Appendix D
This list is not exhaustive

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Australian National Public Library Standards and Guidelines

Background to development of the national standards in Australia

In November 2009 the Australian Library and Information Association (ALIA) and the Public Library Associations commissioned Libraries Alive! To examine the feasibility of developing national standards and guidelines for Australian public libraries. Not since 1990 when ALIA published Towards a Quality Service: goals, objectives and standards for public libraries in Australia had there been a single document to guide public library development at a national level.

'Libraries Alive' produced the NSW standards and guidelines (*Living Learning Libraries*) and the project made a flying start by extending its evidence-based methodology from the state to the national arena.

Working closely with Public Library Associations and using national data collated by National and State Libraries Australasia (NSLA) from state and territory statistics, the project sought to determine whether it is practicable to derive standards and guidelines which are applicable in all jurisdictions. The project drew extensively on prior work, particularly *Living Learning Libraries (*Library Council of NSW/State Library of NSW) and *Queensland public library standards and guidelines* (State Library of Queensland), and other material documenting best practice service provision.

In 2010 '*Beyond a quality service: strengthening the social fabric; standards and guidelines for Australian public libraries'* by Sherrey Quinn and Ian McCallum was published. Twelve national standards (goals for attainment) and 20 guidelines (best practice) were developed.

Standards

S1.	Library expenditure per capita per annum	S7.	Items per capita in collection
S2.	Members as a percentage of population	S8.	Age of collection (last five years)
S3.	Visits per capita per annum	S9.	Circulation (loans) per capita per annum
S4.	Staff ratio for population served	S10.	Turnover of stock – loans per volume
S5.	Qualified staff ratio for population served	S11.	Provision of Internet computers
S6.	Library materials expenditure per capita per annum	S12.	Satisfaction with library services

Guidelines

G1.	Library management and operations	G11.	Marketing and public relations
G2.	Library buildings	G12.	Mobile libraries
G3.	Staff	G13.	Local studies collections
G4.	Opening hours	G14.	Literacy services
G5.	Library collection	G15.	Services for Indigenous Australians
G6.	Information technology	G16.	Services for culturally diverse communities
G7.	Information services	G17.	Services for people with disability
G8.	Inter-library loans	G18.	Services for young people
G9.	Programs	G19.	Services for older people
G10.	Customer service	G20.	Home library services

In 2012 a second edition of '*Beyond a quality service'* was published to reflect changes in the library environment.

The standards and guidelines are to be used in conjunction with more detailed state and territory based information, and that they will be applied within the context of local challenges and opportunities.

In 2013 a *Standards and Guidelines for Australian Public Libraries Calculator* was launched which allowed public libraries to measure their performance against national standards and guidelines and to find out whether they are on target, below target or above target.

There is growing interest towards developing an international (ISO) standard for measuring library impact.

- Poll, R., 2012. 'Can we quantify the library's influence? Creating **an ISO standard for impact assessment**', Performance Measurement and Metrics, 13(2), p.121-130. Retrieved from doi:10.1108/14678041211241332 http://www.emeraldinsight.com/doi/full/10.1108/14678041211241332 .

National standards

http://www.alia.org.au/sites/default/files/documents/advocacy/PLSG_ALIA_2012.pdf - *Beyond a Quality Service: Strengthening the Social Fabric* (2012) – *2nd edition.*

https://alia.org.au/sites/default/files/documents/advocacy/NationalVisionandFramework.pdf - *National Vision and Framework for Public Libraries* (2010)

https://alia.org.au/about-alia/policies-standards-and-guidelines/statement-public-library-services. Statement on public library services, Australian Library Information Association (2009)

Statement on public library services

Other useful national resources

- Quinn, Sherrey and McCallum, Ian. Continuous Improvement: National Standards and Guidelines for Australia's Public Libraries [online]. Australasian Public Libraries and Information Services, Vol. 24, No. 3, Sept 2011: 101-106.

