Selected Readings Assessing the Value of Information Services

- Abram, S. (2005, May 5). <u>The value of our libraries: Impact, recognition, and influencing funders.</u> *Sirsi OneSource*, 1(5).
- American Association of Law Libraries. *Finding your way in the information age: the many roles of law librarians.* Chicago: Author.
- Axelroth, J. (2003, July 7). Library economics 101: the costs and benefits of meeting law firms' information needs. *Legal Times*.
- Barron, D., Williams, R, Bajjaly, S., Arns, J., & Wilson, S. (2005, January). *The economic impact of public libraries on South Carolina*. Columbia, SC: University of South Carolina, School of Library& Information Science.
- Berk & Associates. (2007). <u>Providing for knowledge, growth, and prosperity: a benefit study of the San Francisco Public Library.</u> Seattle: Author.
- British Library. (2004). *Measuring our value*. London: Author.

 At http://www.bl.uk/pdf/measuring.pdf and http://www.bl.uk/about/annual/pdf/ar0304meas.pdf
- Carroll, M. & Chandler, Y. (2004). <u>Libraries and librarians: A link between legal information services and firm productivity?</u> Paper contributed to *Putting Knowledge to Work*, SLA Annual Conference, June 5- 10.
- Chung, H-K. (2007). Measuring the economic value of special libraries. *The Bottom Line: Managing Library Finances*, 20(1), 30-44.
- Elliott, D., Holt, G., Hayden, S., & Holt, L. (2006). *Measuring your library's value: How to do a cost-benefit analysis for your public library*. Chicago: American Library Association.
- Fraser, B., Nelson, T., & McClure, C. (2002). Describing the economic impacts and benefits of Florida public libraries: Findings and methodological applications for future work. *Library and Information Science Research*, 24, 211–233.
- Griffiths, J-M., & King, D. (1993). *Special libraries: Increasing the information edge*. Washington: Special Libraries Association.
- Griffiths, J-M., King, D., Harrington, J., Lynch, T., & Tomer, C. (2004). <u>Taxpayer return on investment in Florida Public Libraries</u>. Tallahassee, FL: Florida Department of State, State Library & Archives of Florida.
- Hendriks, B. & Wooler, I. (2006). Establishing the return on investment for information and knowledge services: a practical approach to show added value for information and knowledge centres, corporate libraries and documentation centres. *Business Information Review*, 23(1), 13-25
- Holt, G., Elliott, D., Holt, L., & Watts, A. (2001). <u>Public library benefits valuation study</u>. St. Louis, MO: St. Louis Public Library.
- Holt, G., Elliott, D., & Moore, A. (1999, March/April). Placing a value of public library services. *Public Libraries*, 38, 98–108.

