

**HEALTH SCIENCE LIBRARIES and TECHNOLOGIES**



NOTE: Letter and number designations are for organizational purposes only and do not imply relative importance.

**INITIATIVES AND  
PROJECTS  
2008 – 2010**

INITIATIVE OR PROJECT	STATUS	DESIRED OUTCOME or MEASURE <sup>1</sup>
-----------------------	--------	---

**A. EDUCATION AND OUTREACH**

Goal: To provide integrated, effective tools to access scholarly resources and innovative services that encourage interdisciplinary collaboration, individual lifelong learning, and knowledge discovery; to provide trusted information services that promote health literacy and the reduction of health disparities.

A.1.	<p>Stronger Blackboard presence in courses. This will require all of the following:</p> <ul style="list-style-type: none"> <li>• Librarians talking with course directors and instructors about course content</li> <li>• Librarians, with course director input, selecting HSLT resources to highlight in Blackboard for students</li> <li>• Developing an effective way to display these resources in Blackboard</li> </ul>		<p>The first and second year medical school students will have access to customized library content in 50% of their Blackboard courses within three years.</p> <p>Miner Library will explore whether such customized library resources in Blackboard would be beneficial for the students in the School of Nursing. If so, a plan will be developed to provide them with this type of enriched content.</p>
A.2.	<p>Miner &amp; ORPA collaborate on ensuring UR compliance with the NIH Public Access mandate:</p> <ul style="list-style-type: none"> <li>• Educate NIH investigators &amp; staff about the mandate, copyright issues &amp; publishers'</li> </ul>		<p>Submission of NIH-funded manuscripts to PubMed Central and UR Research is a routine part of publishing process for UR NIH investigators. Miner Library is the "go-to" source for help with copyright questions and the submission process.</p>

<sup>1</sup> Completes the statement, "We know we are successful when..."

	<p>policies</p> <ul style="list-style-type: none"> <li>• Provide training on PubMed Central submission process</li> <li>• Develop optional library-based PubMed Central submission service</li> <li>• Investigate feasibility of also depositing NIH funded manuscripts in UR Research.</li> </ul>		
A.3.	<p>Improvements in marketing/PR, including:</p> <ul style="list-style-type: none"> <li>• External communications</li> <li>• Branding our resources</li> </ul>		<p>Customers:</p> <ul style="list-style-type: none"> <li>• Easily recognize electronic resources as being provided by University of Rochester libraries.</li> <li>• Are aware of the depth, breadth, and value of the library's many resources.</li> <li>• Value and trust library communications, distinguished by consistent, high quality writing and graphics.</li> <li>• Appreciate our on-going efforts to identify their particular wants and needs, then satisfy those wants and needs better than any other organization or department. Strategic decisions about services, pricing, promotion, and distribution are based on careful and thoughtful analyses.</li> <li>• Enjoy the different ways information and ideas are freely and openly exchanged.</li> </ul>
A.4.	<p>A Molecular Biology support service is established which provides:</p> <ul style="list-style-type: none"> <li>• Basic and advanced training for the appropriate and effective use of available tools by the specialist librarian</li> <li>• Digital finding aids to assist in locating and choosing appropriate tools</li> <li>• Central purchase of resources</li> <li>• Consultation with individual researchers on an as-needed basis</li> </ul>		<p>The community of researchers looks to the specialist librarian, who has a PhD in molecular biology, bench science experience, and a commitment to service, for training, support, and consultation in various tools and databases relevant to their work. These tools may include such things as protein pathway databases, RNA databases, gene expression databases, and other tools (see <i>Nucleic Acid Research's</i> database issue for additional examples of possible appropriate tools). UR researchers recognize this specialist librarian as a colleague and view the Molecular Biology Support service as a key resource.</p>