- http://www.nsla.org.au/publication/annual-australian-public-library-statistics - *Annual Australian public library statistics*

- *https://alia.org.au/sites/default/files/documents/advocacy/PLSG_ALIA_2012.pdf - National welfare and economic contributions of public libraries.* SGS Economics and Planning Pty Ltd (2013)

Australian State Public Library Standards and Guidelines

NSW

- http://www.sl.nsw.gov.au/services/public_libraries/living_learning_libraries/index.html *- Living Learning Libraries: Standards and Guidelines for NSW public libraries (2013) – 5th edition, includes worksheets.*
- http://www.sl.nsw.gov.au/services/public_libraries/docs/peopleplaces_2ndedition.pdf *– People Places Revisited: Guidelines for Public Library Buildings* (2005) – *2nd edition*

QLD

- http://www.plconnect.slq.qld.gov.au/services/collection-management/policies/guidelines *– Queensland Public Library Standards and Guidelines*

VIC

- *http://www.plvn.net.au/sites/default/files/20130527%20FINAL%20VPL2030%20Full%20Report_web.pdf* - *Victorian Public Libraries 2030: Strategic Framework*

WA

- *http://www.google.com.au/url?sa=t&rct=j&q=&esrc=s&source=web&cd=48&ved=0CEUQFjAHOCg&url=http%3A%2F%2Fwww.slwa.wa.gov.au%2F__data%2Fassets%2Frtf_file%2F0010%2F32959%2FStandards_of_measure_and_performance_-_Final_report.rtf&ei=Lq4sVbzZC8S4mAXT0oGADA&usg=AFQjCNFpySAV0dWmdYv_PuUEcDT5wc2Ufw&bvm=bv.90790515,d.dGY&cad=rja* - *Structural Reform of Public Library Services in Western Australia: Standards of Measure and Performance Report* (2010)

Other useful state resources

- *http://www.dtpli.vic.gov.au/local-government/public-libraries/tomorrows-library-stage-1-and-2/about-tomorrows-library* - *Tomorrow's Library – Review of Victorian Public Libraries (2010 and 2013)*
- *http://www.slq.qld.gov.au/__data/assets/pdf_file/0018/226143/the-library-dividend-summary-report.pdf* - *The Library Dividend: Summary Report* (2012)
- State Library of Queensland, 2012. Library Value Calculator. Retrieved from http://www.plconnect.slq.qld.gov.au/manage/championing

International National Public Library Standards and Guidelines

FINLAND

Finland is recognised internationally as a forerunner in the library field and strategic documents outlining library development. The Finnish public library system is robust and well looked after by its government. Finland has passed library legislation and it provides policies at the national level that provide guidance as well as well-defined administrative and funding structures. Public libraries in Finland are the responsibility of local municipalities, with the national policy functioning as a set of goals to be achieved by whatever methods local librarians think best (Helling, p.67).

- http://www.minedu.fi/export/sites/default/OPM/Julkaisut/2009/liitteet/opm31.pdf – *'Finnish Public Library Policy 2015- National strategic areas of focus'* – Ministry of Education and Culture, Finland (2015)

- http://www.libraries.fi/en-GB/library-branch/publications/ - Finnish libraries now (2015) incl. *Quality recommendations for public libraries 2011-35* http://www.minedu.fi/export/sites/default/OPM/Julkaisut/2011/liitteet/OKM35.pdf?lang=en

- http://www2.kirjastot.fi/File/36093d68-aacf-4845-b7d9-c33a6055f5d5/Ykn-strategia-kirjastoversio-eng.pdf – *'Council for Public Libraries – Strategy 2011–2016'* - Ministry of Education and Culture, Finland (2011)

- http://www.okm.fi/export/sites/default/OPM/Julkaisut/2003/liitteet/opm_98_kseng.pdf?lang=en – *'Library Strategy 2010 – Policy for access to knowledge and culture'* (2003)

- http://tilastot.kirjastot.fi/en-GB/ - Finnish Public Libraries Statistics 1999-2014

DENMARK

Difficult to find literature for this country. Able to locate legislation and statistical information:

