META 2 Bibliography of Public Library Valuation Studies and Commentary January 2013–June 2019 Selected updates March 2023

Table of Contents

1. Research Studies for Coding	1
2. PEW Research Studies	9
3. ALA, PLA, and OCLC Reports	10
4. Global Libraries Initiative Reports	11
5. Library Valuation Methodology Articles, Books	11
6. Commentary on New/Current Directions for Public Library Valuation:	14
7. Public Libraries and Social Capital	18
8. Public Libraries and Democracy, Social Unrest	19
9. Public Library Programs and Services	20
10. General Sources	26

1. Research Studies for Coding

- Appleton, L., Hall, H., Duff, A. S., & Raeside, R. (2018). UK public library roles and value: A focus group analysis. *Journal of Librarianship and Information Science*, *50*, 275–283. doi: https://doi.org/10.1177/0961000618769987
- Arts Council England. (2014). Evidence review of the economic contribution of libraries. Retrieved from https://www.artscouncil.org.uk/sites/default/files/download-file/Evidence review economic contribution libraries 2014.pdf
- Arts Council England. (2013). Envisioning the library of the future: Phase 3: Online Survey. Retrieved from https://www.artscouncil.org.uk/sector-resilience/envisioning-library-future#section-6
- Audunson, R. (2016). The library and quality of life. *Scandinavian Public Library Quarterly*, 49(1/2), 28-29. Retrieved from http://slq.nu/?article=volume-49-no-1-2-2016-13

Beckett, E. K. (2014). Exploring the relationships between constructs of library value and local

- government public library funding: A study of New Jersey public libraries [Dissertation]. Rutgers The State University of New Jersey-New Brunswick. Retrieved from https://rucore.libraries.rutgers.edu/rutgers-lib/44008/PDF/1/play/
- Berk & Associates. (2013). Santa Clara Public Library District 2013 return on investment report. Retrieved from https://www.sccl.org/SCCL/media/About/sccld_full_report_final.pdf
- Broad, G., Parr, A., & Turda, A. (2015, March). Building strong and vibrant communities: The value of Sault Ste. Marie's Public Library. Retrieved from http://www.nordikinstitute.com/wp-content/uploads/2011/12/SSM-Public-Library_Value-SROI.pdf
- California State Library. (2019). *The value of California's public libraries*. Retrieved from www.library.ca.gov/services/to-libraries/value-of-libraries/
- Chen, T. T., & Ke, H. R. (2017). Public library as a place and breeding ground of social capital: A case of Singang Library. *Malaysian Journal of Library & Information Science*, 22(1), 45-58.
- Copenhagen Economics. (2015). *The Economic Impact of Public Libraries*. Retrieved from http://www.fremtidensbiblioteker.dk/upl/website/pdf-engelsk/SamlefinalopslagUK1.pdf
- Department for Digital, Culture, Media & Sport. (2015, December 16). Case study—
 British Library's Business & IP Centre national network: The British Library's Business
 & IP Centre national network contributes to local economic growth. Retrieved from https://www.gov.uk/government/case-studies/enterprising-libraries
- Fairfax County Public Library. (2019, January 2). *ROI report: A business case for the Fairfax County Public Library's value to the community.* Retrieved from https://www.fairfaxcounty.gov/library/roi-report-business-case-fairfax-county-public-librarys-value-community
- Flaherty, M. G. (2013). Consumer health information provision in rural public libraries: A comparison of two library systems. *Library Quarterly: Information, Community, Policy, 83,* 155–165.
- Fleeter, H. B. (2016). *Return on investment analysis of Toledo Lucas County Public Library*. Retrieved from http://www.utoledo.edu/centers/urban-affairs/publications/LucasLibReport.pdf
- Fujiwara, D., Lawton, R., & Mourato, S. (2015). The health and wellbeing benefits of public

- libraries: Full report. Arts Council England and SIMETRICA. Retrieved from https://www.artscouncil.org.uk/sites/default/files/download-file/The%20health%20and%20wellbeing%20benefits%20of%20public%20libraries.pdf
- Gómez-Hernández, J. A., Hernández-Pedreño, M., & Romero-Sánchez, E. (2017). Social and digital empowerment of vulnerable library users of the Murcia Regional Library, Spain. *El profesional de la información*, 26(1), 20-33.
- Gorichanaz, T., & Turner, T. (2017). All the Community's a stage: The public library's part in community information provision. *Library Quarterly: Information, Community, Policy*, 87, 99–116.
- Halpin, E., Rankin, C., Chapman, E. L., & Walker, C. (2015). Measuring the value of public libraries in the digital age: What the power people need to know. *Journal of Librarianship and Information Science*, 47(1), 30-42.
- Hájek, P., & Stejskal, J. (2017). Library usage mining in the context of alternative costs: the case of the municipal library of Prague. *Library Hi Tech*, *35*, 565–583.
- Hájek, P., & Stejskal, J. (2015). Modelling public library value using the contingent valuation method: The case of the Municipal Library of Prague. *Journal of Librarianship and Information Science*, 47(1), 43-55.
- Hamilton Public Library. (2017). Discover HPL: Measuring the impact of Hamilton Public Library. Retrieved from https://www.hpl.ca/sites/default/files/Economic_Impact_of_Hamilton_Public_Library_20 16_Feb9ver_AODA.pdf
- Haas Center. (2013). *Taxpayer return on investment in Florida public libraries*. Retrieved from http://roi.info.florida.gov/Content/PDFs/Studies/Library%20ROI%202013.pdf
- Howard Fleeter & Associates (2016, April). *Return on investment of Ohio's libraries & comparison with other states.* Retrieved from http://olc.org/wp-content/uploads/documents/post-id_2060/2016/04/Ohio-Public-Libraries-ROI-Report.pdf
- Huysmans, F., & Oomes, M. (2013). Measuring the public library's societal value: A methodological research program. *IFLA journal*, *39*(2), 168–177.

Wolfe,

- Ikeuchi, A., Tsuji, K., Yoshikane, F., & Ikeuchi, U. (2013). Double-bounded dichotomous choice CVM for public library services in Japan. *Procedia-Social and Behavioral Sciences*, 73, 205–208.
- James, S. (2013, September). *Hutt City libraries social return on investment analysis*. Retrieved from http://iportal.huttcity.govt.nz/Record/ReadOnly?Tab=3&Uri=4576756
- Jarrett, J. E. (2017). *Texas public libraries: Economic benefits and return on*Retrieved from https://repositories.lib.utexas.edu/bitstream/handle/2152/45600/bbr-2017-texas-public-libraries.pdf
- Johnson, C. A., & Griffis, M. R. (2014). The effect of public library use on the social capital of rural communities. *Journal of Librarianship and Information Science*, 46, 179-190.
- Kaluthanthri, P. C., & Edirisinghe, J. (2016). The economic value of the Colombo Public Library, Sri Lanka: contingent valuation approach. *Pacific Rim Property Research Journal*, 22, 115-126.
- Kawartha Lakes Public Library. (2015). *Public Library Economic Impact Study [Powerpoint Slides]*. Retrieved from https://drive.google.com/file/d/0BwLnmBwFXNmBZ0lnaVFzUHhxWDg/view?pli=11
- Kelleher, A. (2013). Not just a place to sleep: Homeless perspectives on libraries in central Michigan. *Library Review*, 62(1/2), 19-33.
- Lal, J. (2013, July). A Return on Investment Study of Salt Lake County Library Services. Retrieved from https://www.slcolibrary.org/gl/glal/pdf/slclsROIStudy2013.pdf
- Linhartová, V., & Stejskal, J. (2017). Public libraries services and their economic evaluation. In *Scientific Papers of the University of Pardubice*, Series D, Faculty of Economics & Administration, *25*(41), 90–101.
- London Public Library. (2015, November). A perspective on the economic impact of London Public Library on the city of London. Retrieved from www.londonpubliclibrary.ca/sites/default/files/Economic%20Impact%20ef%20London% 20Public%20Library_final_long%20version_web_0.pdf
- Mainka, A., Hartmann, S., Orszullok, L., Peters, I., Stallmann, A., & Stock, W. G. (2013). Public libraries in the knowledge society: Core services of libraries in informational world cities. *Libri*, *63*, 295-319.

