

Value of Academic Libraries: A Comprehensive Research Review and Report

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

© 2010 American Library Association All Rights Reserved

September 2010

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

Citation:

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

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

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

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

BIBLIOGRAPHY	4
APPENDIX A – "MUST READ" RESOURCES	67

- Aabo, Svanhild. "Libraries and Return on Investment (ROI): A Meta-Analysis." *New Library World* 110, no. 7/8 (2009): 311-324.
- Aabo, Svanhild, and Ragnar Audunson. "Rational Choice and Valuation of Public Libraries: Can Economic Models for Evaluating Non-Market Goods be Applied to Public Libraries?" *Journal of Librarianship and Information Science* 34, no. 5 (2002): 5-15.
- Aaron, Bruce C. "Determining the Business Impact of Knowledge Management."

 Performance Improvement

- Achterman, Douglas. "A New California Study: School Libraries Give Students a Better Chance at success." *CSLA Journal* 33, no. 1 (2009): 26-27.
- Ackerman, Eric. "Program Assessment in Academic Libraries." Research & Practice in Assessment 1, no. 2 (2007): 1-9.
- ACT. "National Curriculum Survey." 2009.

 http://www.act.org/research/policymakers/pdf/NationalCurriculumSurvey2009.pdf
 (accessed May 10, 2010).
- Ahtola, A. Anneli. "How to Evaluate and Measure the Impact of the Library's Collection on the Learning Outcome?" 68th IFLA Council and General Conference. 2002.
- Alexander, F. King. "The Changing Face of Accountability: Monitoring and Assessing Institutional Performance in Higher Education." *Journal of Higher Education* 71, no. 4 (2000): 411-431.
- Allard, Suzie, and Jackie White. "Summary: Comparison of CATS Scores and Library Media Report." *Kentucky Libraries* 65, no. 2 (2001): 8-9.
- Allen, Nancy. "Assessment in Higher Education." *Reference Librarian* 17, no. 38 (1992): 57-68.
- American Association of Community Colleges. *Voluntary Framework of Accountability*. 2010. http://www.aacc.nche.edu/Resources/aaccprograms/vfa/Pages/default.aspx (accessed May 10, 2010).
- American Association of School Librarians. *School Libraries Count Survey.* 2010. http://www.aaslsurvey.org/ (accessed May 10, 2010).

- American Association of State Colleges and Universities. *Value-Added Assessment:*Accountabilities New Frontier. Washington, D.C.: American Association of State

 Colleges and Universities, 2006.
- American Library Association. *ALA's Core Competencies of Librarianship.* 2009. http://www.ala.org/ala/educationcareers/careers/corecomp/corecompetences/finalcorecompstat09.pdf (accessed May 10, 2010).
- —. Articles and Studies Related to Library Value. 2010.
 http://www.ala.org/ala/research/librarystats/roi/ (accessed May 10, 2010).
- —. Presidential Committee on Information Literacy: Final Report. 1989.
 http://www.ala.org/ala/mgrps/divs/acrl/publications/whitepapers/presidential.cfm (accessed May 10, 2010).
- Americans for the Arts. Arts and Economic Prosperity III: The Economic Impact of
 Nonprofit Arts and Culture Organizations and Their Audiences. 2010.

 http://www.artsusa.org/pdf/information_services/ research/
 services/economic_impact/aepiii/national_report.pdf (accessed May 10, 2010).
- Anderson, Mary Alice. "The Value of Staff Development." *School Library Journal* 48, no. 11 (2002): 34-35.
- ASCD. "School Libraries and their Impact on Student Performance." *ASCD*ResearchBrief 1, no. 18 (2003).

 http://www.ascd.org/publications/researchbrief/v1n18/toc.aspx (accessed May 10, 2010).

Ashcroft, Maggie. "The Impacatio f'r

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

Association of Higher Education Facilities Officers. "The Impact of Facilities on Recruitment and Retention of Students." 2006.

Association of Research Libraries. *ARL Annual Salary Survey.* Washington, D.C.: Association of Research Libraries, 1980, 1994.

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

Astin, Alexander W. "Assessment, O / j Added, and Education xcellence." In ssment: What Institutions Stand to Gain, edited by D.F.

: Jossey" j Bass, 1987.

n a Multicultura/ and Digita/

" j 441.

- Banta, Trudy W. "New Opportunities for Pushing the Wheel Forward." *Assessment Update* 21, no. 5 (2009): 3-4, 16.
- Barnett, Ronald. *Improving Higher Education: Total Quality Care*. London: Society for Research into Higher Education and the Open University, 1992.
- —. "University Knowledge in an Age of Supercomplexity." Higher Education 40, no. 4 (2000): 409-422.
- Barr, Nicholas. "The Benefits of Education: What We Know and What We Don't." 2000. http://www.hm-treasury.gov.uk/d/252.pdf (accessed May 10, 2010).
- Barron, Daniel D., Robert V. Williams, Stephen Bajjaly, Jennifer Arns, and Steven Wilson. *The Economic Impact of Public Libraries on South Carolina*. University of South Carolina, 2005.
- Basken, Paul. "Education Department Develops Strategy for Student-Record Databases." *The Chronicle of Higher Education*, February 11, 2010.
- Baughman, James C., and Marcus E. Kieltyka. "Farewell to Alexandria: Not Yet!" Library Journal 124, no. 5 (1999).
- Baumbach, Donna. "Making the Grade: The Status of School Library Media Centers in the Sunshine State and How They Contribute to Student Achievement." 2003.
- Beap as Far

