

Transactional Budgeting

	Library Materials	Resource Sharing	Document Delivery	Electronic Services
Transaction Measures	Circulation & in-house use	ILL lending & borrowing; open access	Requests	In-house & external use
Number of Transactions				
Costs: purchase, lease, staff, operating, overhead				
Less Cost Recovery				
Net Cost				
Cost Per Transaction				

Based on:

Murray S. Martin and Milton T. Wolf, *Budgeting for Information Access: Managing the Resource Budget for Absolute Access* (Chicago: American Library Association, 1998, pp. 151-153).

See also John Carlo Bertot, Charles R. McClure, and Joe Ryan, *Statistics and Performance Measures for Public Library Network Services*, Chapter 3 (Chicago: American Library Association, 2001), for composite measures combining both traditional and electronic use, as well as possible ratios to put electronic use into perspective.