic, and J. D'Esposito-Wachtmann. *Studying the Cost and Value of Library Services.* Tech. Rep. No. APLAB/94-3/1,2,3,4, New Brunswick: Rutgers State University of New Jersey, 1995.
- Kaske, Neal K., and Mary Lou Cumberpatch. What is the Return on Investment for Your Library? Silver Spring, Maryland, April 1, 2009. http://conferences.infotoday.com/stats/documents/default.aspx?id=1734&Ink=http%3 A%2F%2Fconferences.infotoday.com%2Fdocuments%2F32%2FE302_Kaske.ppt (accessed May 10, 2010).
- Kassel, Amelia. "Practical Tips to Help You Prove Your Value." *Marketing Library Services* 16, no. 4 (2002).
- Kaufman, Paula T. "Carpe Diem: Transforming Services in Academic Libraries." 2009. http://hdl.handle.net/2142/12032 (accessed October 18, 2010).
- Kaufman, Paula T. "The Library as Strategic Investment." *Liber Quarterly* 18, no. 3/4 (2008): 424-436.

------. "The Library as Strategic Investment: Results of the University of Illinois 'Return on Investment' Study." *Online Information.* 2008. 29-36.

- Kaufman, Paula, and Sarah Barbara Watstein. "Library Value (Return on Investment, ROI) and the Challenge of Placing a Value on Public Services." *Reference Services Review* 36, no. 3 (2008): 226-231.
- Kaufman, Roger. "Toward Determining Societal Value-Added Criteria for Research and Comprehensive Universities." The Center Reports, 2001. http://mup.asu.edu/kaufman1.pdf (accessed May 10, 2010).
- Keeling, Richard P. Learning Reconsidered 2: Implementing a Campus-Wide Focus on the Student Experience. American College Personnel Association, 2006.
- Keeling, Richard P., Andrew F. Wall, Ric Underhile, and Gwendolyn J. Dungy. Assessment Reconsidered: Institutional Effectiveness for Student Success. International Center for Student Success and Institutional Accountability, 2008.
- Kelly, Ursula, Iain McNicholl, and Donald McLellan. *Towards the Estimation of the Economic Value of the Outputs of Scottish Higher Education Institutions: An Overview of the Content of the Main Report.* University of Strathclyde, 2005.
- Kerby, Debra, and Sandra Weber. "Linking Mission Objectives to an Assessment Plan." *Journal of Education for Business* 75, no. 4 (2000): 202-209.
- Kerslake, Evelyn, and Margaret Kinnell. "Public Libraries, Public Interest and the Information Society: Theoretical Issues in the Social Impact of Public Libraries." *Journal of Librarianship and Information Science* 30, no. 3 (1998): 159-167.
- Kertesz, Christopher J. "Massachusetts Flunks School-Library Test." *American Libraries* 31, no. 11 (2000): 17.

- Keyes, Alison M. "The Value of the Special Library." *Special Libraries* 86, no. 3 (1995): 172-187.
- Kim, Mikyong Minsun, Gary Rhoades, and Dudley B. Woodard Jr. "Sponsored Research Versus Graduating Students? Intervening Variables and Unanticipated Findings in Public Research Universities." *Research in Higher Education* 44, no. 1 (2003): 51-81.
- King, David N. "The Contribution of Hospital Library Information Services to Clinical Care: A Study in Eight Hospitals." *Bulletin of the Medical Library Association* 75, no. 4 (1987): 291-301.
- King, Donald W., Jose Marie Griffiths, Nancy K. Roderer, and Robert R. Wiederkehr. *Value of the Energy Data Base.* Rockville, Maryland: King Research, 1982.
- King, Donald W., Sarah Aerni, Fern Brody, Matt Herbison, and Amy Knapp. *The Use and Outcomes of University Library Print and Electronic Collections*. 2004. The Use and Outcomes of University Library Print and Electronic Collections (accessed May 10, 2010).
- Knapp, Patricia B. *Monteith College Library Experiment.* New York: Scarecrow Press, 1996.
- Koenig, Michael. "The Importance of Information Services for Productivity 'Under-Recognized' and Under-Invested." *Special Libraries* 83, no. 4 (1992): 199-210.
- Kostiak, Adele. "Valuing Your Public Library: The Experience of the Barrie Public Library, Ontario, Canada." *The Bottom Line: Managing Library Finances* 15, no. 4 (2002): 159-162.
- Koufogiannakis, Denise, and Ellen Crumley. "Research in Librarianship: Issues to Consider." *Library Hi Tech* 24, no. 3 (2006): 324-330.
- Kramer, Lloyd A., and Martha B. Kramer. "The College Library and the Drop-Out." *College and Research Libraries* 29, no. 4 (1968): 310-12.
- Krashen, Stephen. "Current Research: The Positive Impact of Libraries." *CSLA Journal* 29, no. 1 (2001): 21-24.
 - ——. "School Libraries, Public Libraries, and the NAEP Reading Scores." *School Library Media Quarterly* 23, no. 4 (1995): 235-237.
 - ——. *The Power of Reading: Insights from the Research.* 2nd. Portsmouth, New Hampshire: Libraries Unlimited, 2004.
- Kraushaar, Robert, and Barbara Beverley. "Library and Information Services for Productivity." *The Bookmark* 48 (1990): 163-169.
- Krupnick, Matt. "Focus on Graduation Could be Rough for Small Private Colleges." *Contra Costa Times*, February 8, 2010.
- Kuh, George D. *High-Impact Educational Practices.* Association of American Colleges and Universities, 2008.
 - ——. "Risky Business: Promises and Pitfalls of Institutional Transparency." *Change*, 2007: 30-35.

- Kuh, George D., and Robert M. Gonyea. "The Role of the Academic Library in Promoting Student Engagement in Learning." ACRL Eleventh National Conference. Charlotte, North Carolina: Association of College and Research Libraries, 2003. 256-82.
- Kuh, George D., Ty M Cruce, Rick Shoup, Jillian Kinzie, and Robert M. Gonyea. "Unmasking the Effects of Student Engagement on First-Year College Grades and Persistence." *Journal of Higher Education* 79, no. 5 (2008): 540-563.
- Kuhlthau, Carol C. "Keeping Current: The Center for International Scholarship in School Libraries: CISSL at Rutgers." *School Library Media Activities Monthly* 21, no. 5 (2005): 49-51.
- Kyrillidou, Martha. "An Overview of Performance Measures in Higher Education and Libraries." *Journal of Library Administration* 35, no. 4 (2002): 7-18.

——. "From Input to Output Measures to Quality and Outcome Measures, or, From the User in the Life of the Library to the Library in the Life of the User." *Journal of Academic Leadership* 28, no. 1 (2002): 42-46.

- Laird, Thomas F. Nelson, and George D. Kuh. "Student Experiences with Information Technology and Their Relationship to Other Aspects of Student Engagement." *Research in Higher Education* 46, no. 5 (2005).
- Lakos, Amos, and Shelley E. Phipps. "Creating a Culture of Assessment: A Catalyst for Organizational Change." *portal: Libraries and the Academy* 4, no. 3 (2004): 345-361.
- Lance, Keith Curry. "Enough Already! Blazing New Trails for School Library Research." Library Research Service.

