The community returns generated by Australian 'special' libraries

Final report

January 2014

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Independent insight.

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EXECUTIVE SUMMARY

This report has attempted to quantify the costs and benefits of 'special' libraries across Australia, which collectively include government, health, law and corporate libraries.

It is clear that special libraries provide an array of benefits to their users and, in turn, to the end-clients of these users. There is no doubt that these end-client benefits are likely to overshadow any other benefits, if they could be appropriately quantified. However, quantifying these benefits is difficult.

As a second best solution, SGS valued the benefits provided directly to special library users. These user benefits include:

— The value of 'time' saved for library users, and
— The value of 'out of pocket expenses' saved for library users (e.g. subscription fees/ content access fees).

The value of user time savings will reflect the 'efficiency' of special library staff in locating, distilling and delivering information to users, as well as the 'opportunity cost' of user time. The value of out of pocket expenses represents the subscription/ access fees that individual library users would need to pay in order to access the content that industry libraries centrally provide.

SGS completed a survey of special libraries to gather information on the diversity of these libraries across Australia. This survey enjoyed a good response rate with overall 242 respondents. However, only 78 respondents completed the questions sufficiently to robustly estimate library costs and benefits.

Subsequently the research focus turned to examining a selection of case studies that reflected the diversity of special libraries. Thirty four case studies responses were generated. However, only a select number of these were completed in detail and the results varied dramatically.

Collectively the results enable us to broadly conclude the following:

— There is a broad diversity of special libraries across Australia, with annual resourcing levels ranging from less than $50,000 through to more than $1.5 million

— User servicing levels are perceived to be high in the areas of research/ literature review, document delivery and library staff expertise, but are low in more traditional library services such as print journals and spaces to meet and/ or study

— Service level changes over the past 3 years echo this theme, with access to electronic resources improving significantly, while the range of print journals has deteriorated

— Across the special library sector resourcing levels in terms of overall budgets, floorspace and staff hours have all decreased over the last 3 years

— The case studies suggest that library staff are much more efficient than their users when it comes to the time it takes to perform research, literature review, document delivery and referencing tasks (i.e. 3.3 times faster)

- If this productivity factor is applied to the survey results, significant net benefits are estimated for special libraries on average (benefit cost ratio of 5.43), but this average is significantly different to the median results (BCR of 1.15), emphasising the array of responses generated.

- These results exclude any quantified benefits in relation to the out of pocket expenses saved for library users due to the central purchasing of content, rendering them as conservative.

Given that this quantitative analysis has only focussed on quantifying benefits to the industry library users, not their end clients, it is highly likely that the benefits of industry libraries outweigh their costs considerably.

1   INTRODUCTION

1.1   Research brief

A consortium of library associations including the Australian Government Libraries Information Network, Australian Law Librarians' Association, Australian Library and Information Association, Health Libraries Australia and Health Libraries Inc has worked with SGS Economics & Planning Pty Ltd (SGS) to contrast the costs and benefits associated with the operation of special libraries across Australia; the aim of this research being to demonstrate the net benefits these libraries confer.

In the research 'special libraries' is defined to include the following libraries:

– Government
– Health
– Law, and
– Corporate.

1.2   Cost benefit framework

It is clear that special libraries provide an array of benefits to their users and, in turn, to the end-clients of these users. A prime example of this end-client benefit is the improved health outcomes enjoyed by patients due to the enhanced knowledge their doctors have at their disposal (i.e. regarding diagnosis, treatment plans, etc.) because of the research services provided by health libraries. Similar examples equally apply to the government, law and corporate library sectors.

There is no doubt that these end-client benefits are likely to overshadow any other benefits, if they could be appropriately quantified. However, quantifying these benefits is extremely difficult without an intensive research process (and budget); collecting information from end-clients and library users before attempting to attribute a degree of end-client benefits with the services provided by special libraries.

As a second best solution, SGS valued the benefits provided directly to special library users. These user benefits include:

– The value of 'time' saved for library users, and
– The value of 'out of pocket expenses' saved for library users (e.g. subscription fees/ content access fees).

The value of user time savings reflects the 'efficiency' of library staff in locating, distilling and delivering information to users, as well as the 'opportunity cost' of user time. For example, a doctor doing his/ her own research might take three times as long as a health librarian, and the cost of this time, by referencing their comparative salary levels, is extremely expensive.

The value of out of pocket expenses represents the subscription/ access fees that individual library users would need to pay in order to access the content that special libraries centrally provide. The users may choose not to pay for this 'content' themselves. Professionals not having access to the information could undermine the quality of the result for their clients. If this was the case, some of the aforementioned

end-client benefits would clearly be undermined, rendering the quantification techniques as highly conservative in terms of benefit estimation.