- —. "What Academic Libraries Contribute to Productivity." *Library Journal From the Bell Tower* blog, 2009. http://www.libraryjournal.com/article/CA6676486.html (accessed 10/18/2010).
- Bennett, Scott. "Libraries and Learning: A History of Paradigm Change." *portal: Libraries and the Academy* 9, no. 2 (2009): 181-197.
- Berg, Susan. "Living the Solution: Using Research Findings for Continual Improvement." *Ohio Media Spectrum* 60, no. 1 (2008): 19-24.

BertotpJohn Carlo, and Charles R. McClure. "Outcomes Assess

! m m u o .H., ! zj -ö n d'u á M _ vP

Blose, Gary L., John D. Porter, and Edward C. Kokkelenberg. "The Effect of Institutional Funding Cuts on Baccalaureate Graduation Rates in Public Higher Education." In What's Happening to Public Higher Education?, edited by Ronald G. Ehrenberg, 71-82. Westport, Connecticut: Praeger, 2006.

Bogel, Gayle. "Facets of Practice." Knowledge Quest 37, no. 2 (2008): 10-15.

Bogue, E. Grady. "Quality Assurance in Higher Education: The Evolution of Systems and Design Ideals." *New Directions for Institutional Research* 25, no. 3 (1998): 7-18.

Bolton Metropolitan Borough Council. "Bolton's Museum, Library and Archive Services:

An Economic Evaluation." Bolton, UK, 2005.

Borden, Victor. "Accomodating Student Swirl." Change 36, no. 2 (2004): 10-17.

Bordon, Victor M.H., and John W. Young. "Measurement Valid -

- Burger, Shannon, and Mary Ann McFarland. "Action Research and Wikis: An Effective Collaboration." *Library Media Connection* 28, no. 2 (2009): 38-40.
- Butler, Jeanne. "Addressing Six Critical Questions of Senior Administrators Using Online Tracking of Assessment and Accreditation Requirements." WEAVEonline, September 15, 2009.
- Butz, H. E., and L. D. Goodstein. "Measuring Customer Value: Gaining the Strategic Advantage." *Organizational Dynamics* 24 (1996): 63-77.
- Cable, Lesley G. "Cost Analysis of Reference Service to Outside Users." *Bulletin of the Medical Librarian Association* 68, no. 2 (1980): 247-248.
- Callison, Daniel. "Evaluation Criteria for the Places of Learning." *Knowledge Quest* 35, no. 3 (2007): 14-19.
- Capaldi, Elizabeth D., John V. Lombardi, and Victor Yellen. "Improving Graduation Rates." *Change* 38,âo.p1 2009 1

- D.C.: U.S. Department of Education, Institute of Education Sciences, National Center for Education Evaluation and Regional Assistance, 2003.
- Cohen, Don. "What's Your Return on Knowledge?" *Harvard Business Review*, 2006. http://hbr.org/2006/12/whats-your-return-on-knowledge/ar/1 (accessed May 10, 2010).
- CollegeBoard. "How Colleges Organize Themselves to Increase Student Persistence." 2009. http://professionals.collegeboard.com/profdownload/college-retention.pdf (accessed May 10, 2010).
- Collier, Jackie. "School Librarians Rock! Librarians' Powerful Impact on Literacy

 Development: Reflections of Teacher Candidates." *Ohio Media Spectrum* 59, no. 1

 (2007): 29-36.
- Commission on Colleges and Universities. *Accreditation Handbook.* Bellevue, Washington, 1999.
- Cook, Colleen, Fred Heath, Bruce Thompson, and Russel Thompson. "LibQUAL+:

 Service Quality Assessment in Research Libraries." *IFLA Journal* 27, no. 4 (2001): 264-268.
- Cooper, Jeffrey M., and Marilyn C. Crouch. "Benefit Assessment Help Open Doors of One Cash-Strapped California Library." *American Libraries* 25 (1994): 232-234.
- Cornell University Library. *Library Value Calculations*. 2010. http://research.library.cornell.edu/value (accessed MAY 10, 2010).
- Council for Higher Education Accreditation. "2010 CHEA Award for Outstanding Institutional Practice in Student Learning Outcomes." *CHEA Cronicle* 11, no. 1 (2010): 1.

