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

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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.

Data

- Use data to focus improvement efforts

Document Progress

- Create a shared document or flowchart to track progress and ensure accountability

Open Discussion

- Draw on the wisdom of the entire group to find solutions

Meet Regularly

- Meet regularly to further encourage accountability and progress

Metrics

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

LEAN PRINCIPLES

01. DEFINE VALUE

02. MAP VALUE STREAM

03. CREATE FLOW

04. ESTABLISH PULL

05. PURSUE PERFECTION

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 website 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
  - Worked for new projects

Tools:

- Control Chart
- Individual Measurement of FT Downloads

Resources:


