MILLENNIUM LIBRARY SYSTEM

Return on Investment (ROI)

University of Pretoria Scenario

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MILLENNIUM - RETURN ON INVESTMENT (ROI)

Agenda

• Introduction
• ROI measurement
  ✓ Relevant UP Library strategies
  ✓ Fitness for purpose
• Millennium functions
• Millennium interoperability
• Gains from investment
• Conclusion
• Questions
MILLENNIUM RETURN ON INVESTMENT

Introduction

A performance measure used to evaluate the efficiency of an investment

Standard formula:

\[
\text{ROI} = \frac{\text{Gain from Investment} - \text{Cost of Investment}}{\text{Cost of Investment}}
\]

“ROI calculations can be easily manipulated to suit the user’s purposes, and the result can be expressed in many different ways”

Measure Millennium @
- UP Library strategies
- Fitness for purpose

http://www.investopedia.com/terms/r/returnoninvestment.asp
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Measurement: UP Library Services strategies

RELEVANT LIBRARY STRATEGIES

- Impact positively on research
- Strengthen the role of the Library in the facilitation of learning and teaching
- Develop, implement & integrate e-services to enhance: UP research, learning & teaching, & Library products

ACCESS TO INFORMATION
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Measurement: Fitness for purpose

Provide infrastructure to:

✓ perform most library administrative & professional tasks
✓ Infrastructure to store and retrieve information

Library Staff using Millennium for daily tasks or information retrieval

Approx 87%

- Use
- Do not use
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Library function: Bibliographic Services (Cataloguing)

Basis for information retrieval

Bibliographic control

Provides Links to full text

MARC21 OCLC holdings

LC Subject headings TOC

Authority control Global/Rapid updates

MARC E-record downloads

AACR2 RDI

Metadata

Interoperability with OCLC

Worldcat

983 360 bibliographic holdings
1 457 692 item holdings
26 415 URL links to full text

URL LINKS TO FULL TEXT

E-course reserves E-EXAMS
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Library function: Loans management/client services (Circulation)

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**ASSET CONTROL**

- Issues
- Receipts for Returns
- Returns
- Renewals
- Fines
- Bills
- Manage loan periods
- Patron database

**E-COMMUNICATION**

- Holds
- Overdues
- Courtesy
- Automated E-Notices 24/7
- PIN requests via e-mail 24/7
- **UP_mainframe interoperability**
- Patron data downloads – no library queues
- Blacklists – Block library service and student results

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- 46 000+ Registered Library Patrons (2010)
- 951 663 circulation transactions (2009)
- 4046 holds filled (2009)
- Average of approx 750 e-notices to clients per day
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Library function: Procurement/Finances (Acquisitions & Finances)

Procurement

Budget allocations & control

E-resources  Physical material

Electronic Data Interchange

Subscriptions (E)-Ordering

(E)-INVOICING - LESS RE-CAPTURING OF DATA

(E)-Receiving (E)-claims

E-Vendor status reports

SAVES STAFF TIME

Vendor database

Vendor performance stats

OCLC Connexion record downloads

R40.5M Expenditure (2009)
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Library function: Subscription management (Serials)

Subscriptions management
(E)-Orders
(E)-CLAIMING
(E)-Invoicing
(E)-Journals
Routing
Subscriptions control
Bibliographic control
Electronic Data Interchange
OCLC Connexion

E-Checkin:
Manual: 1 person checks in 120 volumes in 5 hours
E-checkin: 1 person checks in 2,120 volumes in 4 hours

62,928 e-journal title holdings
1909 paper journal subscriptions
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Library function: E-resources management (WAM)

Web Access Control & Management

E-Resources Access Validation

E-Journals E-databases

E-Books

E-Course Reserves

E-Exams

E-Resources

Licensing Statistics Controls E-Access

Records E-transgressors

CopyRIGHT AUTHENTICATES

Gateway for ClickUP (WebCT)

5 663 011 searches on E-databases (2009)
1 541 534 E-article downloads (2009)
892 264 E-book retrievals (2009)
268 619 E-exam/E-course reserve retrievals (2009)
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Library function: Online access (WebPAC)

WebPAC: Window to the world
Facilitates, integrates and controls access to information and e-services

- E-Information
- E-Research
- E-Teaching & Learning
- Infrastructure for virtual library
- My Millennium functionalities
  - Online renewals, holds, PIN requests 24/7
- RSS Feeds

Empower End Users
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MILLENIUM Interoperability: Interfaces

UP Mainframe
- Patron data downloads
- Blacklists

Worldcat & Sabinet
- Worldcat holdings
- MARC record down/UPLOADs

Image Server
- Images on External server

Vendor Interfaces
- EDI orders/invoicing/reports
- E-Checkin
- MARC record downloads

PRIMO Portal (ExLibris)
- SFX Link Resolver,
- MetaLib Search Engine

E-Journals/Databases
- Gateway
- WAM Authentication

Protocols, firewalls, ports...
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Gains from investment: Library operational functions

Provides infrastructure for most library functions

Provides infrastructure for end user access

Provides management/strategic information
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Gains from investment: Strategic information

• Library Human resource management
  ✓ Task allocation management
  ✓ Performance management

• Collection management/statistics

• Vendor management
  ✓ Vendor performance
  ✓ Budget allocation

• Library Resources Usage statistics

• Management Reports
  ✓ System Reports
  ✓ Customized reports
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Gains from investment: Library mission: e-services

Usage Statistics - 2009

E-articles downloads
1 541 534

Online book retrievals
892 264

E-database searches
5 663 011

E-exam & E-course reserve retrievals
268 619

Millennium provides gateway to access e-resources
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Gains from investment

Provide infrastructure to perform library administrative and professional tasks

Provide infrastructure to provide information in support of teaching and learning

Create an e-information environment for our clients

Provide infrastructure to support research by creating gateways to global information for researchers

In conclusion

MILLENNIUM facilitates Access to information in support of research, study and teaching
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Questions

Thank you

UP strategic thrust - Excellence in support functions