



Measuring *for* Results

*The Dimensions of
Public Library
Effectiveness*

Joseph R. Matthews

Measuring For Results The Dimensions Of Public Library Effectiveness

John C. Hawley



Measuring For Results The Dimensions Of Public Library Effectiveness:

Measuring for Results Joseph R. Matthews, 2004 A library consultant considers the ways libraries can demonstrate their value and communicate this value with funders and patrons Chapters focus on aspects of the library organization such as the library's mission and values its users social benefits economic impacts and communications Appendices discuss various types of value indicators

The Evaluation and Measurement of Library Services Joseph R. Matthews, 2017-10-27 This guide provides library directors managers and administrators in all types of libraries with complete and up to date instructions on how to evaluate library services in order to improve them It's a fact today's libraries must evaluate their services in order to find ways to better serve patrons and prove their value to their communities In this greatly updated and expanded edition of Matthews seminal text you'll discover a breadth of tools that can be used to evaluate any library service including newer tools designed to measure customer and patron outcomes The book offers practical advice backed by solid research on virtually every aspect of evaluation including quantitative and qualitative tools data analysis and specific recommendations for measuring individual services such as technical services and reference and interlibrary loan New chapters give readers effective ways to evaluate critical aspects of their libraries such as automated systems physical space staff performance management frameworks eBooks social media and information literacy The author explains how broader and more robust adoption of evaluation techniques will help library managers combine traditional internal measurements such as circulation and reference transactions with more customer centric metrics that reflect how well patrons feel they are served and how satisfied they are with the library By applying this comprehensive strategy readers will gain the ability to form a truer picture of their library's value to its stakeholders and patrons

The American Public Library Handbook Guy A. Marco, 2011-11-29 A detailed reference work that documents every aspect of the American public library experience through topical entries statistics biographies and profiles The American Public Library Handbook is the first reference work to focus on all aspects of the American public library experience providing a topical perspective through comprehensive essays and biographical information on important public librarians Based upon the author's own notes and extensive experience as well as library periodicals library reference books monographs textbooks Internet sources and correspondence with individual libraries this book comprises nearly 1 000 entries addressing all aspects of public library service Each topical essay considers terminology of the area covered its historical context and current concerns and issues Biographies highlight the philosophical perspective of the individuals covered while entries on specific libraries present timely data and interesting facts about each facility This unique handbook also offers up to date statistics historical highlights and information about programs and events of individual libraries

Assessing Reference and User Services in a Digital Age Eric Novotny, 2013-05-13 Effectively assess whether any library is making good use of the reference user service resources available today Libraries need to develop standards by which they can assess their individual performances in a larger context and Assessing Reference and User

Services in a Digital Age makes significant contributions to this ongoing discussion. The book addresses its subject matter via approaches ranging from case studies of individual libraries to general discussions of best practices. The contributors explore the impact of the Internet on the field of evaluation focusing on electronic reference and instruction. They highlight current issues, present research results, and offer expert advice on how to assess online reference and instruction. All chapters are well referenced to facilitate further study, and many include tables, appendixes, checklists, and other helpful features that make difficult information easy to access and understand. The chapters that make up *Assessing Reference and User Services in a Digital Age* are as rich and varied as the backgrounds of their authors. Experienced researchers provide the results of studies conducted to determine the nature and effectiveness of the online reference services offered by various libraries. Practitioners and administrators from different institutional settings, academic libraries, public libraries, consortiums, etc., provide their perspectives on the issues facing librarians who need to assess the electronic services they provide. In this important new book, Andrew Briedenbach shows how a chat service can be implemented and suggests which data should be collected for it. Buff Hirko examines VET, the Virtual Evaluation Toolkit. Ruth Vondracek shares the experiences of a university library as it entered a statewide e-reference consortium and offers advice and issues to consider before entering such a partnership. Librarians from San Jose State University present a model for evaluating electronic reference services that can be used in public or academic libraries. Kathleen Kern discusses holistic evaluation; chat transcripts are addressed in several chapters, including Joseph Fennewald's comparisons of question categories, Lesley Moyo's analysis of the use of instruction in the virtual environment, and Caleb Tucker Raymond's proposed set of quality measures for chat reference. Laurie Probst and Michael Pelikan report on the use of a "Tell Us What You Think" button to gather user feedback. Kristi Nelson and Catherine L. Ross examine a research study that asked library school students to submit a reference question online and report on their experiences. Melissa Gross, Charles McClure, and R. David Lankes suggest measures to determine the cost and benefits of a virtual reference service. Librarians from Utah State University describe the development of their online instructional module. *Assessing Reference and User Services in a Digital Age* is designed as essential reading for library administrators, public service librarians, and researchers. It provides general advice for practitioners as well as an examination of research results and methodological issues. We urge you to consider making it part of your professional or teaching collection today.