A.5.	<p>HSLT librarians develop on-demand educational programs that are web-based and may include the following:</p> <ul style="list-style-type: none"> <li>• Tutorials</li> <li>• Podcasts</li> <li>• Other media that may become available</li> </ul> <p>HSLT will also look at this type of offering from other groups (for example, AAHSL or NLM) and evaluate them for suitability for our customers.</p>		<p>Customers are able to access, at the time of need, tutorials, podcasts, and other media as appropriate to answer their immediate questions about databases, literature searching, and resources available from HSLT.</p>
A.6.	<p>Hospital staff training is mostly online (using Blackboard) and documentation is automatic.</p> <ul style="list-style-type: none"> <li>• Employee Training &amp; Assessments in Blackboard</li> <li>• Automatic Bb Account Creation &amp; enrollment for employees</li> <li>• Competency completion status from Blackboard in HRMS</li> <li>• NetID/AD login</li> <li>• Integration with Sharepoint to display and link to enrolled Blackboard courses</li> </ul>		<p>Hospital staff members receive much of their competency training (including Strong Commitment learning modules) via online Blackboard courses that are easy to access and use and appeal to the busy worker in the clinical environment. Every employee is automatically given a Blackboard account and can login with Active Directory account credentials or NetID.</p> <p>Employees can access and see Blackboard training content listing in SharePoint, and can link directly into enrolled Blackboard courses through SharePoint, with no need to re-login.</p> <p>Documentation of training completion is automatically transferred to an individual's personnel (HRMS) record. Attendance at in-person courses is captured through scanning the employee ID by portable barcode readers; this information is transferred to HRMS automatically as well.</p>
A.7.	<p>Needs assessment/customer feedback is accomplished regularly and is analyzed and used for planning and performance improvement purposes. Among other projects, the following will be addressed:</p> <ul style="list-style-type: none"> <li>• Funding for work study research in medical environment (collaborative project with another academic health library)</li> <li>• Analyze data collected via Web site pop-up survey</li> </ul>		<p>URMC faculty, staff and students have multiple, simple and regular opportunities to provide input and feedback to the Library regarding its resources and services. Ongoing data gathering and analysis of agreed-upon high-level measures occurs according to set schedule. As well, ad hoc surveys, focus groups, or other specific assessments are used as needed.</p>

A.8.	HSLT librarians teach information management skills to residents		<p>The residency programs at URM C regularly participate in educational programs provided by HSLT. The residents acknowledge these programs as key to achieving the following competencies:</p> <ul style="list-style-type: none"> <li>• locate, appraise, and assimilate evidence from scientific studies to their patients' health problems;</li> <li>• use information technology to optimize learning;</li> <li>• life-long learning</li> </ul> <p>Residents express satisfaction with the on-demand educational options that HSLT provides.</p>
A.9.	Collaborate with Child Life and Ronald McDonald House Charities to plan, develop, and design a resource center in the PRISM building		<p>A comforting and comfortable space is available for families near their child's room that provides Internet and e-mail access as well as access to appropriate health information and support services. Recreational reading materials for adults and children are also available and provide respite and relaxation to stressed families. The expertise of a friendly librarian is available to guide families in finding information through a variety of tools such as models, books, videos, brochures, pamphlets and the web.</p>
A.10.	Community Health Library and Resource Center (CHLRC) in the CTSB		<p>Community members – individuals and groups from the community who participate in the meetings, presentations, town-based education activities, clinical trials and outpatient and inpatient care that occur within and around the URM C and the Clinical and Translational Sciences Building – come to an easily accessible, comfortable and inviting space in the CTSB to find information about diseases or health behaviors and also to learn how to find high-quality information on the web. They receive the benefit of working with expert librarians and trained volunteers who can help them find targeted and specific information to meet their information needs.</p> <p>The CHLRC will facilitate communication between URM C and</p>