1.3 Research process

To ensure the research was appropriately conceived, SGS completed a survey of special libraries to gather information on their across Australia. This research highlighted that it would be extremely difficult to assess the aggregate level of expenditure on special libraries in Australia, i.e. there is no central repository of industry information. Consequently, an overarching assessment of the costs and benefits of special libraries is not possible.

The research focus thus turned to examining a selection of case studies, which reflected the diversity of special libraries, to assess the library costs and benefits. While aggregate conclusions cannot be made from this process, the net community contributions of a diverse sample can be assessed, enabling conclusions to be drawn.

1.4 Report structure

The remainder of this report is structured as follows:

Section 2 provides some headline results of the special library survey undertaken, demonstrating the diversity of the sector, and reporting on self assessed user servicing levels and resourcing arrangements.

Section 3 draws together the case study results, profiling the costs and benefits of an array of special libraries across Australia.

2   INDUSTRY SURVEY

2.1   Surveying process

To gather the information necessary to examine the likely costs and benefits of special libraries, a web-based survey was administered.

To this end introductory emails with links to the web-based survey were despatched from each of the project's partner organisations, ensuring a wide network of special libraries were contacted.

The survey included questions about library resourcing levels, and how these have changed over recent years, as well as user serving levels and the user time saved. Specific questions and the results generated are included within the sub-sections that follow.

2.2   Survey response rate

The consortium of library associations advises that definitive estimates of the composition of special libraries across Australia are elusive. However, based on the intelligence to hand, the best estimate is that there are about 2,200 special libraries.

The response rates to the survey are shown in Table 1 below. From this, it can be concluded that only a modest response was generated.

TABLE 1   ASSESSED SPECIAL LIBRARY POPULATION AND SURVEY RESPONSE RATES

Number of industry libraries	2,200
Overall number of survey responses	242
Overall survey response rate	11%
Responses to questions about costs and benefits	78
Response rate to questions about costs and benefits	4%

2.3   User market penetration levels

The special libraries were asked to assess the degree to which they serve their potential user base, i.e. through two successive questions:

Q3. What is the approximate total number of potential library users (for example all staff, contractors, temporary and non-ongoing staff, students, other stakeholders)?

Q4. Approximately how many library users do you have?

Table 2 highlights that there is an extraordinary variety in potential and actual user numbers. On average, special libraries service about 40% of potential users.

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TABLE 2   SPECIAL LIBRARY POTENTIAL AND ACTUAL USER NUMBERS

(Q3) Potential users	
Min	20
Max	46,000
Average	3,475
Median	1,073
(Q4) Actual users	
Min	5
Max	15,000
Average	1,035
Median	320
(Calculation) User capture rate	
Min	3%
Max	91%
Average	40%
Median	39%

2.4   Mode of user servicing

The special libraries were asked to estimate how they serviced users by different modes, i.e.

Q7: Approximately what percentage of your interaction with users is face to face, telephone or electronic?

Table 3 summarises the results, showing that the majority of servicing was done electronically. Surprisingly face to face servicing came in second, ahead of telephone based servicing.

TABLE 3   SPECIAL LIBRARY USER SERVICING MODES

(Q7) User interaction	
Face to face	27%
Telephone	17%
Electronic	56%

The survey responses also suggest that the growth in electronic serving has been rapid in recent years, and this has come at the expense of other modes.

2.5   Servicing levels

The special libraries were asked to assess how well they believed users were serviced and how this serving level had changed in recent years, i.e. via the following questions:

Q19. How would you estimate your current service level for library users? (100% is the ability to offer users everything they need). Respondents were given the following ranges to make this assessment:

- 100%
- 75-99%
- 50-74%

- 25-49%
- 0-24%, or
- Not applicable

Q18. Over the last three years, how would you estimate your service level for library users has changed? Respondents were given the following response categories:

- Improved/increased (+1)
- Stayed the same (0)
- Lessened/decreased (-1), or
- Not applicable (excluded).

Figure 1 shows how respondents rated current servicing levels, which was generated by the frequency of responses multiplied by the midpoint percentage within each of the response categories (i.e. 100%, 87%, 62%, 37%, 12%).

The data points to relatively lower service levels for the provision of print journals and quiet spaces for meetings, group work and study. However, service levels for the provision of electronic resources have higher scores, suggesting a better ability of special libraries to meet demands for these services. High scores for literature reviews and document delivery services reflect the proficiency of library staff to meet user needs.

Figure 2 shows how this servicing level has been perceived to change over the last 3 years. Again it shows the weighted average score generated by the frequency of response (i.e. 'increasing' scores +1, 'staying the same' scores 0, and 'decreasing' scores -1). Consistent with results presented in Figure 1, the response indicates improving services for electronic resources and decreasing service levels for print journal services.

