

# Library Services

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| <b>Anne Adams</b>   | IET        | Book Chapter    | Adams, Anne and Cox, Anna L. (2008). Questionnaires, in-depth interviews and focus groups. In: Cairns, Paul and Cox, Anna L. eds. <i>Research Methods for Human Computer Interaction</i> . Cambridge, UK: Cambridge University Press, pp. 17–34.   | 530 |
| <b>Adrian Kirkwood / Linda Price</b>                                      | IET        | Journal Article | Kirkwood, Adrian and Price, Linda (2014). Technology-enhanced learning and teaching in higher education: what is 'enhanced' and how do we know? A critical literature review. <i>Learning, Media and Technology</i> , 39(1) pp. 6–36.  | 478 |
| <b>Nigel Cross</b>  | MCT        | Journal Article | Cross, Nigel (2001). Designerly ways of knowing: design discipline versus design science. <i>Design Issues</i> , 17(3) pp. 49–55.  | 407 |
| <b>Nigel Bennett / Christine Wise / Philip Woods</b>                      | FELS       | Research Report | Bennett, Nigel; Wise, Christine; Woods, Philip A and Harvey, Janet A (2003). <i>Distributed Leadership: A Review of Literature</i> . National College for School Leadership.   | 348 |
| <b>Agnes Kukulska-Hulme / Leslie Shield</b>                               | IET / FELS | Journal Article | Kukulska-Hulme, Agnes and Shield, Lesley (2008). An overview of mobile assisted language learning: From content delivery to supported collaboration and interaction. <i>ReCALL</i> , 20(3), pp. 271–289.   | 330 |
| <b>Sally Dibb</b>   | FBL        | Journal Article | Michaelidou, Nina and Dibb, Sally (2008). Consumer involvement: a new perspective. <i>Marketing Review</i> , 8(1) pp. 83–99.   | 286 |
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| <b>Annika Wolf / Daniel Gooch / Umar Mir / Jose Cavero / Gerd Kortuem</b> | MCT        | Conference Item | Wolff, Annika; Gooch, Daniel; Mir, Umar; Cavero, Jose and Kortuem, Gerd (2015). Removing barriers for citizen participation to urban innovation. In: <i>Digital Cities 9</i> , 27 June 2015, Limerick.   | 231 |
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| <b>Elizabeth Daniel</b>   | FBL        | Journal Article | Wilson, Hugh; Daniel, Elizabeth and McDonald, Malcolm (2002). Factors for success in customer relationship management (CRM) systems. <i>Journal of Marketing Management</i> , 18(1), pp. 193–219.  | 211 |
| <b>Keith Bailey</b>   | Arts       | Thesis          | Bailey, Keith Alan (1995). <i>The metamorphosis of Battersea, 1800-1914 : a building history</i> . PhD thesis The Open University  | 196 |
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