- Mandel, L. H., Spears, L. I., Guenther, D., & McClure, C. R. (2013, December). Costs of and benefits resulting from public library e-government service provision: Findings and future directions from an exploratory study. First Monday, 18(12). doi: http://dx.doi.org/10.5210/fm.v18i12.4805
- Martin Prosperity Institute. (2013, December). So much more: The economic impact of the Toronto Public Library on the City of Toronto. Retrieved from http://martinprosperity.org/media/TPL%20Economic%20Impact_Dec2013_LR_FINAL.pdf
- Martínez, R. T. (2013). *The value of public libraries in society: Barcelona Province Municipal Libraries Network (MLN) experience*. Department of Studies and Foresight Library Services Management Office. Retrieved from https://www.diba.cat/documents/16060163/22275360/valor_social_bibliotequesXBM_angles.pdf/39255278-b39e-4f98-893e-76869b63a4b4
- McCahill, D., Birdi, B., & Jones, R. B. (2018). Investigating the public response to local government decisions to reduce or remove public library services. *Journal of Librarianship and Information Science*. doi: 0961000618768028.
- Mehra, B., Bishop, B. W., & Partee, R. P., II. (2017b). How do public libraries assist small businesses in rural communities? An exploratory qualitative study in Tennessee. *Libri*, 67, 245–260.
- Meyer, J. (2018). Poverty and public library usage in Iowa. *Public Library Quarterly*, *37*, 53-60. doi: 10.1080/01616846.2017.1312193
- McIntosh, C. R. (2013). Library return on investment: Defending the contingent valuation method for public benefits estimation. *Library & Information Science Research*, 35(2), 117–126.
- Miller, J. (2014). A comparative study of public libraries in Edinburgh and Copenhagen and their potential for social capital creation. *Libri*, 64(4), 316–326.
- Milton Public Library. (2014, September). *The economic impact of the Milton Public Library on the town of Milton*. Retrieved from https://www.mpl.on.ca/documents/2014_10EconomicImpact.pdf

- Morgan, A. U., Dupuis, R., D'Alonzo, B., Johnson, A., Graves, A., Brooks, K. L., . . . & Grande, D. (2016). Beyond books: Public libraries as partners for population health. *Health Affairs*, 35, 2030-2036.
- Morgan, A. U., Dupuis, R., Whiteman, E. D., D'Alonzo, B., & Cannuscio, C. C. (2017). "Our doors are open to everybody": Public libraries as common ground for public health. *Journal of Urban Health*, 94(1), 1-3.
- Nashville Area Chamber of Commerce, The Research Center. (2016, April). *Economic impact and contribution analysis: Nashville Public Library*. Retrieved from https://library.nashville.org/sites/default/files/field/page/file/nashville-public-library-impact-and-contribution study.pdf
- Neto, A. B. F. (2018). Charity and public libraries: Does government funding crowd out donations? *Journal of Cultural Economics*, 42, 525-542.
- Neto, A. B. F., & Hall, J. (2017). *Economies of Scale and Governance of Library Systems:* Evidence from West Virginia (No. 17-13). Retrieved from http://busecon.wvu.edu/phd economics/pdf/17-13.pdf
- Neuman, S. B., & Moland, N. (2019). Book deserts: The consequences of income segregation on children's access to print. *Urban Education*, *54*(1), 126-147.
- Newmarket Public Library. (2016). In Federation of Ontario Public Libraries, *Recent Ontario public library economic impact studies*. Retrieved from http://fopl.ca/news/recent-ontario-public-library-economic-impact-studies/
- Noh, Y. (2017). Research on the development of economic value evaluation indices for public libraries. *International Journal of Knowledge Content Development & Technology*, 7(3), 87–111.
- Noh, Y. (2016). A study on the perception of librarians of the impact that libraries have on society. *International Journal of Knowledge Content Development & Technology*, 6(2), 109-147. Also reported in Noh, Y., Lee, K. H., & Choi, S. K. (2018). A study on comparing the perception between librarians and users about libraries' value. *International Journal of Knowledge Content Development & Technology*, 8(2), 67-100.
- Obal, M. P. (2015). An economic valuation of Marikina City Library using revealed preference methods. *Journal of Philippine Librarianship*, *35*, 1-18.

- Oliphant, T. (2014) "I'm a library hugger!": Public libraries as valued community assets. *Public Library Quarterly*, *33*, 348-361. doi: 10.1080/01616846.2014.970431
- Ottawa Public Library. (2016, November). *Check out the benefit: The economic benefits of the Ottawa Public Library*. Retrieved from https://biblioottawalibrary.ca/sites/default/files/PDFs/eb_long_en.pdf
- Pennecke, S. J. (2018, April 13). ODU study says Norfolk library system's ROI comparable to other cities. *Inside Business: The Hampton Roads Business Journal*. Retrieved from https://pilotonline.com/inside-business/news/economic-development/article_d72c4e46-3f43-11e8-ba7e-17c1a4518102.html
- Pichova, S., & Stejskal, J. (2015). Return-on-investment of public investments to systems which provide public services-a case study. Retrieved from https://www.econstor.eu/bitstream/10419/124814/1/ERSA2015_01399.pdf Also reported in Pichova, S., & Stejskal, J. (2018). The perceived value of public services as a prerequisite for a comprehensive analysis of the effectiveness of public sector organizations using the Czech Library as an example. In A. Dias, B. Salmelin, D. Pereira, M. S. Dias (Eds.), *Modeling Innovation Sustainability and Technologies* (pp. 65–75). Springer, Cham.
- Pichova, S., & Stejskal, J. (2018). The perceived value of public services as a prerequisite for a comprehensive analysis of the effectiveness of public sector organizations using the Czech Library as an example. In A. Dias, B. Salmelin, D. Pereira, M. S. Dias (Eds.), *Modeling Innovation Sustainability and Technologies* (pp. 65–75). Springer, Cham.
- Pickering Public Library. (2014, November). *The economic impact of the Pickering Public Library on the City of Pickering*. Retrieved from http://www.picnet.org/sites/default/files/EconomicImpact%25202014.PDF
- Quick, S., Prior, G., Toombs, B., Taylor, L., & Currenti, R. (2013, March). *Cross-European survey to measure users' perceptions of the benefits of ICT in public libraries*. Retrieved from https://digital.lib.washington.edu/researchworks/bitstream/handle/1773/22718/Final%20 Report%20-%20Cross-European%20Library%20Impact.pdf
- Roig, M. L., & Martínez, R. T. (2013). Return on Investment of Municipal Libraries Network of

