

## QSAC – PLANNING RESOURCES – APPENDIX H

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This appendix is a bibliography of manuals, articles and websites on managing, administration, and programming for libraries. These can give you further ideas, samples and suggestions.

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### Michigan Documents

- [Library Laws Handbook: State Laws Relating to Michigan Libraries](#). Lansing: Library of Michigan, 2007.
  - [Certification Manual and State Aid to Public Libraries Grant Rules](#). Lansing: Library of Michigan, 2010.
  - [Michigan Public Library Trustee Manual, Part 1](#). Lansing: Library of Michigan, 1998.
  - [Michigan Public Library Trustee Manual, Part 2](#). Lansing: Library of Michigan, 1998.
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### Books

- *Creating Policies for Results: From Chaos to Clarity* by Sandra Nelson and June Garcia. Chicago: PLA, 2003.
- *Demonstrating Results: Using Outcome Measurement in Your Library* by Rhea Joyce Rubin. Chicago: PLA, 2005.
- *Developing a Compensation Plan for Your Library* by Paula Singer. Chicago: ALA, 2002.
- *Human Resources for Results: The Right Person for the Right Job* by Jeanne Goodrich and Paula Singer. Chicago: PLA 2007.
- *Implementing for Results: Your Strategic Plan in Action* by Sandra Nelson. Chicago: PLA, 2009.
- *The Library Crisis Communications Planner: A PR Guide for Handling Every Emergency* by Jan Thenell. Chicago: ALA, 2004
- *Managing Facilities for Results: Optimizing Space for Services* by Cheryl Bryan. Chicago: PLA, 2007.
- *Managing for Results: Effective Resource Allocation for Public Libraries* by Sandra Nelson, Ellen Altman and Diane Mayo. Chicago: PLA, 2000.
- *The New Planning for Results: a Streamlined Approach* by Sandra Nelson. Chicago: PLA, 2001.
- *Planning and Role Setting for Public Libraries: A Manual of Options and Procedures* by Charles McClure, et. al. Chicago: ALA, 1987.

- Staffing for Results: A Guide to Working Smarter by Diane Mayo and Jeanne Goodrich. Chicago: PLA, 2002.
  - Strategic Planning for Results by Sandra Nelson. Chicago: PLA 2008.
  - The Successful Library Trustee Handbook by Mary Moore. Chicago: ALA, 2004.
  - Technology for Results: Developing Service-Based Plans by Diane Mayo. Chicago: PLA, 2005.
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## Journal Articles

- Akin, Lynn. "Marketing Principles, Guaranteed." *Public Libraries*, (November/December 2001): 350-353.
- Barkley, Daniel C. "Public Service Guidelines In an Electronic Environment." *Government Information Quarterly*, 15, no. 1 (1998): p. 73-85.
- Clover, David. "Committing to Customer Service: Development of a Service Charter at The Open Polytechnic Library." *New Zealand Libraries*, 48, no. 12 (December 1997): 239-243. [See Student Library Service Charter Web page below for copy of the student charter.]
- Cook, Colleen and Fred M. Heath. "User's Perceptions of Library Service Quality: A LibQUAL+ Qualitative Study." *Library Trends*, 49, no.4 (Spring 2001): 548-584.
- Cronin, Blaise. "Customer Satisfaction." *Library Journal*, (October 15, 2000): 44.
- Diamond, Randy and Martha Dragich. "Professionalism In Librarianship: Shifting the Focus from Malpractice to Good Practice." *Library Trends*, 49, no. 3 (Winter 2001): 395-114.
- Hansel, Patsy J. "Quantity Is Not Necessarily Quality: A Challenge to Librarians To Develop Meaningful Standards of Performance for Library Reference Services." *North Carolina Libraries* (Fall, 1990): 185-187.
- Hennen, Thomas J. "Why We Should Establish a National System of Standards." *American Libraries*, 31, no. 3 (March 2000): 43-45.
- Herson, Peter and Danuta A. Nitecki. "Service Quality: A Concept Not Fully Explored." *Library Trends*, 49, no. 4 (Spring 2001): 687-708.
- Kasowitz, Abby, Blythe Bennett and R. David Lankes. "Quality Standards for Digital Reference Consortia." *Reference & User Services Quarterly*, 39, no. 4 (Summer 2000): 355-368.
- Poll, Roswitha. "Performance, Processes, and Costs: Managing Service Quality with the Service Scorecard." *Library Trends*, 49, no. 4 (Spring 2001): 709-719.
- Sullivan, Michael. "One Happy Library User." *Public Libraries*, (September/October 2001): 264.
- Wehmeyer, Susan, Dorothy Auchter and Arnold Hirshon. "Saying What We Will Do, and Doing What We Say: Implementing a Customer Service Plan." *The Journal of Academic Librarianship*, 22 (May, 1996): 173-80.
- Winkworth, Ian. Innovative United Kingdom Approaches to Measuring Service Quality." *Library Trends*, 49, no. 4 (Spring 2001): 718-731.

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## Quality Measures In Other States

Many fine ideas, checklists, bibliographies, can be found in the guidelines created by other states and groups.

- [Colorado Public Library Standards](#). Denver, CO: Colorado State Library and Adult Education Office, 2005.
- Guidelines for Public Libraries. Ad Hoc DSLRT Guidelines Task Force. Detroit Suburban Libraries Round Table, 1991.
- [In Service to Iowa: Public Library Measures of Quality](#). State Library Standards Committee, State Library of Iowa. Des Moines, IA: State Library of Iowa, 2004.
- [Minimum Standards for Rhode Island Public Libraries](#). Rhode Island Office of Library and Information Services, 2000.
- [A Plan for Excellence: Alabama Public Library Standards](#). Alabama Library Association. Public Library Division. Montgomery: Alabama Library Association, 2005.
- [Planning for Library Excellence: Standards and Guidelines for Virginia Public Libraries](#). Compiled by Nelson Worley. Richmond, VA: Library of Virginia, 2000.
- Serving Our Public 2.0: Standards for Illinois Public Libraries. Standards Review Committee, Public Library Management Forum, Illinois Library Association. Chicago: Illinois Library Association, 2009.
- [Standards for Kansas Public Libraries](#). Topeka, KS: Kansas State Library, 2006.
- [Standards for Minnesota Public Libraries](#). St. Paul, MN: Minnesota State Library, 1996.
- Standards for Public Library Service in Ohio. Columbus, OH: Ohio Library Council, 2002.
- [Wisconsin Public Library Standards](#). Madison, WI: Wisconsin Department of Public Instruction, 2005.

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## Web Sites

- The American Customer Satisfaction Index: the Voice of the Nation's Consumer. ACSI. [www.theacsi.org/](http://www.theacsi.org/)
- ISO 9000 2000 Principles in Plain English. Praxiom Research Group Limited. [www.praxiom.com/principles.htm](http://www.praxiom.com/principles.htm)
- Public Library Standards Database. Central Colorado Library System. [www.cde.state.co.us/scripts/plstandards/plstandards.asp](http://www.cde.state.co.us/scripts/plstandards/plstandards.asp)
- ODLIS: Online Dictionary of Library and Information Science. Western Connecticut State University. [lu.com/odlis/index.cfm](http://lu.com/odlis/index.cfm). [This is a great site for explanations of all library terms.]

- Overview of the ISO system. International Organization for Standardization.  
[www.iso.ch/iso/en/aboutiso/introduction/index.html](http://www.iso.ch/iso/en/aboutiso/introduction/index.html)

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