- http://www.bs.dk/publikationer/english/act/html/toc.htm - Act regarding library services (2000). Aims to create an adequate framework for public libraries
- http://www.bs.dk/publikationer/english/act/html/chapter04.htm - Ministerial Order regarding library services
- http://www.dst.dk/en/Statistik/dokumentation/declarations/public-libraries.aspx - Statistics Denmark - Public Libraries (up to 2009)

SWEDEN

At the end of 1996, the Library Services Act was passed. The Swedish Arts Council is responsible for allocating funds, gathering statistics and reporting to the government on the operations of their public libraries. Sweden has adopted a cultural policy which states that its overarching goal is to "increase access for all who live in Sweden to culture…" It has a very highly developed network of public libraries and a robust set of standards and legislation to guide it. (Helling, p. 82)

- http://www.kulturradet.se/sv/english/Statistics1/Public-Libraries-2008/ - Public Libraries 2008 – Swedish Arts Council
- http://www.kb.se/dokument/Bibliotek/referensgrupper/biblioteksstatistik/2011/Design%20of%20National%20Reporting%20System%20for%20Libraries%20in%20Sweden%20final.pdf - Proposal for a National Reporting System for Library Statistics in Sweden (2010)
- http://archive.ifla.org/IV/ifla70/papers/152e-Adrial_Edgren.pdf - *'Together we shape better libraries: the Swedish quality handbook project'* (2004). Developed to assist Swedish libraries to conduct systematic quality management by using set performance indicators.
- Bergen Public Library http://bergenbibliotek.no/

UK

In 2001 *'Public Library Standards'* where introduced in England, these where then abolished in 2009 and replaced by a now defunct set of guidelines called the 'MLA Library Benchmark'. Wales still has the '*Welsh Public Library Standards (WPLS)'*, Scotland has the *'Public Library Quality Improvement Matrix'* and Northern Ireland has the '*'Northern Ireland Public Library Standards'.*

ENGLAND AND WALES

- http://wales.gov.uk/topics/cultureandsport/museumsarchiveslibraries/cymal/libraries/wpls/?lang=en – Website that lists the Welsh Public Library Standards framework, includes annual reports. See also: http://gov.wales/docs/drah/publications/110210termsofworkingandproceduresforthereferencegroupeng.pdf for *Terms of working and procedures for the Reference Group in monitoring the Welsh Public Library Standards and Performance Indicators.*
- http://gov.wales/docs/drah/publications/140425wpls5en.pdf – *Libraries making a difference: the fifth quality framework of Welsh Public Library Standards 2014-2017.* Measures the performance of library services across Wales.
- Oxford Economics, 2013. Economic Valuation of the British Library. Retrieved from http://www.bl.uk/aboutus/stratpolprog/increasingvalue/britishlibrary_economicevaluation.pdf
-

SCOTLAND

- http://www.scottishlibraries.org/storage/SLIC_How_Good_Is_Our_Public_Library_WEB.pdf *'How good is our public library service? A public Library Improvement Mode' (2014)* - Scottish Library & Information Council.
- http://www.slainte.org.uk/files/pdf/slic/plqim/plqim2.pdf – '*Building on success: a public library quality improvement matrix for Scotland' (2007)*
- http://www.scottishlibraries.org/storage/activities/qse/plqim/plqim.pdf - revised framework from *'The Public Library Quality Improvement Matrix (PLQIM)'* released in 2006

IRELAND

- http://www.dcalni.gov.uk/public_library_standards_-_2014-19.pdf - *'Delivering Tomorrow's Libraries: Public Library Standards, 2014-19'* - Northern Ireland Public Libraries. Revised set of standards from the 2006 *Delivering Tomorrow's Libraries* set. See also http://www.dcalni.gov.uk/public_library_standards_-_measurement_annex_2014-19.pdf for the related measurement annex.
- http://www.environ.ie/en/PublicationsDocuments/FileDownLoad,34861,en.pdf - Opportunities for All - The Public Library as a Catalyst for Economic, Social and Cultural Development: A Strategy for Public Libraries 2013-2017, Department of the Environment, Community and Local Government, 2013.