- Debono, Barbara. "Assessing the Social Impact of Public Libraries: What the Literature is Saying." *Australasian Public Libraries and Information Services* 15, no. 2 (2002): 80-95.
- Deiss, Kathryn, and Mary Jane Petrowski. *ACRL 2009 Strategic Thinking Guide for Academic Librarians in the New Economy.* Chicago: Association of College and Research Libraries, 2009.
- Dent, Valeda F. "Observations of School Library Impact at Two Rural Ugandan Schools." *New Library World* 107, no. 9-10 (2006): 403-421.
- Dewey, Barbara. "The Embedded Librarian: Strategic Campus Collaborations." Resource Sharing and Information Networks 17, no. 1/2 (2004): 5-17.
- Dickenson, Don. How Academic Libraries Help Faculty Teach and Students Learn: The Colorado Academic Library Impact Study. Library Research Service, 2006. http://www.lrs.org/documents/academic/ALIS_final.pdf (accessed May 10, 2010).
- Dickinson, Gail K. "From Research to Action in School Library Media Programs." *North Carolina Libraries* 15, no. 1 (2001): 15-19.
- Dominquez, Magaly. "Applying Usage Statistics to the CERN E-Journal Collection: A Step Forward." *High Energy Physics*, 2005.
- Doran, Harold C., and J.R. Lockwood. "Fitting Value-Added Models in R." *Journal of Educational and Behavioral Statistics* 31, no. 2 (2006): 205-230.
- Dougherty, Richard M. "Assessment + Analysis = Accountability." *College and Research Libraries* 70, no. 5 (2009): 417-418.
- Dow, Ronald F. "Using Assessment Criteria to Determine Library Quality." *Journal of Academic Librarianship*, 24, no. 4 (1998): 277-281.

bin, Diane, Eveiyn L. Beyer, and Becky Prueit. "Texas Library Standards Online
As=e

Ellis, Jean. Accountability and Learning: Developing Monitoring and Evaluation in the
Third Sector. Research Report, London: Charities Evaluation Services, 2008.

- Gilmore, Jeffrey L., and Duc-Le To. "Evaluating Academic Productivity and Quality." In New Directions for Institional Research. 1992.
- Glendale Community College. Statistical Evaluation of Information Competency

 Program Student Outcomes. Glendale Community College, 2007.
- Glick, A. "Colorado Researchers will Repeat Landmark Study Showing Benefits of School Libraries." *School Library Journal* 44, no. 11 (1998): 15.
- —. "Smart State Shortchanges School Libraries." School Library Journal 46, no. 12 (2000).
- Goener, Cullen F., and Sean M. Snaith. "Predicting Graduation Rates: An Analysis of Student and Institutional Factors at Doctoral Universities." *Journal of College Student Retention* 5, no. 4 (2003/2004): 409-420.
- Goetsch, Lori A. "What is Our Value and Who Values Us?" *C&RL News* 70, no. 9 (2009): 502-503.
- Gonzalez, Jennifer. "Education Experts Discuss Ways to Improve College Completion Rates." *Chronicle of Higher Education*, June 2, 2010.
- Gordon, Jonathan, Joe Ludlum, and J. Joseph Hoey. "Validating NSSE Against Student Outcomes: Are They Related?" *Research in Higher Education* 49, no. 1 (2008): 19-39.
- Gorman, Michael. "'The Louder They Talked of Outcomes, the Faster We Counted Our Beans': Measuring the Impact of Academic Libraries." *SCONUL*. London, 2009. http://mg.csufresno.edu/papers/SCONUL_2009.pdf (accessed May 10, 2010).
- Gratch-Lindauer, Bonnie. "College Student Engagement Surveys: Implications for Information Literacy." In *New Directions for Teaching and Learning*. 2008.

- —. "Comparing the Regional Accreditation Standards: Outcomes Assessment and Other Trends." *Journal of Academic Librarianship* 28, no. 1-2 (2001): 14-25.
- —. "Defining and Measuring the Library's Impact on Campuswide Outcomes." College and Research Libraries 59, no. 6 (1998): 546-570.
- —. "Information Literacy-Related Student Behaviors." C&RL News 68, no. 7 (2007): 432-441.
- Greer, Jeff. "Four Reasons Why the Library Should Affect Your College Choice." *U.S. News and World Report*, June 17, 2010.
- Grieves, Maureen. "The Impact of Information Use on Decision Making: Studies in Five Sectors Introduction, Summary, and Conclusions." *Library Management* 19, no. 2 (1998): 78-85.
- Griffith, Amanda, and Kevin Rask. "The Influence of the U.S. News and World Report Collegiate Rankings on the Matriculation Decision of High-Ability Students: 1995-2004." *Economics of Education Review* 26, no. 2 (2004): 1-12.
- Griffiths, Jose Marie, and Donald W. King. *A Manual on the Evaluation of Information Centers and Services*. Oak Ridge, Tennessee: King Research, 1990.
- —. An Information Audit of Public Service Electric and Gas Company Libraries and Information Resources. Rockville, Maryland: King Research, 1988.
- —. "Libraries: The Undiscovered National Resource." In *The Value and Impact of Information*, edited by M. Feeney and M. Grieves, 79-116. London: Bowker and Saur, 1994.
- —. Special Libraries: Increasing the Information Edge. Washington, D.C.: Special Libraries Association, 1993.

The Contribution Libraries Make to Organizational Productivity.	