- *the Barcelona province (2007-2011).* Retrieved from https://www.diba.cat/documents/16060163/22275360/ROI_edicio_web_angles.pdf/40a47 193-1114-446d-a206-e16172550609
- Ruiu, M. L., & Ragnedda, M. (2016). Between digital inclusion and social equality: The role of public libraries in Newcastle upon Tyne. *Library and Information Research*, 40(123), 69-87.
- San Francisco Public Library (2015, September). Reinvesting and renewing for the 21st century: A community and economic benefits study of San Francisco's Branch Library improvement program. Retrieved from https://sfpl.org/pdf/about/commission/ReinvestingRenewing.pdf
- SGS Economics and Planning. (2018, May). Libraries work! The socio-economic value of public libraries to Victorians. Retrieved from https://www.sgsep.com.au/download_file/view_inline/1706
- Shepherd, J., Vardy, K., & Wilson, A. (2015). Quantifying patron time-use of a public library. *Library Management*, *36*, 448–461. doi: https://doi.org/10.1108/LM-09-2014-0110
- Silk, K. (2014, June 28). *Halton Hills Public Library creates over \$18 million in total economic impact*. Retrieved from https://libraryresearchnetwork.org/halton-hills-public-library-creates-over-18-million-in-total-economic-impact/
- Sin, S. C. J., & Vakkari, P. (2015). Perceived outcomes of public libraries in the US. *Library & Information Science Research*, 37, 209–219.
- Skarzynski, J., & Nassimbeni, M. (2016). Evaluating the impact of the public library book collection: a case study of two public libraries in Cape Town. *South African Journal of Libraries and Information Science*, 82(1), 26-35.
- Skelly, L.M. (2014). The Public Library's Contribution to Economic Growth and Development:

 A path analysis [Dissertation]. Retrieved from

 https://www.researchgate.net/publication/279713095_The_public_library's_contribution_
 to_economic_growth_and_development_a_path_analysis/download
- Skelly, L., Stilwell, C., & Underwood, P. G. (2015). Correlations between the economy and public library use. *The Bottom Line*, 28(1/2), 26-33.
- Skot-Hansen, D., Hvenegaard Rasmussen, C., & Jochumsen, H. (2013). The role of public libraries in culture-led urban regeneration. *New Library World*, *114*(1/2), 7-19.

- Stejskal, J., & Hájek, P. (2015). Evaluating the economic value of a public service—the case of the Municipal Library of Prague. *Public Money & Management*, 35(2), 145–152.
- Stejskal, J., Hájek, P., & Rehak, T. (2016). The economic value of book loans—the case of the Municipal Library of Prague. *Libri*, 66, 303-311.
- Stratford Public Library. (2015, February). *Under the umbrella—Stratford Public Library: SPL's economic impact*. Retrieved from https://libraryresearchnetwork.org/wp-content/uploads/2016/09/UUFebruary2015.pdf
- Tessler, A. (2013, January). *Economic valuation of the British Library*. Retrieved from http://www.bl.uk/aboutus/stratpolprog/increasingvalue/britishlibrary_economicevaluation .pdf
- The Research Center Nashville Area Chamber of Commerce. (2017, January). *Economic impact and contribution analysis: Williamson County Public Library*. Retrieved from http://lib.williamson-tn.org/UserFiles/Servers/Server 10280/File/WCPL%20FINAL.pdf
- Vakkari, P., Aabø, S., Audunson, R., Huysmans, F., & Oomes, M. (2014). Perceived outcomes of public libraries in Finland, Norway and the Netherlands. *Journal of Documentation*, 70, 927-944.
- Vakkari, P., Aabø, S., Audunson, R., Huysmans, F., Kwon, N., Oomes, M., & Sin, S. C. J. (2016). Patterns of perceived public library outcomes in five countries. *Journal of Documentation*, 72, 342-361.
- Vakkari, P. (2014). Models explaining the perceived outcomes of public libraries. *Journal of Documentation*, 70, 640-657.
- Vancouver Island Regional Library. (2016, July). Assessing the economic impact of Vancouver Island Regional Library on our Member Communities. Retrieved from http://virl.bc.ca/wp-content/uploads/2018/08/ROI-Report-PRINT.pdf
- Whitacre, B., & Rhinesmith, C. (2015). Public libraries and residential broadband adoption: Do more computers lead to higher rates? *Government Information Quarterly*, 32, 164–171.

2. PEW Research Studies

Horrigan, J. B. (2016, September 9). *Libraries 2016*. Pew Research Center. Retrieved from http://www.pewinternet.org/2016/09/09/libraries-2016/

- Horrigan, J. B. (2015, September 15). *Libraries at the crossroads: The public is interested in new services and thinks libraries are important to communities*. Pew Research Center. Retrieved from http://www.pewinternet.org/2015/09/15/libraries-at-the-crossroads/
- Pew Research Center (2013, January 22). *Library services in the digital age: Summary of findings*. Retrieved from http://www.pewinternet.org/2013/01/22/library-services/
- Raine, L. (2016, April 7). *Libraries and learning*. Pew Research Center. Retrieved from http://www.pewinternet.org/2016/04/07/libraries-and-learning/
- Zichur, K., Purcell, K., & Rainie, L. (2014, March 13). From distant admirers to library lovers—and beyond: A typology of public library engagement in America. Pew Research Center. Retrieved from http://www.pewresearch.org/wp-content/uploads/sites/9/2014/03/PIP-Library-Typology-Report 031314.pdf

3. ALA, PLA, and OCLC Reports

- American Library Association. (2018). *State of America's libraries report 2018: Public libraries*. Retrieved from http://www.ala.org/news/state-americas-libraries-report-2018/public-libraries
- American Library Association. (2017). *Libraries Transform year two report: September 1, 2016 to August 31, 2017*. Retrieved from http://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/libraries-transform-2-year-report-final-revised.pdf
- Project Outcome. (2018, June). *Project Outcome: Insights for adopting the model*. Retrieved from https://www.projectoutcome.org/ckeditor_assets/attachments/402/pro_out_pages_010719 .pdf
- Project Outcome. (2017). *Year in review: 2017 report*. Retrieved from https://www.projectoutcome.org/ckeditor_assets/attachments/359/pla-project-outcome-2-year-annual-report-final.pdf
- Project Outcome. (2016). *Year in review: 2016 report*. Retrieved from https://www.projectoutcome.org/annual-report
- OCLC and American Library Association. 2018. From Awareness to Funding: Voter Perceptions and Support of Public Libraries in 2018. Dublin, OH: OCLC. https://doi.org/10.25333/C3M92X.

4. Global Libraries Initiative Reports

- Al, U., Andrade Blanco, P., Chiranov, M., Cruz Silva, L. M., Devetakova, L. N., Dewata, Y., ... & López Naranjo, A. (2015). Global Libraries impact planning and assessment progress. *Performance Measurement and Metrics*, *16*, 109-131.
- Cottrill, J., Letelier, F., Blanco, P. A., García, H., Chiranov, M., Tkachuk, Y., ... & Krauls-Ward, I. (2015). From impact to advocacy: working together toward public library sustainability. *Performance Measurement and Metrics*, *16*, 159-176.
- Paley, J., Cottrill, J., Errecart, K., White, A., Schaden, C., Schrag, T., ... & Streatfield, D. (2015). The evolution of global libraries' performance measurement and impact assessment systems. *Performance Measurement and Metrics*, *16*, 132-158.
- Streatfield, D., Andrade Blanco, P., Chiranov, M., Dryžaite, I., Kochanowicz, M., Liubyva, T., & Tkachuk, Y. (2015). Innovative impact planning and assessment through Global Libraries. *Performance Measurement and Metrics*, 16, 177-192.

