# GRL FY08 Mid-Year Results

Corporate Priorities

1. xxxxxxxxxxxx
2. xxxxxxxxxxxxxxxxxxxxxxx
3. xxxxxxxxxxxxxxxxxxxxxxx
4. xxxxxxxxxxxxxxxxxxxxxxxxxxx

FY08 Library Commitment Pack

## Marketing

- 3-Year Anniversary Feature
  - Library web page
  - Staff survey
  - Client testimonials
  - Promotional article
  - Passport posting - in progress
- xxxx Library Grand Opening Celebration
  - Library web page
  - E-mail template
  - On-site slide show
  - Custom-designed bookmarks, invitations
  - Interactive quiz
  - High tea
  - Post-celebration photo gallery
- Library Web Page Re-Design - in progress
- MediaBin Interactive Updates
- Library Management Reports - New Format
- Compass
  - Enhancements
    - Personal touch
    - Raising credibility
    - Content Flexibility
  - Published 2 issues
- Branding - in progress
- SLA Conference Paper & Presentation
- Library Featured in "Writing Library Business Plan: A How to-do-it Manual"

## T&D

- New Hire Training Program
- Leader Forum: Leading Change — LB, LT, MW, CR
- Taking the Lead: HR Policies & Procedures For Leaders — CR, MW
- LexisNexis Advanced — Team
- Factiva Advanced — Team
- Virtual Team Management — MW
- Database/PHP/MySQL — HA, JR, SC
- Literature Guide Set Up/Maintenance — JR, SC
- Internet Librarian — HR
- Idea Mapping — LB
- InfoDesk Software — Team

## Team

- Leader Development
  - xxxxx promoted to Sr. Librarian
  - xxxxxxx, xxxx & xxxx being mentored for supervisory roles
  - 8 people served as project leaders
- Librarians' Competencies - in progress
  - Clear Standards
  - Expectations
- Collaboration
  - Literature guides
  - Library management reports
  - Large research requests
  - Compass
  - WSRT
- Performance
  - Quality issues
    - Library management reports
    - Annotations
    - Industry search strings
  - Raising standards
    - Personal accountability
    - Better QA
- Communication
  - With non-key clients
  - B/w managers
- xxxxxx joined as xxxxxx
- xxxxx joined as xxxxxxxx
- xxxxx received Valued Professional Award

## Technology Solutions

- Library Web Page Re-Design - in progress (Global Impact)
- Library Management Report Re-Design
  - New one-page format
  - Stats & graph generation
  - Improved QA
- Stats Data Entry Form Enhancement - in progress
- Stats Database Data Clean Up & Optimization
- Literature Guide Data Entry Tool (Global Impact)
  - Annotation review/proofreading
  - Status option
  - "New!" indicator
  - New country/region/market categories
  - Tech reps
- Next Generation Computing
  - xxxxxxxx
  - 2 public terminals xxxx
  - xxxx's laptop

## Process Enhancement

- Client Profiles - in progress
- Filtered News - in progress
- Library Management Report Production
- Library Newsletter Production
- Web Site Selection Process (WSRT)
- Literature Guide Production
- Content Acquisition & Management Process - in progress
- Virtual Library Record Management

## Service Enhancement

- Literature Guides & Interesting Finds (Global Impact)
  - Raised annotations standards
  - Improved Q&A process
  - Web-enabled access
- MediaBin
  - xxxx survey/feedback
  - New folders
    - Industry valuations
    - Portfolio & economic analysis
    - All presentations
  - Archive
  - E-mail updates with MediaBin hyperlinks
- Weekly Global News
  - Complete article descriptions - in progress (Global Impact)
  - Improved interface - in progress

## Library Usage

| | A | B | C | D |
|---|---|---|---|---|
| 2 | | | | |
| 3 | **Key Stats** | **1H FY07** | **1H FY08** | **%Change** |
| 4 | Total Requests | xxx | xxx | xxx |
| 5 | Company Research | xxx | xxx | xxx |
| 6 | Country Research | xxx | xxx | xxx |
| 7 | Industry Research | xxx | xxx | xxx |
| 8 | Literature Guides | xxx | xxx | xxx |
| 9 | Filtered News | xxx | xxx | xxx |
| 10 | Hours Spent | xxx | xxx | xxx |
| 11 | # Users | xxx | xxx | xxx |
| 12 | | | | |

## Savings

- 1H FY07 $xxxxxxx
- 1H FY08 $xxxxxxx
- % Change xx %

## Key Initiatives

- MediaBin xxxxxxx Roll Out
  - Hired/trained xxxxxxxxxxxxxxxx
  - xxxxxxxx - on hold
  - Digital Services short/long term goals
- Literature Guides (Global Impact)
  - 2008 Outlook & Trends - new
  - Emerging & Frontier Markets - new
  - History of Global Financial Crisis - new
  - The Subprime Impact - new
  - Accounting Standards & Changes - new
  - Derivatives - updated
  - Portable Alpha - updated
  - Long/Short - updated
  - Islamic/Shariah Investing - in progress
- Sector Expertise (Global Impact)
  - Skill development
  - Industry Research Guides
  - Filtered News
- Filtered Industry News Web Distribution Pilot (Global Impact)
  - Identified software
  - Trial - on hold
- Library Web Page Re-Design (Global Impact)
  - Improved access to library services globally
  - Promote library usage
- Library Management Report Re-Design
  - Impact: Portfolio Leaders
  - Simple one-page report
  - Easy-to-review benefits of using the library
- Publications Highlights (Global Impact)
  - Improved access to information
    - All types of publications
    - U.S. & international
  - More efficient use of resources
    - LexisNexis
  - Monthly distribution
    - Web enabled
    - 1. Geographic Publications
    - 2. Industry Publications
    - 3. Business Publications
    - 4. Biographical Publications
    - 5. Economic Publications
- Copyright Policies & Best Practices (Global Impact)
  - Copyright advisory
  - Copyright FAQ
  - Reduced risk of copyright violation
- New Library Space in xxxx
  - Grand opening
    - 85 attendees
  - Improved access to information
  - Improved library support

## Global Growth

- xxxxxx
  - Needs assessment
  - Provide limited services
  - Additional resources needed
  - On hold
- Service Expansion Plan (Global Impact)
  - Growth estimates
  - xxxxxxx
    - Talent availability assessment
    - Cost analysis
  - On hold

## Client Focus

- xxxxxxx Needs Assessment - in progress
- xxxx Needs Assessment
- xxxxxx MediaBin Survey/Feedback
- Client Knowledge Base
  - Client Profiles
  - Internal Sources
- Industry/Country Package Client Survey - in progress