			members of the community. It will assist the institution's attempt to "give back" to the community as URMIC plans and conducts research to demonstrate improvements in health and reductions in health disparities.
A.11.	Graduate school program presence (MS/PhD): Provide a series of classes modeled after the library labs in MMI, provided by HSLT Librarians, to incoming graduate school students.		Students in the MS/PhD programs at URMIC are introduced to the concepts of information management, effective literature searching, and tools and resources pertinent to their field of study soon after beginning their coursework. The students indicate these learning experiences are important and time saving.
A.12.	Blackboard – implement Web 2.0 tools (Wiki, Blog, etc.) with our customers <ul style="list-style-type: none"> <li>• Incorporate Training for Learning Objects Tools into all Blackboard training</li> <li>• Communicate with Instructors and Organization leaders about the value of these tools</li> <li>• Support early adopters with implementation and develop example uses</li> </ul>		Instructors and leaders use wikis and blogs within Blackboard to deliver a rich learning experience. In addition, the Blackboard team regularly recommends use of these tools when and where appropriate.
A.13.	Promote awareness and seek opportunities to expand and grow the Ask a Medical Librarian service		The value and reputation of the Ask a Medical Librarian service among pediatric patients, their families, and providers increases the opportunities to introduce the service into other areas. Patients in the Cancer Center, referrals from URMIC affiliated pediatricians in the community, and those participating in the Strong Commitment bedside pilot are new AAML targeted customers in 2008; patients in additional service areas are expected to follow.
A.14.	Promote health literacy awareness among providers and enhance the ability of consumers and patients to find the health information they need <ul style="list-style-type: none"> <li>▪ Pursue projects that assist the refugee population of Rochester</li> </ul>		A majority of URMIC students and providers have received training or other information that helps them be more aware of health literacy issues as they take care of their patients.  URMIC patients, as well as selected community populations,

	<ul style="list-style-type: none"> <li>▪ Work with URMC and community partners</li> </ul>		receive information about health and wellness that they can understand, in an appropriate format. Communication with their providers is enhanced and their understanding of the healthcare system improved.
A.15.	Collaborate with the Upstate New York Reference & Research Library Resources systems and medical librarians to develop and launch a MedlinePlus Go Local database for the Upstate New York region. The NY Go Local database will integrate with Rochester's CLIC on Health web site and replace the current local services database.		Residents of Upstate New York will have access to reliable local health-related services via the NY Go Local web site. Users of NY Go Local will also find trusted health information via the integrated MedlinePlus and CLIC on Health web sites. Funding to support the Go Local site for the first five years has been secured and a process that ensures regular maintenance and updates to the site is in place.
A.16.	<p>Promote and evaluate the library programs and services included on the Get Well Network by:</p> <ul style="list-style-type: none"> <li>• Working with the GWN Steering Committee to improve and enhance the entertainment and information options on the network</li> <li>• "Pushing" the Ask a Medical Librarian Service evaluation to families utilizing the service</li> </ul>		Pediatric patients and their families are well-informed about the resources and services offered by the library, such as Ask a Medical Librarian, the Scott Sturge Family Cancer Information Center, and CLIC-on-Health as a result of being included on the Get Well Network. Pediatric patients and their families using the Ask a Medical Librarian service find the assessment survey located on the Get Well Network convenient and easy to use.
A.17.	Participate in planning, implementing, and evaluating the information center services available in the hospital lobby		Patients and their families find the center conveniently located near the hospital lobby with access to computers and office equipment for personal and professional communication. The computers are maintained by ISD and offer e-mail and printing capability as well as links to specific hospital services, reliable consumer health web sites, and the option to contact a librarian for health and wellness information.
A.18.	<p>Blackboard – grow external use of distance education &amp; continuing education</p> <ul style="list-style-type: none"> <li>• Peri-FACTs</li> <li>• Webrounds CME Pilot</li> <li>• Webrounds CME Production</li> </ul>		Projects such as WebRounds / CME are deployed into production (beyond pilot phase). New distance education programs such as Cardiac Ultrasound are successful with Blackboard, and Perifax continues to grow and be delighted with Blackboard support. In addition, HSLT is recognized as an essential element in any distance education planning.

