

# NEFLIN

NORTHEAST FLORIDA LIBRARY INFORMATION NETWORK

## MEMORANDUM

**To:** Jane Doe, Director  
Super Good Library

**From:** Bradley R. Ward  
Executive Director

**Date:** September 10, 2009

**Subject:** Return on Investment Report

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Your library had an outstanding return on investment for FY2008-2009! This report details the services you received through your membership in NEFLIN.

**Membership Dues** \$ 900  
**Market Value of Services** \$13,090

<u>Services</u>	<u>NEFLIN Cost<sup>1</sup></u>	<u>Market Value<sup>2</sup></u>
Continuing Education and Training	\$2,427	\$4,375
OCLC Services	\$905	\$2,310
Courier Delivery	\$550	\$550
E-mail Accounts	\$0	\$0
Online Surveying	\$0	\$0
Equipment Loan Program	\$100	\$1,200
Special Projects	\$2,223	\$4,655
<b>TOTALS</b>	<b>\$6,205</b>	<b>\$13,090</b>

### NEFLIN Services Not Assigned Monetary Values

Access to the Collections of other NEFLIN Libraries  
Vendor Discount Program  
Web Conferencing Service  
Networking and Professional Development

<sup>1</sup> NEFLIN Cost is determined by the actual cost NEFLIN paid for a service.

<sup>2</sup> Market Value is determined by the cost for a library to contract for a service directly, without the benefit of membership in NEFLIN.

	<u>NEFLIN Cost</u>	<u>Market Value</u>
<b>CONTINUING EDUCATION AND TRAINING</b>	<b>\$2,427</b>	<b>\$4,375</b>
<b>TRAINING EVENTS</b>	<b>\$1,287</b>	<b>\$2,695</b>
<p>Super Good Library staff attended 11 training events this year. Most of these classes are library specific and not available anywhere else in Northeast Florida.</p>		
<b>MULTIMEDIA LENDING</b>	<b>\$1,140</b>	<b>\$1,680</b>
<p>Staff borrowed 12 items from the Multimedia Lending Library (MLL). These resources provide an opportunity for NEFLIN members to receive training in their own libraries and on their own schedule. Videotapes, DVDs, audiotapes, and CD-ROMs are intended for individual training and small group use.</p>		
<b>QUICK REFERENCE GUIDES</b>	<b>\$0</b>	<b>\$0</b>
<p>Staff requested 0 guides. These double-sided, full color, help guides are available on 75 computer programs, including Office 2007 and Windows Vista. Library staff can provide them to customers by placing them in areas where there are public PCs or use them in computer classes.</p>		
<b>OCLC SERVICES</b>	<b>\$905</b>	<b>\$2,310</b>
<b>INTERLIBRARY LOAN</b>	<b>\$105</b>	<b>\$310</b>
<p>NEFLIN has negotiated an agreement with LYRASIS to provide your library with discounted use of the OCLC interlibrary loan system. NEFLIN staff also spent over 125 hours processing these monthly invoices in order to pass on the savings to your library.</p>		
<b>BATCHLOADING OF RECORDS INTO OCLC</b>	<b>\$800</b>	<b>\$2,000</b>
<p>Each year NEFLIN keeps your library's catalog up-to-date on OCLC. Of the 15 steps it takes throughout the year to make this project work, your library staff does only the first step. NEFLIN takes care of the rest.</p>		
<b>CATEXPRESS</b>	<b>\$0</b>	<b>\$0</b>
<p>NEFLIN has negotiated an agreement with LYRASIS to provide your library with discounted use of OCLC's CatExpress service. CatExpress allows your library to search and download records from the WorldCat database, without the requirement of membership in OCLC.</p>		
<b>COURIER DELIVERY</b>	<b>\$550</b>	<b>\$550</b>
<p>The statewide courier delivery service is subsidized for Enhanced NEFLIN members. This subsidy is for one weekly stop throughout the year.</p>		
<b>E-MAIL ACCOUNTS</b>	<b>\$0</b>	<b>\$0</b>
<p>NEFLIN provided your library staff with 0 neflin.org e-mail account this year.</p>		

	<u>NEFLIN Cost</u>	<u>Market Value</u>
<b>ONLINE SURVEYING</b>	<b>\$0</b>	<b>\$0</b>

TouchPollWeb is available for members to survey an unlimited number of their customers. This year your library surveyed 0 customers.

<b>EQUIPMENT LOAN PROGRAM</b>	<b>\$100</b>	<b>\$1,200</b>
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NEFLIN has purchased equipment and made it available for loan to our members. The items available include; LCD and overhead projectors, projection screens, a people counter, tradeshow display, and gaming equipment (Guitar Hero, Xbox, Wii, and assorted titles). Your library borrowed 4 items.

<b>SPECIAL PROJECTS</b>	<b>\$2,223</b>	<b>\$4,655</b>
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The number of your staff who participated in one of these special projects.

- 23 Things @ NEFLIN: 12 (completed the entire program)
- NEFLIN Technology Conference: 1
- On-site Florida Electronic Library Training: 8

Examples of special projects include; NEFLIN mini-grants, providing consultants for specific library projects, customized/on-site workshops, digital imaging, and cataloging of special collections.

#### **ACCESS TO THE COLLECTIONS OF OTHER NEFLIN LIBRARIES**

NEFLIN provides services that assist your library in sharing resources with other Northeast Florida libraries. Through interlibrary loan your library has the ability to request over 5 million books, magazine articles, media, and other materials owned by NEFLIN libraries.

#### **VENDOR DISCOUNT PROGRAM**

This year NEFLIN established a vendor discount program for our members. We have negotiated discounts from over 50 vendors on a wide variety of products. We hope that your library took advantage of these discounts. NEFLIN does not assign a value to this because we are not able to track what discounts your library may have used.

#### **WEB CONFERENCING SERVICE**

NEFLIN provides this free service so that members can host staff meetings, have author or book talks, participate in staff development, and be creative with what can be done in this virtual environment.

#### **NETWORKING AND PROFESSIONAL DEVELOPMENT**

Priceless.