About the Contributors

SYED SAAD ANDALEEB is a faculty member at the School of Business, Pennsylvania State University at Erie. He has an MBA (1977) from the University of New Hampshire and a Ph.D. in Business Administration from the University of Illinois at Urbana-Champaign (1989) with a major in Marketing and a minor in Strategy and Policy. His research interests focus on the analysis of organizations and markets, and include the design of measures such as satisfaction, value, loyalty, and performance. He has designed studies and published on customer satisfaction with hospitals, banks, real estate businesses, libraries, and convenience stores. Presently he is conducting research on service quality assessment in public, private, and children's hospitals; strategic alliances; export marketing strategies; job satisfaction and commitment of field personnel; and quality in higher education.

JOHN CARLO BERTOT is currently an Associate Professor in the School of Information Studies and Associate Director of the Information Use Management and Policy Institute at Florida State University. He was the co-principal investigator for a National Leadership Grant funded by the Institute of Museum and Library Services to develop national public library statistics and performance measures for the networked environment. This project resulted in the forthcoming book, *Statistics and Performance Measures for Public Library Networked Services*. At present, he is co–principal investigator and author of the Public Libraries and the Internet study supported by the National Commission on Libraries and Information Science. He is also co-principal investigator for an Association of Research Libraries grant to develop network statistics and performance measures for academic libraries.

PHILIP J. CALVERT is Senior Lecturer, Library and Information Studies, School of Communications and Information Management, Victoria Uni-

versity of Wellington, New Zealand. His work experience in the public and private sectors of the United Kingdom, Fiji, Papua New Guinea, Singapore, and New Zealand is evidence of the old maxim "become a librarian and see the world." Past research has included work on library effectiveness involving performance measurement. Recent service quality research has been done in New Zealand, Singapore, and the People's Republic of China. Other recent research has been the evaluation of library and information studies' journal quality in China, and the impact of misinformation on the Internet. He has edited library and information studies journals in the past and is currently book review editor of the *Online Information Review* and *The Electronic Library*.

COLLEEN COOK is Executive Associate Dean of the Texas A & M University Libraries, a position she has held since 1994. She oversaw the administration of the SERVQUAL protocol to the university library community in 1995, 1997, and 1999, which led to her current role as a Project Manager for the ARL LibQUAL+ project. She also holds the Wright Professorship in Library Science at the university. During her twenty-year tenure on the faculty at Texas A&M University Libraries, she has served as Associate Dean for Administration, Assistant Director for Technical Services, Head of Acquisitions, Library Automation Coordinator, and Head of Access Services. She has published journal articles and book chapters and made numerous presentations in the fields of library science, history, and research methodology. She specializes in qualitative and quantitative research methodologies.

ROWENA CULLEN is Head of the School of Communications and Information Management at Victoria University of Wellington, New Zealand, and a Senior Lecturer in the Library and Information Studies group in the School. She has carried out several major research projects and has published a large number of articles in the field of performance measurement, health information, and government information on the Internet. She is on the editorial boards of the *Journal of Academic Librarianship*, the *International Yearbook of Library and Information Services, Performance Measurement and Metrics*, and *Online Information Review*, and has been an invited keynote speaker at international conferences.

FRED M. HEATH is Dean and Director, Texas A&M University Libraries, and holder of the Sterling C. Evans Endowed Chair, a position that he has held since 1993. During his tenure, the Texas A&M libraries initiated its six-year evaluation of the SERVQUAL instrument in a research library environment. Building on that experience, Mr. Heath is currently a Project

Manager for the ARL LibQUAL+ project. He also serves on the ARL Board of Directors, as a member of the Advisory Board of SPARC (Scholarly Publishing and Academic Resources Coalition), as chair of the Texas Council of State University Librarians, and this year completed his term as chair of the Big 12 Plus Library Consortium. He is editor of *Library Administration and Management* and chair of the editorial advisory board of the *College and Research Library News*. He is a contributor to four monographs and is the author of numerous journal articles.