CANADA

- http://www.ontariopubliclibraryguidelines.ca/downloads/OPL%20Guidelines-Full%206th%20edition%20w.%20ammendments%20August%202013.pdf – '*Ontario Public Library Guidelines, Sixth edition. For Municipal and County Public Libraries. With Amendments ' (2013)*
- http://www.ontariopubliclibraryguidelines.ca/downloads/FN_Guidelines-Title-_FINAL.pdf - *'Ontario Public Library Guidelines, First edition. For First Nation Public Libraries'*
- Martin Prosperity Institute, 2013. So Much More: The Economic Impact of the Toronto Public Library on the City of Toronto. Retrieved from http://martinprosperity.org/media/SoMuchMore-accessible.html - Contains a discussion on the "intangible" benefits of libraries.

NEW ZEALAND

- http://www.publiclibraries.co.nz/wp-content/uploads/2014/01/NZ_Public_Libraries_Strategic_Framework.pdf - *'Public Libraries of New Zealand : A Strategic Framework 2012-2017'.* See also http://www.publiclibrariesofnewzealand.org.nz/about-us/public-library-statistics/ for statistics.
- http://www.lianza.org.nz/sites/default/files/StandardsNZPublicLibraries2004.pdf - '*Standards for New Zealand Public Libraries'* (2004)

USA

Public libraries in the United States follow a variety of governance and funding models. Different states follow different rules (Helling, p.9). There are no national standards and guidelines due to different federal state laws. However a list of standards for some states is provided at:

- http://plsc.pbworks.com/w/page/7422647/Public%20library%20standards%20by%20state

Other resources for the US include:

- http://www.imls.gov/research/public_libraries_in_the_us_fy_2012_report.aspx. .*Public Libraries in the United States Survey: Fiscal Year (2012)*
- http://publiclibrariesonline.org/2012/12/the-public-library-data-service-2012-statistical-report-characteristics-and-trends/ - *'The Public Library Data Service 2012 Statistical Report: Characteristics and Trends'* (2012)
- http://www.imls.gov/assets/1/AssetManager/PLS2010.pdf - *'Public Libraries in the United States Survey: Fiscal Year'* (2010)
- http://www.ala.org/tools/guidelines/standardsguidelines#PubLibs - American Library Association Standards & Guidelines, content rather old.

Other useful international resources

http://www.cilip.org.uk/cilip/advocacy-awards-and-projects/advocacy-and-campaigns/public-libraries/briefings-and-resources **-** *'A Changing Landscape: A Survey of Public Library Authorities 2012-13' (2012)*

http://www.ala.org/offices/sites/ala.org.offices/files/content/oitp/publications/policybriefs/confronting_the_futu.pdf - *'The future of public libraries, American Libraries Association'* (2012)

http://www.cilip.org.uk/cilip/advocacy-awards-and-projects/advocacy-and-campaigns/public-libraries/briefings-and-resources-2 - '*What makes a good library service? – Guidelines on Public Library provision in England for portfolio holders in local councils'* (2010) – Chartered Institute of Library and Information Professionals (CILIP)

http://gov.wales/docs/drah/publications/140425wpls-user-guide-en.pdf - '*How good is your public library service?'* outlines the local authority's responsibilities and how the Welsh Government assesses the performance of library services.

http://www.libqual.org/documents/admin/bertot1.pdf - '*Developing national data collection models for public library network statistics and performance measures: Project update'*

http://film.fsu.edu/index.php/content/download/17603/113948/file/MeasuringServiceQualityintheNetworked.pdf -'Measuring service quality in the networked environment: approaches and considerations' (2001)

http://www.ifla.org/files/assets/hq/publications/archive/the-public-library-service/publ97.pdf - *'The Public Library Service: IFLA/UNESCO guidelines for development'* (2001)

http://www.unesco.org/webworld/libraries/manifestos/libraman.html - *'UNESCO Public Library Manifesto'* (1994)

Books

- Helling, John (2012). *Public libraries and their national policies : international case studies*. Oxford Chandos Publishing

Showcasing library's value: Return on Investment

ECONOMIC IMPACT

How can we develop a valid and reliable research instrument (or combination of instruments) that makes it possible to measure various aspects of the societal value (returns / benefits) of the public library on the national level?

