



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

MILLENNIUM LIBRARY SYSTEM

Return on Investment (ROI)

University of Pretoria Scenario

Presented by

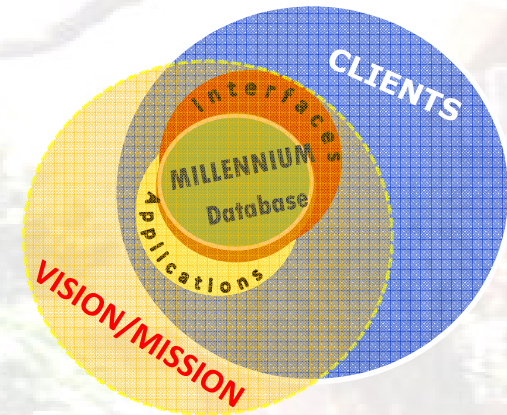
Soekie Swanepoel & Anette Lessing

GALIC Show 'n Tell, National Library, Pretoria, 9 September 2010

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:

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

“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

MILLENNIUM RETURN ON INVESTMENT

Measurement: UP Library Services strategies

Enable Research
Learning & teaching excellence
E-Strategy

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

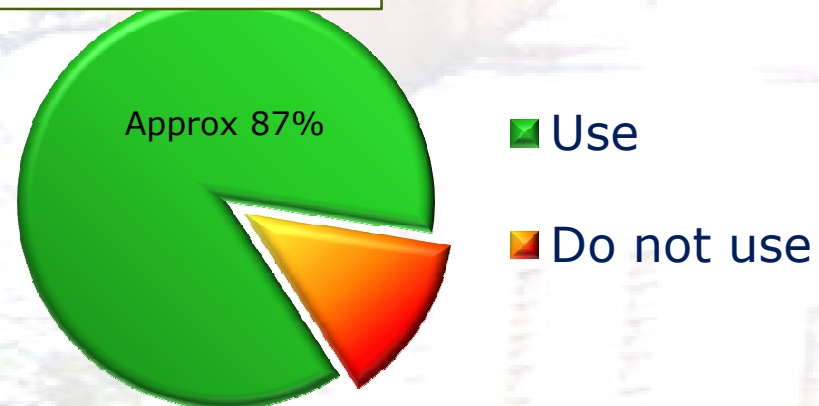
MILLENNIUM RETURN ON INVESTMENT

Measurement: Fitness for purpose

Provide infrastructure to :

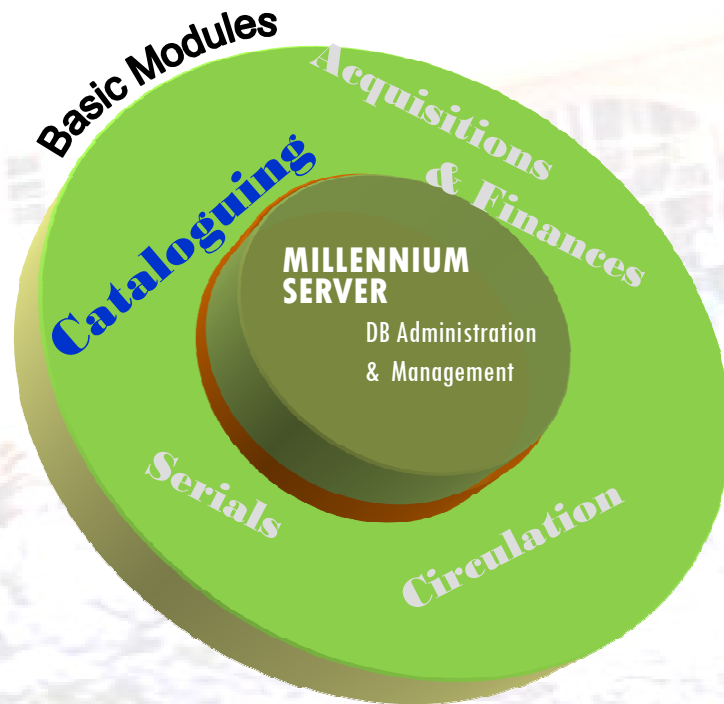
- ✓ perform most library administrative & professional tasks
- ✓ Infrastructure to store and retrieve information

Library Staff using Millennium for
daily tasks or information retrieval



MILLENNIUM RETURN ON INVESTMENT

Library function: Bibliographic Services (Cataloguing)