Research Methods in Library and Information Science Lynn Silipigni Connaway, Marie L. Radford, 2021-05-24. The seventh edition of this frequently adopted textbook features new or expanded sections on social justice, research data analysis, software, scholarly identity, research, social networking, data science, and data visualization, among other topics. It continues to include discipline experts' voices. The revised seventh edition of this popular text provides instruction and guidance for professionals and students in library and information science who want to conduct research and publish findings, as well as for practicing professionals who want a broad overview of the current literature. Providing a broad introduction to research

design the authors include principles data collection techniques and analyses of quantitative and qualitative methods as well as advantages and limitations of each method and updated bibliographies Chapters cover the scientific method sampling validity reliability and ethical concerns along with quantitative and qualitative methods LIS students and professionals will consult this text not only for instruction on conducting research but also for guidance in critically reading and evaluating research publications proposals and reports As in the previous edition discipline experts provide advice tips and strategies for completing research projects dissertations and theses writing grants overcoming writer s block collaborating with colleagues and working with outside consultants Journal and book editors discuss how to publish and identify best practices and understudied topics as well as what they look for in submissions

Library Assessment in Higher Education Joseph R. Matthews, 2014-12-02 Written specifically to address the library s role in education this book provides guidance on performing assessment at academic institutions that will serve to improve teaching effectiveness and prove your library s impact on student learning outcomes and thereby demonstrate your library s value Academic libraries are increasingly being asked to demonstrate their value as one of many units on campus but determining the outcomes of an academic library within the context of its collegiate setting is challenging This book explains and clarifies the practice of assessment in academic institutions enabling library managers to better understand and explain the impact of the library on student learning outcomes teaching effectiveness and research productivity Providing essential information for all college and university librarians this volume discusses and summarizes the outcomes of research that has been conducted to investigate assessment within the context of higher education This updated second edition incorporates additional research examines new trends and covers groundbreaking advances in digital assessment tools as well as the changes in the amount and forms of data utilized in the assessment process The chapters address assessment from a campus setting and present data that demonstrate the value of the library within that setting in terms of learning research and overall impact In sum the book presents librarians with up to date practical guidelines for planning and conducting assessment

Research-Based Planning for Public Libraries Joseph R. Matthews, 2013-10-24 This book will help public library administrators managers and board members to better plan strategize and understand their communities enabling public libraries to become dynamic proactive institutions Research Based Planning for Public Libraries Increasing Relevance in the Digital Age takes readers through a logical and effective process for developing a plan and implementing it within the various functions of the library Grounded in research and best practices the book offers practical easy to implement advice and direction for today s public library administrators managers and board members Covering everything from goal setting policy making and budgeting to collections promotions and access and evaluation the book details how to better provide and promote access convey its value to customers and make the library a more integral part of the community The author inspires library staff and administrators to reinvent themselves to meet and overcome the current challenges they face The information is specifically tailored

