



Measuring Library Costs and Benefits

*Workshop Agenda
Winter/Spring 2008*

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Instructor
An Infopeople Workshop

Speaking the Language of Business

- ◆ Accountability and Credible Evidence-based Advocacy
- ◆ Definitions
 - ◆ Return on Investment
 - ◆ Cost/Benefit Analysis

Types of Costs

- ◆ Identifying Costs
 - Exercise #1 Library Coffee/Gift Shop*
 - Exercise #2 DVD Processing Cost Comparison*
- ◆ Peer Comparison Tools

Types of Benefits

- ◆ Measuring Benefits
 - Exercise #3 Benefits Matrix*

Benefits Analysis Studies

- ◆ Model Studies
- ◆ Social Return on Investment
- ◆ Values Propositions
 - Exercise #4 Writing Values Propositions*

Communicating Costs and Benefits Effectively

- ◆ Effective Data Presentation
- ◆ Presenting Benefits

Summary and Evaluation

There will be two 15-minute breaks and an hour for lunch.