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

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

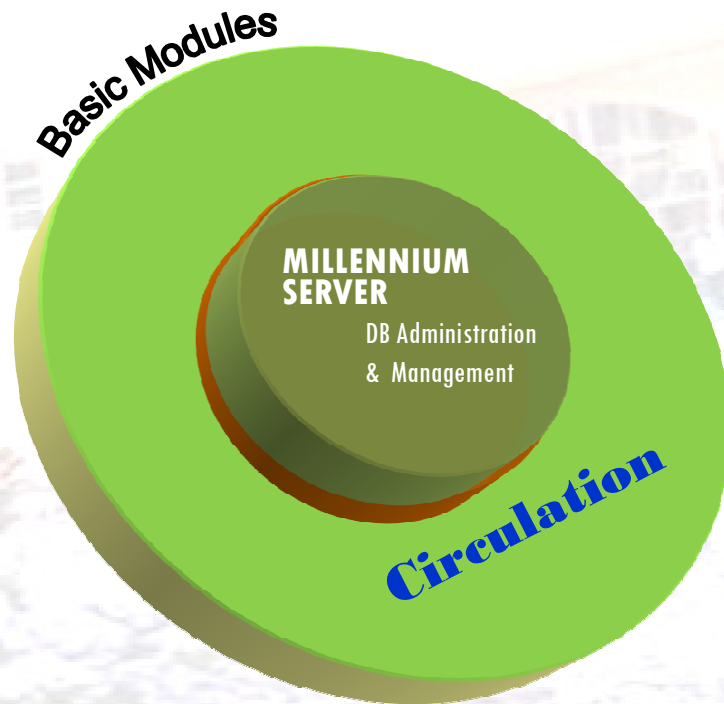
Worldcat

URL LINKS TO FULL TEXT

E-course reserves E-EXAMS

MILLENNIUM RETURN ON INVESTMENT

Library function: Loans management/client services (Circulation)



ASSET CONTROL CLIENT SERVICES

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

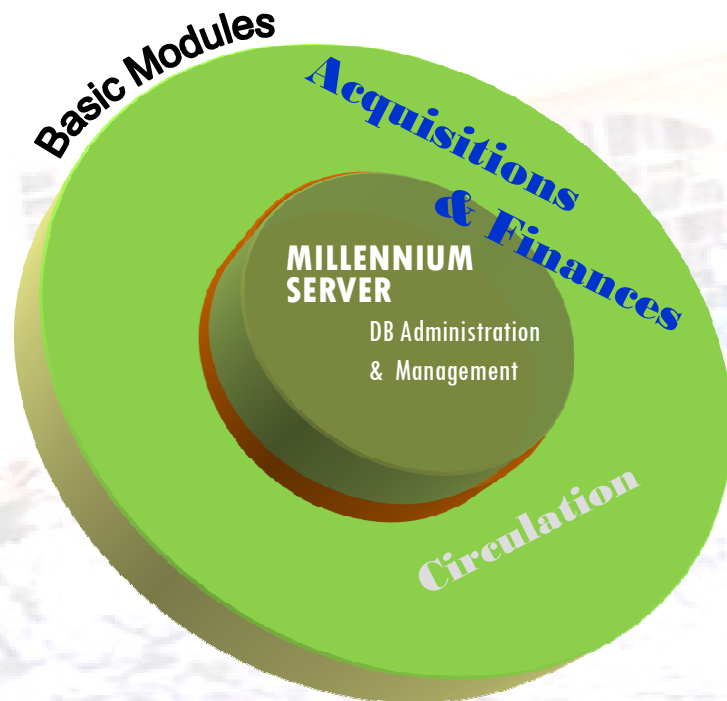
Patron data downloads – no library queues

Blacklists – Block library service and student results

- 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
- 52 754 inhouse book and 25 275 inhouse journal use (2009)

MILLENNIUM RETURN ON INVESTMENT

Library function: Procurement/Finances (Acquisitions & Finances)



R40.5M Expenditure (2009)