- Halpern, Diane F. "Introduction and Overview." In *Student Outcomes Assessment*, 5-6. 1987.
- Hamilton-Pennell, Christine, Keith Curry Lance, Marcia J. Rodney, and Eugene Hainer.

 "Dick and Jane Go to the Head of the Class." *School Library Journal* 46, no. 4

 (2000): 44-47.
- Hamrick, Florence A., John H. Schuh, and II., Mack C. Shelley. "Predicting Higher Education Graduation Rates From Institutional Characteristics and Resource Allocation." *Education Policy Analysis Archives* 12, no. 19 (2004).
- Hand, Dorcas. "What can Teacher-Librarians do to Promote Their Work and the School Library Media Program? Keep Everyone in the Loop Constant Advocacy." *Teacher Librarian* 36, no. 2 (2008): 26-27.
- Harada, Violet H. "Building Evidence Folders for Learning Through Library Media Centers." *School Library Media Activities Monthly* 23, no. 3 (2006): 25-30.
- —. "From Eyeballing to Evidence: Assessing for Learning in Hawaii Library Media Centers." School Library Media Activities Monthly 24, no. 3 (2007): 21-25.
- —. "Librarians and Teachers as Research Partners: Reshaping Practices Based on Assessment and Reflection." School Libraries Worldwide 11, no. 2 (2005): 49-74.
- —. "Working Smarter: Being Strategic about Assessment and Accountability." *Teacher Librarian* 33, no. 1 (2005): 8-15.
- Hardesty, Larry. *Do We Need Academic Libraries?* 2000.

 http://www.ala.org/ala/mgrps/divs/acrl/publications/whitepapers/doweneedacademic.

 cfm (accessed May 10, 2010).



Hiller, Steve, and James Self. "From Measurement to Management: Using Data Wisely for Planning and Decision-Making." <i>Library Trends</i> 53, no. 1 (2004): 129-155.

- —. Perspectives on Outcome Based Evaluation for Libraries and Museums.Washington, D.C.: Institute of Museum and Library Services.
- —. The Future of Museums and Libraries: A Discussion Guide. Washington, D.C.: Institute of Museum and Library Services, 2009.
- Jacoby, JoAnn, and Nancy P. O'Brien. "Assessing the Impact of Reference Services Provided to Undergraduate Students." *College and Research Libraries* 66, no. 4 (2005): 324-340.
- Jager, Karin De. "Successful Students: Does the Library Make a Difference?" Performance Measurement and Metrics 3 (2002).
- Jaschik, Scott. "Turning Surveys into Reforms." Inside Higher Ed, October 26, 2009.
- Jewett, Linda. "Standards and Assessment: The Bottom Line." *CSLA Journal* 26, no. 2 (2003): 4, 7.
- Johnson, Catherine A. "Do Public Libraries Contribute to Social Capital? A Preliminary Investigation of the Relationship." *Library and Information Science Research* 32 (2010): 147-155.
- Johnson, Doug. "What Gets Measured Gets Done: The Importance of Evaluating Your Library Media Program." *The Book Report* 20, no. 2 (2001): 14-15.
- Jones, Elizabeth A. "Expanding Professional Development Opportunities to Enhance the Assessment Process." *Assessment Update* 21, no. 3 (2009): 3-4.
- Jones, Elizabeth. *National Assessment of College Student Learning: Identifying College Graduates' Essential Skills in Writing, Speech and Listening, and Critical Thinking.*Washington, D.C.: National Center for Education Statistics, 1995.

Jorgensen, Shirley, Vittoria Ferraro, Catherine Fichten, and Alice Havel. "Predicting
College Retention and Dropout: Sex and Disability." June 2009.

Kantor, Paul B., Tefko Saracevic, and J. D'Esposito-Wachtmann. Studying the Cost and
Value of Library Services. Tech. Rep. No. APLAB/94-

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

- King, Donald W., Sarah Aerni, Fern Brody, Matt Herbison, and Amy Knapp. *The Use and Outcomes of University Library Print and Electronic Collections*. 2004. The Use and Outcomes of University Library Print and Electronic Collections (accessed May 10, 2010).
- Knapp, Patricia B. *Monteith College Library Experiment.* New York: Scarecrow Press, 1996.
- Koenig, Michael. "The Importance of Information Services for Productivty 'Under-Recognized' and Under-Invested." *Special Libraries* 83, no. 4 (1992): 199-210.
- Kostiak, Adele. "Valuing Your Public Library: The Experience of the Barrie Public Library, Ontario, Canada." *The Bottom Line: Managing Library Finances* 15, no. 4 (2002): 159-162.
- Koufogiannakis, Denise, and Ellen Crumley. "Research in Librarianship: Issues to Consider." *Library Hi Tech* 24, no. 3 (2006): 324-330.
- Kramer, Lloyd A., and Martha B. Kramer. "The College Library and the Drop-Out." College and Research Libraries 29, no. 4 (1968): 310-312.
- Krashen, Stephen. "Current Research: The Positive Impact of Libraries." *CSLA Journal* 29, no. 1 (2001): 21-24.
- —. "School Libraries, Public Libraries, and the NAEP Reading Scores." School Library Media Quarterly 23, no. 4 (1995): 235-237.
- —. The Power of Reading: Insights from the Research. 2nd. Portsmouth, New Hampshire: Libraries Unlimited, 2004.
- Kraushaar, R. "Library and Information Services for Productivity." *The Bookmark* 48 (1990): 163-169.