——. "How School Libraries Leave No Child Behind: The Impact of School Library Media Programs on Academic Achievement of U.S. Public School Students." *School Libraries in Canada* 22, no. 2 (2002): 3-6.

——. "Impact of School Library Media Programs on Academic Achievement." *Teacher Librarian* 29, no. 3 (2002): 29-34.

——. "Powering Achievement: The Impact of School Libraries and Librarians on Academic Achievement." Library Research Service.

—. "Proof of the Power: Recent Research on the Impact of School Library Media Programs on the Academic Achievement of U.S. Public School Students." ED372759, 2004.

——. "Still Making an Impact: School Library Staffing and Student Performance." *Colorado Libraries* 25, no. 3 (1999): 6-9.

——. "The Future of School Librarianship." Library Research Service.

Lance, Keith Curry, and Becky Russell. "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?" *Knowledge Quest* 32, no. 5 (2004): 13-17. Lance, Keith Curry, and David V. Loertscher. *Powering Achievement: School Library Media Programs Make a Difference: The Evidence.* 3rd. Salt Lake City: Hi Willow Research, 2001.

—. *Powering Achievement: School Library Media Programs Make a Difference: The Evidence Mounts.* Salt Lake City, Utah: Hi Willow Research & Publishing, 2005.

- Lance, Keith Curry, Marcia J Rodney, and Bill Scwharz. "The Impact of School Libraries on Academic Achievement: A Research Study Based on Responses from Administrators in Idaho." *School Library Monthly* 26, no. 9 (2010): 14-17.
- Lance, Keith Curry, Marcia J. Rodney, and Christine Hamilton-Pennell. "How School Librarians Help Kids Achieve Standards: The Second Colorado Study." 2000.
- Lang, Daniel W. "World Class' or the Curse of Comparison." *Canadian Journal of Higher Education* 35, no. 3 (2005): 27-55.
- Lange, Bonnie, Nancy Magee, and Steven Montgomery. "Does Collaboration Boost Student Learning? (Case Study)." *School Library Journal*, 2003: 4-9.
- Lara, Juan Francisco. "Differences in Quality of Academic Effort Between Successful and Unsuccessful Community College Transfer Students." *American Educational Research Association Annual Conference*. Los Angeles, 1981.
- Laudel, Grit. "The 'Quality Myth': Promoting and Hindering Conditions for Acquiring Research Funds." *Higher Education* 52 (2006): 375-403.
- Leckie, Gloria J., and Jeffrey Hopkins. "The Public Place of Central Libraries: Findings from Toronto to Vancouver." *Library Quarterly* 72, no. 3 (2002): 326-372.
- Lederman, Doug. "Imperfect Accountability." Inside Higher Ed, March 2010.
- Lehner, John. "Return on Investment in Academic Libraries Research." 2009.
- Leskes, Andrea, and Barbara D. Wright. *The Art & Science of Assessing General Education Outcomes: A Practical Guide.* Washington, D.C.: Association of American Colleges & Universities, 2005.
- Levesque, Nancy. "Partners in Education: The Role of the Academic Library." *The Idea of Education Conference*. Oxford, 2002. 1-11.
- Levin, Driscoll, and Fleeter. "Value for Money: Southwestern Ohio's Return from Investment in Public Libraries." 2006.
- Levinson-Rose, Judith, and Robert J. Menges. "Improving College Teaching: A Critical Review of Research." *Review of Educational Research* 51, no. 3 (1981): 403-434.
- Levitov, Deborah. "Assessment Tool: Levels of Communication, Cooperation, and Collaboration." *School Library Media Activities Monthly* 23, no. 2 (2006): 2.
- Lewin, Tamar. "Study Finds Public Discontent with Colleges." *The New York Times*, February 17, 2010.
- Lewis, David W. *Exploring Models for Academic Libraries*. 2007. http://acrlog.org/2007/03/12/exploring-models-for-academic-libraries/ (accessed May 10, 2010).

- Li, Xin, and Zsuzsa Koltay. *Impact Measures in Research Libraries: SPEC KIT 318.* Washington, D.C.: Association of Research Libraries, 2010. http://www.ala.org/ala/mgrps/divs/acrl/about/sections/is/projpubs/researchagendalibr ary.cfm (accessed May 10, 2010).
- Library Council of New South Wales. "Enriching Communities: The Value of Public Libraries in New South Wales." *Australasian Public Libraries and Information Services* 22, no. 1 (2009): 6-12.
- Lincoln, Yvonna.S. & Guba, Egon G. "But is it Rigorous? Trustworthiness and Authenticity in Naturalistic Evaluation." In *ASHE Reader Series: Assessment and Program Evaluation,* edited by W.Y. Lee. 643-650. Boston: Pearson Custom Publishing, 2003.
- Liu, Lewis G. "The Economic Behavior of Academic Research Libraries: Toward a Theory." *Library Trends* 51, no. 3 (2003): 277-292.
- Lloyd, Anne, and Kirsty Williamson. "Towards an Understanding of Information Literacy in Context: Implications for Research." *Journal of Librarianship and Information Science* 40, no. 1 (2008): 3-12.
- Loertscher, David V., and Ross J. Todd. *We Boost Achievement: Evidence-Based Practice for School Library Media Specialists.* Salt Lake City: Hi Willow Research, 2003.
- Loertscher, David, and Blanche Woolls. "You Need the Library to Meet Standards." *School Library Journal*, 2003: 6-7.

Logan, Debra Kay "A Measure of Success." Library Media Connection, 2010: 7.

——. "Being Heard...Advocacy + Evidence + Students = IMPACT!" *School Library Media Activities Monthly* 23, no. 1 (2006): 46-48.

Long, Bridget Terry. Using Research to Improve Student Success: What More Could Be Done? National Postsecondary Education Cooperative, 2006.

- Loomis, J., T. Brown, B. Lucero, and G. Peterson. "Improving Validity Experiments of Contingent Valuation Methods: Results of Efforts to Reduce the Disparity of Hypothetical and Actual Willingness to Pay." *Land Economics* 72 (1996): 450-461.
- Lougee, Wendy. "The Diffuse Library Revisited: Aligning the Library as Strategic Asset." *Library Hi Tech* 27, no. 4 (2009): 610-623.
- Lustig, Joanne. "Briefing: What Executives Think About Information Management." Information Management Service 11 (2008).
- Luther, Judy. University Investment in the Library: What's the Return? A Case Study at the University of Illinois at Urbana-Champaign. San Diego: Elsevier, 2008.
- Lutz, Frank W., and Robert W. Field. "Business Valuing in Academia." *Higher Education* 36 (1998): 383-419.
- Lynch, Beverly P., et al. "Attitudes of Presidents and Provosts on the University Library." *College and Research Libraries* 68, no. 3 (2007): 213-227.

