Bibliography "Impact and Outcome of Libraries"

Compiled by Roswitha Poll, Münster

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

I. Projects

evidence base

evidence base.Birminham City University. *The outcomes project.* http://www.ebase.bcu.ac.uk/projects/outcomes.htm

IBEC

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

LiB-Value

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

LIS-Impact

LIS-Impact. Measuring the impact of libraries. http://www.jiscmail.ac.uk/archives/lis-impact.html

LRS

LRS. Library Research Service. *Counting on results*. http://www.lrs.org/CoR.php

MINES

MINES for Libraries. ARL. Association of Research Libraries. http://www.arl.org/stats/initiatives/mines/minesresources.shtml

New York State Library

New York State Library. *Outcome-based evaluation*. http://www.nysl.nysed.gov/libdev/obe/index.html

RAILS

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

SCONUL 2003 - 2005

SCONUL (Society of College, National and University Libraries)/ LIRG. *Impact initiative*. http://vamp.diglib.shrivenham.cranfield.ac.uk/impact/impact-initiative

II. Bibliographies

American Library Association 2005

American Library Association: Articles and Studies Related to Library Value (Return on Investment). 2005.

http://www.ala.org/ala/research/librarystats/roi/index.cfm

Debono 2002

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

Fett 2004

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

Giersch, Butcher, Reeves 2003

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

Kerslake, Kinnell 1997

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

Missingham 2005

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

Rubin 2009

Rubin, Rhea Joyce: *Outcome measurement in academic, school and public libraries: a selected bibliography and webography.* 2009. http://www.rheajoycerubin.org/ombiblio.html

Wallace 2001

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

III. General

ACRL 1998

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

Bothma, Erasmus and van Deventer 2009

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

Brewer 2002

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

Brophy 2004

Brophy, Peter: Narrative-based librarianship. In: *The area of information and social communication: Festschrift for Professor Wanda Pindlova. (Studies in Library and Information Science Vol. 10)* Krakow: Jagiellonian University Press, pp. 188-195 http://www.cerlim.ac.uk/projects/nbl brophy.pdf

Childers 1989

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

https://www.ideals.illinois.edu/bitstream/handle/2142/7667/librarytrendsv38i2i_opt.pdf?sequence=1

Coulson, Ray and Banwell 2004

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

ULB Münster -3- 2012-11-21

Cram 1999

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

Creaser, Conyers and Lockyer 2007

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

Cullen 2001

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

Davies 2002

Davies, Eric: What gets measured, gets managed: Statistics and performance indicators for evidence based management. In: *Journal of Librarianship and Information Science* 34 (2002), pp. 129-133.

De Jager 2001

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

Dixon, Pickard and Robson 2002

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

Dudden 2007

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

Dugan, Hernon 2002

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

Durrance, Fisher 2002

Durrance, John C., Fisher, Karen E.: *The Outcomes Toolkit 2.0.* Ann Arbor, MI and Seattle, WA: University of Michigan and University of Washington, 2002. http://ibec.ischool.washington.edu/static/ibeccat.aspx@subcat=outcome%20toolkit&cat=tools%20and%20resources.htm

ULB Münster -4- 2012-11-21

Durrance, Fisher 2003

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

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

Durrance, Fisher 2005

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

Fisher 2003

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

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

Florida Department of State 2000

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

Florida Department of State 2004

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

Fraser, McClure 2002

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

Gratch-Lindauer 1998

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

Hawkins 2002

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

Hernon 2002 a

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

Hernon 2002 b

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

ULB Münster -5- 2012-11-21

Hernon, Dugan 2002

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

Hernon, Dugan 2003

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

Hernon, Dugan 2004

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

Hernon, Dugan, Nitecki 2011

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

Hernon, Dugan, Schwartz 2006

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

Hess, Klekotka 2005

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

Howley 2002

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

Hunter, Hambelton 2011

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

Jue, Koontz, Lance 1999

Jue, Dean K.; Koontz, Christie M.; Lance, Keith Curry: Collecting detailed in-library usage data in the U.S public libraries: the methodology, the results and the impact. In: *Proceedings of the 3rd Northumbria International Conference on Performance Measurement in Libraries and Information Services 1999*, Newcastle upon Tyne 2000, pp.175-179. http://www.geolib.org/pdf/dean.pdf

ULB Münster -6- 2012-11-21

Johnson 2011

Johnson, Ian M.: Measuring success: subjective reputation or evidence of impact? In: *Information Development* 27,3 (2011), pp.158-160. http://idv.sagepub.com/content/27/3/158.full.pdf+html

Kyrillidou 2002

Kyrillidou, Martha: From input and output measures to quality and outcome measures, or, from the user in the life of the library to the library in the life of the user. In: *The Journal of Academic Librarianship* 28 (2002), pp. 42-46.