- Humphries, L, Pagh, D., & Eisman, J. (n.d.) <u>Commonly asked questions and answers about the value and work of law librarians</u>. Document posted to *PLL/SIS Toolkit*, AALLnet.
- Imholz, S. & Arns, J. (2007). *Worth their weight: an assessment of the evolving field of library valuation*. New York: Americans for Libraries Council.
- Kingma, B. (2001). *The Economics of information: A guide to economic and cost-benefit analysis for information professionals* (2nd ed.). Westport, CT: Libraries Unlimited.
- Lindauer, B. (1998, November). Defining and measuring the library's impact on campus wide outcomes. *College & Research Libraries*, 59 (6), 546 570.
- Lown, C, & Davis, H. (2009, April 1). Are you worth it? What return on investment can and can't tell you about your library. Article posted to *In the Library with the Lead Pipe* blog.
- Luther, Judy. 2008. <u>University investment in the library: What's the return? A case study at the University of Illinois at Urbana-Champaign</u>. White paper posted to *Elsevier Library Connect*.
- Kaufman, P. (2008, December). <u>The library as strategic investment: Results of the Illinois return on investment study.</u> *Liber Quarterly: The Journal of European Libraries*, 18(3/4), 424-236.
- Kaufman, P. & Watstein, S. (2008). Library value (return on investment, ROI) and the challenge of placing a value on public services. *Reference Services Review*, 36(3), 226-231.
- Kyrillidou, M. & Cook, C. (2008). The evolution of measurement and evaluation of libraries: a perspective from the Association of Research Libraries. *Library Trends*, 56(4), 888-909.
- Marshall, J. (1992). <u>The impact of the hospital library on clinical decision-making: the Rochester study.</u> *Bulletin of the Medical Library Association*, 80(2), 169-178.
- Marshall, J. (1993). *The impact of the special library on corporate decision-making*, Washington: American Library Association.
- Matarazzo, J. & Prusak, L. (1995). *The value of corporate libraries*. Washington: Special Libraries Association.
- Matarazzo, J., Prusak, L., & Gauthier, M. (1990). *Valuing corporate libraries: a survey of senior managers*. Washington: Special Libraries Association.
- Matthews, J. (2002). *The bottom line: Determining and communicating the value of the special library.* Westport, CT: Libraries Unlimited.
- Matthews, J. (2004). *Measuring for results: the dimensions of public library effectiveness.* Westport, CT: Libraries Unlimited.
- McCallum, I. & Quinn, S. (2004, February). <u>Valuing libraries</u>. *The Australian Library Journal*, 53(1), 55-69.
- McClure, C., Fraser, B., Nelson, T., & Robbins, J. (2001). <u>Economic benefits and impacts from public libraries in the State of Florida.</u> Tallahassee, FL: Information Use Management and Policy Institute, School of Information Studies.
- McClure, C. R. & Bertot, J. (2000). *Public library use in Pennsylvania: Identifying uses, benefits, and impacts.* Harrisburg, PA: Office of Commonwealth Libraries.
- Missingham, R. (2005). Libraries and economic value: a review of recent studies. *Performance Measurement and Metrics*, 6(3), 142-158

- Morris, A., Hawkins, M., & Sumsion, J. (2001). *The economic value of public libraries*. London: Resource, The Council for Museums, Archives and Libraries.
- Olson, C. (2002, November). What's in it for them? Communicating the value of information services. *Information Outlook*, 6(11), 19-23.
- PLL/SIS Corporate Law Librarians' Group. (2007, April 12). The value of corporate law librarians. Document posted to *PLL/SIS Group*, AALLnet.
- Poll, R. (2003). Measuring impact and outcome of libraries. *Performance Measurement and Metrics*, 4(1), 5-12.
- Portugal, F. (2000). Valuating information intangibles: measuring the bottom line contribution of librarians and information professionals. Washington: Special Libraries Association.
- Rudd, P. (2002). <u>Documenting the difference: Demonstrating the value of libraries through outcome</u>
 measurement. In *Perspectives on Outcome Based Evaluation for Libraries and Museums* (pp. 16-23). Washington: Institute of Museum and Library Services.
- Siegfried, J., Sanderson, A., & McHenry, P. (2006). <u>The economic impact of colleges and universities</u>. *Working Paper No. 06-W12*. Nashville, TN, Vanderbilt University.
- Simmel, L. (2007, February). <u>Building your value story and business case: Observations from a marketing faculty and (former) librarian perspective.</u> *C&RL News*, 68(2), 88-91.
- Strouse, R. (2003). <u>Demonstrating value and return on investment: the ongoing imperative</u>. *Information Outlook*, 7(3), 15-19.
- Sumsion, J., Hawkins, M., & Morris, A. (2003). Estimating the economic value of library benefits. *Performance Measurement and Metrics*, 4(1), 13-27.
- Sykes, J. (2003, March). <u>Value as calculation and value as contribution to the organization</u>. *Information Outlook*, 7(3), 10-13.
- Urban Libraries Council. (2007, January). <u>Making cities stronger: Public library contributions to local</u> economic development. Chicago: Author.
- Weiner, S. (2009). The contribution of the library to the reputation of a university. *Journal of Academic Librarianship*, 35(1), 3-13.
- White, L. (2007). An old tool with potential new uses: Return on investment. *The Bottom Line: Managing Library Finances*, 20(1), 5-9.