- MacEachern, Ruth. "Measuring the Added Value of Library and Information Services: The New Zealand Approach." *IFLA Journal* 27 (2001): 232-236.
- Machlup, Fritz. "Uses, Value, and Benefits of Knowledge." *Knowledge: Creation, Diffusion, Utilization* 14, no. 4 (1993): 448-466.
- Machung, Anne. "Playing the Rankings Game." Change 30, no. 4 (1998): 12-16.
- Maki, Peggy L. "Developing an Assessment Plan to Learn about Student Learning." *Journal of Academic Librarianship* 28, no. 1 (2002): 8-13.
- . "Moving Beyond a National Habit in the Call for Accountability." *Peer Review* 11, no. 1 (2009).
- Mallinckrodt, Brent, and William E. Sedlacek. "Student Retention and the Use of Campus Facilities by Race." *NASPA Journal* 24, no. 3 (1987).
- Manning, Helen. "The Corporate Librarian: Great Return on Investment." In *President's Task Force on the Value of the Information Professional*, edited by James M. Matarazzo, 23-34. Washington, D.C.: Special Libraries Association, 1987.
- Marcum, James W. "From Information Center to Discovery System: Next Step for Libraries?" *Journal of Academic Librarianship* 27, no. 2 (2001): 97-106.
- Marginson, Simon. "Dynamics of National and Global Competition in Higher Education." *Higher Education* 52 (2006): 1-39.
- Marie, Kirsten L. "From Theory to Practice: A New Teacher-Librarian Tackles Library Assessment." *Teacher Librarian* 33, no. 2 (2005): 20-25.
- Marie, Kirsten L., and Janine Weston. "Survey Says: Online Survey Tools for Library Assessment." *Library Media Connection* 28, no. 2 (2009): 50-53.
- Mark, Amy E., and Polly D. Boruff-Jones. "Information Literacy and Student Engagement: What the National Survey of Student Engagement Reveals About Your Campus." *College and Research Libraries*, 2003: 480-493.
- Markless, Sharon, and David Streatfield. *Evaluating the Impact of Your Library.* London: Facet, 2006.
- Marsh, Patricia. "What Is Known About Student Learning Outcomes and How Does It Relate to the Scholarship of Teaching and Learning?" *International Journal for the Scholarship of Teaching and Learning* 1, no. 2 (2007): 1-12.
- Marshall, Joanne G. "The Impact of the Hospital Library on Clinical Decision Making: The Rochester Study." *Bulletin of the Medical Library Association* (80) 2 (1992): 169-178.
 - ——. *The Impact of the Special Library on Corporate Decision-Making.* Washington, D.C.: Special Libraries Association, 1993.
 - ——. "Measuring the Value and Impact of Health Library and Information Services: Past Reflections, Future Possibilities." *Health Information and Libraries Journal* 24 (2007): 4-17.

- Mason, Robert M., and Peter G. Sassone. "A Lower Bound Cost Benefit Model for Information Services." *Information Processing and Management* 14, no. 2 (1978): 71-83.
- Matarazzo, James M. Closing the Corporate Library: Case Studies on the Decision-Making Process. New York: Special Libraries Association, 1981.
- Matarazzo, James M., and Laurence Prusak. "Valuing Corporate Libraries: A Senior Management Survey." *Special Libraries* 81, no. 2 (1990): 102-110.
 - ——. *The Value of Corporate Libraries: Findings from a 1995 Survey of Senior Management.* Washington, D.C.: Special Libraries Association, 1995.
- Matier, Michael W. "Retaining Faculty: A Tale of Two Campuses." Association for Institutional Research Annual Meeting. Baltimore, 1989.
- Matthews, Joseph R. "Determining and Communicating the Value of the Special Library." *Information Outlook* 7, no. 3 (2003).
 - *——. Library Assessment in Higher Education.* Westport, Connecticut: Libraries Unlimited, 2007.
 - *——. The Bottom Line: Determining and Communicating the Value of the Special Library.* Westport, Connecticut: Libraries Unlimited, 2002.
 - ——. *The Evaluation and Measurement of Library Services.* Westport, Connecticut: Libraries Unlimited, 2007.
 - ——. "What's the Return When You ROI? The Benefits and Challenges of Calculating Your Library's Return on Investment." *Library Leadership and Management*, under review.
- McClure, Charles R., Bruce T. Fraser, Timothy W. Nelson, and Jane B. Robbins. *Economic Benefits and Impacts From Public Libraries in the State of Florida.* Final Report, School of Information Studies, 2000.
- McGregor, J. "Flexible Scheduling: How Does a Principal Facilitate Implementation?" *School Libraries Worldwide* 8, no. 1 (2002): 71-84.
- McGriff, Nancy, Carl A. Harvey II, and Leslie B. Preddy. "Collecting the Data: Monitoring the Mission Statement." *School Library Media Activities Monthly* 20, no. 6 (2004): 24-29.
 - ——. "Collecting the Data: Program Perception." *School Library Media Activities Monthly* 20, no. 10 (2004): 19-20, 45.
- McRostie, Donna, and Margaret Ruwoldt. "The Devils in the Details The Use of Statistics and Data for Strategic Decision Making and Advocacy." *World Library and Information Congress.* Milan, Italy, 2009. 1-10.
- Means, Martha L. "The Research Funding Service: A Model for Expanded Library Services." *Bulletin of the Medical Library Association* 88, no. 2 (2000): 178-186.
- Melo, Luiza Baptista, and Cesaltina Pires. "The Impact of the Electronic Resources in Portuguese Academic Libraries: Results of a Qualitative Survey." *Qualitative and*

Quantitative Methods in Libraries International Conference. Chania, Crete, Greece, 2009. 1-9.