Kyrillidou 2010

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

Latrelle, Stiefvater and Todd 2012

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

Lincoln 2002

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

Markless, Streatfield 2001

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

Markless, Streatfield 2006

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

Marshall 2000

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

McCraw, Schrader 2002

McCraw, Cherie; Schrader, Linda: Lessons learned: How to survive the development of outcome measures. Research and Statistics Office of the Bureau of Library Development, Florida, 2002.

http://dlis.dos.state.fl.us/bld/research_office/SEA02LessonsLearned.ppt

McNamara 2008

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

Nitecki 2004

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

Nitecki, Gabels 2012

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

NN/LM 2009

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

Payne 2006

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

Payne, Conyers 2005

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

Poll 2003a

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

Poll 2003b

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

Poll 2003c

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

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

ULB Münster -8- 2012-11-21

Poll 2006

Poll, Roswitha: Was dabei herauskommt: Wirkungsforschung für Bibliotheken. In: *Zeitschrift für Bibliothekswesen und Bibliographie* 53,2 (2006), pp.59-70

Poll 2012

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

Poll, Payne 2006

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

http://conference.ub.uni-bielefeld.de/2006/proceedings/payne_poll_final_web.pdf

Powell 1992

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

Powell 1995

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

Proctor 2002

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

Revill 1990

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

Roddy 2011

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

Rubin 2006

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

Rudd 2002

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

ULB Münster -9- 2012-11-21

Seppänen, Laitinen 2012

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

http://www.ggml.net/July issue.html

Steffen, Lance and Logan 2002

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

Stewart, Thornton 1999

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

Stoffle, Phipps 2003

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

Streatfield 2002

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

Streatfield, Markless 2009

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

Streatfield, Markless 2011

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

Sumsion 2001

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

Tenopir 2006

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

Tenopir 2012

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

ULB Münster -10- 2012-11-21

Town 2011

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

Usherwood, Evans and Jones 1999

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

Wainwright

Wainwright, Susan: *Measuring impact: a guide to resources*. NCVO 2002. http://portals.wi.wur.nl/files/docs/ppme/measuringlmpact20012003.pdf

Wimmer 2004

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

Witzler 2008

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

IV. Impact on Information Literacy

Ackerson, Young 1994

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

ACRL 2006

ACRL. Association of College and Research Libraries: *Information literacy standards for science and engineering/technology.*

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

ACRL 2003

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

ACRL 2000

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

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

ULB Münster -11- 2012-11-21

Andretta 2005

Andretta, Susie: Information literacy: A practioner's guide. Oxford: Chandos publ. 2005.

Appleton 2005

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

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

Avery 2003

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

Blum 2007

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

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

Bober, Poulin and Vileno 1995

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

Brown, Krumholz 2002

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

Cameron, Wise and Lottridge 2007

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

Carter 2002

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

Churkovich, Oughtred 2002

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

http://alia.org.au/publishing/aarl/33.1/churkovich.oughtred.html

D'Angelo 2008

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

Dalston, Turner 2011

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

Dawson, Hsieh, Carlin 2012

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

Dunn 2002

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

Durnin, Fortier 2008

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

eLene-Teaching and Learning Centre 2008

eLene-Teaching and Learning Centre. *Self-assessment instrument for students*, 2008. http://www.elene-tt.net/

Ellis 2008

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

Emmons, Martin 2002

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

Fast 2003

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

ULB Münster -13- 2012-11-21

Fister 2003

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

Gallegos, Isbell and Kammerlocher 2003

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

Gendina 2008

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

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

Gratch-Lindauer 2002

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

Greer, Watson, Alom 1991

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

Gremmels, Shostrom Lehmann 2007

Gremmels, Gillian S.; Shostrom Lehmann, Karen: Assessment of student learning from reference service. In: *College and Research Libraries* 68,6 (2007), pp. 488-497. http://crl.acrl.org/content/68/6/488.full.pdf