towards public librarians particularly those in management or administration as well as to LIS faculty and students of public librarianship and library management Public Libraries and Internet Service Roles Charles R. McClure, Paul T. Jaeger, 2009 Charles McClure and Paul T Jaeger speak to the ways in which the Internet has had more impact on public libraries than any other technology since the creation of the book The issues presented are vital to library service planning evaluation research and education and most significantly how effectively libraries service the general public *Information Needs Analysis* Daniel G. Dorner, G. E. Gorman, Philip J. Calvert, 2014-12-31 If you want to provide an information service that truly fulfils your users needs this book is essential reading Analysing and assessing the information needs of clients is key to the provision of effective service and appropriate collections in both face to face and virtual library services The importance of information needs analysis is widely recognized by information professionals but currently there is little substantive detailed work in the professional literature devoted to this important topic This new book is designed to fill that gap by supporting practitioners in developing an information needs analysis strategy and offering the necessary professional skills and techniques to do so It will offer guidance to team leaders and senior managers in all areas of library work especially those involved in collection management service provision and web development and is equally applicable to the needs of academic public government commercial and other more specialized library and information services The text adopts a hands on jargon free approach and includes relevant examples case studies reader activities and sources of further reading Key areas covered include what is information needs analysis how is needs analysis conducted what are the varieties of needs analysis how are analyses evaluated and reported Readership The book will be essential reading for library and information practitioners team leaders and senior managers It will also be a core text on course reading lists in departments of library and information studies Raising the Tech Bar at Your Library Nick D. Taylor, 2017-05-11 This book explains how librarians can capitalize on the growing interest and need of patrons for help with technology by expanding their library s tech services to build community engagement and support Keeping up with technology is more critical and difficult than ever This challenge exists not only for library staff but for their patrons as well Today s librarians are often barraged with increasingly complex questions from their patrons about technology from loading eBooks onto their readers to helping resurrect dead laptops Why not capitalize on this opportunity and transform your library into a first stop go to resource for your community s tech needs Raising the Tech Bar at Your Library Improving Services to Meet User Needs demonstrates a variety of ways to expand library services to better serve your community including how to establish tech bars and tech centers provide tech training and one on one tech help host drop in demos and create a coding dojo The book covers after school programs makerspaces and embedded librarianship as well The authors draw on their personal experience to offer a practical blueprint for launching your tech initiative starting with the preliminary steps of evaluating community needs and getting administrative and public buy in to obtaining funding training non tech staff setting up and launching your program

and evaluating the services you've established. The book ends with a look to the future that supplies provocative and exciting ideas of how libraries with innovative tech-focused leadership can push the edge even further. This book serves a wide audience: all public librarians as well as library administrators, those who work in IT departments as well as adult or youth services and reference librarians who are interested in expanding into this important and exciting area.

Libraries in the Twenty-First Century Stuart J. Ferguson, 2007-05-31. *Libraries in the Twenty-First Century* brings together library educators and practitioners to provide a scholarly yet accessible overview of library and information management and the challenges that the twenty-first century offers the information profession. The papers in this collection illustrate the changing nature of the library as it evolves into its twenty-first-century manifestation. The national libraries of Australia and New Zealand, for instance, have harnessed information and communication technologies to create institutions that are far more national even democratic in terms of delivery of service and sheer presence than their print-based predecessors. Aimed at practitioners and students alike, this publication covers specific types of library and information agencies, discusses specific aspects of library and information management, and places developments in library and information services in a number of broad contexts: socio-economic, ethico-legal, historical, and educational.

