



Project Title: Developing Statistics and Performance Measures to Describe Electronic Information Services and Resources for ARL Libraries

Investigator(s): Charles R. McClure

Funding Agency: Association of Research Libraries

Award Dates: May 2000 – January 2002

Award Amount: \$199,989

The rapid changes - and advances - in delivering information services and resources electronically posed critically important challenges to the Association of Research Libraries (ARL). These new techniques left many ARL libraries with inadequate data to make a range of decisions to provide cost-effective and high quality electronic services to their users. The Institute was deeply involved in the research effort to develop best practices for collecting and reporting statistics and performance measures related to electronic resources and services. The project had three phases and outcomes from each phase are available below.

[ARL](#)