	<ul style="list-style-type: none"> <li>• CME Business Process planning assistance</li> <li>• GoSignMeUp with SON</li> <li>• Nursing Lifelong Learning relationship</li> </ul>		
A.19.	Library representation on IRB		The URMC community sees benefit with a librarian as a member of the IRB, ensuring that the appropriate literature searching has been done before research is begun. This helps protect the safety of research subjects and reduces potential liability for the University.
A.20.	Collaborate with URMC researchers to recruit research study participants		A partnership with clinical researchers increases recruitment and retention of human subjects for clinical trials by providing information to study participants.
A.21.	Participate in planning of the URMC electronic Patient Health Record so that easy access to high-quality; library-based health information is an integral part of the system.		Patients with a URMC-provided electronic Patient Health Record can easily find health information that is related to their specific condition or question as they navigate through their record.

INITIATIVE OR PROJECT	STATUS	DESIRED OUTCOME or MEASURE
-----------------------	--------	----------------------------

## B. RESOURCES AND ACCESS

Goal: To provide seamless, uninterrupted access to flourishing collections of biomedical data, medical knowledge, and health information, that meet the changing and expanding needs of the programs of the University of Rochester Medical Center.

B.22.	<p>Miner Library Online Redesign Team will continue to improve the digital finding aids that customers employ to find information. When possible HSLT will partner with other libraries and URMC departments to acquire or develop new technology. Some examples of digital finding aids that could be utilized are:</p> <ul style="list-style-type: none"> <li>• Portals for specific customers</li> <li>• URMC eCV database</li> <li>• Collexis experts portfolios</li> <li>• Open source software resulting from the eXtensible Catalog project</li> <li>• Metasearch engines</li> </ul>		<p>Customers are unaware that the highly relevant information they retrieve when using their personalized library search tool resides in numerous electronic information “silos” (i.e. library catalog, journal literature, electronic book collection, institutional repository, faculty profiles).</p>
B.23.	<p>Seamless access to full text</p> <ul style="list-style-type: none"> <li>• Eliminate or replace SFX menu</li> <li>• Increase reliability <ul style="list-style-type: none"> <li>○ Holdings accuracy</li> <li>○ Remote access systems</li> <li>○ Link testing</li> <li>○ Automatic updates</li> </ul> </li> <li>• Implement single authentication</li> </ul>		<p>Customers take for granted the process of getting from an electronic citation to full text. If the article is available electronically, customers are taken directly to it; otherwise, they're given information about how to get the item. The systems handling full-text linking metadata are accurate. If there is a problem with a publisher's Web site, customers can easily find other options</p>
B.24.	<p>HSLT libraries will complete the transition to mainly electronic collections.</p>		<p>100% of the current serial collections of Miner, Bibby and Williams Health Sciences libraries is in electronic format.</p>

			<p>Miner's current print journal collection consists of only about 100 core titles. The current print journal collections of the branch libraries is much smaller. 25% of Miner's annual book budget is earmarked for the purchase of electronic books. As a result of additional funding from SMD, Miner provides a robust collection of online research protocols and web-based educational programs.</p>
B.25.	<p>Implement appropriate Web 2.0 tools via the HSLT web sites in order to enhance customers' communication and interaction with library staff and their own colleagues.</p> <ul style="list-style-type: none"> <li>• Introduce HSLT to various Web 2.0 tools which may include the following: <ul style="list-style-type: none"> <li>○ Facebook</li> <li>○ Blogs</li> <li>○ RSS feeds</li> <li>○ Social networking</li> <li>○ Social bookmarking</li> <li>○ Wikis</li> </ul> </li> <li>• Invite tech-savvy customers to trial various Web 2.0 tools</li> <li>• Select the most useful tools and provide access via the HSLT web sites</li> <li>• Establish a task force to monitor the development of new tools and technologies</li> </ul>		<p>Customers easily discover and use carefully selected Web 2.0 tools provided on the HSLT web sites. Customers find HSLT staff willing to support and encourage them as they explore and utilize these new technologies.</p>
B.26.	<p>Improve the classes database to:</p> <ul style="list-style-type: none"> <li>• Simplify the registration process for classes (no additional user names/passwords required)</li> <li>• Improve and diversify visual display of class offerings (i.e., calendar format) according to customer preference</li> <li>• Online evaluation form</li> <li>• Online form for suggesting new class offerings</li> </ul>		<p>Registration for and evaluation of classes is streamlined for all customers and suggestions for new class offerings are accepted online. As a result, more people participate in HSLT class offerings. The improved classes database makes all this possible and provides accurate and useful information for a variety of purposes.</p>