FIGURE 1   SPECIAL LIBRARY SERVICE LEVELS
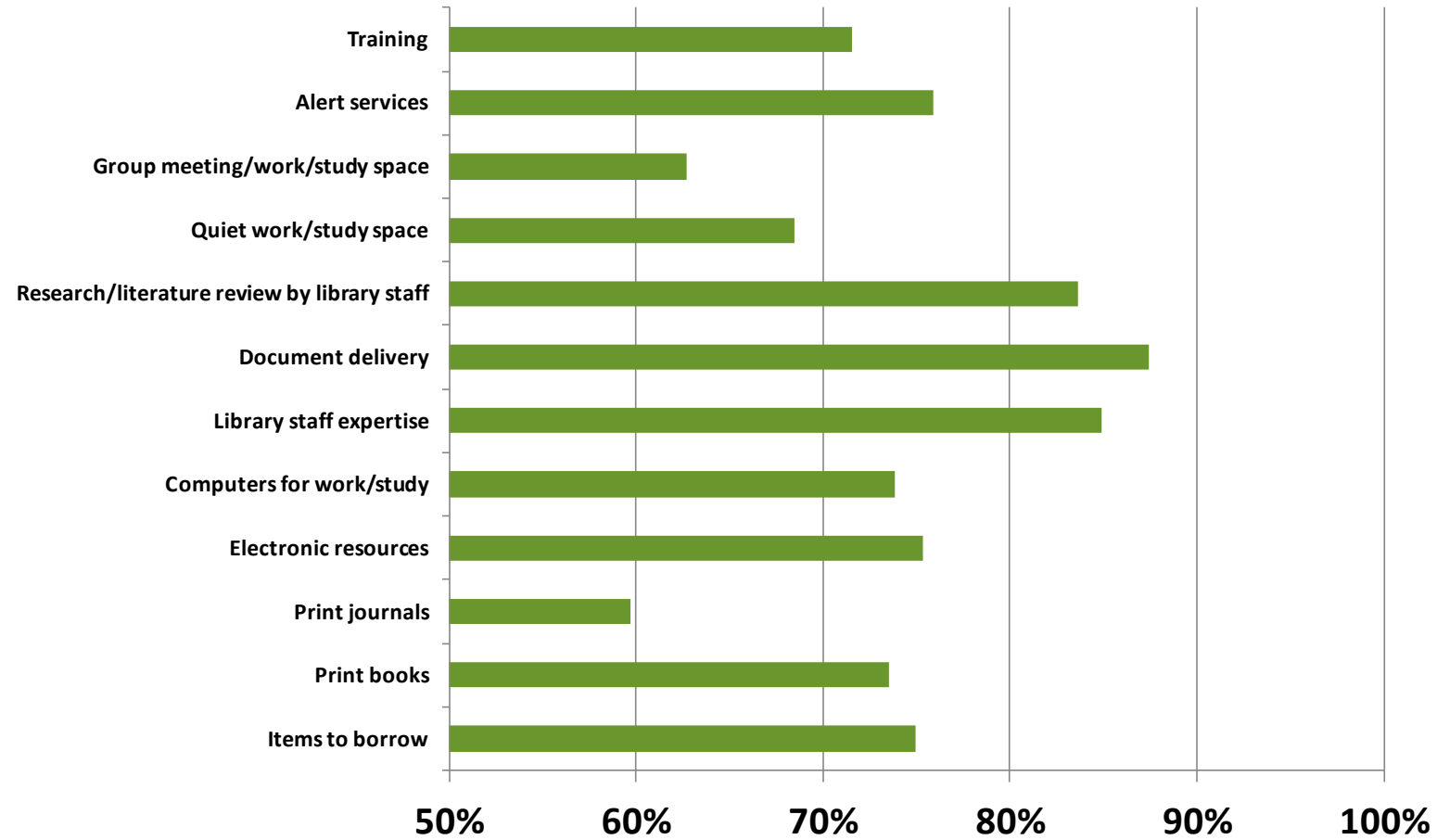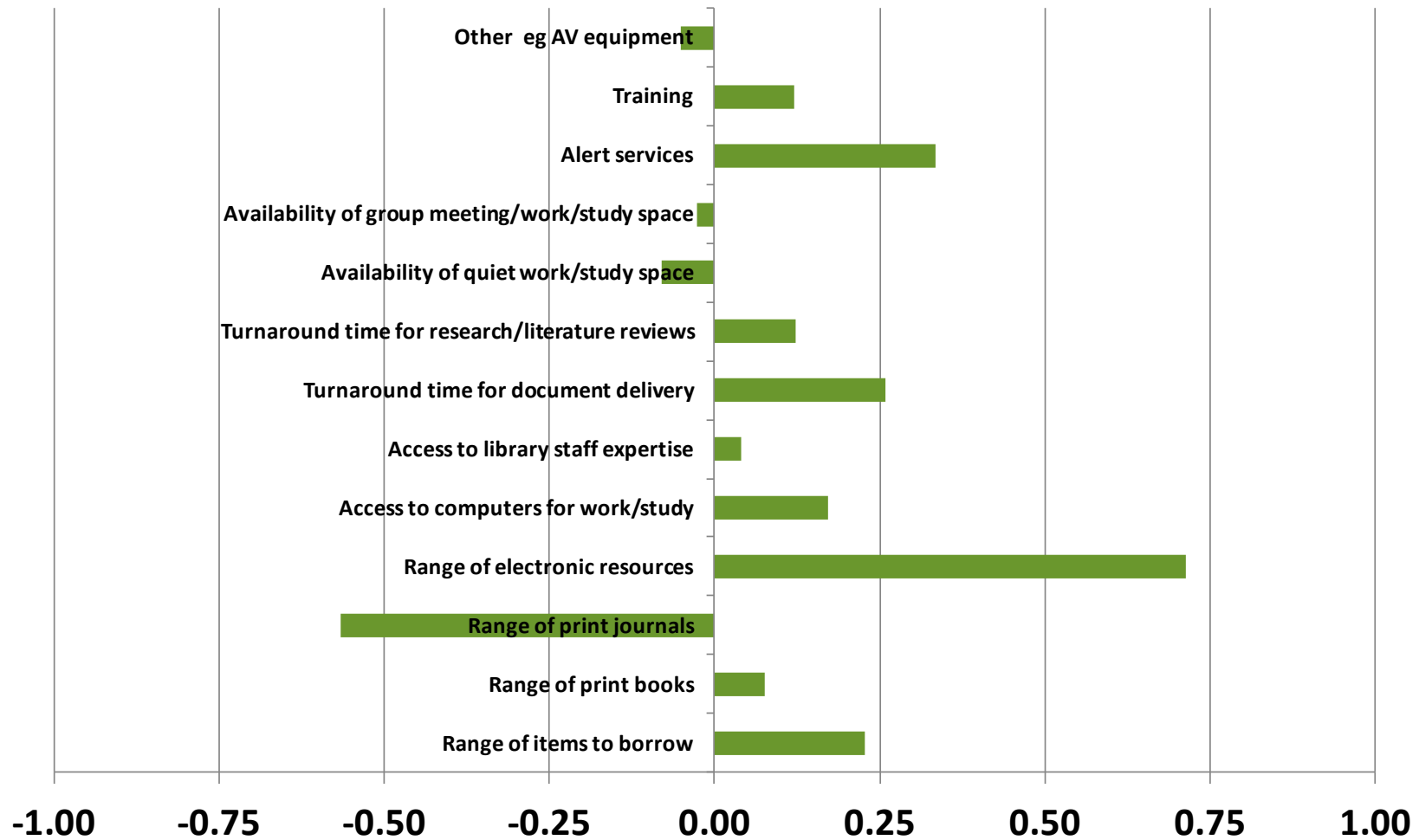
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FIGURE 2   CHANGE IN SPECIAL LIBRARY SERVICE LEVELS BY SERVICE TYPE, 2010 – 2013