Hernon 2002

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

Hook 2012

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

Hurst 2007

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

http://southernlibrarianship.icaap.org/content/v08n01/hurst_s01.htm

ULB Münster -14- 2012-11-21

lannuzzi 1999

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

Julien, Stuart 2002

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

Kammerlocher 2005

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

King, Ory 1981

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

Knight 2006

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

Koufogiannakis et al. 2005

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

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

Lane 2001

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

Learning Resources Action Group 2006

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

Lombardo, Miree 2003

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

http://crl.acrl.org/content/64/1/6.full.pdf

ULB Münster -15- 2012-11-21

Kunkel, Weaver, Cook 1996

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

Mar 2008

Mar, Gwen Noeline: Students' perspective of the information literacy program offered by the University of the South Pacific. World Library and Information Congress: 74th IFLA General Conference and Council, 2008 Québec, Canada.

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

Mark 2004

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

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

Mark, Boruff-Jones 2003

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

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

Middleton 2005

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

McClure, Cooke and Carlin 2011

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

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

Moll 2012

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

Murtha, Stec and Wilt 2006

Murtha, Leslie; Stec, Elleen; Wilt, Marilyn: Using assessment as a tool to improve learning: an IFLA workshop. In: *IFLA Journal* 32,4 (2006), pp.294-309. http://www.ifla.org/V/iflaj/IFLA-Journal-4-2006.pdf

ULB Münster -16- 2012-11-21

Oakleaf 2012

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

O'Connor, Radcliff, Gedeon 2002a

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

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

O'Connor, Radcliff, Gedeon 2002b

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

http://crl.acrl.org/content/63/6/528.full.pdf

Pausch, Popp 1997

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

Pochet, Thirion 2008

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

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

Rabine, Cardwell 2000

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

Rader 2005

Rader, Hannelore B.: Preparing library users for productive use of information. The United States experience. In: *Bibliothek. Forschung und Praxis* 29,2 (2005), pp.18-24. http://www.bibliothek-saur.de/2005 1/018-024.pdf

Ragains 1997

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

ULB Münster -17- 2012-11-21

SAILS

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

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

Samson 2010

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

Schilling, Applegate 2012

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

SCONUL 1999

Sconul (The Society of College, National and University Libraries). Information Skills Task Force: *Information skills in higher education. A SCONUL position paper.* 1999. http://www.sconul.ac.uk/groups/information_literacy/papers/Seven_pillars2.pdf

SCONUL 2004

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

http://www.sconul.ac.uk/groups/information_literacy/papers/outcomes.pdf

Scharf 2007

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

Smith 2001

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

Sonntag 2008

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

Town 2001

Town, Stephen: Welfare or wisdom: Performance measurement of information skills education. In: *Meaningful measures for emerging realities. Proceedings of the 4th Northumbria International Conference on Performance Measurement in Libraries and Information Services 2001*, Washington, D.C.: Association of Research Libraries 2002, pp.203-208.

ULB Münster -18- 2012-11-21

Travis 2011

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

Tuñón, Brydges 2005

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

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

Walsh 2009

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

Whitmire 1998

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

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

Whitmire 2001

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

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

Wong, Chan, Chu 2006

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

V. Impact on Academic Success

Ahtola 2002

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

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

Barkey 1965

Barkey, Patrick: Patterns of student use of a college library. In: *College and Research Libraries* 26 (1965), pp. 115-118.

ULB Münster -19- 2012-11-21

Bell 2008

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

Bitso 2000

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

Bowles-Terry 2012

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

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

Broady-Preston 2011

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

Budd 1995

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

Cain, Reynolds 2006

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

Canning, Edwards and Meadows 1995

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

Cooke, Rosenthal 2011

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

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

Cox, Jantti 2012

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

Creaser 2012

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

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

De Jager 1997

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

De Jager 2002

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

Donahue

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

Dow 1998

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

Dundar, Lewis 1998

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

Emmons 2011

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

Everest, Payne 2001

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

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

ULB Münster -21- 2012-11-21

Fleming-May, Sherline 2011

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

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

Foster 2003

Foster, Kay: Libraries and student retention: some thoughts about the issues and an approach to evaluation. In: *SCONUL* 28 (2003), pp. 12-16. http://www.sconul.ac.uk/publications/newsletter/28/ART5.PDF

