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

**Michigan Documents**


**Books**

- *Managing with Data* by Peter Hernon et. al., ALA Editions, 2015.
- *Practical Tips for Developing Your Staff* by Tracey Pratchett and Gil Young, ALA Editions, 2015.


- **Small Public Library Management** by Jane Pearlmutter and Paul Nelson. Chicago: ALA, 2012
- **Strategic Planning for Results** by Sandra Nelson. Chicago: PLA 2008.

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**Journal Articles**


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**Quality Measures in Other States**

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


• **Standards for Public Library Service in Ohio**, Columbus, OH: Ohio Library Council, 2010.

• **Wisconsin Public Library Standards**, Madison, WI: Wisconsin Department of Public Instruction, 2010.

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**Web Sites**

• The American Customer Satisfaction Index: the Voice of the Nation's Consumer. ACSI. [www.theacsi.org/](http://www.theacsi.org/)


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