



Definitions of ROI Measures

Note: This pertains to page 3 of the [Report of Study Findings](#). All figures are intentionally conservative.

Time Saved / Reference

- Number of requests – based on library statistics from 2012.
- In-depth reference – more than 15 minutes to answer (ranging from > 15 minutes to several weeks); Quick reference – 15 minutes or less to answer; Literature searches vary depending on the request
- Hours saved – based on amount of time masters degree librarians spent on reference questions, and what they estimate it would take a layperson to do, without their expertise, partner connections, databases, and advanced searching knowledge
- Customer average salary + benefits – calculated after receiving all salaries + benefits from HR. Librarians determined who the bulk of our customers are, and those are the figures we used. The combination of salary + benefits was used at the recommendation of Bruce Kingma, Economist at Syracuse University, and economic advisor to the LibValue project.

Limitation: Salaries were not weighted.

Time Saved / Document Delivery

- Loans from MnDOT Library and Articles Downloaded/Copied are based on library statistics from 2012.
- One hour saved per request is a conservative figure.
- Customer average salary + benefits – calculated after receiving all salaries + benefits from HR. Librarians determined who the bulk of our customers are, and those are the figures we used. The combination of salary + benefits was used at the recommendation of Bruce Kingma, Economist at Syracuse University, and economic advisor to the LibValue project.

Limitation: Salaries were not weighted.

Dollars Saved / Interlibrary Loans

- Journal Titles Borrowed and Book Titles Borrowed are based on library statistics from 2012.
- Average cost to purchase a journal article is based on figures obtained from Todd Fenton, Manager, InfoNOW, University of Minnesota.
- Average cost to purchase a book title is based on the average cost of books that MnDOT Library purchases (from actual budget tracking) + a processing fee based on what the Minitex (University of MN) contract cataloging unit charges for processing a book.

Dollars Saved / Journal Routing

- MnDOT Library routed 10,887 journal issues to 780 employee routees in 2012.
- The value factor of three articles per routee adding value in one year was a figure recommended to us by MnDOT economist John Wilson.
- The \$55 average cost figure to purchase from a vendor is based on figures obtained from Todd Fenton, Manager, InfoNOW, University of Minnesota.

Please contact Sheila Hatchell, Library Director, with any questions or comments:
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