He, Ellinghaus, Chaudhuri 2012

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

Hinchcliffe, Davis 2012

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

Hinchcliffe, Oakleaf, Davis 2011

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

Hiscock 1986

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

Huang, Russell 2006

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

Jantti, Cox 2011

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

ULB Münster -22- 2012-11-21

Jubb 2011

Jubb, Michael: The value of libraries for research: some themes. In: SCONUL Focus, Summer2011, Issue 52, pp41-45.

http://www.sconul.ac.uk/publications/newsletter/52/14.pdf

Kayß, Poll 2006

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

Kramer, Kramer 1968

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

Kuh, Bonyea 2003

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

Markless, Streatfield 2000

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

Markless, Streatfield 2008

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

Matthews 2012

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

Middaugh 2001

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

Nagata, Toda and Kytömäki 2007

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

Nelson, Fernekes 2002

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

ULB Münster -23- 2012-11-21

Noh 2012

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

Oakleaf 2011

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

Oakleaf 2010

Oakleaf, Megan: The value of academic libraries: a comprehensive research review and report. American Library Association 2010. http://www.ala.org/acrl/sites/ala.org.acrl/files/content/issues/value/val_report.pdf

Oakleaf 2011

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

Pierard, Graves 2002

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

Poll 2004

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

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

Price, Matzdorf, Smith, Agahi 2003

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

Reinsfelder 2012

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

RIN, RLUK 2011

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

http://www.rluk.ac.uk/content/value-libraries-research-and-researchers

Rodriguez 2012

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

Self 1987

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

Stone 2011

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

Stone, Pattern and Ramsden 2012

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

Varnet, Sanders 2005

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

Wells 1995

Wells, J.: The influence of library usage on undergraduate academic success. In: *Australian Academic and Research Libraries* 26 (1995), pp. 121-128.

Whitmire 2002

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

ULB Münster -25- 2012-11-21

Williams 2010

Williams, Peter; Nicholas, David; Rowlands, Ian: E-journal usage and impact in scholarly research: a review of the literature. In: *New Review of Academic Librarianship* 16,2 (2010), pp.19-207.

Wong, Webb 2011

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

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

VI. Social Impact

Aabø 2005 c

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

Aabø 2011

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

Abend, McClure 1999

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

Amosford 2007

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

Black, Crann 2002

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

Blanck 2005

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

ULB Münster -26- 2012-11-21

Bohme, Spiller 1999

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

Bryson, Usherwood and Streatfield 2002

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

Canadian Urban Libraries Council 2010

Canadian Urban Libraries Council: *Social inclusion audit.* http://www.siatoolkit.com/#axzz18e8tchi5

Chiesi 2011

Chiesi, Sara: Quanto valgono le biblioteche? Un metodo per valutare l'impatto sociale delle biblioteche pubbliche italiane. In: *BollettinoAIB* 51,4 (2011), pp.315-328.

Cox, Swinburne 2000

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

Cram 1996

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

Cultural Heritage Consortium 2002

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

De Jager, Nassimbeni 2012

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

Dolan 2007

Dolan, John: A blueprint for excellence, public libraries 2008-2011, "Connecting people to knowledge and inspiration". London: MLA 2007

http://library.sps-consultancy.co.uk/documents/efficiency-library/departmentalservices/leisure/public-libraries-2008--2011.pdf

Florida Department of State 2003

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

Goulding 2004

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

Goulding 2008

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

Griffiths, King 1994

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

Hayes, Morris 2005

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

Hull 2000

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

Jaeger et al. 2011

Jaeger, Paul T.; Bertot, John Carlo; Kodama, Christie M.; Katz, Sarah M.; DeCoster, Elizabeth J.: Describing and measuring the value of public libraries: The growth of the Internet and the evolution of library value. In: First Monday, 16,11 (2011), Special section pp.1-14.