5. Library Valuation Methodology Articles, Books

- Arns, J. W. (2013). Assessing the value of public library services: A review of the literature and meta-analysis (META). Retrieved from http://www.libsci.sc.edu/metaweb/ValuingPublicLibraries_FinalReport.pdf
- Ashley, B., & Niblett, V. (2014). Researching the economic contribution of public libraries. *Evidence Based Library and Information Practice*, *9*(4). Retrieved from https://journals.library.ualberta.ca/eblip/index.php/EBLIP/article/view/23379/17759
- Becker, S. (2015, September 18). Outcomes, impacts, and indicators. *Library Journal*. Retrieved from http://lj.libraryjournal.com/2015/09/managing-libraries/outcomes-impacts-and-indicators/
- Calvert, P., & Goulding, A. (2015). Narratives and stories that capture the library's worth: A qualitative approach to measuring value and impact in New Zealand's libraries. *Performance Measurement and Metrics*, 16, 276–288.
- Davis, D., & Plagman, E. (2015). Project Outcome: Helping libraries capture their community impact. *Public Libraries*, *54*(4), 33-37.

- Dhyrbye, L. H. (n.d.). Trick or treat: Using economic impact analysis in demonstrating value of public libraries. Retrieved from http://www.fremtidensbiblioteker.dk/upl/website/economic-impact-of-public-libraries---afslutning/Artikel2final.pdf
- Egbert, M. (n.d.). *Program evaluation [Powerpoint Slides]*. Meridian Library District. Retrieved from http://libraries.idaho.gov/files/ProgramEvaluationSlides.pdf
- Griffis, M. R. & Johnson, C.A. (2014). Social capital and inclusion in rural public libraries: A qualitative approach. *Journal of Librarianship and Information Science*, 46, 96–109.
- Hoffman, B. (n.d.). *Outcome-based evaluation [Powerpoint Slides]*. Retrieved from https://webjunction.org/content/dam/WebJunction/Documents/webJunction/2017-07/obe-recorded-presentation-slides.pdf
- Huber, J., & Potter, S. (2015). *The purpose-based library*. Chicago, IL: Neal-Schuman.
- Institute of Museum & Libraries Services. (n.d.). *Outcome based evaluation basics*. Retrieved from https://www.imls.gov/grants/outcome-based-evaluation/basics
- Irwin, B., & St-Pierre, P. G. (2014). Creating a culture of meaningful evaluation in public libraries: Moving beyond quantitative metrics. *SAGE Open*, October-December, 1-15.
- International Standards Organization. (2014). ISO 16439: 2014: Information and documentation
 —Methods and procedures for assessing the impact of libraries. Geneva: ISO.
- Lamont, M. (2017). Using economic data to demonstrate the value of the library. *Qualitative and Quantitative Methods in Libraries*, 4(1), 69-75.
- Markless, S., & Streatfield, D. (2014, September 7). Recent developments in library evaluation, statistics and measurement and why they are important. Retrieved from http://library.ifla.org/891/1/89-markless-en.pdf
- Matthews, J. R. (2017). *The evaluation and measurement of library services*. Santa Barbara, CA: Libraries Unlimited.
- Matthews, J. R. (2016). *Adding value to libraries, archives, and museums*. Santa Barbara, CA: Libraries Unlimited.
- Matthews, J. R. (2015). Assessing outcomes and value: It's all a matter of perspective. *Performance Measurement and Metrics*, *16*, 211–233.

- Matthews, J. R. (2013). Valuing information, information services, and the library: Possibilities and realities. *Portal: Libraries and the Academy*, *13*(1), 91-112.
- Micka, T. L. (2013). Demonstrating the value of the public library: Economic valuation and the advocacy imperative. *School of Information Student Research Journal*, *3*(1), 4-18. Retrieved from https://scholarworks.sjsu.edu/cgi/viewcontent.cgi?referer=https://www.google.com/&httpsredir=1&article=1127&context=slissrj
- Pinto, L. G. (2014). Library performance continuum and the imperative of meta-evaluation. *Performance Measurement and Metrics*, 15(3), 86-98.
- Pinto, L. G., & Ochôa, P. (2014). Information Society and Library Evaluation Transitions in Portugal: A Meta-evaluation Model and Frameworks (1970–2013). *Liber Quarterly*, 23), 214–236.
- Public Libraries Connect. (2019). *The impact of libraries as creative spaces: Creative spaces impact framework*. Retrieved from http://www.plconnect.slq.qld.gov.au/manage/research/libraries-as-creative-spaces/creative-spaces-impact-framework
- Pundsack, K. (2014, December17). Inputs, outputs, and outcomes—oh my! *Public Libraries Online*. Retrieved from http://publiclibrariesonline.org/2014/12/inputs-outputs-and-outcomes-oh-my/
- Ryan, P., & Cole, B. (2016). Public Libraries. In D. Koufogiannakis & A. Brettle (Eds.), *Being evidence based in library and information practice* (pp. 105-119). London: Facet Publishing.
- Scottish Library and Information Council. (2015). How good is our public library service?: A public library improvement model for Scotland. Retrieved from https://scottishlibraries.org/media/1084/hgiopls-landscape-web-2017.pdf
- Stilwell, C. (2016). The public library as institutional capital: towards measures for addressing social inclusion and combating poverty. *Information Development*, 32(1), 44-59.
- Tenopir, C. (2013). Building evidence of the value and impact of library and information services: methods, metrics and ROI. *Evidence Based Library and Information Practice*, 8, 270-274. doi: https://doi.org/10.18438/B8VP59

- Urquhart, C., & Tbaishat, D. (2016). Reflections on the value and impact of library and information services: Part 3: Towards an assessment culture. *Performance Measurement and Metrics*, 17(1), 29-44 doi: https://doi.org/10.1108/PMM-01-2016-0004
- Urquhart, C., & Turner, J. (2016). Reflections on the value and impact of library and information services: Part 2: Impact assessment. Performance Measurement and Metrics, *17*(1), 5-28. doi: https://doi.org/10.1108/PMM-01-2016-0001
- Urquhart, C. (2015). Reflections on the value and impact of library and information services: Part 1: Value identification and value creation. *Performance Measurement and Metrics*, *16*(1), 86-102. doi: https://doi.org/10.1108/PMM-02-2015-0005

6. Commentary on New/Current Directions for Public Library Valuation:

- Arts Council England. (2013a). Envisioning the library of the future: Phase 3: Understanding what people value about libraries. Retrieved from https://www.artscouncil.org.uk/sector-resilience/envisioning-library-future#section-6
- Arts Council England. (2013b). Envisioning the library of the future: Phases 1 & 2 full report. Retrieved from https://www.artscouncil.org.uk/sector-resilience/envisioning-library-future#section-6
- Coalition for Networked Information. (2013, August 24). The transformation of the public library—Access to digital information in a networked world: Public libraries in the information age. Retrieved from https://www.cni.org/resources/historical-resources/the-transformation-of-the-public-library
- Department for Digital, Culture, Media & Sport. (2017, March 28). Guidance—Libraries shaping the future: good practice toolkit. Retrieved from https://www.gov.uk/government/publications/libraries-shaping-the-future-good-practice-toolkit/libraries-shaping-the-future-good-practice-toolkit
- Depriest, M. J. (2016). Removing barriers to access: Eliminating fines and fees on children's materials. Colorado State Library. Retrieved from http://hermes.cde.state.co.us/drupal/islandora/object/co:25676/datastream/OBJ/view
- Du, Y. (2016). Small libraries, big impact: How to better serve your community in the digital age. Santa Barbara, CA: Libraries Unlimited.
- Farkas, M. G. (2013). Building and sustaining a culture of assessment: Best practices for change leadership. Library Faculty Publications and Presentations [originally published in *Reference Services Review*, 41(1), 13-31. doi http://dx.doi.org/10.1108/00907321311300857]. Retrieved from https://pdxscholar.library.pdx.edu/cgi/viewcontent.cgi?article=1077&context=ulib fac

