

Elevating Library Practice through Process Improvement Teams: The Electronic Resources Task Force

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Goals

- Providing access to vetted, evidence-based, high quality information resources in a manner that is attractive, modern and seamless as possible.

General Objectives

- Create a forum to evaluate the library's electronic presence and foster discussion on how to reduce access roadblocks for patrons.

Metrics

- **Electronic Serials:** PubMed LinkOut
- **Database Use:** FT Documents and Searches
- **LibGuides:** Use for all Guides



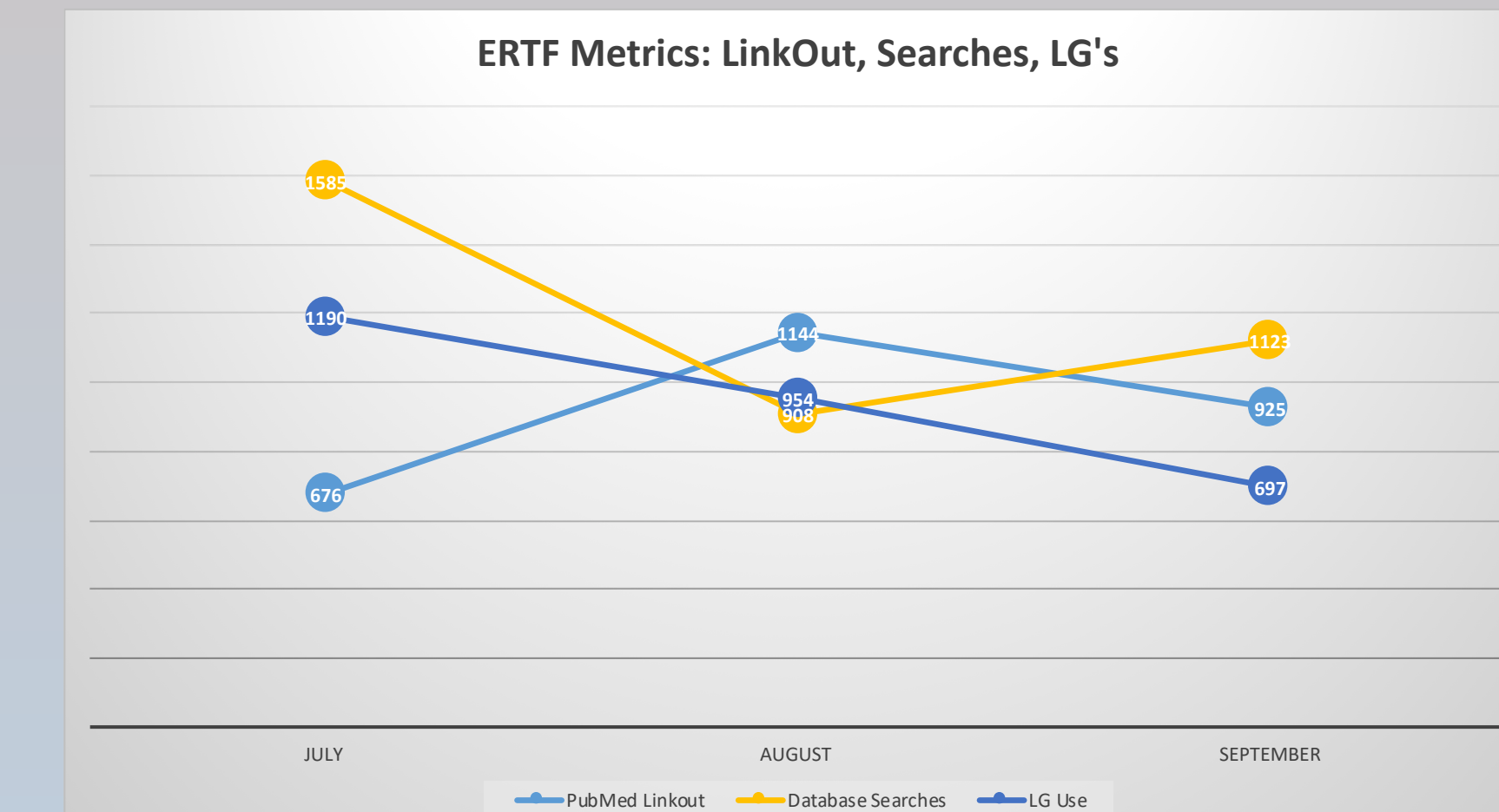
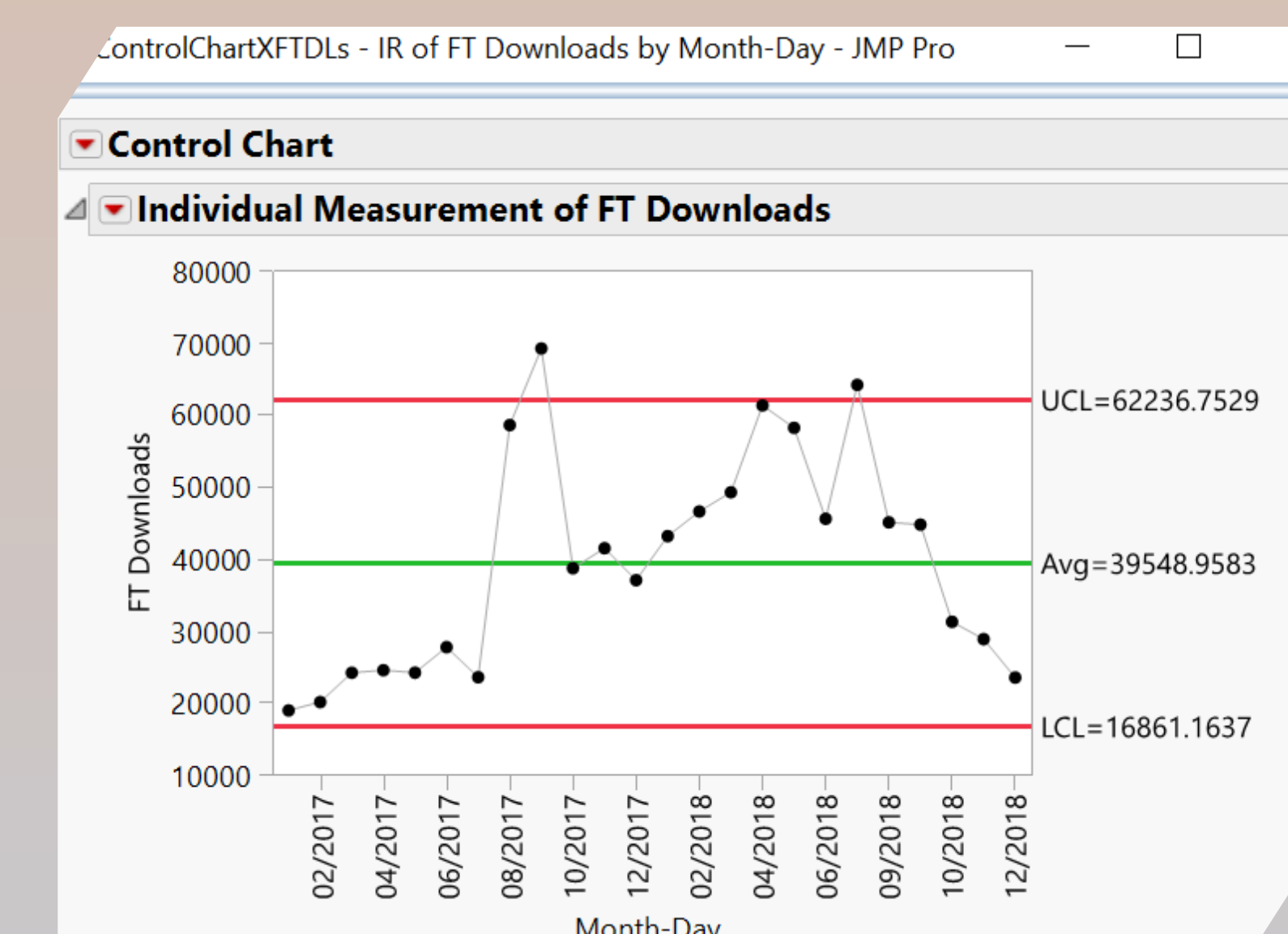
Utilizing a team approach and introducing aspects of Lean practice, our library was able to quickly overhaul multiple electronic interfaces. Librarianship as a profession is well-positioned to borrow from other disciplines and Lean methodology to improve library service.