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

Klopfer, Nagata 2011

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

Lance 2001

Lance, Keith Curry; Rodney, Marcia J.; Steffen, Nicole O.; Kaller, Suzanne; Logan, Rochelle: Counting on Results: New Tools for Outcome-Based Evaluation of Public Libraries. Aurora, CO: Biographical Center for Research, 2001.

http://www.lrs.org/documents/cor/CoR FullFinalReport.pdf

Laser Foundation 2005

Laser Foundation: Libraries Impact Project. 2005

http://www.bl.uk/aboutus/acrossuk/workpub/laser/news/awards2004/laserfinal6.pdf

Libraries Building Communities 2005

Libraries building communities. Executive summary. State Library of Victoria 2005 http://www2.slv.vic.gov.au/about/information/publications/policies_reports/plu_lbc.html

Linley, Usherwood 1998

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

Matarasso 1998

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

McClure, Bertot 1998

McClure, Charles, Bertot, John Carlo: *Public library use in Pennsylvania: Identifying uses, benefits, and impacts - Final Report.* 1998.

Nagata, Satoh 2005

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

Nelson 2001

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

New directions 2005

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

Pabērza 2010

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

Proctor 2002b

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

Proctor, Lee and Reilly 1998

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

Rambow 2006

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

Rankin 2012

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

Stanziola 2010

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

Streatfield 2012

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

Suaiden 2003

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

Toyne, Usherwood 2001

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

Usherwood 1999

Usherwod, Bob: Mehr als Statistik, Eine soziale Bilanz öffentlicher Bibliotheksarbeit. In: *Bibliotheksdienst* 33,4 (1999), pp. 571-581. http://bibliotheksdienst.zlb.de/1999/1999 04 Ausland01.pdf

Usherwood 2002 a

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

ULB Münster -30- 2012-11-21

Usherwood 2002 b

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

Usherwood, Linley 2002

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

Usherwood, Wilson and Bryson 2005

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

Vakkari, Serola 2010

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

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

Ventura 2007

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

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

Walter 2012

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

Walters 2006

Walters, Stephen: *Public Libraries demonstrating impact – the Gateshead experience*. Round Table "Wert und Wirkung – Outcome in Bibliotheken", 2006.

http://www.bibliotheksverband.de/de/fachgruppen/kommissionen/management/fortbildung/vortraege.html

Wavell 2002

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

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

Wang 2012

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

ULB Münster -31- 2012-11-21

VII. Impact of Electronic Services

Banwell, Coulson 2004

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

Becker et al. 2009

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

Becker et al. 2010

Becker, Samantha et al.: Opportunity for all: How the American public benefits from Internet access at U.S. libraries. Washington, D.C., Institute of Museum and Library Service, 2010 http://tascha.washington.edu/usimpact

Bertot, McClure 2003

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

Bertot et al. 2008

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

Bishop et al. 2000

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

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

Borgman et al. 2000

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

Brophy 2003

Brophy, Peter: The People's Network: A turning point for public libraries. Resource: The Council for Museums, Archives and Libraries 2003.

http://www.slainte.org.uk/SLIC/peoplesnet/pn a turning point 2002.pdf

Conyers 2006

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

Craven, Brophy 2004

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

Crawford 2006

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

Davidson, Kyrillidou 2010

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

eVALUEd 2006

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

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

Eve, Brophy 2001

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

http://www.cerlim.ac.uk/projects/vital/report.pdf

Gunn 1999

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

Hartland-Fox, Thebridge 2003

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

Hiller 2002

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

Marchionini 2000

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

ULB Münster -33- 2012-11-21

McClure, Mandel, Weissenberger 2012

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

MLA 2010

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

http://raceonline2012.org/sites/default/files/resources/public-libraries-and-digital-participation-mla.pdf

Organ 2006

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

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

Pabērza, Rutkauskiene 2010

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

Pickard 2005

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

ULB Münster -34- 2012-11-21

Pickard, Dixon 2003

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

Plum et al. 2010

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

Poll 2005

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

Saracevic 2000

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

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

Thebridge 2003

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

Thebridge, Hartland-Fox 2002

Thebridge, Stella; Hartland-Fox, Rebecca: Towards a toolkit for evaluating electronic information services. In: *SCONUL Newsletter* 27 (2002), pp. 37-42. http://www.sconul.ac.uk/publications/newsletter/27/ARTICL10.PDF