- Field, N., & Tran, R. (2018). Reinventing the public value of libraries. *Public Library Quarterly*, 37, 113-126. doi: 10.1080/01616846.2017.1422174
- Garmer, A. K. (2014, October). Rising to the challenge: Re-envisioning public libraries. Aspen Institute Dialogue on Public Libraries. Retrieved from https://csreports.aspeninstitute.org/documents/AspenLibrariesReport.pdf
- Gilpin, G, Karger, E. & Nen, K.A. *The Returns to Public Library Investment* (REVISED July 2021). *Working Paper*, No. 2021-06, April 2021
- Goldman, M. (2018). Strategies for sustainable funding: A metadata review of the independent library district model. *Public Library Quarterly*, *37*, 139-149. doi: 10.1080/01616846.2018.1456889
- Gustina, M. (2018, April 18). Critical optimism: Reimagining rural communities through libraries. *In the Library with the Lead Pipe*. Retrieved from http://www.inthelibrarywiththeleadpipe.org/2018/critical-optimism/
- Hildreth, S., & Sullivan, M. (2015). Rising to the challenge: Re-Envisioning public libraries. *Journal of Library Administration*, *55*, 647-657. doi: 10.1080/01930826.2015.1085247
- IDEO. (2015). *Design thinking for libraries: A toolkit for patron-centered design*. Retrieved from http://designthinkingforlibraries.com/
- IDEO. (2015b). Design thinking for libraries activities workbook: A toolkit for patron-centered design. Retrieved from http://designthinkingforlibraries.com/
- IDEO. (2015c). Design thinking in a day: An at-a-glance guide for advancing your library. Retrieved from http://designthinkingforlibraries.com/
- Irwin, B., & Silk, K. (2019). Changing stakeholder expectations of library value. *Public Library Quarterly*, 38, doi: 10.1080/01616846.2019.1571398
- Jaeger, P. T., Gorham, U., Bertot, J. C., & Sarin, L. C. (2013). Democracy, neutrality, and value demonstration in the age of austerity. *The Library Quarterly*, 83, 368-382.
- Janes, J. (Ed.). (2013). *Library 2020: Today's leading visionaries describe tomorrow's library*. Lanham, MD: The Scarecrow Press, Inc.
- Kajberg, L. (2018) Re-visiting Paul Wasserman's The New Librarianship: A Challenge for

- Change. Public Library Quarterly, 37, 375-386. doi: 10.1080/01616846.2018.1511963
- Knight Foundation. (2017, March). *Developing clarity: Innovation in library systems*. Retrieved from https://kf-site-production.s3.amazonaws.com/publications/pdfs/000/000/233/original/Knight_UL_Innov ation Report final.pdf
- Lankes, R. D. (2016). *The new librarianship field guide*. Cambridge, MA: The MIT Press.
- Libraries Taskforce. (2016). *Libraries deliver: Ambition for public libraries in England 2016-2021*. (London: CILIP). Retrieved from https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/579207/Libraries_Deliver__Ambition_for_Public_Libraries_in_England_2016_to_2021__accessible_version_.pdf
- Margolis, M. (2014). The library story: A strategic storytelling toolkit for public libraries. Get Storied. Retrieved from https://www.powerlibrary.org/wp-content/uploads/2014/12/PA StorytellingTOOLKIT.pdf
- Marx, A. W. (2017, Dec. 18). The case against library fines—According to the head of The New York Public Library. Retrieved from https://qz.com/1158839/the-case-against-library-fines-according-to-the-head-of-the-new-york-public-library/
- Matthews, J. R. (2019). The fragile future of the public library: A disaster or an opportunity. *Public Library Quarterly*, *38*, doi: 10.1080/01616846.2019.1565797
- Matthews, J. R. (2018). Evolution—But at what speed? *Public Library Quarterly*, *37*, 355. doi: 10.1080/01616846.2018.1541127
- Matthews, J. R. (2018). Management frameworks and the broader perspective. *Public Library Quarterly*, *37*, 263-278. doi: 10.1080/01616846.2017.1399764
- Matthews, J. R. (2018). The challenges of goodness and value. *Public Library Quarterly*, *37*, 229-232. doi: 10.1080/01616846.2018.1507194
- Matthews, J. R. (2018). Today's future is not the same as tomorrow's future. *Public Library Quarterly*, 37, 111-112. doi: 10.1080/01616846.2018.1462074
- McDonald, C. G. (2014). *Putting the user first: 30 strategies for transforming library services.* Chicago, IL: Association of College and Research Libraries.

- Netherlands Institute for Public Libraries. (2014, January). *The library of the future: Hub for knowledge, contact and culture*. The Hague. Retrieved from https://www.kb.nl/sites/default/files/library of the future 12082014 def.pdf
- Palfrey, J. G. (2015). *BiblioTech: Why libraries matter more than ever in the age of Google*. New York, NY: Basic Books.
- Real, B., & Rose, R. N. (2018). Rural public libraries in America: Continuing and impending challenges. In B. Real (Ed.), *Rural and small public libraries: Challenges and opportunities, Advances in Librarianship*, 43, 37–59. UK: Emerald Publishing Limited.
- Schmidt, A., & Etches, A. (2014). *Useful, usable, desirable: Applying user experience design to your library.* Chicago, IL: ALA Editions.
- Scottish Library and Information Council, & Carnegie Trust. (2015). *Ambition and opportunity: A strategy for public libraries in Scotland, 2015-2020*. Retrieved from https://scottishlibraries.org/media/1133/ambition-opportunity-scotlands-national-public-library-strategy.pdf
- Smith, M. (2019). Top ten challenges facing public libraries. *Public Library Quarterly*. doi: 10.1080/01616846.2019.1608617
- Smith, S. A. (2014). The future of small rural public libraries in America: A report prepared for the Board of the Langlois Public Library. *Public Library Quarterly*, *33*, 83–85. doi: 10.1080/01616846.2013.848138
- Starker, R. (2017). *Transforming libraries: A toolkit for innovators, makers, and seekers*. Irvine, CA: EdTech Team Press.
- Swan, D. W., Grimes, J., & Owens, T. (2013, September). The state of small and rural libraries in the United States. Research Brief No. 5. Washington, DC: Institute of Museum and Library Services. Retrieved from http://www.imls.gov/assets/1/AssetManager/Brief2013_05.pdf
- Urban Libraries Council. (2016). *Leadership brief: Building connected communities*.