- **Society of Chief Librarians Universal Offers** (2015) http://www.goscl.com/universal-offers/about-universal-offers/ Strategy which expresses the public library contribution to the positive health and well-being of local communities. Currently 4 offers available: Reading, Information, Digital and Health offer. See poster for more information: http://www.goscl.com/wp-content/uploads/SCL-Universal-Offers-poster-2015_A3_v-31.pdf

- **SGS Economics and Planning Pty Ltd. (2013)** *https://alia.org.au/sites/default/files/documents/advocacy/PLSG_ALIA_2012.pdf* - *National welfare and economic contributions of public libraries. [Commissioned by* Australia Library Information Association (2013).

- **SGS Economics and Planning (2012)** The library dividend Technical report: a study of the socio-economic value of Queensland public libraries. SGS Economics and Planning Pty Ltd;.http://www.plconnect.slq.qld.gov.au/__data/assets/pdf_file/0009/225864/the-library-dividend-technical-report.pdf. Commissioned by the State Library of Queensland.

- Poll, R., 2012. 'Can we quantify the library's influence? Creating **an ISO standard for impact assessment**', Performance Measurement and Metrics, 13(2), p.121-130. Retrieved from doi:10.1108/14678041211241332 http://www.emeraldinsight.com/doi/full/10.1108/14678041211241332 .

- **Texas Public Libraries (2012)** Economic benefits and return on investment. Retrieved from https://www.tsl.texas.gov/sites/default/files/public/tslac/pubs/ROI_Final.pdf - Very detailed analysis and report calculates the return on investment (ROI) of public libraries in Texas (prepared by the Bureau of Business Research (BBR)).

- **IFLA Public Libraries Section (2014).** The value of public libraries. http://www.ifla.org/files/assets/public-libraries/projects/roi.pdf - Recommends a number of national and regional studies on Return on Investment (ROI) of public libraries.

- **Public Libraries 2020** Excellent website that provides information on how Europe's 65,000 public libraries build stronger communities every day. http://www.publiclibraries2020.eu/content/home

- **FESABID. The Economic and Social Value of Libraries**. (2014).A study about the impact that information services, and in particular libraries, has on the economy and society in Spain. What's the value of libraries to users and non-users? And the return on investment? https://napleblog.files.wordpress.com/2014/05/the-economic-and-social-value-of-information-services-libraries.pdf

- **CILIP.** *Sieghart Report on Public Libraries*. (2014). Reviews the state of the public library service in England and reinforces the core values of the public service and its important role in learning and access to digital technology .http://www.cilip.org.uk/sites/default/files/documents/Sieghart_Independent_Report_on_Public_Libraries_CILIP_submission.pdf

- **Arts Council England.** (2014). *Evidence review of the economic contribution of libraries*. http://www.artscouncil.org.uk/advice-and-guidance/browse-advice-and-guidance/evidence-review-economic-contribution-libraries#sthash.0BrxITLL.dpuf

- **Arts Council England.** (2014). *The health and wellbeing benefits of public libraries*. Methodology applied consistent with the HM Treasury Green Book guidance.http://www.artscouncil.org.uk/media/uploads/Health_and_wellbeing_benefits_of_public_libraries_summary_paper.pdf

- **Christine Rooney-Browne** (2011). *Methods for demonstrating the value of public libraries in the UK: a literature review,* Library and Information Research, v.35, n.109, 2011, pp. 3-39 Http://www.lirgjournal.org.uk/lir/ojs/index.php/lir/article/download/469/494

- **Public Libraries of New Zealand** (2014). *Role and value of public libraries* http://www.publiclibrariesofnewzealand.org.nz/public-libraries/

- **Small services big impact: public libraries' contribution to urban and rural development** (2014) http://www.ifla.org/files/assets/public-libraries/publications/jean_fairbairn.pdf