- Mendelsohn, Jennifer. "Perspectives on Quality of Reference Service in an Academic Library: A Qualitative Study." *RQ* 36 (1997): 544-557.
- Meredith, Marc. "Why do Universities Compete in the Ratings Game? An Empirical Analysis of the Effects of the 'U.S. News and World Report' College Rankings." *Research in Higher Education* 45, no. 5 (2004): 443-461.
- Merisotis, Jamie P. "It's the Learning, Stupid." *Howard R. Bowen Lecture.* Claremont, California: Claremont Graduate University, 2009.
- Mezick, Elizabeth M. "Return on Investment: Libraries and Student Retention." *Journal of Academic Librarianship* 33, no. 5 (2007): 561-566.
- Michael, Steve O. "The Cost of Excellence: The Financial Implications of Institutional Rankings." *International Journal of Educational Management* 19, no. 5 (2005): 365-382.
- Michalko, James, Constance Malpas, and Arnold Arcolio. *Research Libraries, Risk and Systemic Change.* OCLC Research, 2010.
- Michigan Academic Library Council. *Academic Library Case Statement*. Michigan Academic Library Council, 2007.
- Middaugh, M. F. Understanding Faculty Productivity: Standards and Benchmarks for Colleges and Universities. San Francisco: Jossey-Bass, 2001.
- Miller, Margaret A., and Peter T. Ewell. *Measuring Up on College-Level Learning.* National Center for Public Policy and Higher Education, 2005.
- Mogavero, Louis N. "Transferring Technology to Industry Through Information." In Information and Industry: Proceedings of the North Atlantic Treaty Organization, Advisory Group for Aerospace Research and Development (AGARD), Technical Information Panel's Specialists' Meeting. Paris, 1979.
- Mondschein, Lawrence G. "SDI Use and Productivity in the Corporate Research Environment." *Special Libraries* 81, no. 4 (1990): 265-279.
- Monks, J., and R. G. Ehrenberg. *The Impact of US News and World Report College Rankings on Admission Outcomes and Pricing Decisions at Selective Private Institutions.* NBER Working Paper No. 7227, Cambridge, Massachusetts: National Bureau of Economic Research, 1999.
- Moore, Deborah, Steve Brewster, Cynthia Dorroh, and Michael Moreau. "Information Competency Instruction in a Two-Year College: One Size Does Not Fit All." *Reference Services Review* 30, no. 4 (2002): 300-306.
- Moreillon, Judi, and Kristin Fontichiaro. "Teaching and Assessing the Dispositions: A Garden of Opportunity." *Knowledge Quest* 37, no. 2 (2008): 64-67.
- Morest, Vanessa Smith. "Accountability, Accreditation, and Continuous Improvement: Building a Culture of Evidence." *New Directions for Institutional Research*, no. 143 (2009): 17-27.

- Morris, Anne, John Sumsion, and Margaret Hawkins. "Economic Value of Public Libraries in the UK." *Libri* 52 (2002): 78-87.
- Morris, Anne, Margaret Hawkins, and John Sumsion. "Value of Book Borrowing from Public Libraries: User Perceptions." *Journal of Librarianship and Information Science* 33 (2001): 191-198.
- Muddiman, Dave, Shuraz Durrani, Martin Dutch, Rebecca Linley, John Pateman, and John Vincent. *Open to All? The Public Library and Social Exclusion.* Research Report 86, Library and Information Commission, 2000.
- Mueller, Jon. "Authentic Assessment in the Classroom and the Library Media Center." *Library Media Connection* 23, no. 7 (2005): 14-18.
- Museums, Libraries, and Archives Council. *Inspiring Learning.* 2008. http://www.inspiringlearningforall.gov.uk (accessed May 10, 2010).
- Näslund, Dag, Annika Olsson, and Sture Karlsson. "Operationalizing the Concept of Value—An Action Research-Based Model." *The Learning Organization* 13, no. 3 (2006): 300-332.
- National Academies. *Star Metrics Phase II.* 2010. http://sites.nationalacademies.org/PGA/fdp/PGA_057159 (accessed May 10, 2010).
- National Center for Education Statistics. *Academic Libraries 2006: First Look.* Washington, D.C.: U.S. Department of Education, 2006.
- National Center for Public Policy and Higher Education. *Measuring Up 2000.* 2000. http://measuringup.highereducation.org/2000/ (accessed May 10, 2010).

——. *Measuring Up 2008*. 2008. http://measuringup2008.highereducation.org/print/NCPPHEMUNationalRpt.pdf (accessed May 10, 2010).

"National Conference on Student Recruitment, Marketing, and Retention." Atlanta: Noel-Levitz, 2010.

https://www.noellevitz.com/Events/National+Conference+on+Student+Recruitment+ Marketing+Retention/ (accessed May 10, 2010).

- National Institute for Learning Outcomes and Assessment. 2010. http://www.learningoutcomesassessment.org/ (accessed May10 2010).
- National Institute for Learning Outcomes Assessment. "More Than You Think, Less Than We Need: Learning Outcomes Assessment in American Higher Education." 2009.
- National States Geographic Information Council. *Economic Justification: Measuring Return-on-Investment (ROI) and Cost Benefit Analysis (CBA).* 2006. http://www.nsgic.org/hottopics/return_on_investment.pdf (accessed May 10, 2010).
- National Survey of Student Engagement. "Using NSSE to Assess and Improve Undergraduate Education." 2009.
- Neal, James G. "What Do Users Want? What Do Users Need? W(h)ither the Academic Research Library?" *Journal of Library Administration* 49, no. 5 (2009): 463-468.

- Neelameghan, A. "Knowledge Management in Schools and Role of the School Library/Media Centre." *Information Studies* 13, no. 1 (2007): 5-22.
- Nef Consulting. *Proving Value and Improving Practice: A Discussion About Social Return on Investment.* Museums Libraries Archives Council, 2009.
- "New Study Reaffirms School Library, Academic Link." *American Libraries* 39, no. 4 (2008): 12.
- New York Library Association. *Marist Poll.* 2004. http://www.nyla.org/index.php?page_id=801 (accessed May 10, 2010).
- Nicholson, Scott. "A Conceptual Framework for the Holistic Measurement and Cumulative Evaluation of Library Services." *Journal of Documentation* 60, no. 2 (2004): 164-182.
- Nimon, Maureen. "The Role of Academic Libraries in the Development of the Information Literate Student: The Interface Between Librarian, Academic, and Other Stakeholders." *Australian Academic and Research Libraries* 32, no. 1 (2001): 43-52.
- Noel-Levitz. "National Conference on Student Recruitment, Marketing, and Retention." Atlanta, Georgia, 2010.
- Nova Scotia Regional Libraries Funding Formula Review Committee. *Report.* Halifax, Nova Scotia: Department of Education, 1993.
- Oakleaf, Megan. "Are They Learning? Are We? Learning Outcomes and the Academic Library." *Library Quarterly*, 81, no.1 (2011) Forthcoming.

——. "Dangers and Opportunities: A Conceptual Map of Information Literacy Assessment Tools." *portal: Libraries and the Academy* 8, no. 3 (2008): 233-253.

——. "Writing Information Literacy Assessment Plans: A Guide to Best Practice." *Communications in Information Literacy* 3, no. 2 (2010): 80-90.

- Oakleaf, Megan, and Lisa Hinchliffe. "Assessment Cycle or Circular File: Do Academic Librarians Use Information Literacy Assessment Data?" *Library Assessment Conference*. Seattle, 2008. 159-164.
- Oakleaf, Megan, and Neal Kaske. "Guiding Questions for Assessing Information Literacy in Higher Education." *portal: Libraries and the Academy*, 2009: 273-286.
- OCLC. *How Libraries Stack Up 2010.* 2010. http://www.oclc.org/reports/stackup/ (accessed May 10, 2010).
- O'Hanlon, Nancy. "Information Literacy in the University Curriculum." *portal: Libraries and the Academy* 7, no. 2 (2007): 169-189.
- Olsen, Danny R., and Kristoffer B. Kristensen. *Harold B. Lee Library Resource Usage Study.* Provo, Utah: Brigham Young University, 2002.
- Ontario Libraries and Community Information Branch. "The Economics and Job Creation Benefits of Ontario Public and First Nation Libraries." 1995.