 Retrieved from https://icma.org/sites/default/files/308133_ULC_Leadership_Brief_Building_Connected_Communities.pdf

Wilansky, L. S. (2017, July 21). *Five lessons for libraries looking to innovate in the 21st century*. Retrieved from https://knightfoundation.org/articles/five-lessons-for-libraries-looking-to-innovate-in-the-21st-century

7. Public Libraries and Social Capital

- Barclay, D. A. (2017). Space and the social worth of public libraries. *Public Library Quarterly*, *36*, 267-273. doi: 10.1080/01616846.2017.1327767
- Berndtson, M. (2013). *Public libraries and placemaking*. Paper presented at: IFLA WLIC 2013—Singapore—Future Libraries: Infinite Possibilities. Retrieved from http://library.ifla.org/224/
- Frederiksen, L. (2015, January). "Our public library": Social reproduction and urban public space in Toronto. *Women's Studies International Forum*, 48, 141-153. doi: http://dx.doi.org/10.1016/j.wsif.2014.11.009
- Johnson, C. A., & Griffis, M. R. (2014). The effect of public library use on the social capital of rural communities. *Journal of Librarianship and Information Science*, 46(3), 179-190.
- Lopez, M. E., Caspe, M., & McWilliams, L. (2016). *Public libraries: A Vital space for family engagement*. Cambridge, MA: Harvard Family Research Project. Retrieved from http://www.ala.org/pla/sites/ala.org.pla/files/content/initiatives/familyengagement/Public-Libraries-A-Vital-Space-for-Family-Engagement HFRP-PLA August-2-2016.pdf
- Norton, M. H. & Dowdall, E. (2017, January). Strengthening networks, sparking change: Museums and libraries as community catalysts. Retrieved from https://www.imls.gov/publications/strengthening-networks-sparking-change-museums-and-libraries-community-catalysts
- Svendsen, G. L. H. (2013). Public libraries as breeding grounds for bonding, bridging and institutional social capital: The case of branch libraries in rural Denmark. *Sociologia Ruralis*, *53*(1), 52-73.
- Vårheim, A. (2014a). Trust in Libraries and Trust in Most People: Social Capital Creation in the Public Library. *Library Quarterly: Information, Community, Policy*, 84(3), 258–277.
- Vårheim, A. (2014b). Trust and the role of the public library in the integration of refugees: The

case of a Northern Norwegian city. *Journal of Librarianship and Information Science*, 46(1), 62-69.

8. Public Libraries and Democracy, Social Unrest

- Batchelor, O. (2017). Getting out the truth: the role of libraries in the fight against fake news. *Reference services review*, 45, 143-148.
- Bats, R. (2016). Libraries after Charlie: From neutrality to action. Library Trends, 2, 128-142.
- Belletante, J. (2016). Putting crises behind us: A new opportunity for libraries. *Library Trends*, 65, 154-164.
- Byrne, A. (2018). Democracy and libraries: Symbol or symbiosis? *Library Management*, 39, 284-294.
- Cottrell, M. (2015a, May 1). Baltimore's library stays open during unrest: Q&A with CEO Carla Hayden. *American Libraries*. Retrieved from https://americanlibrariesmagazine.org/blogs/the-scoop/qa-carla-hayden-baltimore/
- Cottrell, M. (2015b, May 15). Libraries respond to community needs in times of crisis Baltimore, Ferguson just two recent examples of libraries offering refuge. *American Libraries*. Retrieved from https://americanlibrariesmagazine.org/2015/05/15/libraries-respond-to-community-needs-in-times-of-crisis/
- Hart, G., & Nassimbeni, M. (2016). Libraries and a "better life for all": The politics, processes, and promises of the South African LIS Transformation Charter. Library Trends, 65(2), 198-216.
- Keseroğlu, H. S. (2016). Politics and Public Libraries in the Republic of Turkey. *Library Trends*, 65, 180-197.
- Kranich, Nancy. (2013). Libraries and strong democracy: Moving from an informed to a participatory 21st century citizenry. *Indiana Libraries*, *32*(1), 13-20. doi:10.7282/T37H1GZ5
- Lor, P. J. (2013). Burning libraries for the people: Questions and challenges for the library profession in South Africa. *Libri*, *63*, 359–372.
- Lor, P. J. (2014, August). Risks and benefits of visibility: Librarians navigating social and political turbulence. Paper presented at the IFLA World Library and Information Congress, Lyon, France. Retrieved from http://library.ifla.org/836/1/200-lor-en.pdf
- Lor, P. J. (2018). Democracy, information, and libraries in a time of post-truth discourse. *Library*

- Lor, P.J. (2016). Risks and benefits of visibility: Librarians navigating social and political Turbulence. *Library Trends*, 65, 108-127.
- Merklen, D. (2016). Is the library a political institution? French libraries today and the social conflict between Démocratie and République. *Library Trends*, 65, 143-153.
- Miller, W. M. (2015, August 16). Connecting libraries and social justice: One year after Ferguson at NCAAL. *American Libraries*. Retrieved from https://americanlibrariesmagazine.org/blogs/the-scoop/connecting-libraries-and-social-justice/
- Novak, M. (2016, January 28). How are libraries helping displaced people? *World Economic Forum*. Retrieved from https://www.weforum.org/agenda/2016/01/how-are-libraries-helping-displaced-people
- Satgoor, U. (2015). Celebrating libraries in 20 years of democracy: An overview of library and information services in South Africa. *IFLA journal*, 41, 97-111.
- Stilwell, C. (2018). Information as currency, democracy, and public libraries. *Library Management*, *39*, 295-306. doi: https://doi.org/10.1108/LM-08-2017-0078
- Stilwell, C. (2016). Public libraries and social inclusion: An update from South Africa. In Gorham, U., Greene Taylor, N., & Jaeger, P.T. (Eds), *Advances in Librarianship:*Perspectives on Libraries as Institutions of Human Rights and Social Justice, 41 (pp. 123-146). Emerald, Bingley. doi: 10.1108/S0065-283020160000041006.
- Stilwell, C., Bats, R., & Lor, P.J. (2016). Introduction: redefining the role of libraries in the political process and conflict situations. *Library Trends*, 65, 93-107. doi: 10.1353/lib.2016.0024.

9. Public Library Programs and Services

- Balina, S. (2014) Public Libraries—Facilitators of information society and e-inclusion in Latvia. *Procedia—Social and Behavioral Sciences*, 109, 412-416. doi: http://dx.doi.org/10.1016/j.sbspro.2013.12.482
- Berman, E. (2016, March 15). *How libraries can guide people through the maze of information available in the digital age*. Retrieved from https://knightfoundation.org/articles/how-libraries-can-guide-people-through-maze-information-available-digital-age

