

### First Quarter Overview

A Note from the **Knowledge Management Division** Director

#### Knowledge Management Division Helps VDOT's Experts

The Knowledge Management Office and the VDOT Research Library provide VDOT experts, the agency's employees, with support and tools needed for knowledge sharing and access to good information. KM's [FY 2008 Activities Assessment](#), completed in the quarter, shows that the KM Office benefits VDOT "...by increasing communication flow and quality through identifying efficiencies in work processes and the transfer of knowledge." The library "...supports time savings and efficiencies."

The assessment tabulates the numbers:

- In FY 2008 the KM Office began 48 discrete projects, implementing 40 of these while continuing work in 23 others that had begun in the prior year. Compare these numbers with the 51 projects the KM office had begun in its first three-and-a-half years and you can see how demand for the program within VDOT has grown.
- "The library circulated 3,794 items, answered 860 reference questions, borrowed 232 items from 75 different libraries, and provided 152 document deliveries, many of which were digital, to VDOT patrons. These transactions were all in response to specific information requests by VDOT customers, and each one represents an improvement in VDOT productivity or decision making."

But KM is about much more than just numbers or using the latest technology. KM in VDOT is, and has always been, about the people in VDOT and helping them do their jobs better.

KM project managers have been instrumental in establishing the credibility and trust of the KM Program within the agency so that its employees can continue to work and grow effectively. Library staff have enacted greater efficiencies and best practices during this time, to support the information needs of VDOT's experts.

In doing our job, KM helps the experts in VDOT do their jobs better.



**The Innovations in American Government Award Finalist seal is emblematic of the national recognition garnered by KM for its innovative work to identify, preserve, and disseminate business-critical knowledge for VDOT.**

*Maureen Hammer*

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# Quarterly Summary for the Division

## Knowledge Management Office

### Communities of Practice [Page 4](#)

The **District Construction Engineers** are using communities of practice in a more focused and effective manner to achieve strategic initiatives. The communities are made up of staff across divisions and functions—construction and non-construction—to address specific needs.

KM continued its work on **Task 1.2 of FHWA's Long-Term Bridge Performance Program** to determine the state of practice of bridge management and assess data needs to better manage the nation's bridge inventory.

Maureen Hammer facilitated a meeting of the newly-formed **Work Planning and Tracking Community of Practice**, which was created to find ways to enhance work processes in the Operations and Planning Division.

The **Alternative Delivery Project Managers'** group is working to develop a new EWP for DB/PPTA project managers.

### Communities Briefs

Members of the **Construction Quality Managers Community of Practice**, facilitated by Katherine Clark, were briefed about work they will do providing input on a project wanted by the DCEs to identify responsibilities and attribute categories in CQIP reports.

Katherine Clark has begun facilitating a strategic planning process with the **District Preliminary Engineers** and is working with the **Richmond Construction Management Leadership Group** for follow-on strategic planning and implementation purposes. She also facilitated a meeting of the **Culpeper CMLG**.

Maureen Hammer facilitated a meeting of the **Public Affairs Council**.

### Knowledge Mapping

KM met with a group in September to kick off an **Environmental Division Process & Organizational Improvement**, which will result in improvements in the State Environmental Review Process (SERP). Gene Shin is KM's project manager in this effort.

### KM Projects [Page 4](#)

Outreach meetings took place in NoVA as part of the **Incident Management ONA Project**. VDOT's Transportation Operations Center management met with leadership from several localities to enhance incident response management.

A draft of a process map that establishes what a Duty Officer does in an emergency situation was developed for the **Emergency Response Initiative**.

### Lessons Learned

A second **Project Development Workshop**, facilitated by Gene Shin, was held in Charlottesville in September to examine successful strategies and processes for improving the scoping phase of preliminary engineering. This event, which evolved from the **State Fair LL Project**, gathered together PE Project Managers, District PE's and L and D engineers from across the state to share lessons learned and best practices.

Several districts are using Construction Lessons Learned (CLL) to encourage discussion and improve how VDOT does business. Three CLL were distributed and posted in the quarter. [Page 4](#)

### InsideVDOT

The New Zealand Ministry of Transport was contacted by Pat DeSalvo regarding their award-winning Intranet design, which uses a navigational tool based on tagging. Their taxonomy model may prove useful to VDOT.

Pat DeSalvo and Rhudy Renfro attended the webinar *How to Evaluate SharePoint for Your Enterprise*. KM staff will be testing and assessing the MOSS 2007 SharePoint site's search engine to determine if it has sufficient capability and, if so, set policy on minimal metadata required for upload onto the new SharePoint site.

Rhudy Renfro conducted brief quality control surveys of the division pages taking note of content that needs to be updated or corrected.

### KM Staff Notes [Page 5](#)

## Quarterly Summary for the Division

### VDOT Research Library

#### Overview for the Quarter [Page 7](#)

The library remains a significant contributor to the agency making more of an impact on VDOT than ever before by providing high-quality and timely services that are targeted to specific needs.