2.6 Recent changes in resourcing

The special libraries were asked to assess how their resourcing levels had changed over the last three years, via three questions:

Q12. Over the last three years, has your total annual expenditure...?
Q15. Over the last three years, has your library paid qualified staffing level...?
Q17. Over the last three years, has your library floor area …?

For each question, the available response categories were:

−   Increased (+1)
−   Kept pace with CPI/Stayed the same (0), or
−   Decreased (-1).

Figure 3 summarises the responses by showing the weighted score of responses. The results suggest that on average, across all the special library segments, over the last 3 years there has been a reduction in annual expenditure, staff hours and floorspace.

The floorspace results certainly accord with the deteriorating provisioning of 'spaces' reported in Figure 2. The reduction in staff hours combined with the improving service levels in staff provided services (e.g. research/ literature reviews, document delivery) suggests a higher degree of staff productivity, and an overall improvement in special library productivity appears also to be supported, with declining budgets and, on the whole, improving (staff perceived) service levels.

FIGURE 3   SPECIAL LIBRARY RESOURCING LEVELS, 2010-2013
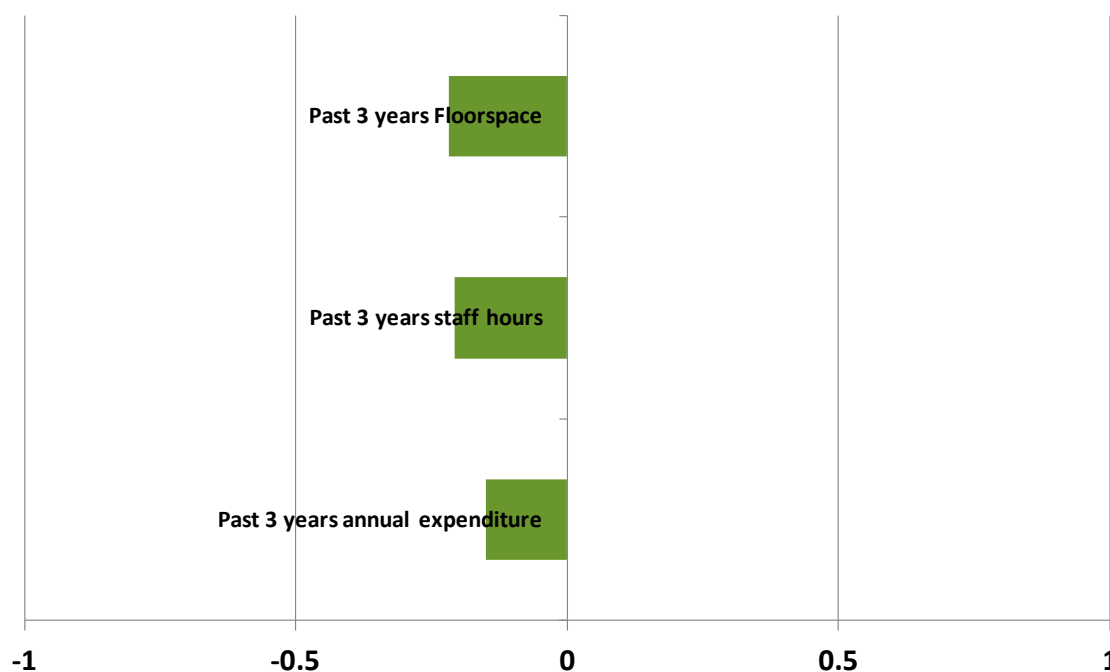
Out of the 242 survey responses, 78 respondents (32 per cent response rate) provided detailed information on annual budgets, number and type of service requests, time dedicated to each request

and average salary of user groups. Only detailed responses have been used to estimate the costs and benefits of special libraries in the following sub-sections.

Costs

The annual expenditure (budget) of libraries was asked in Q11. The responses are summarised as follows:

- Min - $10,000
- Max - $1,600,000
- Average - $383,058
- Median - $256,819

Benefits

To assess the annual benefits generated by special libraries, the number of service requests per week (annualised) was multiplied by the time taken to service each request (by major user group). This generated an estimate of the total time saved for users that could be dedicated to more productive uses.

The value of this time was then monetised using the respondent supplied average salary levels of each major user group, with SGS generated a weighted average of the responses provided using the available response ranges. The user groups include:

- User Group 1: Politicians, Judiciary or Associates, Partners, CEOs, Directors
- User Group 2: Senior Advisers, Doctors/Surgeons, Barristers, Senior Managers
- User Group 3: Managers, Solicitors, Middle Managers
- User Group 4: Administrative officers, Nurse/Midwife, Academics, Other
- User Group 5: Scientists, Researchers, Allied health professionals, Other
- User Group 6: Medical Students, Other.

The following tables summarise the inputs to these calculations:

TABLE 4   AVERAGE NUMBER OF WEEKLY SERVICE REQUESTS AND TIME TAKEN TO PROVIDE SERVICES (HOURS)

	Research	Literature Review	Document Delivery	Reference
Number of Requests	16	10	36	25
Time (hours)	2	2.5	1	1

TABLE 5   AVERAGE ANNUAL SALARY OF MAJOR USER GROUPS

User Group 1	User Group 2	User Group 3	User Group 4	User Group 5	User Group 6
$250,000	$175,000	$125,000	$87,500	$62,500	$35,000

In our assessment of benefits, it was initially assumed that the time taken by library users to undertake the tasks would be the same as that taken by specialist library staff. However, feedback from industry librarians highlights that this was a highly optimistic assumption on behalf of the users, which would materially undercount the value of time saved. Consequently we have utilised a range of time saving factors to estimate benefits, with the:

− Low scenario assuming time saved for users equals time spent by industry library staff, and
− High scenario assuming the time saved for users is 3.3 times the time spent by special library staff.

The annual benefits of special libraries estimated using the aforementioned process and scenarios is summarised as follows:

Low	**High**
− Min $4,219	Min $13,922
− Max $3,810,938	Max $12,576,094
− Average $304,905	Average $1,006,187
− Median $102,472	Median $338,157

By contrasting these annual benefits against the earlier estimated annual costs, the assessed annual net benefits are as follows:

Low	**High**
− Min ($1,463,516)	Min ($1,379,602)
− Max $3,210,938	Max $11,976,094
− Average ($78,153)	Average $623,129
− Median ($102,472)	Median $39,240

The relationship between these benefits and costs can also be expressed as a ratio, a Benefit Cost Ratio (BCR), as follows:

Low	**High**
− Min 0.02	Min 0.06
− Max 43.66	Max 144.08
− Average 1.65	Average 5.43
− Median 0.35	Median 1.15

It is noted that this assessment of net benefit excludes the savings in content access fees that industry libraries enable users to avoid, as well as the end-client outcome improvements (or qualitative benefits) generated, such as improved client welfare/ advice given corporate research services.