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

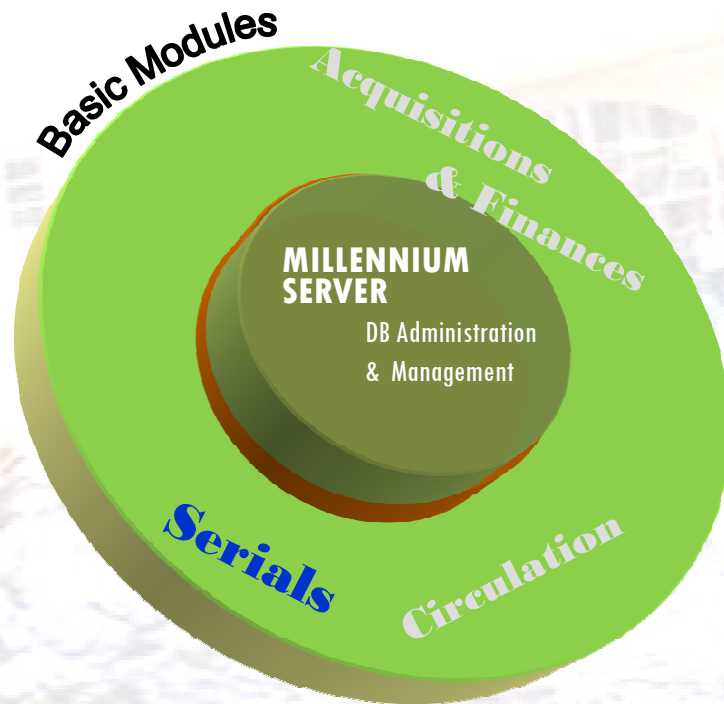
Vendor database

Vendor performance stats

OCLC Connexion record downloads

MILLENNIUM RETURN ON INVESTMENT

Library function: Subscription management (Serials)



62 928 e-journal title holdings
1909 paper journal subscriptions

Subscriptions management

(E)-Orders

(E)-CLAIMING

(E)-Invoicing (E)-Journals

Routing

Subscriptions control

Bibliographic control

Electronic Data Interchange OCLC Connexion

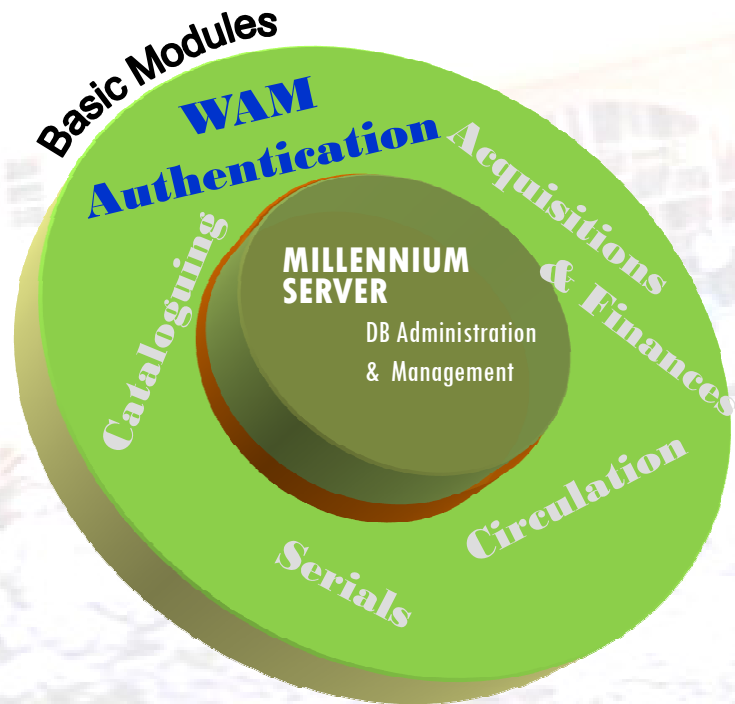
E-Checkin:

Manual: 1 person checks in 120 volumes in 5 hours

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

MILLENNIUM RETURN ON INVESTMENT

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)