- Krupnick, Matt. "Focus on Graduation Could be Rough for Small Private Colleges."

 Contra Costa Times, February 8, 2010.
- Kuh, George D. *High-Impact Educational Practices*. Association of American Colleges and Universities, 2008.
- —. "Risky Business: Promises and Pitfalls of Institutional Transparency." Change, 2007: 30-35.
- Kuh, George D., and Robert M. Gonyea. "The Role of the Academic Library in Promoting Student Engagement in Learning." *ACRL Eleventh National Conference*.

 Charlotte, North Carolina: Association of College and Research Libraries, 2003.
- Kuh, George D., Ty M Cruce, Rick Shoup, Jillian Kinzie, and Robert M. Gonyea.

 "Unmasking the Effects of Student Engagement on First-Year College Grades and Persistence." *Journal of Higher Education* 79, no. 5 (2008): 540-563.
- Kuhlthau, Carol C. "The Center for International Scholarship in School Librm

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

- —. Powering Achievement: School Library Media Programs Make a Difference: The Evidence Mounts. Salt Lake City, Utah: Hi Willow Research & Publishing, 2005.
- Lance, Keith Curry, and Marcia J Rodney. "The Impact of School Libraries on Academic Achievement." *School Library Monthly* 26, no. 9 (2010): 14-17.
- Lance, Keith Curry, Marcia J. Rodney, and Christine Hamilton-Pennell. "How School Librarians Help Kids Achieve Standards: The Second Colorado Study." 2000.
- Lang, Daniel W. "'World Class' or the Curse of Comparison." *Canadian Journal of Higher Education* 35, no. 3 (2005): 27-55.
- Lange, Bonnie, Nancy Magee, and Steven Montgomery. "Does Collaboration Boost Student Learning." *School Library Journal* 49, no. 6 (2003): 4-9.
- Lara, Juan Francisco. "Differences in Quality of Academic Effort Between Successful and Unsuccessful Community College Transfer Students." *American Educational Research Association Annual Conference*. Los Angeles, 1981.
- Laudel, Grit. "The 'Quality Myth': Promoting and Hindering Conditions for Acquiring Research Funds." *Higher Education* 52, no. 3 (2006): 375-403.
- Leckie, Gloria J., and Jeffrey Hopkins. "The Public Place of Central Libraries: Findings from Toronto to Vancouver." *Library Quarterly* 72, no. 3 (2002): 326-372.
- Lederman, Doug. "Imperfect Accountability." Inside Higher Ed, March 2, 2010.
- Lehner, John. "Return on Investment in Academic Libraries Research." 2009.
- Leskes, Andrea, and Barbara D. Wright. *The Art & Science of Assessing General Education Outcomes*. Washington, D.C.: Association of American Colleges and Universities, 2005.

- Levesque, Nancy. "Partners in Education: The Role of the Academic Library." *The Idea of Education Conference*. Oxford, 2002. 1-11.
- Levin, Driscoll, and Fleeter. "Value for Money: Southwestern Ohio's Return from Investment in Public Libraries." 2006.
- Levinson-Rose, Judith, and Robert J. Menges. "Improving College Teaching: A Critical Review of Research." *Review of Educational Research* 51, no. 3 (1981): 403-434.
- Levitov, Deborah. "Assessment Tool: Levels of Communication, Cooperation, and Collaboration." *School Library Media Activities Monthly* 23, no. 2 (2006): 2.
- Lewin, Tamar. "Study Finds Public Discontent with Colleges." *New York Times*, February 17, 2010.
- Lewis, David W. Exploring Models for Academic Libraries. 2007.

 http://acrlog.org/2007/03/12/exploring-models-for-academic-libraries/ (accessed May 10, 2010).
- Li, Xin, and Zsuzsa Koltay. SPEC KIT. Washington, D.C.: Association of Research Libraries, 2010.
 - http://www.ala.org/ala/mgrps/divs/acrl/about/sections/is/projpubs/researchagendalibr ary.cfm (accessed May 10, 2010).
- Library Council of New South Wales. "Enriching Communities: The Value of Public Libraries in New South Wales." *Australasian Public Libraries and Information Services* 22, no. 1 (2009): 6-12.
- Liu, Lewis G. "The Economic Behavior of Academic Research Libraries: Toward a Theory." *Library Trends* 51, no. 3 (2003): 277-292.

Lloyd, Anne, and Kirsty Williamson. "Towards an Understanding of Information Literacy in Context: Implications for Research." *Journal of Librarianship and Information Science* 40, no. 1 (2008): 3-12.