- Oppenheim, Charles, and David Stuart. "Is There a Correlation Between Investment in an Academic Library and a Higher Education Institution's Ratings in the Research Assessment Exercise?" *Aslib Proceedings* 56, no. 3 (2004): 156-165.
- Organization for Economic Co-Operation and Development. http://www.oecd.org/document/22/0,3343,en_2649_35961291_40624662_1_1_1_1, 00.html (accessed May 10, 2010).
- Orr, Debbie, and Jacky Cribb. "Information Literacy Is It Worth the Investment." *Australian Academic and Research Libraries* 34, no. 1 (2003): 43-51.
- Outsell. "Normative Database." December 2002.
 - ——. Outsell's Neighborhoods of the Information Industry: A Reference Guide. Burlingame, California, 2004.
- Oviatt Library. "Oviatt Library Valuation Study." 2008.
- Owen, Patricia L. "Using TRAILS to Assess Student Learning: A Step-by-Step Guide." *Library Media Connection* 28, no. 6 (2010): 36-38.
- Pasamba, Nehemias A. "Valuing Library Services." *CONSAL*. Thailand: Mission College, 2009.
- Pascarella, Ernest T. "Cognitive Growth in College." Change 33 no. 6 (2001): 21-27.
- Pascarella, Ernest T., and Patrick T. Terenzini. *How College Affects Students: A Third Decade of Research.* San Francisco: Jossey-Bass, 2005.

——. "Predicting Voluntary Freshman Year Persistence/Withdrawal Behavior in a Residential University: A Path Analytic Validation of Tinto's Model." *Journal of Educational Psychology* 75, no. 2 (1983): 215-226.

- Patrick, William J., and Elizabeth C Stanley. "Assessment of Research Quality." *Research in Higher Education* 37, no. 1 (2006): 23-41.
- Pfeiffer, J.J. "From Performance Reporting to Performance-Based Funding: Florida's Experiences in Workforce Development Performance Measurement." *New Directions for Community Colleges* 104 (1998): 17-28.
- Picco, M. A. Paola. "Multicultural Libraries' Services and Social Integration: The Case of Public Libraries in Montreal Canada." *Public Library Quarterly* 27, no. 1 (2008): 41-56.
- Pike, Gary R. "Limitations of Using Students' Self-Reports of Academic Development as Proxies for Traditional Achievement Measures." *Research in Higher Education* 37 (1996).

——. "Measuring Quality: A Comparison of U.S. News Rankings and NSSE Benchmarks." *Research in Higher Education* 45, no. 2 (2004): 193-208.

Pike, Gary R., John C. Smart, George D. Kuh, and John C. Hayek. "Educational Expenditures and Student Engagement: When Does Money Matter?" *Research in Higher Education* 47, no. 7 (2006): 847-872.

- Pittas, Peggy Sheffer. Faculty Perceptions of Barriers to their Professional Performance at Private Comprehensive Colleges and Universities. PhD dissertation, University of Virginia, 2001.
- Poll, Roswitha. "Impact/Outcome Measures for Libraries." *Liber Quarterly* 13 (2003): 329-342.

——. "Quality Measures for Special Libraries." *World Library and Information Congress: 73rd IFLA General Conference and Council.* Oslo, 2007.

- Poll, Roswitha, and Philip Payne. "Impact Measures for Library and Information Services." *Library Hi Tec* 24, no. 4 (2006): 547-562.
- Porter, Stephen R., and Michael E. Whitcomb. "Non-Response in Student Surveys: The Role of Demographics, Engagement, and Personality." *Research in Higher Education* 46, no. 2 (2005): 127-152.
- Portugal, Frank H. Valuating Information Intangibles: Measuring the Bottom Line Contribution of Librarians and Information Professionals. Washington, D.C.: Special Libraries Association, 2000.
- Preer, Jean. "Where Are Libraries in Bowling Alone?" *American Libraries* 32, no. 8 (2001).
- Pritchard, Sarah M. "Determining Quality in Academic Libraries." *Library Trends* 44, no. 3 (1996).

——. "Special Collections Surge to the Fore." *portal: Libraries and the Academy* 9, no. 2 (2009): 177-180.

- Pung, Caroline, Ann Clarke, and Laurie Patten. "Measuring the Economic Impact of the British Library." *New Review of Academic Librarianship* 10, no. 1 (2004): 79-102.
- Quinn, Brian. "Beyond Efficacy: The Exemplar Librarian as a New Approach to Reference Evaluation." *Illinois Libraries* 76 (1994): 163-73.
- Radcliff, Carolyn J., Mary Lee Jensen, Joseph A. Salem Jr., Kenneth J. Burhanna, and Julie A. Gedeon. *A Practical Guide to Information Literacy Assessment for Academic Librarians*. Westport, Connecticut: Libraries Unlimited, 2007.
- Rader, Hannelore B. "Building Faculty-Librarian Partnerships to Prepare Students for Information Fluency: The Time for Sharing Expertise is Now." *College and Research Libraries News* 65 (2004).
- Rampell, Catherine. "Investing in Colleges." *New York Times.* July 21, 2009. http://economix.blogs.nytimes.com/2009/07/21/investing-in-colleges/ (accessed May 10, 2010).
- Ratteray, Oswald M.T. "Information Literacy in Self-Study and Accreditation." *Journal of Academic Librarianship* 28, no. 6 (2002): 368-375.
- Ray, Kathlin L. "The Postmodern Library in an Age of Assessment." *ACRL Tenth National Conference.* Denver, 2001. 250-254.
- Reeder, Geneva. "ALA's The State of America's Libraries 2008." *Learning Media* 38, no. 3 (2008): 28-30.

——. "Where's the Evidence? Understanding the Impact of School Libraries." *Learning Media* 36, no. 1 (2008): 30.

- Reid, Christine, Julie Thomson, and Jayne Wallace-Smith. "Impact of Information on Corporate Decision Making: The UK Banking Sector." *Library Management* 19, no. 2 (1998): 86-109.
- Renaud, Robert. "Learning to Compete: Competition, Outsourcing, and Academic Libraries." *Journal of Academic Librarianship* 23, no. 2 (1997): 85-90.
- Rhodes, Terrel L. "VALUE: Valid Assessment of Learning in Undergraduate Education." *New Directions for Institutional Research*, 2008: 59-70.
- Rockman, Ilene. "Strengthening Connections between Information Literacy, General Education and Assessment Efforts." *Library Trends* 51 (2002).
- Roderer, Nancy K., Donald W. King, and Sandra E. Brouard. *The Use and Value of Defense and Technical Information Center Products and Services.* Rockville, Maryland: King Research, 1983.
- Rodger, Eleanor Jo. "Public Libraries: Necessities or Amenities?" *American Libraries*, 2009: 46-48.

. "What's a Library Worth?" American Libraries 38, no. 8 (2007): 58-61.