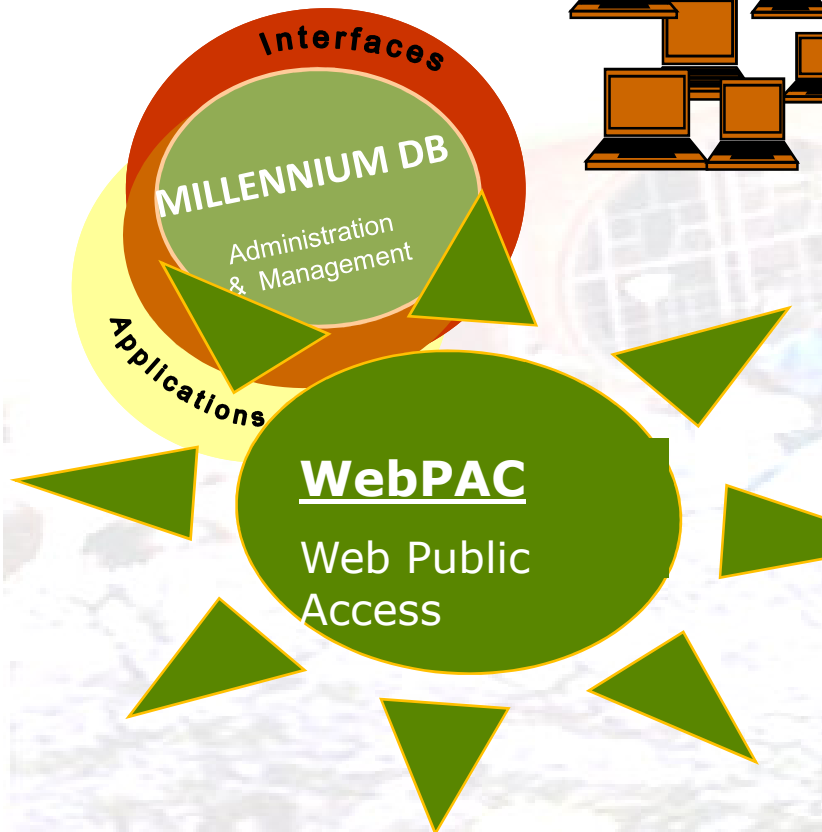
268 619 E-exam/E-course reserve retrievals (2009)

MILLENNIUM RETURN ON INVESTMENT

Library function: Online access (WebPAC)



Empower End Users



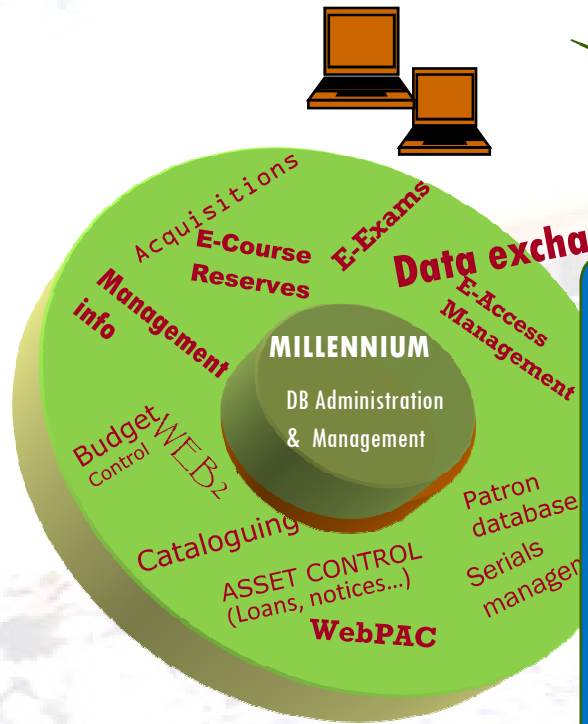
WebPAC: Window to the world

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

MILLENNIUM RETURN ON INVESTMENT

MILLENNIUM 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)

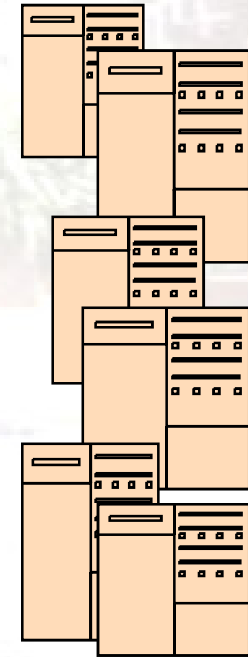
SFX Link Resolver,
MetaLib Search Engine

