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List of Publications by Year in descending order

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papers

404
citations

1163117

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17
g-index

24
all docs

24
docs citations

24
times ranked

176
citing authors

#	ARTICLE	IF	CITATIONS
1	Leading FAIR Adoption Across the Institution: A Collaboration Between an Academic Library and a Technology Provider. <i>Data Science Journal</i> , 2021, 20, .	1.3	3
2	Expanding Academic Librariansâ€™ Roles in the Research Life Cycle. <i>Libri</i> , 2019, 69, 117-125.	0.8	1
3	EBLIP9 Notes and Highlights. <i>Evidence Based Library and Information Practice</i> , 2017, 12, 4.	0.2	0
4	Assessment is not enough for libraries to be valued. <i>Performance Measurement and Metrics</i> , 2015, 16, 197-210.	0.7	8
5	A proposed scale for measuring the quality of social media services: An Eâ€™Sâ€™QUAL approach. <i>Proceedings of the American Society for Information Science and Technology</i> , 2014, 51, 1-4.	0.2	3
6	Exploring the cause and effect of library value. <i>Performance Measurement and Metrics</i> , 2013, 14, 17-24.	0.7	13
7	Space Assessment as a Venue for Defining the Academic Library. <i>Library Quarterly</i> , 2011, 81, 27-59.	0.8	41
8	Guest Editorial: Finalizing a research paperâ€™ findings through conclusion. <i>Library and Information Science Research</i> , 2010, 32, 1-3.	2.0	4
9	Borrow Direct: a decade of a sustained quality bookâ€™ending service. <i>Interlending and Document Supply</i> , 2009, 37, 192-198.	0.3	4
10	Borrow Direct: A Case Study of Patron-Initiated Interlibrary Borrowing Service. <i>Journal of Academic Librarianship</i> , 2004, 30, 132-135.	2.3	16
11	Program Evaluation in Libraries: Relating Operations and Clients. <i>Archival Science</i> , 2004, 4, 17-44.	1.4	1
12	Borrow Direct: its impact on service quality at Yale University Library. <i>Interlending and Document Supply</i> , 2004, 32, 146-151.	0.3	8
13	Program evaluation in libraries: Relating operations and clients. <i>Archival Science</i> , 2004, 4, 17-44.	1.4	0
14	Measuring service quality at yale universityâ€™s libraries. <i>Journal of Academic Librarianship</i> , 2000, 26, 259-273.	2.3	121
15	Changing the concept and measure of service quality in academic libraries. <i>Journal of Academic Librarianship</i> , 1996, 22, 181-190.	2.3	154
16	CONCEPTUAL MODELS OF LIBRARIES HELD BY FACULTY, ADMINISTRATORS, AND LIBRARIANS: AN EXPLORATION OF COMMUNICATIONS IN THE CHRONICLE OF HIGHER EDUCATION. <i>Journal of Documentation</i> , 1993, 49, 255-277.	1.6	15
17	Managing Experts:. <i>Journal of Library Administration</i> , 1990, 13, 59-79.	1.1	2
18	Document Delivery and the Rise of the Automated Midwife. <i>Resource Sharing and Information Networks</i> , 1984, 1, 83-101.	0.2	3

#	ARTICLE	IF	CITATIONS
19	The Use of Microforms in Interlibrary Services. <i>Microform & Imaging Review</i> , 1984, 13, .	0.1	1
20	Quality assessment measures in libraries. <i>Advances in Librarianship</i> , 0, , 133-162.	0.1	5