Resources:

- Arthur, Jay. "Implementing Lean Six Sigma in Hospitals." In *Lean Six Sigma for Hospitals: Improving Patient Safety, Patient Flow and the Bottom Line, 2e*. New York, NY: McGraw-Hill Education, 2018.
- Womack, James P., Daniel T. Jones. *Lean Thinking: Banish Waste and Create Wealth in Your Corporation*. New York: Free Press, Simon & Schuster, Inc., 2003.
- Harry, Mikel, & Richard Schroeder. *Six Sigma: The Breakthrough Management Strategy Revolutionizing the World's Top Corporations*. 1999.
- Srinivasan, Mandyam. *Building Lean Supply Chains with the Theory of Constraints*. New York: McGraw-Hill, 2012.

Tools:

Project	Do	Doing	Done	Waiting For / Hold Up	Input / Notes	Complete Date	Status	
					Create Bowman CCM Electronic Reserve	EN (9/17/2018) -- COMPLETED EN 9/2/2018	9/2/2018	✓
					Merge PML Utility with "Staff Stuff" LibGuide	CW (9/19/2018)	9/19/2018	✓
					Weed unpublished LibGuides	JML (9/18/2018), ERTF COMPLETED	10/1/2018	✓
FTF					1.01 FTF: Link resolver branding	JML / RH -- Completed 11/5/2018	11/5/2018	✓
FTF					1.5 FTF: Checking collections added to FTF from GR.	JML (10/10/2018) -- Delegated check of collections (11/12/2018) -- check completed / updated Wiley entitlements, need to recheck	11/12/2018	✓
FTF					1.11 FTF: Set up ILL Form	JML (11/23/2018) Feedback received, EBSCO will be able to prefill our form as before, query submitted to find out advantages of new form. //	11/21/2018	✓



Results:

Transition to EBSCO Full Text Finder

- 18 distinct subtasks completed to go live on planned date

Updates to Interfaces

- LibGuides search box added to library home page
- LibAnswers search box updated and added
- HTML-based databases list replaced with LibGuides Databases A-Z
- Quicklinks on Library webpage updated
- New Literature Search form and database created

New Content Created and Updated

- New electronic reserve created
- LibGuides cleaned up, updated, and refocused down to 35 manageable guides
- LibAnswers updated

Review Cycle

- Regular meetings – monthly evaluation of E Use statistics and E resources promotion efforts.
- Brainstorming sessions
- Wishlist for new projects