- Bertot, J. C., Real, B., Lee, J., McDermott, A. J., & Jaeger, P. T. (2015, October 1). 2014 digital inclusion survey: Survey findings and results. Information Policy & Access Center. Retrieved from http://digitalinhlusion.umd.edu/sites/default/files/uploads/2014DigitalInclusionSurveyFin alRelease.pdf
- Bishop, B. W., Mehra, B., & Partee, R. P., II. (2016). The role of rural public libraries in small business development. *Public Library Quarterly*, *35*, 37–48. doi: 10.1080/01616846.2016.1163971
- Born, C., Henkel, M., & Mainka, A. (2018). How public libraries are keeping pace with the times: Core services of libraries in informational world cities. *Libri*, 68, 181-203.
- Bunić, S. (2013). Libraries and the homeless: Experiences, challenges and opportunities—socioeconomic background of homelessness in Croatia. *Library Review*, *62*(1/2), 34-42. doi: https://doi.org/10.1108/00242531311328131
- Cabello, M., & Butler, S.M. (2017, March 30). *How public libraries help build healthy communities*. Retrieved from https://www.brookings.edu/blog/up-front/2017/03/30/how-public-libraries-help-build-healthy-communities/
- California Library Association. (2017). *Lunch at the library*. Retrieved from https://lunchatthelibrary.org/
- Chang, A., & Tao, R. (2015, December 15). *Pop-up media centers connect Detroit communities with information*. Retrieved from https://knightfoundation.org/articles/pop-media-centers-connect-detroit-communities-information
- Circle, A. (2018) Customer experience in public libraries. *Public Library Quarterly*, *37*, 356-374. doi: 10.1080/01616846.2018.1522937
- Colibaba, A., Skinner, M. W., & Furgal, C. (2019): The challenges and opportunities of sustaining volunteer-based rural libraries. *Public Library Quarterly*, 38, ____. doi: 10.1080/01616846.2019.1576117
- Coward, C., Maclay, C., & Garrido, M. (2018, May). *Public libraries as platforms for civic engagement*. Retrieved from https://digital.lib.washington.edu/researchworks/bitstream/handle/1773/41877/CivLib.pdf

- Crist, B., Donovan, C. V., Doran-Myers, M., & Hofschire, L. (2019). Supporting Parents in Early Literacy through Libraries (SPELL): An evaluation of a multi-site library project. *Public Library Quarterly*, 1-13. doi: https://doi.org/10.1080/01616846.2019.1622070
- Digital Media Research Centre, Queensland University of Technology. (2015). *The impact of libraries as creative spaces*. Retrieved from http://www.plconnect.slq.qld.gov.au/__data/assets/pdf_file/0003/339717/SLQ-Creative-Spaces-Low-Res.pdf
- Dixon, J. A. (2017, November 28). National library partnership tackles health literacy gap. *Library Journal*. Retrieved from https://www.libraryjournal.com/?detailStory=national-library-partnership-tackles-health-literacy-gap
- EdSource. (2015, August 5). *Libraries reach out to rural day care homes to help improve quality*. Retrieved from https://edsource.org/2015/libraries-reach-out-to-day-care-homes-to-help-improve-quality/83941
- Erich, A. (2018). The role of public libraries in non-formal learning. *Revista Românească pentru Educație Multidimensională*, 10(3), 17-24.
- Estep, B. (2017, November 24). Where readers can't reach books, the nation's largest fleet of mobile libraries delivers. *Lexington Herald Leader*. Retrieved from http://www.kentucky.com/news/state/article186326338.html
- Estner, H., Fox, K., & McLean, E. (2019, February 8). *Pilot to measure social and emotional learning at Denver Public Library*. Library Research Service. Retrieved from https://www.lrs.org/2019/02/08/pilot-to-measure-social-and-emotional-learning-at-denver-public-library/
- Flaherty, M. G., & Miller, D. (2016, April). Rural public libraries as community change agents: Opportunities for health promotion. *Journal of Education for Library and Information Science*, 57, 143–150.
- Ford, A., & Hughes, C. (2017, June 1). Coming home, building community: Aiding elders on a Native American reservation. *American Libraries*. Retrieved from https://americanlibrariesmagazine.org/2017/06/01/coming-home-building-community-tribal-library/
- Friedman, D. B., Kornegay, V., Tanner, A., Bergeron, C. D., Sisson, D. C., Weis, M. A., & Patterson, L. L. (2016). Partnering with the public library for health care education: An evaluation of Affordable Care Act messages. *Public Library Quarterly*, 35, 1-22.

- Hider, P., M. Given, L., & Scifleet, P. (2014). Community information portals: Content and design issues for information access. *Library Hi Tech*, *32*, 435-449.
- Hoffman, J., Bertot, J. C., & Davis, D. M. (2012, Summer). Public library funding landscape: Public library funding & technology access study 2011–2012. *American Libraries*, digital supplement, pp. 10–17. Retrieved from http://www.ala.org/research/sites/ala.org.research/files/content/initiatives/plftas/2011_20 12/plftas12_funding%20landscape.pdf
- Hughes, C. (2017). Rural libraries services for older adults: A nationwide survey. *Public Library Quarterly*, *36*, 43-60. doi: 10.1080/01616846.2017.1275626
- Hunt, E., & Takashima, H. (2017). Book Buddies: A K-3 literacy program that grows readers through relationships at Harris County Public Library. *Texas Library Journal*, 93(1), 10.
- Jones S. (2018). The local library: Literacy and capital. In S. Jones, *Portraits of Everyday Literacy for Social Justice: Reframing the Debate for Families and Communities* (pp. 59-89). Switzerland: Palgrave Macmillan.
- Jorgensen, M., Morris, T., & Feller, S. (2014). *Digital inclusion in native communities: The role of tribal libraries*. Oklahoma City, OK: Association of Tribal Archives,
 Libraries, and Museums. Retrieved from

 http://www.atalm.org/sites/default/files/Report.pdf
- Lopez, S. (2018). Project Outcome results in action. *Public Library Quarterly*, *37*, 150-165. doi: 10.1080/01616846.2018.1448208
- Luo, L. (2018). Health information programming in public libraries: A content analysis. *Public Library Quarterly*, *37*, 233-247. doi: 10.1080/01616846.2018.1498704
- Luo, L. (2015). Consumer health reference interview: Ideas for public librarians. *Public Library Quarterly*, *34*, 328-353.
- Luo, L., & Park, V. T. (2013). Preparing public librarians for consumer health information service: A nationwide study. *Library & Information Science Research*, *35*, 310-317.
- Maarno, R. (2014). A library for all—Including people with print disabilities. *Scandinavian Library Quarterly*, 74(4). Retrieved from http://slq.nu/?article=volume-47-no-4-2014-7

- Malachowski, M. (2014). Public libraries participating in community health initiatives. *Journal of Hospital Librarianship*, *14*, 295-302.
- Mehra, B., Bishop, B. W., & Partee, R. P., II. (2017a). Small business perspectives on the role of rural libraries in economic development. *Library Quarterly: Information, Community, Policy*, 87, 17–35.
- Moxley, D. P., & Abbas, J. M. (2016). Envisioning libraries as collaborative community Anchors for social service provision to vulnerable populations. *Practice: Social Work in Action*, 28, 311–330. doi: 10.1080/09503153.2015.1135891
- Nemec-Loise, J. (2014, September 23). A little extra help—Why public libraries need social workers. *Public Libraries Online*. Retrieved from http://publiclibrariesonline.org/2014/09/a-little-extra-help-why-public-libraries-need-social-workers/
- Nichols, J. A. (2017, October 16). Powering civic engagement at the Free Library of Philadelphia using Pokémon Go. Retrieved from https://knightfoundation.org/articles/powering-civic-engagement-at-the-free-library-of-philadelphia-using-pok-mon-go
- Nicholson, K. (2019). Collaborative, creative, participative: Trends in public library innovation. *Public Library Quarterly*, 38, doi: 10.1080/01616846.2019.1571399
- Ninh, K. N. B. (2014). Myanmar's libraries: A potential catalyst for community development. Retrieved from http://asiafoundation.org/in-asia/2014/02/05/myanmars-libraries-a-potential-catalyst-for-community-development/
- Noh, Y. (2017). A study of the effects of library creative zone programs on creative thinking abilities. *Journal of Librarianship and Information Science*, 49, 380-396.
- Parrish, C., & Schmidt, T. M. (2017). Play & read: Lessons learned from early literacy outreach. *Children & Libraries*, 15(1), 30.
- Passy, J. (2018, July 25). Why libraries are an economic lifeline for millions of Americans. *MarketWatch*. Retrieved from https://www.marketwatch.com/story/libraries-are-an-economic-lifeline-for-millions-of-americans-2018-07-24
- Real, B., Bertot, J. C., & Jaeger, P. T. (2014, March). Rural public libraries and digital inclusion: Issues and challenges. *Information Technologies and Libraries*, 3(1), 6–24.