Thebridge, Dalton, Hartland-Fox, Bhatt 2002

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

VIII. Financial Value of Libraries

Aabø 2005 a

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

ULB Münster -35- 2012-11-21

Aabø 2005 b

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

Aabø 2009

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

Aabø, Audunson 2002

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

Aabø, Strand 2004

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

Abram 2005

Abram, Stephen: The value of Canadian libraries: Impact, normative data and influencing funders. 2005.

http://www.imakenews.com/sirsi/e article000396335.cfm?x=b4TcM1g,b2rpmkgK,w

Aerni, King 2006

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

ALMAUK 2012

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

Baptista Melo, Pacheco Pires 2011

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

Barron 2005

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

ULB Münster -36- 2012-11-21

Broady-Preston, Williams 2003

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

Chung 2007

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

Chung 2008

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

Coopers & Lybrand 1996

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

Cram 1995

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

Dürring 2011

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

ULB Münster -37- 2012-11-21

Elliott et al. 2007

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

Fitch, Warner 1998

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

Florida Department of State 2004 ff.

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

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

Germano 2011

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

Getz 1980

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

Graumann 2012

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

Graumann, Petri 2012

Graumann, Sabine; Petri, Nicole: The Cost-Benefit Factor: A Tool between Management and Marketing. In: *Qualitative and Quantitative Methods in Libraries* July 2012, pp.129-140. http://www.ggml.net/July_issue.html

Griffiths, King and Lynch 2004

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

Haratsis 1995

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

Harless, Allen 1999

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

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

Hider 2008 a

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

Hider 2008 b

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

Hobohm 1999

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

Hobohm 2007a

Hobohm, Hans-Christoph: Was sind Bibliotheken wert? In: *BuB (Buch und Bibliothek)* 59,1 (2007), pp.40-41

http://www.b-u-b.de/pdfarchiv/Heft-

BuB 01 2007.pdf#page=1&view=fit&toolbar=0&pagemode=bookmarks%22

Hobohm 2007b

Hobohm, Hans-Christoph: Rechnen sich Bibliotheken? Vom Nutzen und Wert ihrer Leistungen. In: *BuB (Buch und Bibliothek)* 59,9 (2007), pp.633-639 http://www.b-u-b.de/pdfarchiv/Heft-

BuB 09 2007.pdf#page=1&view=fit&toolbar=0&pagemode=bookmarks

Holt, Elliott 1998

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

Holt, Elliott 2003

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

Holt, Elliott and Dussold 1996

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

Holt, Elliott and Moore 1999

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

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

Holt, Elliott and Watts 2000

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

Imholz, Arns 2007

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

Indianan Business Research Center 2007

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

Kaufman 2008

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

Kennedy, Tyler 2012

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

Ko 2012

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

Lee, Chung and Jung 2010

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

Luther 2008

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

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

MacEachern 2001

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

Manukau libraries 2000

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

ULB Münster -40- 2012-11-21

Massachusetts Library Association 2003-04

Massachusetts Library Association. *Online value of public libraries tool.* http://www.masslib.org/LibraryValue.html

Mays, Tenopir, Kaufman 2010

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

McCallum, Quinn 2004

McCallum, Ian; Quinn, Sherrey: Valuing libraries. In: *Australian Library Journal* 53,1 (2004). http://alia.org.au/publishing/ali/53.1/full.text/mccallum.guinn.html

McClure, Fraser, Nelson, Robbins 2000

McClure, Charles R.; Fraser, Bruce T.; Nelson, Timothy W.; Robbins, Jane B.: *Economic benefits and impacts from public libraries in the State of Florida*. Final report of the State Library of Florida, Division of Library and Information Services. Tallahassee: Information Use Management and Policy Institute, School of Information Studies, Florida State University, 2000.

http://dlis.dos.state.fl.us/bld/Research Office/reports.html#final-report

McDermott Miller 2002

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

McMenemy 2007

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

Mezick 2009

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

Mid-Hudson Library System

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

http://midhudson.org/admin/eco_impact.htm

Miller 2005

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

ULB Münster -41- 2012-11-21

Morris, Hawkins and Sumsion 2000

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

Morris, Hawkins, Sumsion 2001a

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

Morris, Hawkins, Sumsion 2001b

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

Morris, Hawkins, Sumsion 2002

Morris, Anne; Hawkins, Margaret; Sumsion, John: Economic value of public libraries in the UK. In: *Libri* 52 (2002), pp. 78-87.