Full STEAM Ahead Cherie P. Pandora, Kathy Fredrick, 2017-10-03. This book is a toolkit for youth and young adult librarians, school and public who wish to incorporate science, technology, engineering, art, and math (STEAM) into their programs and collections but aren't sure where to begin. Most educators are well aware of the reasons for emphasizing STEAM topics that fall within the broad headings of science, technology, engineering, arts, and mathematics in the curriculum regardless of grade level. But how do librarians who work with tweens in middle school, high school, and public libraries fit into the picture and play their roles to underscore their relevance in making STEAM initiatives successful? This book answers those key questions, providing program guidelines and resources for each of the STEAM areas. Readers will learn how to collaborate in STEAM efforts by providing information on resources, activities, standards, conferences, museums, programs, and professional organizations. Emphasis is placed on encouraging girls and minorities to take part in and get excited about STEAM. In addition, the book examines how makerspaces can enhance this initiative, how to connect your programs to educational standards, where to find funding, how to effectively promote your resources and programs, including how school and public librarians can collaborate to maximize their efforts, how to find and provide professional development, and how to evaluate your program to make further improvements and boost effectiveness. Whether you are on the cusp of launching a STEAM initiative or looking for ways to grow and enhance your program, this book will be an invaluable resource.

Collaborative Electronic Resource Management Joan E. Conger, 2004-11-30. Electronic resource management is becoming a primary responsibility of library managers. This book approaches electronic resource management as a system affecting all library work, linking it to concepts of collaborative management and the assessment cycle. The author demonstrates how collection development, acquisitions,

licensing budgeting and cataloging techniques technological infrastructure and user services for electronic resources fit into the new collaborative management that relies on learning more than control to respond to change The techniques presented for managing electronic resources improves the library s service value through relationships between library professionals and with library customers Engaging the librarian in a cycle of constant learning and assessment the approach ultimately makes work lighter relationships with colleagues and customers more productive and library services more relevant to community needs

Inside, Outside, and Online Chrystie Hill,2009 Inside Outside and Online provides practical advice and inspiration for building community with your library Based on a scan of the community and technology environments that libraries operate within related literature and the practical experiences of hundreds of library staff actively building communities through their work the book provides much needed insights into the essential elements of community building through Identifying user needs and designing services to meet those needs Engaging communities with service selection creation and iteration Utilizing practical new technologies Whatever your role and whatever size or type of library the principles outlined here can support anyone working to build a strong community of engaged interested and satisfied library users

Expanding the Circle John C. Hawley,2015-01-08 Examines strategies and best practices that effectively integrate LGBTQ areas of teaching and research with student life activities Many educational professionals agree that the time has come to expand their circle of inclusion and broaden their definition of diversity by increasing LGBTQ studies but the question of how to do so is still debated Although some colleges and universities have been incorporating LGBTQ studies for decades courses and programs continue to be pockets of innovation rather than models of inclusion for all of higher education Colleges and universities need to encourage faculty members to teach and research a wide range of LGBTQ topics as well as support student life professionals in building inclusive campus communities This book includes testimonies that alert educators to possible pitfalls and successes of their policies through an analysis of changing student attitudes Based on these case studies the contributors offer practical suggestions for the classroom and the provost s office demonstrating not only the gains that have been made by LGBTQ students and the institutions that serve them but also the tensions that remain Expanding the Circle is a comprehensive overview of issues facing LGBTQ students in higher education in the US and those seeking to queer the academy through incorporating LGBTQ content into curricula It highlights problems we might not have imagined a closeted gay man being harassed by those who are more out and describes issues we would have hoped were history faculty and staff telling students not to list a certificate in LGBTQ studies on a resume This book presents proven strategies to create affirming institutions of higher learning in which students and faculty can be their full selves and study the contributions of LGBTQ people to the human experience Sean Cahill coauthor of LGBT Youth in America s Schools

Boosting the Knowledge Economy Francisco Javier Calzada-Prado,2022-05-20 This book presents a comprehensive international and up to date review of the key contributions of information services to the Knowledge Economy Chapters