- Real, B., & Bogel, G. (2019). Public libraries and the opioid crisis, Part 1: Context and commitment. *Public Library Quarterly*, 1-22. doi: https://doi.org/10.1080/01616846.2019.1626693
- Real, B., & Rose, R. N. (2017, July). Rural libraries in the United States: Recent strides, future possibilities, and meeting community needs. Office for Information Technology Policy at the American Library Association. Retrieved from http://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/pdfs/Rural%20paper%2 007-31-2017.pdf
- Saint Louis, K. (2017, July 30). Free lunch at the library. *New York Times*. Retrieved from https://www.nytimes.com/2017/07/30/well/family/free-lunch-at-the-library.html
- Schohl, L. (2015, March/April). Libraries Add Value to Municipal ID Card Programs. *American Libraries*.
- Skinner, E. J. (2016). *People experiencing homelessness: How libraries can be community collaborators and catalysts for change*. Retrieved from http://library.ifla.org/1497/1/147-skinner-en.pdf
- Suaiden, E. J. (2018). The public library and the skills of the XXI century. *Profesional de la Informacion*, 27, 1136-1144 [available only in Spanish].
- Terrile, V. C. (2016). Public library support of families experiencing homelessness. *Journal of Children and Poverty*, 22, 133-146. doi: 10.1080/10796126.2016.1209166
- Texas State Library and Archives Commission. (2017). *To be well read . . . you must be well fed: Public libraries and the USDA summer food service program.* Retrieved from https://www.tsl.texas.gov/summerreading/summerfood
- Thorpe, K., & Galassi, M. (2018). Diversity, inclusion & respect: Embedding indigenous priorities in public library services. *Public Library Quarterly*, *37*, 180-194. doi: 10.1080/01616846.2018.1460568
- Trombetta, S. (2017, March 20). 7 reasons libraries are essential, now more than ever. *Bustle*. Retrieved from https://www.bustle.com/p/7-reasons-libraries-are-essential-now-more-than-ever-43901

- Williams, R. D. (2018). Boundaries, third spaces and public libraries. In G. Chowdhury, J. McLeod, & P. Willett (Eds.), 13th International Conference, iConference 2018:
 Transforming digital worlds (pp. 703-712). Springer. doi: 10.1007/978-3-319-78105-1 81
- Williams, R. D. (2016, October). "We're not allowed": Public librarians' perspectives on providing health information to library users experiencing homelessness. In *Proceedings of the 79th ASIS&T Annual Meeting: Creating Knowledge, Enhancing Lives through Information & Technology* (pp. 79-88). American Society for Information Science.
- Winkelstein, J. A. (2016). Overview of first draft of guidelines for library service to people experiencing homelessness and a brief overview of services to youth experiencing homelessness without parents or guardians [Slide presentation]. IFLA LSN Panel 2016 Columbus, Ohio. Retrieved from https://www.ifla.org/files/assets/lsn/conferences/2016/overview-draft-guidelines-and-services-to-youth-experiencing-homelessness-en.pdf
- Yarrow, A., & McAllister, S. (2018). Trends in mobile and outreach services. *Public Library Quarterly*, *37*, 195-208. doi: 10.1080/01616846.2018.1436365
- Zhang, H., & Chawner, B. (2018). Homeless (rough sleepers) perspectives on public libraries: A case study. *Global Knowledge, Memory and Communication*, 67(4/5), 276-296. doi: https://doi.org/10.1108/GKMC-11-2017-0093

10. General Sources

- Almquist, E., Senior, J., & Bloch, N. (2016). The elements of value: Measuring—and delivering —what customers really want. *Harvard Business Review*, *94* (9):46–53.
- Andersson, T. D., Armbrecht, J., & Lundberg, E. (2017). The use and non-use values of events. In E. Lundberg, J. Armbrecht, T. Andersson, & D. Getz (Eds.), *The Value of Events* (pp. 89–104). UK: Routledge.
- Beckford, A. (2017, August 3). Business model generation by Alexander Osterwalder & Yves Pigneur [Book review]. *The Invisible Mentor*. Retrieved from https://theinvisiblementor.com/business-model-generation-alexander-osterwalder-yves-pigneur/
- Butler, S. M., & Diaz, C. (2016, September 14). "Third places" as community builders.

 Retrieved from https://www.brookings.edu/blog/up-front/2016/09/14/third-places-as-community-builders/

- Cea, J., & Rimington, J. (2017a). Designing with the beneficiary: An essential strategy to optimize impact. *Innovations*, 11(3/4), 99-111. Retrieved from https://ssir.org/articles/entry/creating_breakout_innovation
- Cea, J., & Rimington, J. (2017b). Creating breakout innovation. *Stanford Social Innovation Review*. Retrieved from https://ssir.org/articles/entry/creating_breakout_innovation
- Deloitte. (2015). *Digital government transformation*. Retrieved from https://www2.deloitte.com/content/dam/Deloitte/au/Documents/Economics/deloitte-au-economics-digital-government-transformation-230715.pdf
- Donovan, C. (2013, May 10). A holistic approach to valuing our culture: A report to the Department for Culture, Media and Sport. Retrieved from https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/197826/Holistic Approach 10 May 2013finalforweb.pdf
- Grant, D. (2015). The social profit handbook: The essential guide to setting goals, assessing outcomes, and achieving success for mission-driver organizations. White River Junction, VT: Chelsea Green Publishing.
- Klinenberg, E. (2018). Palaces for the people: How social infrastructure can help fight inequality, polarization, and the decline of civic life. New York, NY: Crown.
- Mahieu, P. A., Riera, P., Kriström, B., Brännlund, R., & Giergiczny, M. (2014). Exploring the determinants of uncertainty in contingent valuation surveys. *Journal of Environmental Economics and Policy*, *3*(2), 186-200.
- Osterwalder, A., Pigneur, Y., Bernarda, G., & Smith, A. (2014). *Value proposition design*. New York, NY: Wiley.
- Pine, B. J. & Gilmore, J. H. *The Experience Economy: Competing for Time, Attention, And Money.* Boston: Harvard Business Review Press, 2020).
- Pine, B. J. (2023). Exploring the future of the "Experience Economy". Strategy and Leadership, 51,1, 31-34.
- Putri, R. A., & Yoganingrum, A. (2017, September). A method model for measuring the economic valuation of library and information services: A systematic review. In *ECISM* 2017 11th European Conference on Information Systems Management (pp. 280–289). Academic Conferences and publishing limited.

- Recollective Way. (n.d.). *A way to work the future: Tools*. Retrieved from http://www.recollectiveway.com/tools.html
- Soliman, S., & Wei, P. (2016). The impacts of economic development on public libraries: A study case of Bibliotheca Alexandrina Library. *Modern Economy*, 7, 619-632.
- Tunçel, T., & Hammitt, J. K. (2014). A new meta-analysis on the WTP/WTA disparity. *Journal of Environmental Economics and Management*, 68, 175–187.