	<ul style="list-style-type: none"> <li>• Automate collection of class statistics</li> <li>• Provide reports for a variety of purposes (AAHSL, ARL, internal)</li> </ul>		
B.27.	<p>Eliminate separate log-ins for library systems</p> <ul style="list-style-type: none"> <li>• ILLiad</li> <li>• Blackboard</li> <li>• Class database</li> <li>• e-resources</li> <li>• Voyager</li> </ul>		<p>Customers need only their institutional log-in password to access any of the libraries' systems and services. In many cases, the connection from one system to another is seamless, with no need to retype the password.</p>
B.28.	<p>Compatibility with mobile broadband (library Web site and resources)</p> <ul style="list-style-type: none"> <li>• Mobile-compatible library web site</li> <li>• Collection/Subset of library resources compatible with mobile devices</li> </ul>		<p>Customers have access to a version of Miner Library's Web site that has been tailored for use on mobile cellular PDA devices (smartphones, iPhones, Treo's etc.) This version of the site is simplified for viewing on a tiny screen. In addition, customers can access a collection of e-resources that are compatible with these devices.</p>
B.29.	<p>Develop or purchase an electronic resource management (ERM) system to support the acquisition and maintenance of HSLT's electronic journals, electronic books and databases. Some of the information the ERM system will contain include the following:</p> <ul style="list-style-type: none"> <li>• Title</li> <li>• Publisher</li> <li>• Supplier of electronic version</li> <li>• Usage statistics</li> <li>• ILL policy</li> <li>• Administrative passwords</li> <li>• Technical support contact information</li> <li>• Contract terms</li> <li>• Cost</li> </ul>		<p>Library staff have easy access to the information needed to manage the purchase, implementation, distribution and support of HSLT's electronic collections. Customized reports can be developed "on the fly" by any authorized staff member.</p>

B.30.	<p>Overhauling back end of library web site</p> <ul style="list-style-type: none"> <li>• Drupal - a general content management system that powers blogs, community Web sites, and general web sites equally well.</li> <li>• Hannon Hill</li> </ul>		<p>Miner Library's Web site has been overhauled to rapidly accomodate design changes affecting the entire site. Web site editors can add, edit, and remove content quickly and easily, with minimal training. This may be enabled by use of a Web site management tool such as Drupal.</p>
B.31.	<p>With SMD, develop and implement plan for a robust Curriculum Management system</p>		<p>Students and faculty of SMD and SON will be able to quickly and easily:</p> <ul style="list-style-type: none"> <li>▪ Identify “What do we learn/teach where?”</li> <li>▪ Search the exact learning content of all courses, across the curriculum</li> <li>▪ Preserve an authoritative and comprehensive set of all curricular materials</li> <li>▪ Share learning objects and produce reports to aid in accreditation</li> <li>▪ Preserve current valued functionality in Blackboard and Masterfile</li> </ul>
B.32.	<p>Learn more about data curation; explore what is being done at other institutions/libraries, as well as possible pilot projects with partners here at URM</p>		<p>URMC researchers engaged in interdisciplinary and/or multi-institutional studies that generate large amounts of shareable data increasingly need the services of data curators that can build and maintain systems for easy access and retrieval. They consider librarians to be potential partners in developing and maintaining such systems and collaborate with HSLT on pilot projects together with HSLT.</p>
B.33.	<p>Partner with ISD and Medical Informatics to integrate health information/knowledge resources into URM’s Electronic Medical Record systems</p> <ul style="list-style-type: none"> <li>• Participate in evaluating and selecting a new inpatient EMR for URM</li> <li>• Keep in mind not only linkages to the professional literature, for providers, but also the possibility of links to consumer information (for providers to share with patients)</li> </ul>		<p>Patient care providers easily and quickly link to highly-relevant health information and knowledge resources as they navigate the Electronic Medical Record and have questions related to the care of the patient. Such links would be context-sensitive and provide likely options for answering “just in time” questions.</p>

