



Insights From the Field: Corporate Library Benchmarking

The study benchmarked leading corporate libraries in the US to develop key metrics for the delivery of library services. Hear about the insights and outcomes from managers and directors in 24 corporate libraries. [How does your library compare?](#)

- How is your budget divided? Do you spend more on labor or content? What is the split between print and electronic materials?
- What is the average cost per user?
- How many users do a typical corporate librarian support?
- What are the major trends in corporate libraries?

Our Speaker Martha Haswell *has worked since 2002 as a senior research analyst for Best Practices, LLC, a world leader in benchmarking research. She has led benchmarking projects for library, human resources, marketing, sales and other functions at leading companies including Boeing, Pfizer, American Express, Philips Medical and AstraZeneca.*

Martha previously worked as a corporate librarian and has 15 years' experience in corporate libraries in the publishing and telecommunications industries. She holds an MS in Information Science and a BA in Journalism and Mass Communications, both from the University of North Carolina at Chapel Hill.

DATE: Wednesday, February 20, 2008

TIME: 1:00 pm, Pacific Standard Time (GMT -08:00, San Francisco)

Cost: no charge to SLA members, students/retired/unemployed (however, we are accepting donations to the Sternheim Scholarship Fund); non-members \$10.00.

RSVP with your membership status to Teresa R Bailey <Teresa.R.Bailey@jpl.nasa.gov>. Teresa will forward you the telecon/webex information and slides for the presentation.

Send checks (payable to SLA/SCC) to the following address:

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All proceeds will go to the Sternheim Scholarship Fund.