E-Journals/Databases

Gateway
WAM Authentication

HTTP FTP SSH Z39.50 EDI XML METADATA MARC

--- Protocols --- firewalls --- ports ---



MILLENNIUM RETURN ON INVESTMENT

Gains from investment: Library operational functions

Provides infrastructure for most library functions

Provides infrastructure for end user access

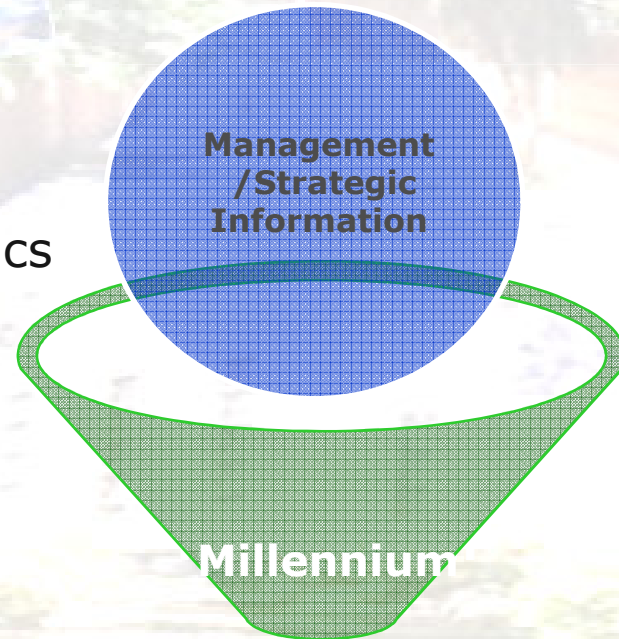
Provides management/strategic information



MILLENNIUM RETURN ON INVESTMENT

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



MILLENNIUM RETURN ON INVESTMENT

Gains from investment: Library mission: e-services

Usage Statistics - 2009

E-articles downloads

1 541 534

Online book retrievals

892 264

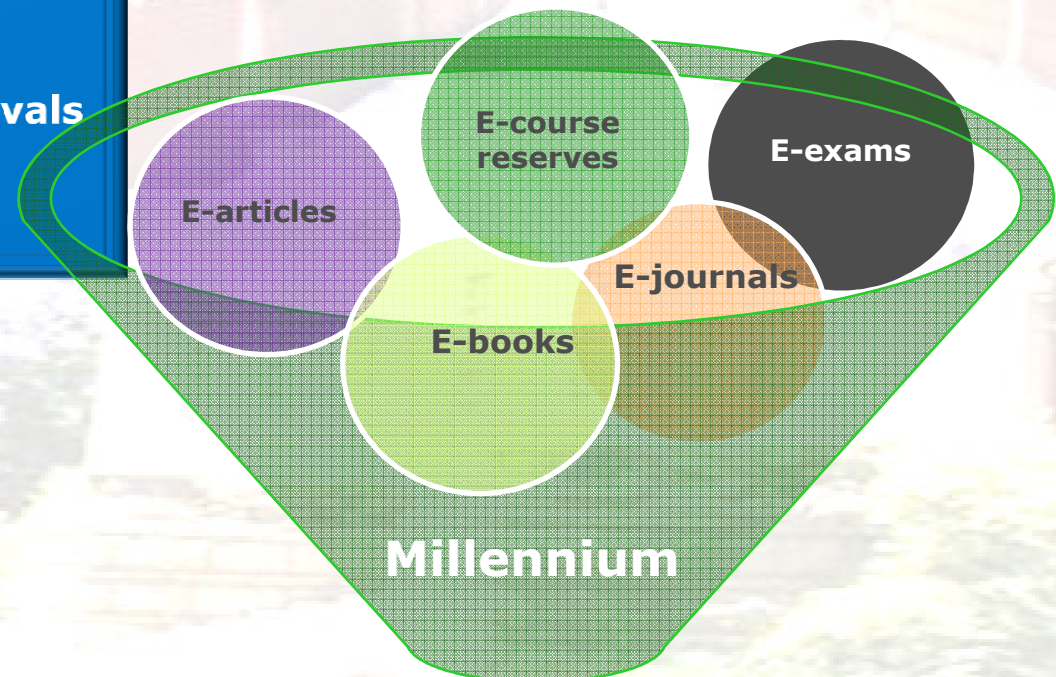
E-database searches

5 663 011

E-exam & E-course reserve retrievals

268 619

*Millennium provides gateway
to access e-resources*



MILLENNIUM RETURN ON INVESTMENT

In conclusion

Gains from investment

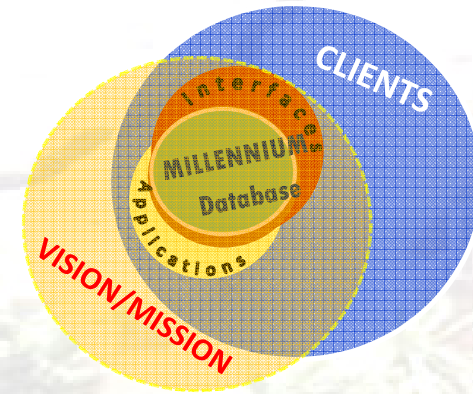
Provide infrastructure to perform library
administrative and professional tasks

46 000+ Potential Library Clients

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



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

MILLENNIUM RETURN ON INVESTMENT

Questions

Thank you

UP strategic thrust - Excellence in support functions