Loertscher, David V., and Ross J. Todd. We Boost Achievement: Evidence-Based

- Lutz, Frank W., and Robert W. Field. "Business Valuing in Academia." *Higher Education* 36 (1998): 383-419.
- Lynch, Beverly P., et al. "Attitudes of Presidents and Provosts on the University Library." College and Research Libraries 68, no. 3 (2007): 213-227.
- M.Dando, Priscelle. "First Steps in Online Learning." *Knowledge Quest* 34, no. 1 (2005): 23-24.
- MacEachern, Ruth. "Measuring the Added Value of Library and Information Services:

 The New Zealand Approach." *IFLA Journal* 27 (2001): 232-236.
- MacGregor, J. "Flexible Scheduling: How Does a Principal Facilitate Implementation?" School Libraries Worldwide 8, no. 1 (2002): 71-84.
- Machlup, Fritz. "Uses, Value, and Benefits of Knowlege." *Knowledge: Creation, Diffusion, Utilization* 14, no. 4 (1993): 448-466.
- Machung, Anne. "Playing the Rankings Game." Change 30, no. 4 (1998): 12-16.
- Maki, Peggy L. "Developing an Assessment Plan to Learn about Student Learning." Journal of Academic Librarianship 28, no. 1 (2002): 8-13.
- —. "Moving Beyond a National Habit in the Call for Accountability." *Peer Review* 11, no. 1 (2009): 13-17.
- Mallinckrodt, Brent, and William E. Sedlacek. "Student Retention and the Use of Campus Facilities by Race." *NASPA Journal* 24, no. 3 (1987): 28-32.
- Manning, Helen. "The Corporate Librarian: Great Return on Investment." In *President's Task Force on the Value of the Information Professional*, edited by James M.

 Matarazzo, 23-34. Washington, D.C.: Special Libraries Association, 1987.

- Marcum, James W. "From Information Center to Discovery System: Next Step for Libraries?" *Journal of Academic Librarianship* 27, no. 2 (2001): 97-106.
- Marginson, Simon. "Dynamics of National and Global Competition in Higher Education." *Higher Education* 52, no. 1 (2006): 1-39.
- Marie, Kirsten L. "From Theory to Practice: A New Teacher-Librarian Tackles Library Assessment." *Teacher Librarian* 33, no. 2 (2005): 20-25.
- Marie, Kirsten L., and Janine Weston. "Survey Says: Online Survey Tools for Library Assessment." *Library Media Connection* 28, no. 2 (2009): 50-53.
- Mark, Amy E., and Polly D. Boruff-Jones. "Information Literacy and Student Engagement: What the National Survey of Student Engagement Reveals About Your Campus." *College and Research Libraries*, 2003: 480-493.
- Markless, Sharon, and David Streatfield. *Evaluating the Impact of Your Library*. London: Facet, 2006.
- Marsh, Patricia. "What Is Known About Student Learning Outcomes and How Does It Relate to the Scholarship of Teaching and Learning?" *International Journal for the Scholarship of Teaching and Learning* 1, no. 2 (2007): 1-12.
- Marshall, Joanne G. "The Impact of the Hospital Library on Clinical Decision Making:

 The Rochester Study." *Bulletin of the Medical Library Association* (80) 2 (1992): 169
 178. ¼ fl n_ 2

- Advisory Group for Aerospace Research and Development (AGARD), Technical Information Panel's Specialists' Meeting. Paris, 1979.
- Mondschein, Lawrence G. "SDI Use and Productivity in the Corporate Research Environment." *Special Libraries* 81, no. 4 (1990): 265-279.
- Monks, J., and R. G. Ehrenberg. *The Impact of the US News and World Report College Rankings on Admission Outcomes and Pricing Policies at Selective Private Institutions.* NBER Working Paper No. 7227, Cambridge, Massachusetts: National Bureau of Economic Research, 1999.
- Moore, Deborah, Steve Brewster, Cynthia Dorroh, and Michael Moreau. "Information Competency Instruction in a Two-Year College: One Size Does Not Fit All."

 Reference Services Review 30, no. 4 (2002): 300-306.
- Moreillon, Judi, and Kristin Fontichiaro. "Teaching and Assessing the Dispositions: A Garden of Opportunity." *Knowledge Quest* 37, no. 2 (2008): 64-67.
- Morest, Vanessa Smith. "Accountability, Accreditation, and Continuous Improvement:

 Building a Culture of Evidence." *New Directions for Institutional Research*, no. 143

 (2009): 17-27.
- Morris, Anne, John Sumsion, and Margaret Hawkins. "Economic Value of Public Libraries in the UK." *Libri* 52 (2002): 78-87.
- Morris, Anne, Margaret Hawkins, and John Sumsion. "Value of Book Borrowing from Public Libraries: User Perceptions." *Journal of Librarianship and Information Science* 33, no. 4 (2001): 191-198.