http://www.librijournal.org/pdf/2002-2pp78-87.pdf

Newhouse, Alexander 1972

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

OCLC 2010

OCLC: How libaries stack up. 2010

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

Oder 2005

Oder, Norman: FL, SC studies tout return on public library investment. In: *Library Journal* March 1 (2005), pp. 16-18.

http://www.libraryjournal.com/article/CA504395.html?q=%3A+FL%2C+SC+studies+tout+return+on+public+library+investment

Pung, Clarke and Patten 2004

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

Pung, Elwes and Marks 2004

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

Ratzek 2006

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

BuB 09 2006.pdf#page=1&view=fit&toolbar=0&pagemode=bookmarks

Sakalaki 2007

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

Saracevic, Kantor 1997a

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

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

Saracevic, Kantor 1997b

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

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

Silks 2012

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

Strouse 2003

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

Sumsion, Hawkins, Morris 2002

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

Sumsion, Hawkins, Morris 2003

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

ULB Münster -43- 2012-11-21

Tenopir 2010

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

Timperley, Spiller 1999

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

Urban Libraries Council 2007

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

White 2007

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

Wistinghausen 2004

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

IX. Impact of School Libraries

American Association for School Librarians 2007

American Association for School Librarians. AASL. AASL standards for the 21st- century learner, 2007.

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

Ballenthin 2004

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

Barrett 2010

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

Chan 2008

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

ULB Münster -44- 2012-11-21

Dent 2006

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

Dresang, Gross, Holt 2003

Dresang, Eliza T.; Gross, Melissa; Holt, Leslie E.: Project CATE: Using outcome measures to assess school-age children's use of technology in urban public libraries. A collaborative research process. In: *Library & Information Science Research* 25 2003, pp. 19-42.

Farmer 2006

Farmer, Lesley S. J.: Library media program implementation and student achievement. In: *Journal of Librarianship and Information Science* 38,1 (2006), pp.21-32.

Fodale, Bates 2011

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

Gildersleeves 2012

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

Kaplan 2010

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

Lance 1994

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

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

Lance 2005

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

LRS

LRS. Library Research Service. *School Library Impact Studies*. http://www.lrs.org/impact.php

Marcus, Leman 2011

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

ULB Münster -45- 2012-11-21

Massachusetts School Libraries Association 2009

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

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

Nassimbeni, Desmond 2012

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

Parr 2012

Parr, Katherine: The impact of school libraries on student achievement and success. In: *Mississippi Libraries* 75,1 (2012), pp.18-22.

http://www.misslib.org/publications/ml/2012x2015/ML2012Spring.pdf

School libraries 2011

School libraries making a difference.

http://www.schoollibrariesadvocacy.org.uk/welcome.asp

Shenton 2011

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

Todd 2002

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

Todd 2009

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

Williams, Wavell and Coles 2001

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

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

X. Impact of Special Libraries

Abels, Codgill, Zach 2004

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

Addison, Glover, Thornton 2010

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

Brown 2011

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

Dunn, Brewer, Marshall, Sollenberger 2009

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

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

Edgar 2004

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

Griffiths, King 1993

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

King 2012

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

Marshall 1992

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

Marshall 1993

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

Marshall 1996

Marshall, Joanne et al.: *Competencies for special librarians of the 21st century. Full Report.* Special Libraries Association, 1996. Revised June 2003. http://www.sla.org/content/SLA/professional/meaning/competency.cfm

Marshall 2011

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

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

Matthews 2002

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

Murphy, Adamst 2005

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

O'Connor 2002

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

Powelson 2012

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

Pozdol 2010

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

Sherwill-Navarro, Wallace 2004

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

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

ULB Münster -48- 2012-11-21

Urquhart 2007

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

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

Urquhart 2010

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

Weightman, Williamson 2005

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

Weightman 2009

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

Urquhart Christine et al.: Changes in information behavior in clinical teams after introduction of a clinical librarian service. J Med Libr Assoc. 2007 Jan;95(1):14–22. http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1773048/

All links have been checked in November 2012. Links are only given if access is free.

Last update 19-11-2012