- Rodriguez, Derek A. "How Digital Library Services Contribute to Undergraduate Learning: An Evaluation of the 'Understanding Library Impacts' Protocol." 2009.
- Rogers, Carton. "There Is Always Tomorrow? Libraries on the Edge." *Journal of Library Administration* 49, no. 5 (2009): 545-558.
- Rosenblatt, S. "Developing Performance Measures for Library Collections and Services." In *The Mirage of Continuity: Reconfiguring Academic Information Resources for the 21st Century*, edited by B. L. Hawkins and P. Battin, 278-289. Washington, D.C.: Council on Library and Information Resources, 1998.
- Rosenfeldt, Debra. "Libraries Building Communities Paper." *Country Public Libraries Association of NSW Conference.* 2004.
- Rothstein, Samuel. *The Development of Reference Services.* Chicago: Association of College and Research Libraries, 1955.
- Rubin, Rhea Joyce. *Demonstrating Results: Using Outcome Measurement in Your Library*. Chicago: American Library Association, 2006.
- Rushing, Darla, and Deborah Poole. "The Role of the Library in Student Retention." In *Making the Grade: Academic Libraries and Student Success*, edited by Maurie Caitlin Kelly and Andrea Kross, 91-101. Chicago: Association of College and Research Libraries, 2002.
- Sakalaki, Maria, and Smaragda Kazi. "How Much is Information Worth? Willingness to Pay for Expert and Non-Expert Informational Goods Compared to Material Goods in Lay Economic Thinking." *Journal of Information Science* 33, no. 3 (2007): 315-325.
- "Sample Evaluation Checklists." *School Libraries in Canada* 23, no. 1 (2003): 30-33.

- Sánchez, Angel Martínez, and Manuela Pérez Pérez. "Lean Indicators and Manufacturing Strategies." *International Journal of Operations & Production Management* 166 (2001): 1433-1451.
- Saracevic, Tefko, and Paul B. Kantor. "Studying the Value of Library and Information Services. Part I. Establishing a Theoretical Framework." *Journal of the American Society for Information Science* 48, no. 6 (1997): 527-542.
- Saunders, Laura. "Perspectives on Accreditation and Information Literacy as Reflected in the Literature of Library and Information Science." *Journal of Academic Librarianship* 34, no. 4 (2008): 305-313.
 - ——. "Regional Accreditation Organizations' Treatment of Information Literacy: Definitions, Collaboration, and Assessment." *Journal of Academic Librarianship* 33, no. 3 (2007): 317-326.
- ———. "The Future of Information Literacy in Academic Libraries: A Delphi Study." portal: Libraries and the Academy 9, no. 1 (2009): 99-114.
- Scharf, Meg. "Tellin' Our Story—Or Not: Assessment Results on Academic Library Web Sites." March 13, 2009.
- Schloman, Barbara F., and Julie A. Gedeon. "Creating Trails: Tool for Real-Time Assessment of Information Literacy Skills." *Knowledge Quest* 35, no. 5 (2007): 44-47.
- Scholastic. School Libraries Work! 2008. http://www2.scholastic.com/content/collateral_resources/pdf/s/slw3_2008.pdf (accessed May 10, 2010).
- Schonfeld, Roger C., and Ross Housewright. *Faculty Survey 2009: Key Strategic Insights for Libraries, Publishers, and Societies.* Ithaka, 2010.
- Schwartz, Charles A. "The University Library and the Problem of Knowledge." *College and Research Libraries* 68, no. 3 (2007): 238-244.
- Scott, Geoff, Mahsood Shah, Leonid Grebennikov, and Harmanpreet Singh. "Improving Student Retention: A University of Western Sydney Case Study." *Journal of Institutional Research* 14, no. 1 (2008): 9-23.
- Sennyey, Pongracz, Lyman Ross, and Caroline Mills. "Exploring the Future of Academic Libraries: A Definitional Approach." *Journal of Academic Librarianship* 35, no. 3 (2009): 252-259.
- Shaw, Joan. "Demystifying the Evaluation Process for Parents: Rubrics for Marking Student Research Projects." *Teacher Librarian* 32, no. 2 (2004): 16-19.
- Shumaker, David. *Models of Embedded Librarianship.* Special Libraries Association, 2009.
- Shupe, David. "Significantly Better: The Benefits for an Academic Institution Focused on Student Learning Outcomes." *On the Horizon* 15, no. 2 (2007): 48-57.
- Simmel, Leslie. "Building Your Value Story and Business Case." *C&RL News*, 2007: 88-91.

- Simmons-Welburn, Janice, Georgie Donovan, and Laura Bender. "Transforming the Library: The Case for Libraries to End Incremental Measures and Solve Problems for Their Campuses Now." *Library Administration & Management* 22, no. 3 (2008): 130-134.
- Small, Ruth V., and Jaime Snyder. "Research Instruments for Measuring the Impact of School Libraries on Student Achievement and Motivation." *School Libraries Worldwide* 16, no. 1 (2010): 61-72.
- Smart, John C., Kenneth A. Feldman, and Corinna A. Ethington. *Holland's Theory and Patterns of College Success.* National Postsecondary Education Cooperative, 2006.
- Smith, Christine, Vivienne Winterman, and Angela Abell. "The Impact of Information on Corporate Decision Making in the Insurance Sector." *Library Management* 19, no. 3 (1998): 154-173.
- Smith, Don Noel. "Challenges to the Credible Assessment of Learning." *Assessment Update* 21, no. 5 (2009): 6-8.
- Smith, E. G. *Texas School Libraries: Standards Resources, Services, and Students' Performance.* Texas: Texas State Library and Archives Commission, 2001.
- Smith, Erin T. "Assessing Collection Usefulness: An Investigation of Library Ownership of the Resources Graduate Students Use." *College and Research Libraries* 64 (2003): 344-355.
- Smith, Kenneth R. "New Roles and Responsibilities for the University Library: Advancing Student Learning Through Outcomes Assessment." *Journal of Library Administration* 35, no. 4 (2007): 29-36.
- Smith, Sonya S. "Who Wants to Know? Some Ideas for Sharing Assessment Data with School Administrators and Others." *Learning Media* 35, no. 1 (2007): 22.
- Smith-Doerr, Laurel. "Stuck in the Middle: Doctoral Education Ranking and Career Outcomes for Life Scientists." *Bulletin of Science, Technology, and Society* 26, no. 3 (2006): 243-255.
- Snelson, Pamela. "Communicating the Value of Academic Libraries." *C&RL News* 67, no. 8 (2006): 490-492.
- Snyder, Maureen M., and Janet Roche. "Road Map for Improvement: Evaluating Your Library Media Program." *Knowledge Quest* 37, no. 2 (2008): 22-27.
- Stalker, John C., and Marjorie E. Murfin. "Quality Reference Service: A Preliminary Case Study." *Journal of Academic Librarianship* 22 (1996): 423-29.
- Steadman, David G. "Accreditation is Not School Accountability." *NASC Report* 13, no. 2 (2001).
- Stoffle, Carla J., Alan E. Guskin, and Joseph A. Boisse. "Teaching, Research, and Service: The Academic Library's Role." In *New Directions for Teaching and Learning*, 3-14. San Francisco: Jossey-Bass, 1984.
- Strand, Jill. "Strike Up the Brand: How to Market Your Value to the Rest of the World." *Information Outlook*, 2004: 11-15.

