I. **Projects:**

a. Establish proxy server access to online databases to streamline off campus access and eliminate the use of unsecure lists of passwords.
   1. Contracted with OCLC for hosted EZProxy – complete.
   2. Tweaks needed when Angel makes access changes – ongoing.

b. Create mobile app for accessing library resources via mobile devices – complete.
   1. Use open source template to create app – complete.
   2. Enable mobile functions of databases as become available – ongoing.

c. Website redesign to facilitate easier access to LRC resources and represent LRC integration of services.
   1. Use Drupal to design site – ongoing.
   2. Use guppy as development server – complete.
      1. Switch to kelp server when guppy developed problems – complete.
   4. Develop content – ongoing.
   5. Develop graphic design elements – ongoing.

d. Implement new communication methods for LRC staff to facilitate integration of services – ongoing.
   1. PBWorks wiki used for library, testing and Academic Support Center to create procedural and communication wikis -- ongoing.
   3. Establish shared Outlook calendar to record absences – completed.

e. Implement new means of communication with library patrons – completed.
   1. Establish Twitter presence – completed.
   2. Establish Facebook presence -- completed.

II. **Operational Issues:** Discuss non-project related operations which have had a significant issue and the resolution or non-resolution.

a. Patrons are generating excessive amounts of color and b/w prints. Resolved: No, Project for FY13
   1. Issue: Inability to control the amount patrons are printing.

b. Need to standardize data collection in ASC. Resolved: No, Ongoing project for FY13
   1. Issue: Inability to generate reports of ASC us based on current data collection method.

III. **User Services:** Discuss direct user service impact in this area.

a. Training patrons to use the Proxy server to access the databases remotely.
1. Users had to be trained which password to use to access the databases through the proxy server.
   1. Instructions were posted on Angel.
   2. Demonstrations were given during information literacy sessions.
   3. Instructions were posted on the internal wiki to assist part-time staff.
   4. Instructions were given at in-person and telephone requests.
   5. Faculty were notified via email.

b. New methods of communication for staff.
   1. Provide training to staff in using Google Talk, Outlook calendars, and the wiki.
      1. During weekly workshops in the spring semester, instruction was given.
      2. Instructions were posted on the internal wiki.
      3. Assistance was given individually as needed.

c. New methods of communication with patrons.
   1. Introduce patrons to the alternate methods of communication with librarians.
      1. Demonstrations were given as part of information literacy sessions.
      2. Faculty were notified by email.

IV. **Measures of Performance:** Objective measures for your department.

a. Proxy server: Are still working on measures to assess the proxy server use. The fact that we can’t track off campus use of the databases is a good sign. It means that patrons no longer need to use the old password system.

b. Mobile App: 315 unique visitors, 810 visits, 1,444 page views, almost 27 and a half hours of total visiting time.

c. Web site redesign: Analytics are being applied to each page of the redesigned web to capture usage data.

d. Staff Communication methods: We are aiming for 100% participation in Google Talk and Outlook calendars. Currently at 80% for each. The Wiki has 150 items (both pages and files) and 25 users.

e. Patron communication methods: Chat 33 questions asked; Text 0 questions (but we have hope); Facebook 35 likes, 10,637 Friends of Fans, 15 Engaged Users; Twitter 5 Followers

f. Printing: Anticipate 100% of printing will take place via the new printing solution by Fall 2012.

g. ASC data collection: 90% of students entering the ASC will sign in using the WConline product by Fall 2012.