

QSAC – PLANNING RESOURCES – APPENDIX H

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.

Michigan Documents

- [District Library Law Handbook](#). Lansing, Library of Michigan.
 - [Library Laws Handbook](#), Lansing, Library of Michigan, 2013.
 - [Michigan Public Library Trustee Manual](#). Lansing: Library of Michigan, 2004.
 - [Public Library Financial Management Guide](#). Lansing: Library of Michigan, 2014.
 - [State Aid to Public Libraries Application Process](#). Lansing, Library of Michigan.
-

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.
- *Library as Safe Haven: Disaster Planning, Response, and Recovery* by Deborah Halsted et. al., ALA Neal –Schuman, 2014.
- *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.
- *Managing with Data* by Peter Herson et. al., ALA Editions, 2015.
- *The New Planning for Results: a Streamlined Approach* by Sandra Nelson. Chicago: PLA, 2001.
- *Practical Tips for Developing Your Staff* by Tracey Pratchett and Gil Young, ALA Editions, 2015.

- *Staffing for Results: A Guide to Working Smarter* by Diane Mayo and Jeanne Goodrich. Chicago: PLA, 2002.
 - *Small Public Library Management* by Jane Pearlmutter and Paul Nelson. Chicago: ALA, 2012
 - *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.
-

Journal Articles

- Akin, Lynn. "Marketing Principles, Guaranteed." *Public Libraries*, (November/December 2001): 350-353.
 - 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.
 - Hennen, Thomas J. "Why We Should Establish a National System of Standards." *American Libraries*, 31, no. 3 (March 2000): 43-45.
 - Hernon, 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.
 - Winkworth, Ian. Innovative United Kingdom Approaches to Measuring Service Quality." *Library Trends*, 49, no. 4 (Spring 2001): 718-731.
-

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, 2011.
 - [In Service to Iowa: Public Library Measures of Quality](#). State Library Standards Committee, State Library of Iowa. Des Moines, IA: State Library of Iowa, 2010.
 - [Minimum Standards for Rhode Island Public Libraries](#). Rhode Island Office of Library and Information Services, 2013.
 - [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, 2012.
 - [Standards for Public Library Service in Ohio](#). Columbus, OH: Ohio Library Council, 2010.
 - [Wisconsin Public Library Standards](#). Madison, WI: Wisconsin Department of Public Instruction, 2010.
-

Web Sites

- [The American Customer Satisfaction Index](#): the Voice of the Nation's Consumer. ACSI. www.theacsi.org/
 - [ISO 9000 2000 Principles in Plain English](#). Praxiom Research Group Limited. www.praxiom.com/principles.htm
 - [ISO in Brief. International Organization for Standardization](#). www.iso.org/iso/isoinbrief_2011.pdf
-

Updated 03/05/2015

[Library of Michigan](#)
Department of Education