contributed by experts in different areas of LIS focus on the crucial roles libraries archives and museums are playing in their home institutions private public non profit as much as their impact on the economy and society as a whole Boosting the Knowledge Economy Key Contributions from Information Services in Educational Cultural and Corporate Environments has a particular interest in learning services exploring principles and strategies for their implementation from marketing strategy to analytics and covers implications for the LIS profession Provides new insights into the value of information services in the context of the Knowledge Economy Presents an overview and analysis of cutting edge practices in information services with a particular focus on learning services and their particular contribution to LAMs Libraries Archives and Museums brand awareness and to social capital building Introduces a collaborative reflection on the role of information professionals at challenging times with implications for the design of educational programs in the informationfield *Using Benchmarking, Needs Assessment, Quality Improvement, Outcome Measurement, and Library Standards* Rosalind F. Dudden,2007 This work provides easy to follow advice for using the latest management tools Evaluation tools are an essential part of improving service and proving the library s value Planning and Evaluating Library Networked Services and Resources John Carlo Bertot,Denise M. Davis,2004-12-30 This book describes techniques for evaluating services provided through library networks including collection development group purchases and reference services Providing guides for developing evaluation instruments testing them and applying them it is comprehensive in its treatment of evaluating network services Featuring contributions from some of the leaders in the area of e metrics Oliver Pesh Ebsco Judith Hiott Houston Public Jeff Shim ARL e metrics and Chuck McClure this book is an integrated updated knowledge base of events in this area since 1998 It also provides a great deal of experiential knowledge concerning what libraries should do plan for and use in e metrics **The Public Library Effectiveness Study** Nancy A. Van House,Thomas Childers,1993 The purpose of the Public Library Effectiveness Study was to define effectiveness for the public library institution The research was designed not to measure effectiveness or evaluate particular libraries or groups of libraries but rather to identify the feature or features of a public library that most directly attest to its effectiveness The major questions the study addressed were what measures have been used to define effectiveness what are the indicators and dimensions of public library effectiveness whether constituent groups differ in their preferences among indicators and dimensions and in their definitions of public library effectiveness and whether differences in the individual libraries domains affect their constituents preferences concerning effectiveness or organizational performance on the indicators The study focused on public libraries and is intended to serve as a prototype for a methodology for identifying effectiveness indicators and dimensions for other types of libraries The five chapters are 1 The Enigma of Effectiveness 2 Methodology 3 Findings Regarding Indicators and Dimensions of Effectiveness 4 Findings Regarding Roles and 5 Conclusions The questionnaires used in the study as well as the statistical findings are found in the appendices Also included is a 38 item bibliography JLB Evaluación del impacto de las bibliotecas escolares en España

Albelda Esteban, Beatriz, 2020-05-15 En esta tesis se aborda la evaluación del impacto de las bibliotecas en su dimensión educativa utilizando la norma ISO 16439 sobre impacto bibliotecario como marco conceptual y guía metodológica. Se desarrolla una investigación sobre el impacto de las bibliotecas escolares empleando un enfoque metodológico que integra una doble visión cuantitativa y cualitativa. Como objetivo general se pretende evaluar la contribución de las bibliotecas escolares al sistema educativo en España. Se analizan tres niveles de impacto: 1) impacto sobre los individuos, se incluye el efecto sobre las habilidades y competencias, sobre las actitudes y comportamientos, sobre el bienestar individual y sobre la carrera académica y profesional a medio y largo plazo; 2) impacto sobre la comunidad o institución de la que depende la biblioteca; y 3) impacto sobre el conjunto de la sociedad. Para explicar estos tres niveles de impacto se plantean once preguntas de investigación. Para la realización de la investigación cuantitativa se emplean los conjuntos de datos de los estudios internacionales PIRLS 2016 para el alumnado de educación primaria y PISA 2009 para el alumnado de educación secundaria seleccionando los datos correspondientes a España. Para la realización de la investigación cualitativa se emplea un estudio de caso centrado en la biblioteca del CEIP Virrey Morcillo Villarrobledo Albacete integrada en una red cooperativa de bibliotecas escolares, el Grupo Cooperativo Bibliotecas Escolares en Red BERED de Albacete. Los datos corroboran que la biblioteca escolar contribuye a mejorar la competencia lectora general del alumnado y las distintas dimensiones de esta competencia, especialmente la informacional. El recurso más valorado es la colección bibliográfica combinada con el trabajo por proyectos e integrada en las actividades formativas y de animación a la lectura programadas desde un plan de lectura. La biblioteca escolar contribuye a producir cambios de carácter intangible en las actitudes y en el comportamiento, especialmente sobre la motivación de alumnado y profesorado y favorece la implicación de las familias en el proceso de aprendizaje. El alumnado interioriza valores y normas de convivencia y refuerza su sentido de pertenencia, se refuerza la formación del profesorado y se da visibilidad a la labor docente. Respecto a la influencia de la biblioteca sobre la institución de la que depende contribuye a que se cumplan los fines y objetivos educativos en torno a tres ejes principales: 1) apoya los objetivos de enseñanza y aprendizaje incluyendo el refuerzo curricular y la implantación de nuevas metodologías de trabajo y aprendizaje con el uso de las nuevas tecnologías; 2) refuerza la cohesión entre los miembros de la comunidad educativa en torno a los objetivos y proyectos comunes potenciando valores comunitarios y de convivencia y actuando como un compensador de desigualdades; y 3) contribuye a establecer redes de cooperación. Respecto a la influencia de la biblioteca escolar sobre su entorno social próximo se observa la colaboración con otras entidades educativas y culturales en redes de cooperación.