B.34.	<p>Create a database that combines biographical, historical and visual data on Medical Center faculty and their work in a single resource. The information accumulated in this database would be drawn from a wide variety of sources:</p> <ul style="list-style-type: none"> <li>• References (great and small) published in Medical Center newsletters and periodicals</li> <li>• Information drawn from published sources outside the Medical Center, e.g., newspaper articles, obituaries, commemorative issues, etc.</li> <li>• Data provided in specialty and society directories</li> <li>• Secondary biographical resources, e.g., published biographies, biographical encyclopedias such as the <i>American national biography</i>, etc.</li> <li>• Annual bulletins of the School of Medicine</li> <li>• Miner's photographic archive</li> <li>• Oral histories</li> <li>• eCVs</li> <li>• Departmental web pages</li> <li>• Society and other web pages</li> </ul>		<p>Any interested party is able to efficiently access verbal and visual information on individual faculty from a single source. Customers are able to access biographical and historical information that previously has been difficult to obtain and that required lengthy and often unsuccessful searches of a wide variety of unindexed materials. The database is used by historians, bibliographers, and other interested parties nationally, but is also of inestimable use within the University by Alumni office, Development, Public Relations and departmental staff.</p>
-------	---	--	---

INITIATIVE OR PROJECT	STATUS	DESIRED OUTCOME or MEASURE
-----------------------	--------	----------------------------

### C. PEOPLE AND PLACES

Goal: To attract and retain a skilled and flexible staff to meet the challenges of the present and the future; to foster a learning environment in which staff enjoy developing their skills and potential; and to provide a safe, healthy, agile, and attractive environment in which both our customers and staff can work to their fullest potential.

C.35.	<p>Training enables HSLT staff to better understand issues facing academic medical centers including:</p> <ul style="list-style-type: none"> <li>• E-Science</li> <li>• Metadata</li> <li>• Molecular Biology</li> <li>• Web 2.0</li> <li>• SFX</li> <li>• Tutorial/multimedia development</li> </ul> <p>HSLT staff members take advantage of available learning opportunities.</p>		<p>HSLT staff has the tools and training necessary to produce high-quality tutorials, podcasts, and other media that help our customers use library resources effectively.</p> <p>Even in a changing environment, HSLT staff members confidently provide services and tools that enhance academic life, research, individual scholarship, and patient care.</p>
C.36.	<p>Facilities</p> <p>A. Investigate inexpensive, interim options to improving physical facilities and streamlining workflow in Miner Library.</p> <p>B. Continue working toward a renovation/redesign of the front of the library, incorporating a single service desk (“one-stop-shopping”)</p>		<p>A. Customers enjoy the ambiance and convenience of updated physical facilities while awaiting the larger, fully funded renovation. Both customers and staff reap the benefits of a more efficient, up-to-date, and aesthetically pleasing design.</p> <p>B. We maintain awareness of current literature and attend seminars. We visit and learn from other libraries that recently have completed renovations. We maintain momentum through regular contacts with Planning &amp;</p>