3 CASE STUDIES

3.1 Case study template

Library associations distributed the case study template throughout the industry library sector (refer Appendix A).

3.2 Case study response

A total of 34 special libraries provided case study responses. These results have been summarised in the tables overleaf.

In addition to financial savings (due to time savings and cost savings associated with access to content), other key benefits have been identified in case studies. These include:

− Role of library staff in training end-users, and
− Members have 24/7 access to online resources and library can provide remote delivery of services.

Case study responses also provided an insight into time efficiencies created by librarians undertaking tasks (research, literature review, document delivery and referencing) for end users. Time efficiency or 'Productivity Factor' refers to the ratio between the time taken by librarians and time taken by end users to undertake a task.

SGS calculated the weighted average of case study responses, and estimated the overall Productivity Factor as 3.3. It is this factor that has been applied in Section 2 to the survey results.

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TABLE 6   CASE STUDIES – SPECIAL LIBRARIES

Case study	Annual Expenditure	Requests per year					Repeat Usage	Estimated Value of time savings	Content Savings by unique users	Benefits	BCR	Additional Comments
			Research	Literature Review	Document Delivery	Reference Requests						
1	$500,000	Number of requests Time taken per request Productivity Factor	50 2 hours 4.6	1 10 hours 4.6	1021 0.5 hours 4.5	300 0.5 hours 4.3	90%	$305,386	NA	$305,386	0.61	Content savings were not estimated
2	$729,667	Number of requests Time taken per request Productivity Factor	450 2 hours 4.5	0 0 4.5	250 0.5 hours 4.5	0 0 4.5	50%	$249,756	NA	$249,756	0.34	Content savings were not estimated; Case study participant highlighted that in some cases users are unable to access sources without the library, and are heavily reliant on library staff for Document Delivery tasks.
3	$400,000	Number of requests Time taken per request Productivity Factor	0 0 4.6	0 0 4.6	947 0.5 hours 2	48 1 hour 3	90%	$55,798	NA	$55,798	0.14	Content savings were not estimated; Library provides access to a very wide body of additional research through a well-used Interlibrary Loan service.
4	$860,000	Number of requests Time taken per request Productivity Factor	0 0.5 hours 3	113 250 hours 3	444 0.25 hours 5	1484 0.25 hours 3	45%	$3,938,320	NA	$3,938,320	4.58	Content savings were not estimated, but case study participant suggested that it would cost individual users more than what the library pays.
5	$1,342,454	Number of requests Time taken per request Productivity Factor	114 2 hours 5	0 0 5	3252 0.1 hours 5	0 0 5	60%	$180,078	$67,526,122	$67,706,200	50.43	Research tasks undertaken by library staff are often complex; the high value of Content savings reflects the value of content access fees as estimated by case study participant.

Case Study	Annual Expenditure	Requests per year		Research	Literature Review	Document Delivery	Reference Requests	Repeat Usage	Estimated Value of time savings	Content Savings by unique users	Benefits	BCR	Comments/Other Benefits
6	$220,000	Number of requests Time taken per request Productivity Factor		884 0.75 hours 3	364 3.5 hours 3	1,976 0.25 hours 2	1,976 0.18 hours 3	30%	$450,325	$618,800	$1,069,125	4.86	Library services impact clinicians' client practices and patient outcomes; Access to materials is not available without library access.
7	$452,000	Number of requests Time taken per request Productivity Factor		213 1 hour 3	312 1.5 hours 3	1,040 0.15 hours 2	1,352 0.1 hours 1	25%	$121,096	$639,000	$760,696	1.68	Information provided by the library contributes to publications by users.
8	$1,145,230	Number of requests Time taken per request Productivity Factor		120 8 hours 3	243 4 hours 3	481 0.15 hours 2	1,820 0.15 hours 1	40%	$336,187	$106,348	$442,535	0.39	
9	$145,000	Number of requests Time taken per request Productivity Factor		66 1 hour 5	5 1 hour 3	158 0.1 hours 4	60 0.2 hours 3	80%	$27,202	NA	$27,202	0.19	Content savings were not estimated.
10	$344,000	Number of requests Time taken per request Productivity Factor		0 0 6	133 4 hours 5	1,500 0.25 hours 5	0 0 1	40%	$206,673	NA	$206,673	0.60	Content savings made were not estimated; the library space has been integrated into an education centre, therefore maximising resources.
11	$460,000	Number of requests Time taken per request Productivity Factor		100 3 hours 6	100 6 hours 8	1,500 0.25 hours 5	1,000 0.25 hours 5	50%	$1,266,276	$335,000	$1,601,276	3.48	The library provides professional development and training resources and support.
12	$2,428,487	Number of requests Time taken per request Productivity Factor		2,180 2 hours 2	0 0 1	3,205 0.12 hours 2	0 0 1	45%	$530,515	$239,800	$770,315	0.32	Library provides training sessions (including one-on-one training) which can also be accessed online.