- National Institute for Learning Outcomes and Assessment. 2010.

 http://www.learningoutcomesassessment.org/ (accessed May10 2010).
- National Institute for Learning Outcomes Assessment. "More Than You Think, Less Than We Need: Learning Outcomes Assessment in Higher Education." 2009.
- National States Geographic Information Council. *Economic Justification: Measuring Return-on-Investment (ROI) and Cost Benefit Analysis (CBA).* 2006. http://www.nsgic.org/hottopics/return_on_investment.pdf (accessed May 10, 2010).
- National Survey of Student Engagement. "Using NSSE to Assess and Improve Undergraduate Education." 2009.
- Neal, James G. "What Do Users Want? What Do Users Need? Whither the Academic Research Library?" *Journal of Library Administration* 49, no. 5 (2009): 463-468.
- Neelameghan, A. "Knowledge Management in Schools and Role of the School Library/Media Centre." *Information Studies* 13, no. 1 (2007): 5-22.
- Nef Consulting. *Proving Value and Improving Practice: A Discussion About Social Return on Investment.* Museums Libraries Archives Council, 2009.
- "New Study Reaffirms School Library, Academic Link." *American Libraries* 39, no. 4 (2008): 12.
- New York Library Association. *Marist Poll.* 2004. http://www.nyla.org/index.php?page_id=801 (accessed May 10, 2010).
- Nicholson, Scott. "A Conceptual Framework for the Holistic Measurement and Cumulative Evaluation of Library Services." *Journal of Documentation* 60, no. 2 (2004): 164-182.

Nimon, Maureen. "The Role of Academic Libraries in the Development of the						

Olsen, Danny R., and Kristoffer B. Kristensen. Harold B. Lee Library Resource Usage
Study. Provo, Utah: Brigham Young University, 2002.

"Predicting Voluntary Freshman Year Persistence/Withdrawal Behavior in a							

- Poll, Roswitha. "Impact/Outcome Measures for Libraries." *Liber Quarterly* 13 (2003): 329-342.
- —. "Quality Measures for Special Libraries." World Library and Information Congress: 73rd IFLA General Conference and Council. Oslo, 2007.
- Poll, Roswitha, and Philip Payne. "Impact Measures for Libary and Information Services." *Library Hi Tec* 24, no. 4 (2006): 547-562.
- Porter, Stephen R., and Michael E. Whitcomb. "Non-Response in Student Surveys: The Role of Demographics, Engagement, and Personality." *Research in Higher Education* 46, no. 2 (2005): 127-152.
- Portugal, Frank H. Valuing Information Intangibles: Measuring the Bottom Line

 Contribution of Librarians and Information Professionals. Washington, D.C.: Special

 Libraries Association, 2000.
- Preer, Jean. "Where Are Libraries in Bowling Alone?" *American Libraries* 32, no. 8 (2001): 60-62.
- Pritchard, Sarah M. "Determining Quality in Academic Libraries." *Library Trends* 44, no. 3 (1996): 572-594.
- —. "Special Collections Surge to the Fore." portal: Libraries and the Academy 9, no. 2 (2009): 177-180.
- Pung, Caroline, Ann Clarke, and Laurie Patten. "Measuring the Economic Impact of the British Library." *New Review of Academic Librarianship* 10, no. 1 (2004): 79-102.
- Quinn, Brian. "Beyond Efficiency: The Exemplar Librarian as a New Approach to Reference Evaluation." *Illinois Libraries* 76 (1994): 163-173.

- Shumaker, David. *Models of Embedded Librarianship*. Special Libraries Association, 2009. http://www.sla.org/pdfs/EmbeddedLibrarianshipFinalRptRev.pdf (accessed May 10, 2010).
- Simmel, Leslie. "Building Your Value Story and Business Case." *C&RL News* 68, no. 2 (2007): 88-91.
- Simmons-Welburn, Janice, Georgie Donovan, and Laura Bender. "Transforming the Library: The Case for Libraries to End Incremental Measures and Solve Problems for Their Campuses Now." *Library Administration & Mangagement* 22, no. 3 (2008): 130-134.

Small, Ruth V., and Jaime Snyder. "Research Instruments for Measuring the ri eMeas ¤ e or

Strand, Jill. "Strike Up the Brand: How to Market Your Value to the Rest of the World."	
Information Outlook, 2004: 11-15.	

- Tenofsky, Deborah. "Teaching to the Whole Student: Building Best Practices for Collaboration Between Libraries and Student Services." *Research Strategies* 20, no. 4 (2007): 284-299.
- Tenopir, Carol. "Investment in the Library: What's the Return?" American Library Association Midwinter Meeting. Boston, 2010.
- —. "Measuring the Value and Return on Investment of Academic Libraries." *ICAL*. 2009.9-12.
- Tenopir, Carol, Amy Love, Joseph Park, Lei Wu, Bruce Kingma, and Donald W. King.