- **Martin Prosperity Institute.** (2013). *So Much More: The Economic Impact of the Toronto Public Library System on the City of Toronto.* Toronto, Ontario his study measures the return on investment for public library service and the value provided to Toronto residents. The study methodology quantified the total economic impact and return on investment of Toronto Public Library services based on analysis of direct tangible benefits, direct spending and indirect tangible benefits. http://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2013/dec09/10_1.pdf

- **SGS Report on Australian Public Libraries** (2012). *National Welfare & Economic Contributions of Public Libraries: Final Report. ALIA* https://alia.org.au/sites/default/files/documents/advocacy/Contribution%20of%20Australian%20Public%20Libraries%20Report.pdf

- **Finnish Libraries Now!** (2012). http://now.libraries.fi/ - see also '*The role of public libraries in citizens' activities. A survey on the benefits of public libraries in everyday life'* (2011), abstract available at: http://www.minedu.fi/OPM/Julkaisut/2011/Yleinen_kirjasto_kuntalaisten_toimissa.html?lang=fi&extra_locale=en

- **Santa Clara County Library District (2013).** Return on Investment Report. Santa Clara County Library District. Retrieved from http://www.sccl.org/sites/default/files/uploads/about/sccld_full_report_final.pdf

- **Dollars, Sense and Public Libraries.** (2011) – Public Libraries Victoria Network. An assessment of the return on investment of Victorian public libraries. http://plvn.net.au/sites/default/files/20110318%20SL_PublicReport_LoRes_FINAL_0.pdf

- **CPLIS (2011**) Measuring the value of public libraries: the fallacy of footfall and issues as measures of the value of Public Libraries. Summary Report. CPLIS: Centre for the Public Library and Information in Society (UK). Retrieved from http://www.shef.ac.uk/polopoly_fs/1.199926!/file/Measuringthevalueofpubliclibraries.pdf

- **Performance metrics towards 2030**: Investigating news to measure and report on our value. State Library of Victoria and Public Libraries Victoria Network. 2014. http://www.plvn.net.au/sites/default/files/performance_metrics_towards_2030_0.pdf

- Vakkari, P. & Serola, S. (2010). ***Perceived Outcomes of Public Libraries.*** PowerPoint presented on the Nordic Conference on Public Library Research. Oslo. Findings presented of a quantitative study which explored the benefits in the everyday lives of adult citizens from using public libraries in Finland, Norway, Netherlands, South Korea and the US. http://service.flysheet.com.tw/online/NTL/download/ppt09.pdf

- **The modern public library** (2010) –Friends of Libraries Australia http://www.fola.org.au/pdfs/modernpubliclibrary.pdf

- **Elliott, Donald S. et al (2007)** *Measuring your library's value: How to do a cost-benefit analysis for your public library*, American Library Association, 2007.

- **Enriching communities: the value of public libraries in New South Wales.** (2008) –Library Council of NSW. An assessment of the return on investment of New South Wales public libraries. http://www.sl.nsw.gov.au/services/public_libraries/docs/enriching_communities.pdf

- **LibraryLovers. (2008)** – Swedish Library Association. Provides statistical information about the library service and how it supports the community.http://www.librarylovers.se/english/EnglishPresentationSBF.pdf

- **Measuring our Value.** (2004) - British Library .http://www.bl.uk/pdf/measuring.pdf

Showcasing library's value: Measuring return on investment

CULTURAL AND SOCIAL IMPACT

There is more literature about measuring the economic impact of public libraries. It is easier to identify the variables that reflect an economic cost or benefit than it is to describe a social, cultural or welfare benefit. Recent performance studies are combining their statistical metrics (surveys, statistical analysis) with the results of qualitative methods such as in-depth description, interview, case study and focus groups.