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Case Study	Annual Expenditure	Requests per year		Research	Literature Review	Document Delivery	Reference Requests	Repeat Usage	Estimated Value of time savings	Content Savings by unique users	Benefits	BCR	Comments/Other Benefits
13	$360,000	Number of requests Time taken per request Productivity Factor		55 3 hours 8	280 1 hours 4	845 0.15 hours 3	8,500 0.05 hours 5	30%	$304,297	$57,750	$362,047	1.01	Library provides training to users.
14	$2,842,195	Number of requests Time taken per request Productivity Factor		0 0 1	595 1.3 hours 2	4,949 0.15 hours 3	0 0 1	20%	$171,944	NA	$171,995	0.06	Content savings made by unique users were not estimated; Library provides access to e-resources to users regardless of location or position; library provides end-user training.
15	$260,000	Number of requests Time taken per request Productivity Factor		0 0 2	90 2 hours 2	1,070 0.25 hours 2	25 0.25 hours 2	70%	$46,628	$40,500	$87,128	0.34	Library provides training to users.

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Case Study	Annual Expenditure	Requests per year		Research	Literature Review	Document Delivery	Reference Requests	Repeat Usage	Estimated Value of time savings	Content Savings by unique users	Benefits	BCR	Additional Comments
16	$1,063,000	Number of requests Time taken per request Productivity Factor		0 0 3.7	0 0 4	0 0 2	2,117 1.5 hours 2.3	70%	$665,697	NA	$665,697	0.63	Content savings were not estimated; the library provides members with 24/7 access to online resources and remote delivery of services.
17	$3,128,000	Number of requests Time taken per request Productivity Factor		1,360 1.5 hours 3.7	0 0 4	1,487 0.25 hours 2	913 0.25 hours 2.3	55%	$401,793	NA	$401,793	0.13	Content savings were not estimated; services by the library include providing pro bono advice to clients otherwise unable to access legal advice/services.
18	$600,000	Number of requests Time taken per request Productivity Factor		250 4 hours 6	13 3 hours 4	250 0.25 hours 2	500 1 hour 1	60%	$530,078	$7,000,000	$7,530,078	12.55	
19	$280,000	Number of requests Time taken per request Productivity Factor		510 0.25 hours 2	30 1 hour 5	460 0.25 hours 2	100 0.25 hours 3	50%	$66,032	$3,825,000	$3,891,032	13.90	Library services include training judges/staff with developing online research skills.
20	$421,000	Number of requests Time taken per request Productivity Factor		380 1.75 hours 3	120 2 hours 3	150 0.75 hours 2	550 0.5 hours 3	65%		NA	$221,191	0.53	Content savings were not estimated; library services include training staff.

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Case Study	Annual Expenditure	Requests per year		Research	Literature Review	Document Delivery	Reference Requests	Repeat Usage	Estimated Value of time savings	Content Savings by unique users	Benefits	BCR	Comments/Other Benefits
21	NA	Number of requests Time taken per request Productivity Factor		0 0 1	0 0 1	200 0.25 hours 1.5	0 0 1	95%	NA	NA	NA	NA	No information on Users – wages; library staff primarily involved in electronic document and data management.
22	$160,000	Number of requests Time taken per request Productivity Factor		20 0.5 hours 2	20 2 hours 4	250 0.25 hours 2	1,500 0.25 hours 2	98%	$66,748	$400	$67,148	0.42	Case study participant noted some requests could only be satisfied by library staff and library networks; library staff also help with troubleshooting which saves time and costs.
23	NA	Number of requests Time taken per request Productivity Factor		154 2 hours 20	0 0 1	0 0 1	500 0.5 hours 3	10%	$139,193	$69,300	208,493	NA	Library staff provides training and support for using on-line databases.
24	$60,000	Number of requests Time taken per request Productivity Factor		55 1 hour 5	10 2 hours 2	40 0.5 hours 2	32 0.5 hours 2	80%	$29,290	$11,000	$40,290	0.67	Library staff provides training and support with online searches.
25	NA	Number of requests Time taken per request Productivity Factor		2,450 0.5 hours 2	832 0.5 hours 2	390,000 0.5 hours 2	6,150 0.5 hours 2	90%	$13,002,344	$196,000	$13,198,344	NA	
26	$40,000	Number of requests Time taken per request Productivity Factor		0 NA NA	0 NA NA	82 NA NA	112 NA NA	80%	NA	NA	NA	NA	Library facilitates access to licensed and less accessible publications and documents through inter-library loans; library has been integrated with other services.