 "Return on Investment in Academic Libraries: An International Study of the Value of Research Libraries to the Grants Process." White Paper, 2009.
- Tenopir, Carol, and Donald W. King. "Perceptions of Value and Value Beyond Perceptions: Measuring the Quality and Value of Journal Article Readings." *Serials* 20, no. 3 (2007): 199-207.
- Teodorescu, Daniel. "Correlates of Faculty Publication Productivity: A Cross-National Analysis." *Higher Education* 39, no. 2 (2000): 201-222.
- Tepe, Ann E., and Gail A. Geitgey. "Student Learning through Ohio School Libraries: A Proposal Submitted to The State Library of Ohio." 2002.
- Texas Library Association. "A Pocket Guide to 21st Century Libraries." Austin: Texas Library Association.
- The Allen Consulting Group. "A Wealth of Knowledge: The Return on Investment form ARC-Funded Research." 2003.
 - http://www.arc.gov.au/pdf/ARC_wealth_of_knowledge.pdf (accessed May 10, 2010).
- The Economist. "A Survey of Universities: The Knowledge." October 4-10, 1997: 4-8.

- Thompson, Bruce, Colleen Cook, and Martha Kyrillidou. "Concurrent Validity of LibQUAL+ Scores: What do LibQUAL+ Scores Measure?" *Journal of Academic Librarianship* 31, no. 6 (2005): 517-522.
- Tinto, Vincent, and Brian Prusser. *Moving from Theory to Action: Building a Model of Institutional Action for Student Success.* National Postsecondary Education Cooperative, 2006.
- Todd, Ross. "Collaboration: From Myth to Reality: Let's Get Down to Business. Just Do It!" *School Library Media Activities Monthly* 24, no. 7 (2008): 54-58.
- —. "School Administrators' Support for School Libraries: The Impact on Student Academic Achievement." *Learning Media* 35, no. 1 (2007): 13-16.
- —. "The Evidence-Based Manifesto." *School Library Journal* 54, no. 4 (2008): 38-43.
- Todd, Ross J. "A Question of Evidence." Knowledge Quest 37, no. 2 (2008): 16-21.
- —. "Evidence Based Practice and School Libraries: From Advocacy to Action." In School Reform and the School Library Media Specialist, edited by Violet H. Harada and Sandra Hughes-Hassell, 57-78. Westport, Connecticut: Libraries Unlimited, 2007.
- —. "Hearing the Voices of Those We Help: Finding the Natural, Multidimensional Perspectives on the Value of School Libraries." School Library Media Research 10 (2007): 1-18.
- Todd, Ross J., Carol C. Kuhlthau, and Jannica E. Heinstrom. "School Library Impact Measure: A Toolkit and Handbook for Tracking and Assessing Student Learning Outcomes of Guided Inquiry Through the School Library." Center for International Scholarship in School Libraries, 2005.

- Webster, Thomas J. "A Principal Component Analysis of the U.S. News and World Report Tier Rankings of Colleges and Universities." *Economics of Education Review* 20, no. 3 (2001): 235-244.
- Weightman, Alison L., and Jane Williamson. "The Value and Impact of Information

 Provided Through Library Services for Patient Care: A Systematic Review." *Health Information and Libraries Journal* 22, no. 1 (2005): 4-25.
- Weil, Ben H. "Benefits from Research Use of the Published Literature at the Exxon Research Center." In *Special Librarianship: A New Reader*, edited by Eugene B. Jackson, 586-594. Metuchen, New Jersey: Scarecrow, 1980.
- Weiner, Sharon. "The Contribution of the Library to the Reputation of a University." Journal of Academic Librarianship 35, no. 1 (2009): 3-13.

- Whitmire, Ethelene. "Academic Library Performance Measures and Undergraduates'
 Library Use and Educational Outcomes." *Library and Information Science Research*24, no. 2 (2002): 107-128.
- —. "The Relationship Betwee Undergraduates' Background Charachteristics and College Experiences and Their Academic Library Use." *College and Research Libraries* 62, no. 6 (2001): 528-540.
- Wiegand, W. A. "The Rich Potential of Public School Library History: Research Needs and Opportunities for Historians of Education and Librarianship." *Librarians and the Cultural Record* 42, no. 1 (2007): 57-74.
- Wiggins, Grant P. Educative Assessment: Designing Assessments to Inform and Improve Student Performance. San Francisco: Jossey-Bass, 1998.
- Wilson, Concepcion S., and Carol Tenopir. "Local Citation Analysis, Publishing and Reading Patterns: Using Mulitple Methods to Evaluate Faculty Use of an Academic Library's Research Collection." *Journal of the American Society for Information Science and Technology* 59, no. 9 (2008): 1393-1408.
- Wilson, Despina Dapias, Theresa Del Tufo, and Anne E.C. Norman. *The Measure of Library Excellence: Linking the Malcolm Baldrige Criteria and Balanced Scorecard Methods to Assess Service Quality.* Jefferson, North Carolina: McFarland and Company, 2008.
- Wilson, Richard, Joan Stenson, and Charles Oppenheim. *Valuation of Information Assets*. Research Report, Loughborough University, 2000.

- Radcliff, Carolyn J., Mary Lee Jensen, Joseph A. Salem Jr., Kenneth J. Burhanna, and Julie A. Gedeon. *A Practical Guide to Information Literacy Assessment for Academic Librarians*. Westport, Connecticut: Libraries Unlimited, 2007.
- Rubin, Rhea Joyce. *Demonstrating Results: Using Outcome Measurement in Your Library.* Chicago: American Library Association, 2006.