- **Arts & Humanities Research Council (UK) 2010.** Measuring the value of culture: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/77933/measuring-the-value-culture-report.pdf

- **Quinn Paton, Michael and Michael Cochran (2002).** A guide to using qualitative research methodology. http://fieldresearch.msf.org//msf/bitstream/10144/84230/1/Qualitative%20research%20methodology.pdf

- **Finland. Ministry of Education and Culture (2015)** http://www.libraries.fi/en-GB/library-branch/publications/ - Finnish libraries now (2015) incl. *Quality recommendations for public libraries 2011-35* http://www.minedu.fi/export/sites/default/OPM/Julkaisut/2011/liitteet/OKM35.pdf?lang=en

- **SGS Economics and Planning Pty Ltd. (2013)** *https://alia.org.au/sites/default/files/documents/advocacy/PLSG_ALIA_2012.pdf - National welfare and economic contributions of public libraries. [Commissioned by* Australia Library Information Association (2013).

- **Huysmans, F., & Oomes, M. (2012)**. Measuring the public library's societal value: a methodological research program. Retrieved from http://conference.ifla.org/past-wlic/2012/76-huysmans-en.pdf

- **Public library activity in the areas of health and well–being: Final report**. (2010) http://www.artscouncil.org.uk/media/uploads/mla_research_files/library-health-final-report-20-May-2010.pdf

- **Public Libraries: Contributing to the Economic, Social Well-Being and Lifelong Learning of Saskatchewan People (2005)** – Saskatchewan Learning Provincial Library, Canada http://www.education.gov.sk.ca/Public-Libraries-Economic-Social-Well-Being-Lifelong-Learning

- **Public Libraries 2020** Excellent website that provides information on how Europe's 65,000 public libraries build stronger communities every day. http://www.publiclibraries2020.eu/content/home

- **Arts Council England.** (2014). *Evidence review of the economic contribution of libraries. Final report.* Looks at the contribution public libraries can make at an economic level, whilst also assessing the scale of contribution a library can make to individuals and communities via the social and educational benefits they provide. http://www.artscouncil.org.uk/media/uploads/pdf/Evidence_review_economic_contribution_libraries_2014.pdf

- **Michigan Library Association [US] & Cengage Learning, (2011)**. How to Tell the Story of Your Library's Impact: An Outcomes-based Approach for Public Libraries. Retrieved from http://michigan.gov/documents/mde/lm_2011_GaleCengageMLA_Public_Guide_371135_7.pdf

QUALITATIVE METHODS

- Quinn Paton, Michael and Michael Cochran (2002). A guide to using qualitative research methodology. http://fieldresearch.msf.org//msf/bitstream/10144/84230/1/Qualitative%20research%20methodology.pdf
-

Funding

- **Innovative, nimble, collaborative community partnerships.** (2010) A paper by Robert McEntyre, Executive Director, Public Libraries Association of NSW (Metropolitan). http://www.plvn.net.au/sites/default/files/Informed%20Communities%20Creative%20Nation%20-%2030%20June%202010.pdf

- **ABS report on public library funding in South Australia.** (2008). Analysis of public funding resources. http://www.plvn.net.au/sites/default/files/2008%20PLSA%20Report.pdf

- **Central Highlands Regional Library report on public library funding. (**2007) http://www.plvn.net.au/sites/default/files/Library%20funding%20CHRLC%20Feb%2008.doc

- **Henzcel, S. & McKerracher, S., 2012**. Advocacy, Action, Planning Workbook. Retrieved from http://plconnect.slq.qld.gov.au/__data/assets/pdf_file/0003/226218/advocacy-planning-workbook.pdf .

Buildings

National

- http://www.grlc.vic.gov.au/sites/default/files/pdfs/Board-Report-Attachment4-Sept-16-2013.pdf - *Building Libraries for Tomorrow (2013), collaborative project between Gladsaxe Libraries, Denmark and Geelong Regional Library Corporation, Australia*
- http://www.sl.nsw.gov.au/services/public_libraries/docs/people_places.pdf - *People places: A guide for public library buildings in New South Wales (2012) – 3rd edition*
- http://www.plconnect.slq.qld.gov.au/__data/assets/pdf_file/0006/148290/SLQ_Building_standard_-_November_2009.pdf - *Queensland Public Library Standards and Guideline: Library Buildings Standards (2009)*
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