#### Collections, Cataloging, and Technical Services [Page 7](#)

There were 281 new titles added to the collection during the quarter bringing the collection count to 29,216 unique titles. The library's cataloging activities in the **OCLC WorldCat** database continue.

#### Improved Full-Text Access for VDOT Employees [Page 8](#)

The VDOT Research Library made a variety of reports and documents readily available online to VDOT employees during the quarter. Electronic versions now accessible include VTRC reports, transportation-related PDF files of reports acquired from the National Technical Information Service, nearly 9,000 individual papers from 550 Transportation Research Records, and print copies and full-text links to JLARC reports.

#### Research Synthesis Bibliographies [Page 9](#)

Staff conducted two custom literature searches and published two RSBs this quarter.

#### Climate Change, Conservation, and Sustainability [Page 9](#)

Library staff assisted in the development of a background and summary report about climate change lending expertise to a council research team, setting up a team site, and publishing an RSB. For the first time, staff conducted a citation analysis compiling a list of the most cited references in the literature.

By the Numbers: Library Statistics		
	FY 2009 Q1	FY 2008 Q4
Reference Questions Answered	194	220
Hours Spent Answering Questions	148	117
Renewals and Checkouts	1,015	1,094
Items Loaned through ILL	52	64
Items Borrowed through ILL	102	58
Document Deliveries to VDOT	92	148
Library Transactions with VDOT Employees in CO and the districts	299	202

The numbers in each category are explained beginning on [Page 10](#).

#### Reference and Research Services [Page 10](#)

Staff spent 148 hours researching reference questions. Questions from VDOT Central Office and the districts have been steadily increasing.

#### Interlibrary Loans and Document Delivery [Page 11](#)

As a **Lender to Other Libraries** the VDOT Research Library made 21 hard-copy loans and 31 photocopy/digital/fax loans.

The library received 102 items as a **Borrower from Other Libraries**.

**Document Deliveries**, a service that saves time finding and getting documents to patrons quickly in a format they want, totaled 92 this quarter.

#### Circulation and Collection Usage [Page 12](#)

The VDOT Research Library is being utilized by more VDOT employees in more parts of VDOT than ever in its history. There were 1,015 checkouts and renewals in the quarter with 299 transactions by VDOT employees in Central Office and the districts.

#### Site Visits to the VDOT Research Library EOS Catalog [Page 12](#)

Site visits to the **EOS Catalog** have almost tripled since the first quarter of FY 2008.

## Knowledge Management Office Communities of Practice (CoP)



**Katherine Clark**  
Senior  
Program Manager

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Katherine Clark is working with the **DCEs** and with cross-functional subgroups of the **ACE, Construction Quality Managers**, and **Project Controls** communities to address specific issues requested by the **District Construction Engineers Council (DCEC)**. The **DCEC** is using communities of practice to more effectively leverage expertise and experience across the state. As part of their implementation strategy, the group is using CoPs in a more focused and effective manner to achieve strategic implementation of primary initiatives coming from their planning process.



**Maureen Hammer**  
KM Director

Maureen Hammer and VTRC Research Scientists Jose Gomez and Michael Brown began a series of meetings with bridge management staffs in other states with a visit to New Jersey DOT. Drs. Hammer and Brown also visited CalTrans as part of the work on **Task 1.2 of FHWA's Long-Term Bridge Performance Program** to discuss current bridge management practice and data the states are not capturing. Katherine Clark is also working with this community.

Dr. Hammer facilitated the first meeting of the **Work Planning and Tracking Community of Practice**, which was formed to review existing data categories and terminology used to plan, budget, and track work; define and make recommendations for the categories, terminology, level of detail, and precision of data needed to meet the business needs of both field and central office; and to work with the project sponsor and ITD to develop the content and logical models for data that will become part of the System Operations Data Store within the VDOT Data Warehouse.



**Gene Shin**  
Project Manager

Gene Shin facilitated the second meeting of the **Alternative Delivery Project Managers'** group. The group reviewed a draft of an initial list of KSA's for DB/PPTA project managers with the goal of developing a completely new EWP by December, which is in accordance with requirements and training established by the CO Project Management Office and the Learning Center. The group has also begun review of a template for a high-level monthly report to be used by all DB/PPTA projects across the state.

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## KM Projects

Dr. Shin facilitated outreach meetings in NoVA as part of the **Incident Management ONA Project** that included VDOT's Transportation Operations Center management and leadership from Prince William, Arlington, and Fairfax Counties. Representatives from police, fire, and homeland security attended from the localities. These initial meetings established closer collaborative ties so the participants could know who to talk with during specific kinds of incidents.