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Case Study	Annual Expenditure	Requests per year					Repeat Usage	Estimated Value of time savings	Content Savings by unique users	Benefits	BCR	Comments/Other Benefits
27	$591,000	Number of requests Time taken per request Productivity Factor	60 1 hour 4	0 0 3	100 0.25 hours 4	130 0.5 hours 4	70%	$40,430	NA	$40,430	0.07	Library staff involved in other roles such as managing professional memberships for the organisation.
28	$1,036,000	Number of requests Time taken per request Productivity Factor	NA 3 hours 3	NA 1 hour 3	NA 0.5 hours 2	NA 2 hours 3	70%	NA	NA	NA	NA	Library provides access to professional datasets and networks that users cannot otherwise access.
29	$1,100,000	Number of requests Time taken per request Productivity Factor	0 0 2	150 1 hour 2	300 0.75 hours 2	150 1 hour 2	NA	$47,852	NA	$47,852	0.04	
30	$50,000	Number of requests Time taken per request Productivity Factor	25 2 hours 3	0 0 1	0 0 1	25 0.5 hours 2	90%	$7,795	$65,000	$79,975	1.46	Library staff provide training to end users.
31	$100,000	Number of requests Time taken per request Productivity Factor	0 1 hour 4	1,300 0.75 hours 5	1,950 0.25 hours 3	550 0.5 hours 2	75%	$224,202	NA	$224,202	2.24	Library staff involved in document management.
32	$250,000	Number of requests Time taken per request Productivity Factor	185 2 hours 2	130 5 hours 3	232 0.5 hours 10	235 0.5 hours 5	99%	$255,745	$18,500	$274,245	1.10	
33	$750,000	Number of requests Time taken per request Productivity Factor	NA NA NA	NA NA NA	NA NA NA	NA NA NA	NA	NA	NA	NA	NA	

Source: ALIA and SGS, 2013

APPENDIX A

Case study instructions

The case study template below aims to generate the information required to 'value' user time and out of pocket expense benefits linked with industry libraries. It also aims to gather the information necessary to appropriately 'describe' specific industry libraries and to 'tell the stories' behind the numbers, e.g. to help clearly articulate the benefits provided to end-clients.

While we have asked for the library name, this will not be reported. *The case studies will be treated confidentially, and any reporting will disguise the industry library in question.*

We have asked for the respondent's name so we can call back, if there are any questions we have concerning your response, or if we need further assistance in interpreting the response provided.

If you have any questions, please contact Tania Barry on taniabarry@optusnet.com.au or via 03 9437 8186 or 0412 122 168.

Case study response template (Health example)

Q.	Question	*Please type responses in this grey area*
Q1.	What is your library's name?	
Q2.	What is your library's website?	
Q3.	What are your contact details?	Name: Telephone: Email:
Q4.	What industry does your library serve?	
Q5.	Please provide a description of the type of services you provide to library users?	
Q6.	Please provide a description of the types of resources you enable your users to access?	
Q7.	Please provide a description of the types of benefits you provide to your users?	

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Q.	Question	Please type responses in this grey area			
Q8.	Please provide a description of any impacts that your service has on end users (for example, patients)?				
Q9.	Are there any funding or operating issues you face?				
Q10.	What was your library's total annual expenditure last year, including materials, eresources, staff salaries, rent and any other costs associated with your budget?				
Q11.	Approximately how many research/literature review/document delivery/ reference requests does your library respond to each year for each of your user groups?	Research	Literature review	Document delivery	Reference requests
	Doctor/surgeon				
	Nurse/midwife				
	Medical student				
	Scientist/researcher				
	Allied health professional				
	Other				
Q12.	On average, how much time in hours do you spend on each request? *(e.g. express quarter of an hour as 0.25 and half an hour as 0.5)*	Research	Literature review	Document delivery	Reference requests
Q13.	On average, what is the ratio of time that your major user groups would spend compared to what you spend on each request? (e.g. If they'd spend 3 times as long as you if they did it themselves, then respond with 3).	Research	Literature review	Document delivery	Reference requests

Q.	Question	Please type responses in this grey area					
Q14.	What percentage of these collective requests are requests from repeat users? (e.g. If 30% are repeat users, then 70% are unique users).						
Q15:	If your unique users had to pay subscriptions to access the 'content' they desired, what would it cost them individually each year?						
Q16:	What is the annual salary range of your major user groups? (Please indicate which range is most appropriate).	$0-$50,000 per annum	$50,000 - $75,000 per annum	$75,000-$100,000 per annum	$100,000 - $150,000 per annum	$150,000 - $200,000 per annum	More than $200,000 per annum
	Doctor/surgeon						
	Nurse/midwife						
	Medical student						
	Scientist/researcher						
	Allied health professional						
	Other						

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