Descripción Resumen Inglés This research deals with the school libraries impact evaluation by adopting the international standard on library impact ISO 16439 as a conceptual framework and methodological guide. The main objective of this research is to evaluate the contribution of school libraries to the educational system in Spain by combining both quantitative and qualitative methodological approaches. According to ISO 16439 three areas of library impact are analysed: 1)

impact on individuals including changes in skills and competences changes in attitudes and behaviour higher success in study or career and individual well being 2 impact on the library s institution or community and 3 impact on society Firstly we used the Spanish datasets released from the PISA 2009 and PIRLS 2016 international studies to perform the quantitative analysis Then average results on reading literacy of two different groups were compared pupils that have access to library resources and use them and those pupils that don t have access to library resources or even if they could they hardly use them Secondly a case study which is focused on a Spanish school library is performed The school library from the Virrey Morcillo Primary School Villarrobledo Albacete Spain forms part of a school library network the Grupo Cooperativo Bibliotecas Escolares en Red BERED Albacete The results confirm that school library is perceived as an efficient resource which contributes to improve reading literacy skills especially those informational skills Also it is perceived to foster related competencies i e critical thinking creativity digital skills and communicative and linguistic skills The quality of library collection is the most valued library resource when it is used in specific projects and when formative and reading promotion activities are planned Also the school library encourages changes in attitudes and behaviour It is perceived to foster pupils and teacher s motivation Moreover it is considered to encourage the family s involvement in pupils learning process Pupils learn values and behavioural rules and strengthen their sense of belonging towards their school Also it is perceived to give visibility to educational work As for the impact on the library s institution or community it is perceived to contribute to the achievement of educational goals and objectives 1 it gives support to learning and teaching objectives including curricular enhancement learning and teaching methodologies and working with new technological resources 2 it fosters cohesion among all learning community members and helps equity 3 it helps create cooperative alliances and networks Concerning the impact on the society it is perceived that the school library collaborates with other learning and cultural entities for cooperation projects

Whispering the Secrets of Language: An Emotional Journey through **Measuring For Results The Dimensions Of Public Library Effectiveness**

In a digitally-driven earth where displays reign great and immediate connection drowns out the subtleties of language, the profound secrets and psychological subtleties concealed within phrases often get unheard. However, situated within the pages of **Measuring For Results The Dimensions Of Public Library Effectiveness** a captivating literary treasure sporting with organic emotions, lies an exceptional journey waiting to be undertaken. Written by a talented wordsmith, this marvelous opus invites readers on an introspective journey, delicately unraveling the veiled truths and profound impact resonating within ab muscles material of each and every word. Within the mental depths of this moving review, we will embark upon a genuine exploration of the book is primary styles, dissect their charming publishing style, and succumb to the powerful resonance it evokes deep within the recesses of readers hearts.

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