

# The Context of Library Measurement

Rosalind F. Dudden, MLS, DM/AHIP, FMLA, Library Services Director,  
Tucker Medical Library, National Jewish Medical and research center, Denver, CO.

<http://library.nationaljewish.org>

Author of *Using Benchmarking, Needs Assessment, Quality Improvement, Outcome Measurement, and Library Standards: A How-To-Do-It Manual*. New York, Neal-Schuman Publishers, 2007. 464p.

<http://www.neal-schuman.com/db/0/590.html>

For a copy of the PowerPoint, this handout, the Evaluation Bibliography from the book, and a copy of the 2007 Tucker Library annual Report, go to:

<http://info.nationaljewish.org/libraryinfo/index.php>

---

Abram S. The value of Canadian libraries: impact, normative data and influencing funders. Updated: 2005. Accessed: 18 February 2008; Available from: [http://www.sirsi.com/Resources/abram\\_articles.html](http://www.sirsi.com/Resources/abram_articles.html) (search on page for pdf)

Burroughs CM, Wood FB, National Network of Libraries of Medicine (U.S.). Pacific Northwest Region. *Measuring the Difference : Guide to Planning and Evaluating Health Information Outreach*. 2000. Updated: 05 June 2007. Accessed: 18 February 2008; Available from: <http://nmlm.gov/evaluation/guide/index.html>.

Calvert PJ. Library effectiveness: the search for a social context. *J Libr Info Sci*. 1994;26:15-21.

Durrance JC, Fisher KE, Hinton MB. *How Libraries and Librarians Help: A Guide to Identifying User-Centered Outcomes*. Chicago: American Library Association; 2005.

Durrance JC, Fisher KE. Determining How Libraries and Librarians Help. *Libr Trends*. 2003;51(4):541-70.

Holtz VH. Measures of excellence: the search for the gold standard. *Bull Med Libr Assoc*. 1986;74(4):305-14.

Indiana University Purdue University Indianapolis, Institute for Museum and Library Services, Kryder-Reid E. *Shaping Outcomes: Making a Difference in Museums and Libraries*. Indiana University Purdue University Indianapolis. Institute for Museum and Library Services. Updated: 2006. Accessed: 18 February 2008; Available from: <http://www.shapingoutcomes.org/course/index.htm>

Kyrillidou M. 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. *J Acad Libr*. 2002;28(1/2):42-6.

Lee-Thomas G, Robson J. The Questions of Academic Library Assessment. *Indiana Libraries*. 2004;23(1):6-10.

Marshall JG. Determining our worth, communicating our value. *Libr J*. 2000;125(19):28-30.

Marshall JG. *Valuing Ourselves and Our Work in the Information Age*. University of North Carolina. Updated: 2002. Accessed: 18 February 2008; Available from: [http://www.sla.org/Presentations/sldc/joanne\\_LAB2002pp.ppt](http://www.sla.org/Presentations/sldc/joanne_LAB2002pp.ppt)

Matheson NW. The idea of the library in the twenty-first century. *Bull Med Libr Assoc*. 1995;83(1):1-7.

McCallum I, Quinn S. Valuing libraries. *Australian Libr J*. 2004;53(1). Updated: 2004. Accessed: 18 February 2008; Available from: <http://www.alia.org.au/publishing/alj/53.1/full.text/mccallum.quinn.html>

Orenstein DI. Developing quality managers and quality management: the challenge to leadership in library organizations. *Libr Adm Manage*. 1999 Winter;13(1):44-51.

Phipps SE. Beyond measuring service quality: learning from the voices of the customers, the staff, the processes, and the organization. *Libr Trends*. 2001;49(4):635-61.

Poll R. Measuring impact and outcome of libraries. *Perform Measur Metrics*. 2003;4(1):2-12.

The Information School University of Washington Seattle WA. *Outcomes Toolkit Version 2.0*. Updated: n.d.. Accessed: 18 February 2008; Available from: <http://ibec.ischool.washington.edu/default1024.aspx?subCat=Outcome%20Toolkit&cat=Tools%20and%20Resources>

Weightman AL, J. W. The value and impact of information provided through library services for patient care: a systematic review. *Health Info Libr J*. 2005;22(1):4-25. Updated: 2005. Accessed: 18 February 2008; Available from: <http://www.blackwell-synergy.com/doi/abs/10.1111/j.1471-1842.2005.00549.x>.

Links work with most recent version of Adobe Acrobat Reader. Available here:

<http://www.adobe.com/products/acrobat/readstep2.html>