- Stratus Consulting. "Business Case for Information Services: EPA's Regional Libraries and Centers." 2004.
- Streatfield, David, and Sharon Markless. "Evaluating the Impact of Information Literacy in Higher Education: Progress and Prospects." *Libri* 58 (2008): 102-109.

——. "What is Impact Assessment and Why is it Important?" *Performance Measurement and Metrics* 10, no. 2 (2009): 134-141.

- Strouse, Roger. "Corporate Information Centers in the Year of Accountability." *Online* 25, no. 4 (2001).
 - ——. "Demonstrating Value and Return on Investment: The Ongoing Imperative." *Information Outlook* 7, no. 3 (2003).
- Student Development Theory Chart. 2010. http://www.freewebs.com/studentaffairs/collegeimpact.htm (accessed May 10, 2010).
- Sumsion, John, Margaret Hawkins, and Anne Morris. "The Economic Value of Book Borrowing from Public Libraries: An Optimisation Model." *Journal of Documentation* 58, no. 6 (2002): 662-682.
- Surrey Public Library Administration. *Surrey Public Library Economic Impact Study.* Surrey, British Columbia: Surrey Public Library, 1994.

Sykes, Jan. "Measuring Our Value So We Can Market It." 2001. http://www.sla.org/content/Shop/Information/infoonline/2001/mar01/sldc.cfm (accessed May 10, 2010).

- Tenofsky, Deborah. "Teaching to the Whole Student: Building Best Practices for Collaboration Between Libraries and Student Services." *Research Strategies* 20 (2005): 284-299.
- Tenopir, Carol. "Investment in the Library: What's the Return?" *American Library Association Midwinter Conference.* Boston, 2010.
- . "Measuring the Value and Return on Investment of Academic Libraries." *ICAL.* 2009. 9-12.
- Tenopir, Carol, Amy Love, Joseph Park, Lei Wu, Bruce Kingma, and Donald W. King. "Return on Investment in Academic Libraries: An International Study of the Value of Research Libraries to the Grants Process." White Paper, 2009.
- Tenopir, Carol, and Donald W. King. "Perceptions of Value and Value Beyond Perceptions: Measuring the Quality and Value of Journal Article Readings." Serials 20, no. 3 (2007): 199-207.
- Teodorescu, Daniel. "Correlates of Faculty Publication Productivity: A Cross-National Analysis." *Higher Education* 39 (2000): 201-222.
- Tepe, Ann E., and Gail A. Geitgey. "Student Learning through Ohio School Libraries: A Proposal Submitted to The State Library of Ohio." 2002.
- Texas Library Association. "A Pocket Guide to 21st Century Libraries." Austin: Texas Library Association.

- Thompson, Bruce, Colleen Cook, and Martha Kyrillidou. "Concurrent Validity of LibQUAL+ Scores: What do LibQUAL+ Scores Measure?" *Journal of Academic Librarianship* 31, no. 6 (2005): 517-522.
- Tinto, Vincent, and Brian Pusser. *Moving from Theory to Action: Building a Model of Institutional Action for Student Success.* National Postsecondary Education Cooperative, 2006.
- Todd, Ross J. "Collaboration: From Myth to Reality: Let's Get Down to Business. Just Do It!" *School Library Media Activities Monthly* 24, no. 7 (2008).
 - ——. "Evidence Based Practice and School Libraries: From Advocacy to Action." In *School Reform and the School Library Media Specialist*, edited by Violet H. Harada and Sandra Hughes-Hassell, 57-78. Westport, Connecticut: Libraries Unlimited, 2007.
- ——. "Hearing the Voices of Those We Help: Finding the Natural, Multidimensional Perspectives on the Value of School Libraries." *School Library Media Research* 10 (2007).
- - ------. "School Administrators' Support for School Libraries: The Impact on Student Academic Achievement." *Learning Media* 35, no. 1 (2007): 13-16.
- . "The Evidence-Based Manifesto." School Library Journal 54, no. 4 (2008): 38-43.
- Todd, Ross J., Carol C. Kuhlthau, and Jannica E. Heinstrom. "School Library Impact Measure: 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.
- Toutkoushian, Robert K., and John C. Smart. "Do Institutional Characteristics Affect Student Gains from College?" *Review of Higher Education* 25, no. 1 (2001): 39-61.
- Town, Stephen. "The SCONUL Value and Impact Measurement Programme (VAMP): A Progress Report." *Focus* 38 (2006). 114-116
 - ——. "Value and Impact Workshop." *American Library Association Annual Conference*. Washington, D.C.: Association of Research Libraries, 2010.
- U.S. Department of Education. A Test of Leadership: Charting the Future of U.S. Higher Education. Report of the Commission Appointed by Secretary of Education Margaret Spellings, Washington, D.C.: U.S. Department of Education, 2006.
- Ulaga, W., and S. Chacour. "Measuring Customer Perceived Value in Business Markets." *Industrial Marketing Management* 30 (2001): 525-540.
- Upcraft, M. Lee, and John H. Schuh. "Assessment vs. Research: Why We Should Care About the Difference." *About Campus*, 2002: 16-20.
- Urquhart, Christine. "How Do I Measure the Impact of My Service?" In *Evidence-Based Practice for Information Professionals*, edited by Andrew Booth and A. Brice, 210-222. London: Facet, 2004.

- Urquhart, Christine, and John Hepworth. *The Value of Information Services to Clinicians*. London: British Library Research and Development Department, 1995.
- Urquhart, D. J. "Economic Analysis of Information Services." *Journal of Documentation* 32, no. 2 (1976): 123-125.
- Valenza, Joyce Kasman. "Are We Passing Our Own Test?" *School Library Journal* 50, no. 3 (2004): 8.
- Vandeventer, Lori. "Getting Better Every Day: High School Students Use Continuous Improvement Tools." *Indiana Libraries* 26, no. 4 (2007): 23-25.
- Veenstra, R. J., and E. H. Gluck. "A Clinical Librarian Program in the Intensive Care Unit." *Critical Care Medicine* 20 (1992): 1038-1042.
- Volkwein, J. Fredericks, and Kyle V. Sweitzer. "Institutional Prestige and Reputation Among Research Universities and Liberal Arts Colleges." *Research in Higher Education* 47, no. 2 (2006): 129-148.
- Voluntary System of Accountability. *College Portrait.* 2010. http://www.voluntarysystem.org/index.cfm (accessed May 10, 2010).
- Vondracek, Ruth. "Comfort and Convenience? Why Students Choose Alternatives to the Library." *portal: Libraries and the Academy* 7, no. 3 (2007): 277-293.
- Wagner, K. C., and G. D. Byrd. "Evaluating the Effectiveness of Clinical Medical Librarian Programs: A Systematic Review of the Literature." *Journal of the Medical Library Association* 92 (2004): 14-33.
- Walsh, Andrew. "Information Literacy Assessment: Where Do We Start?" *Journal of Librarianship and Information Science* 41, no. 1 (2009): 19-28.
- Walter, Scott. "Engelond: A Model for Faculty-Librarian Collaboration in the Information Age." *Information Technology and Libraries* 19, no. 1 (2000): 34-41.
- Warner, Dorothy Anne. A Disciplinary Blueprint for the Assessment of Information Literacy. Westport, Connecticut: Libraries Unlimited, 2008.
- Webster, Duane, and Betty Sue Flowers. "Community Forum: Research Libraries in the Digital Age." *Journal of Library Administration* 49, no. 3 (2009): 303-310.
- Webster, Thomas J. "A Principal Component Analysis of the 'U.S. News and World Report' Tier Rankings of Colleges and Universities." *Economics of Education Review* 20 (2001): 235-244.
- Weightman, Alison L., and Jane Williamson. "The Value and Impact of Information Provided Through Library Services for Patient Care: A Systematic Review." *Health Information and Libraries Journal* 22 (2005): 4-25.
- Weil, Ben H. "Benefits from Research Use of the Published Literature at the Exxon Research Center." In *Special Librarianship: A New Reader*, edited by Eugene B. Jackson, 586-594. Metuchen, New Jersey: Scarecrow, 1980.
- Weiner, Sharon. "The Contribution of the Library to the Reputation of a University." *Journal of Academic Librarianship* 35, no. 1 (2009): 3-13.