	<p>C. Explore how library can be more environmentally friendly</p> <p>D. Re-evaluate and re-purpose space in Current Journals</p> <p>E. Evaluate services and use of space in stacks</p> <p>F. Improve security (cameras)</p> <p>G. Evaluate 24/7 access for Miner Library</p>		<p>Project Management, Development, and the Dean's Office; and we provide our supporters and all HSLT staff with regular updates.</p> <p>C. Customers notice and appreciate the steps we take to reduce our impact on the natural environment while maintaining a high quality level of service and fiscal prudence. We recognize the importance of examining our own environmental impact and continue to improve a sustainable approach to operations through innovative practices. Recycling is convenient and does not detract from the library's welcoming ambiance. HSLT staff are familiar with, and work to support and implement initiatives proposed by, the University Council on Environmental Sustainability.</p> <p>D. Library customers enjoy a sunlit quiet study area in the Current Journals area. They appreciate the availability of electrical outlets so they can plug in their laptops and other peripherals. The library's dedication to meeting customer needs and providing innovative services is evident.</p> <p>E. Library customers benefit from welcoming, well-lit, well-maintained study carrels in the basement- and ground-level stacks, as well as additional small group study space. They appreciate that space is utilized to its fullest capacity to meet their changing needs.</p> <p>F. Library customers feel more safe and secure. Library employees, resources, and equipment are more protected, as well. Security is seamlessly integrated, and it does not interfere with providing patron services or enjoying our aesthetically pleasing environment.</p> <p>G. Customers receive a progress report on the status of 24/7 access. If the project is approved, a timeframe is outlined; if not approved, the reasons are given.</p>
--	--	--	--

	<p>H. Evaluate the feasibility of including teleconferencing space within Miner Library</p> <p>I. Assess the on-going needs for off-site storage [NOTE: Current facility, shared with River Campus Libraries, on Norris Drive is out of space and in poor condition)</p>		<p>H. Library customers are aware of a feasibility study and its results.</p> <p>I. Customers easily can identify in the OPAC which items are stored offsite; easy-to-understand instructions on how to request these items are available. Patrons are pleased with the timely retrieval of offsite resources.</p>
C.37.	<p>Improve internal communications</p> <ul style="list-style-type: none"> <li>• Utilize Blackboard Web 2.0 tools</li> <li>• Build HSLT intranet in Blackboard</li> </ul>		<p>HSLT staff log onto the library intranet as their primary source of information. Staff have the ability to share knowledge, documents, calendars, contacts, and online projects in a robust, secure real-time environment. All staff have the ability to post announcements and updates, which fosters sharing and a more productive work environment. The intranet supports the needs of HSLT's mobile workforce and generates new opportunities for collaboration.</p>
C.38.	<p>Improve scheduling process for the Reference Desk</p> <ul style="list-style-type: none"> <li>• The reference schedule will be web-based and available electronically.</li> <li>• Explore options for developing the schedule electronically, aiming at automating the process.</li> </ul>		<p>Everyone who works at the reference desk is able to access the schedule electronically. We continue to explore ways to develop the schedule electronically.</p>
C.39.	<p>Literature search requests are electronically:</p> <ul style="list-style-type: none"> <li>• Received;</li> <li>• Forwarded to the appropriate librarian;</li> <li>• Completed and stored in an online repository/database.</li> </ul> <p>This online repository/database allows:</p> <ul style="list-style-type: none"> <li>• Storage of the search strategies;</li> <li>• Search results and/or notes;</li> </ul>		<p>Customers continue to be happy with the quality of the literature search results they receive and the speed with which those results are delivered. HSLT librarians find that electronically managing literature search requests works well.</p>

	<ul style="list-style-type: none"><li>• Automated collection of statistics;</li><li>• Reports and information about the service. to be produced</li></ul>		
C.40.	<p>Circulate laptops</p> <ul style="list-style-type: none"><li>• Budget/Scope</li><li>• Funding</li><li>• Implementation</li><li>• Support</li></ul>		<p>Patrons can readily checkout portable computers at Miner Library. These computers offer the same tools and access as desktop computers. Laptops are usually available in all but the busiest times. HSLT relies on these laptops to support increased need for computers without need for additional furniture.</p>