

## MEMORANDUM

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

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

**Date:** October 11, 2013

**Subject:** Annual Return on Investment Report

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Your library had an outstanding return on investment for FY2012-13! This report details the services you received through your membership in NEFLIN.

<b>Membership Dues</b>	<b>\$1,000</b>
<b>Market Value of Services</b>	<b>\$7,490</b>

<u>Services</u>	<u>NEFLIN Cost</u> <sup>1</sup>	<u>Market Value</u> <sup>2</sup>
Continuing Education and Training	\$2,665	\$5,065
OCLC Services	\$925	\$2,425
E-mail Accounts		
Online Surveying		
NEFLIN Virtual Classroom		
Equipment Loan Program		
Special Projects		
<b>TOTALS</b>	<b>\$3,590</b>	<b>\$7,490</b>

### NEFLIN Services Not Assigned Monetary Values

Access to the Collections of other NEFLIN Libraries  
Courier Delivery  
Networking and Professional Development  
Tech-Talk  
Vendor Discount Program

<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>\$2,665</b>	<b>\$5,065</b>
<b>FACE-TO-FACE TRAINING</b>	\$585	\$1,225
Super Good Library staff attended 5 in-person training events this year. Most of these classes are library specific and not available anywhere else in Northeast Florida.		
<b>ONLINE TRAINING</b>	\$2,080	\$3,840
Staff attended 32 webinars this year. These online classes are taught by member library staff, nationally recognized authors, and experts in a variety of disciplines.		
<b>LENDING LIBRARY</b>		
Staff borrowed 0 items from the NEFLIN Lending Library. These resources provide an opportunity for NEFLIN members to receive training in their own libraries and on their own schedule. Books, videotapes, audiotapes, DVDs, and CD-ROMs are intended for individual training and small group use.		
<b>OCLC SERVICES</b>	<b>\$925</b>	<b>\$2,425</b>
<b>INTERLIBRARY LOAN</b>	\$125	\$425
NEFLIN has negotiated an agreement with OCLC to provide your library with discounted use of the OCLC interlibrary loan system. NEFLIN staff also spent over 60 hours processing these monthly invoices in order to pass on the savings to your library.		
<b>BATCHLOADING OF RECORDS INTO OCLC</b>	\$800	\$2,000
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.		
<b>CATEXPRESS</b>		
NEFLIN has negotiated an agreement with OCLC 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.		
<b>E-MAIL ACCOUNTS</b>		
NEFLIN provided your library staff with 0 neflin.org e-mail accounts this year.		
<b>ONLINE SURVEYING</b>		
ZipSurvey is available for members to survey an unlimited number of their customers. This year your library surveyed 0 customers.		

NEFLIN Cost      Market Value

### **NEFLIN VIRTUAL CLASSROOM**

NEFLIN provides this web conferencing service so 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. Your library did not use this service during the year.

### **EQUIPMENT LOAN PROGRAM**

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 0 items.

### **SPECIAL PROJECTS**

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 6 million books, magazine articles, media, and other materials owned by NEFLIN libraries.

### **COURIER DELIVERY**

NEFLIN administers the northeast region for the statewide courier delivery service (DLLI). NEFLIN invoices member libraries for this service.

### **TECH-TALK**

NEFLIN sends all member library staff a weekly e-mail from Tech-Talk. These e-mails offer technology tips, computer skill-building resources, and access to the Tech-Talk website.

### **VENDOR DISCOUNT PROGRAM**

NEFLIN has negotiated discounts from 60 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.

### **NETWORKING AND PROFESSIONAL DEVELOPMENT**

Priceless.