- Weiss, Laura B. "Canada Links Libraries with Achievement." *School Library Journal* 52, no. 5 (2006): 19.
- Whelan, Debra Lau. "13,000 Kids Can't Be Wrong." School Library Journal, 2004.
- ———. "Up, Up, and Away: How a Group of Researchers is Reinventing School Libraries." *School Library Journal*, 2010: 32-36.
- White, Herbert S. "Cost-Effectiveness and Cost-Benefit Determinations in Special Libraries." *Special Libraries* 70, no. 4 (1979): 163-169.
- Whitehall, Tom. "Value in Library and Information Management: A Review." *Library Management* 16, no. 4 (1995): 3-11.
- Whitmire, Ethelene. "Academic Library Performance Measures and Undergraduates' Library Use and Educational Outcomes." *Library and Information Science Research* 24 (2002): 107-128.
- ——. "The Relationship Between Undergraduates' Background Characteristics and College Experiences and Their Academic Library Use." *College and Research Libraries* 62, no. 6 (2001): 528-540.
- Wiegand, W. A. "The Rich Potential of Public School Library History: Research Needs and Opportunities for Historians of Education and Librarianship." *Librarians and the Cultural Record* 42, no. 1 (2007): 57-74.
- Wiggins, Grant P. Educative Assessment: Designing Assessments to Inform and Improve Student Performance. San Francisco: Jossey-Bass, 1998.
- Wilson, Concepcion S., and Carol Tenopir. "Local Citation Analysis, Publishing and Reading Patterns: Using Multiple Methods to Evaluate Faculty Use of an Academic Library's Research Collection." *Journal of the American Society for Information Science and Technology* 59, no. 9 (2008): 1393-1408.
- Wilson, Despina Dapias, Theresa Del Tufo, and Anne E.C. Norman. *The Measure of Library Excellence: Linking the Malcolm Baldrige Criteria and Balanced Scorecard Methods to Assess Service Quality.* Jefferson, North Carolina: McFarland and Company, 2008.
- Wilson, Richard M S, Joan Stenson, and Charles Oppenheim. *Valuation of Information Assets.* Research Report, Loughborough University, 2000.
- Wimmer, Ulla. "What do Higher Education Management and Administration Expect of Library Benchmarking?" *Performance Measurement and Metrics* 10, no. 2 (2009): 116-121.
- Winning, M. A., and C. A. Beverley. "Clinical Librarianship: A Systematic Review of the Literature." *Health and Information Libraries Journal* 20 (2003): 10-21.
- Winterman, Vivienne, Christine Smith, and Angela Abell. "Impact of Information on Decision Making in Government Departments." *Library Management* 19, no. 2 (1998): 110-132.
- Wisconsin Technology Council. *The Economic Value of Academic Research and Development in Wisconsin.* Wisconsin Technology Council, 2009.

http://www.wisconsinangelnetwork.com/documents/academic_r&d_report.pdf (accessed May 10, 2010).

- Wolff, R. A. "Using the Accreditation Process to Transform the Mission of the Library." In *Information Technology and the Remaking of the University Library*, edited by Beverly P. Lynch, 77-91. San Francisco: Jossey-Bass, 1995.
- Woodruff, R. B. "Customer Value: The Next Source for Competitive Advantage." *Journal* of Academy of Marketing Science 25, no. 2 (1997): 139-153.
- Worrell, Diane. "The Learning Organization: Management Theory for the Information Age or New Age Fad?" *Journal of Academic Librarianship*, 1995: 351-357.
- York, Sherry. "Elbowing in on the Evaluation Process." *Library Media Connection* 22, no. 5 (2004): 38-40.
- Zeithaml, Valarie A. "Consumer Perceptions of Price, Quality, and Value: A Means-End Model of Synthesis Evidence." *Journal of Marketing* 52 (1988): 2-22.
- Zhang, Liang. "Do Measures of College Quality Matter? The Effect of College Quality on Graduates' Earnings." *Review of Higher Education* 28, no. 4 (2005): 571-596.
- Zhong, Ying, and Johanna Alexander. "Academic Success: How Library Services Make a Difference." *ACRL 13th National Conference Proceedings*. Chicago, Illinois: American Library Association, 2007.

APPENDIX A – "MUST READ" RESOURCES

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

Hernon, Peter, Robert E. Dugan, and Candy Schwartz. *Revisiting Outcomes Assessment in Higher Education.* Westport, Connecticut: Libraries Unlimited, 2006.

Keeling, Richard P., Andrew F. Wall, Ric Underhile, and Gwendolyn J. Dungy. *Assessment Reconsidered: Institutional Effectiveness for Student Success.* International Center for Student Success and Institutional Accountability, 2008.

Markless, Sharon, and David Streatfield. *Evaluating the Impact of Your Library.* London: Facet, 2006.

Matthews, Joseph R. *The Evaluation and Measurement of Library Services.* Westport, Connecticut: Libraries Unlimited, 2007.

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

Oakleaf, Megan. "Are They Learning? Are We? Learning Outcomes and the Academic Library." *Library Quarterly*, 2010.

Oakleaf, Megan. "Writing Information Literacy Assessment Plans: A Guide to Best Practice." *Communications in Information Literacy* 3, no. 2 (2010): 80-90.

Radcliff, Carolyn J., Mary Lee Jensen, Joseph A. Salem Jr., Kenneth J. Burhanna, and Julie A. Gedeon. *A Practical Guide to Information Literacy Assessment for Academic Librarians.* Westport, Connecticut: Libraries Unlimited, 2007.

Rubin, Rhea Joyce. *Demonstrating Results: Using Outcome Measurement in Your Library*. Chicago: American Library Association, 2006.