

Making the Business Case: Additional Reading

Real examples

B.C. Ministry of Health Library Business Case: Does the Ministry of Health/Planning Services Need a Library Service? – A Zero-Base Business Approach
Elizabeth Woodworth, 2002. 31pp
http://www.hlabc.bc.ca/fileadmin/fe-downloads/MOH_Case.pdf

Business Case for Information Services: EPA's Regional Libraries & Centers
EPA-260-R-04-001, January 2004. 24pp.
<http://www.epa.gov/hatlibra/epa260r04001.pdf>
Related presentation: <http://www.sla.org/Presentations/05Toronto/DMIReturnonInvestment.ppt>

Thunder Bay Public Library Facilities Capital Plan, 2008-2028 – The Business Case [renewing a Branch Library]
George Saarinen and Gina La Force, November 2007.
<http://www.tbpl.ca/internal.asp?id=78&cid=255>

OJS @ Queen's: Open Journal System (OJS) – Business Case
Sam Kalb, 2008. 6pp.
<http://library.queensu.ca/webir/ojs/OJS-business-plan.pdf>

London Public Library: Report to the Library Board – Integrated System Business Case
Susan Hubbard Krimmer et al., May 2009. 14pp
<http://www.londonpubliclibrary.ca/files/u3/aboutmylibrary/board2009/May/2010CapitalBudgetIntegratedLibrarySystemBusinessCase.pdf>

Services

Preparing an Effective Business Case – A Guide to Planning and Funding Municipal and Community Projects
Bill Baxter, OMAFRA, March 2002.
<http://www.omafra.gov.on.ca/english/busdev/facts/02-023.htm>

The Library's Contribution to Your Community: A Resource Manual...
Southern Ontario Library Services, 1998 rev. 2000
Info at <http://www.sols.org/publications/lctyc/index.htm>
Especially **Case studies** at <http://www.sols.org/links/clearinghouse/strategicdev/resources/casestudies>

Developing the business case for a digital library project
H. Frank Cervone, *OCLC Systems & Services*, vol.24. no.1, 2008 p18 – 21

Business Cases for Info Pros: Here's Why, Here's How
Ulla de Stricker
Medford NJ: InfoToday, 2008. ISBN 978-1-57387-335-2

Writing a Business Case
Nina Platt, *Strategic Librarian*, 2007
<http://strategiclibrarian.com/2007/10/18/writing-a-business-case/>

Washington State Digital Archives
Anthony M. Cresswell and G. Brian Burke, 2006. 17pp.
http://www.ctg.albany.edu/publications/reports/proi_case_was_hington/proi_case_washington.pdf

Funding: Considerations Before Investing in Electronic Databases
EBSCO Publishing, 2005. 4pp
<http://www.epnet.com/uploads/thisTopic-dbTopic-216.pdf>

Developing a Web Accessibility Business Case for Your Organization
W3C Web Accessibility Initiative, Aug. 2005
<http://www.w3.org/WAI/bcase>

Presenting the Business Case for e-Learning
Kevin Kruse, 2004. 3pp
http://www.e-learningguru.com/articles/art7_3.htm

Guide to Developing a Business Case for a DIRKS Project [government records management]
National Archives of Australia, 2001. 9pp
http://www.naa.gov.au/images/dirks_a9_business_case_tcm2-953.pdf (see also Appx 10: Recordkeeping Cost-Benefit Analysis)

Making the Business Case for Knowledge Management: As Simple as ABC?
I³ UPDATE / Entovation Internatl News, July/Aug 2001
http://www.skyrme.com/updates/u52_f1.htm

Cost/benefit analysis of digital library projects: the Virginia Historical Inventory Project
S. Byrd et al.
Bottom Line, vol.14 no.2, 2001 p.65-75

Return on Investment [special library]
Marilyn Bromley
Quantum² Case Study 3.04.02
<http://quantum.dialog.com/media/pdfs/roi.pdf>

Technology

Business Case Guide [IT projects]
Treasury Board, June 2009. 94pp
<http://www.tbs-sct.gc.ca/emf-caq/business-rentabilisation/bcg-qar/bcg-qar-eng.pdf>

Making a Business Case for Single Sourcing
Center for Information-Development Management, 2001. 8pp
http://www.comtech-serv.com/pdfs/Business_Case_for_Single_Sourcing.pdf

The ROI of Usability
Aaron Marcus, Usability Professionals Assn, 2002
http://www.upassoc.org/usability_resources/usability_in_the_real_world/roi_of_usability.html

Making Smart IT Choices: Understanding Value & Risk in Government IT Investments
Sharon S Dawes et al., Center for Technology in Government, Univ. at Albany, SUNY, 2004. 144pp PDF
<http://www.ctg.albany.edu/publications/guides/smartiit2>
Esp. Chapter 3: Preparing A Business Case, and Chapter 4: Presenting Your Business Case

Making Sense of RFID
Laura Smart
Library Journal, NetConnect Oct 15, 2004, p.4-
<http://www.libraryjournal.com/article/CA456770.html>

Business Case Planning Checklist
Fairfax, VA: Gantthead.com (registration req'd)
<http://www.gantthead.com/checklist.cfm?ID=5878>

Shaping Outcomes: Making A Difference in Libraries & Museums.
<http://www.shapingoutcomes.org/>
Institute of Museum & Library Services, and Indiana University-Purdue University, Indianapolis. Free online course on Outcomes Based Planning and Evaluation (OBPE). 5 modules: Overview, Plan, Build, Evaluate, Report. Includes a Logic Model Worksheet <http://www.shapingoutcomes.org/course/model/model.doc> showing the links between audience needs, program activities, expected program outcomes, and how those outcomes will be evaluated.