PETER HERNON is Professor, Graduate School of Library and Information Science, Simmons College, Boston, where he teaches courses on research methods, evaluation of library services, and government policy, services, and resources. He is the author of thirty-five books and more than 140 articles. He is the founding editor of *Government Information Quarterly*, the editor-in-chief of the *Journal of Academic Librarianship*, and the co-editor of *Library & Information Science Research*. His co-authored book, *Assessing Service Quality*, received the 1999 Highsmith Award from the American Library Association.

STEVE HILLER is Head, Science Libraries and Library Assessment Coordinator, at the University of Washington Libraries. Since 1991 he has worked extensively on library assessment issues at the University of Washington and has discussed the assessment process at a number of regional and national meetings and workshops.

MARTHA KYRILLIDOU is Senior Program Officer for Statistics and Measurement at ARL where she started in 1994; she is the editor of the major statistical publications ARL produces and a research analyst, having published extensively on trends in research libraries. She has experience and interdisciplinary training in libraries and evaluation and measurement having worked at the Library Research Center at the University of Illinois at Urbana-Champaign and at the Bureau of Research at Kent State University prior to coming at ARL. She supports the work of the ARL Statistics and Measurement Committee, which recently embarked on a major initiative, known as the New Measures Initiative, to identify and disseminate information about tools that help libraries manage their operations more effectively and contain costs. One of these tools is LibQUAL+, for which Ms. Kyrillidou is a Project Manager.

DANUTA A. NITECKI is Associate University Librarian, Yale University Library, where she has administrative responsibilities for public services. She has published over fifty articles and compilations on such topics as user-based evaluation of library services, document delivery, and management of library services and information technology applications. Her Ph.

D. dissertation on assessing the applicability of the SERVQUAL dimensions in an academic library received both the 1995 Doctoral Dissertation Fellowship Award from the Association of College and Research Libraries and the Institute for Scientific Information, and the Library and Information Science Education 1996 Doctoral Dissertation Award.

SHELLEY PHIPPS is the Assistant Dean for Team and Organization Development on the Staff and Organization Systems Team at the University of Arizona Library in Tucson. She is also an adjunct faculty member with the Association of Research Libraries, Office of Leadership and Management Services of the (ARL OLMS) and a consultant to libraries that are restructuring.She has written "Transforming Libraries into Learning Organizations—The Challenge for Leadership (*Journal of Library Administration*, 18(3/4), 1993) and "The Five Disciplines: Learning Organizations and Technological Change" in *Information Imagineering: Meeting the Interface* (1998, American Library Association). She has co-designed several workshops for ARL OLMS, the most recent being *Building a Culture of Assessment*.

ROSWITHA POLL is chief librarian of the University and Regional Library Münster. From 1991 to 1993 she was chair of the German Association of Academic Librarians and, since 1997, chair of the German Standards Committee for Information and Documentation. She chaired the IFLA group for the handbook on performance measurement in libraries and is now convener of the ISO working group for the International Standard of Library Statistics, member of the ISO group for performance measurement, and partner in the EU project EQUINOX (performance indicators for the digital library). She is working in national and international groups on collection preservation, quality management, statistics, and cost analysis in libraries.

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BRUCE THOMPSON is currently a Professor of Educational Psychology and Distinguished Research Scholar, Texas A&M University, and Adjunct Professor of Community Medicine, Baylor College of Medicine. He has authored or edited seven books and nine book chapters, 149 articles, ten book reviews, and four test reviews. He has previously edited two journals and currently edits one journal and a book series.

IAN WINKWORTH is Director of Learning Resources at the University of Northumbria at Newcastle, England. He is Chair of the Advisory Committee on Performance Indicators for SCONUL, the (United Kingdom) Standing Conference of National and University Libraries. He has been active in researching, applying, speaking and writing about library performance measurement for many years. Mr. Winkworth was founding Chair of the Northumbria International Conference on Library Performance Measures, which in 1995, 1997, and 1999 attracted a large audience of participants from around twenty-five countries, and in 2001 will take place in Pittsburgh, Pennsylvania. He is currently Co-Director of a nationally funded consortium project of the hybrid electronic and print library, HyLiFe.