The **Emergency Response Initiative** continued with the following developments:

- Dr. Shin submitted a draft of a process map that describes the role of newly established Duty Officer, who has primary responsibility for coordinating VDOT activities in an emergency situation.
- 18,000 miles of critical routes used during emergencies were mapped.
- It was determined that GIS App on *InsideVDOT* will serve the map needs and applications for the initiative.
- The ERI Team site is now under wide use by various teams and has information on training, anti-icing plans, and a week-long institute held in August.

## Lessons Learned

Feedback from distribution of the July Construction Lesson Learned (CLL) suggests that several districts are using the CLL in construction and quality meetings to encourage discussion among staff in order to improve how VDOT does business. For example, at NOVA's monthly Design Quality Improvement Meeting the CLL regarding pipe countersinking was discussed and the design manager stressed to all his design folks that they should include all pertinent information regarding pipe countersinking on the drainage summaries.

**Pipes and Countersinking** was one of two CLLs posted this quarter in the [Lessons Learned Document Library](#) that were expanded and reissued as a result of feedback coming from recipients on the email distribution list. The [Roadway/Bridge Restriction Advisory CLL](#), originally posted in May, was the other. In addition to discussion in the districts, the lessons act as catalysts for collaboration and knowledge sharing with the Construction Quality Managers, who are producing the lessons, and bring more experts (VDOT staff) into the process.

**Improper Dewatering Operation**, a lesson submitted by Betty B. Bailey, Hampton Roads District Project Engineer, was the new lesson this quarter that presented a checklist to assure compliance so that the release of sediment-laden water off project limits, which would jeopardize environmental permits, does not occur.

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## Knowledge Management Division



Members of the Knowledge Management Division staff are Maureen Hammer, front, and left to right, front row: Katherine Clark, Pat DeSalvo, and Natasha Crawford; middle row: Gene Shin, Bryan Campbell, and Ken Winter; top row: Barb Neyman, Misty Boos, and Rhudy Renfro.

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## KM Staff Notes

**Maureen Hammer** presented *Sharing and Retaining Critical Organizational Knowledge* at the North American Travel Monitoring Conference in Washington, DC.

Dr. Hammer attended the awards dinner for the Harvard Innovations in American Government. The VDOT Knowledge Management Division was recognized as a finalist.

She also consulted with the Iowa Department of Natural Resources and the Iowa Department of Management/Performance Results on preservation of knowledge and knowledge transfer.

**Katherine Clark** made a presentation on VDOT's Lessons Learned process at the KM World Conference in San Jose, CA.

Ms. Clark met with Martine Micozzi from FHWA to discuss the knowledge management and library programs at VDOT. Ms. Micozzi also toured the VDOT Research Library.

**Gene Shin** participated in the mid-year meeting of NCHRP 17-36, Production of the National Highway Safety Manual, at the Beckman Center at the University of California, Irvine. The meeting gathered together the relevant task forces from TRB, AASHTO, and the NCHRP Panel to discuss and vote on accepting all the technical content, the overall structure, language for liability disclaimers, and plans for the third and final draft, to be completed by January 1, 2009.

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# Knowledge Management Office

## KM Staff Notes

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Dr. Shin also attended the Fall Network Roundtable Conference, an event dedicated to demonstrating and sharing the latest and most successful applications of Organizational Network Analysis.

**Ken Winter** gave a Web-based presentation, *Managing Your Information Challenges with EOS Automation Solutions*, to library and information professionals primarily at government agencies around the country. Nearly 49 librarians representing 41 institutions participated, including 11 different state DOT libraries, 2 municipal transportation libraries, and the libraries at the Transportation Research Board, Volpe Transportation Center, and National Transportation Library.

Mr. Winter was active in his capacity as chair of the Eastern Transportation Knowledge Network (ETKN) during the quarter:

Mr. Winter attended the AASHTO RAC meeting in Portland, Maine at the newly-formed AASHTO Research Advisory Committee Task Force on Transportation Knowledge Networks, which was formed to support the growth and development of a national network of transportation library and information service providers.

He presented on libraries and information services for transportation research and the formation of the ETKN at the AASHTO Region II meeting. The ETKN is composed of the most active transportation libraries in AASHTO Regions I and II.

Mr. Winter participated in a conference call of the Task Force on Transportation Knowledge Networks, representing ETKN.

He chaired a conference call of members in ETKN, which grew from 19 to 20 library and information centers in AASHTO Regions I and II in the quarter. The group, discussed two ongoing initiatives, a program to submit digital documents to be archived by the National Transportation Library (NTL) and a program to engage in resource sharing or interlibrary lending with other transportation libraries. The group also discussed possible participation in an initiative to gather information related to climate change for AASHTO's RAC Transportation Knowledge Network Task Force.

Mr. Winter gave a presentation via conference call to members of the Midwest Transportation Knowledge Network (MTKN) on the formation and developments of the ETKN.

**Pat DeSalvo**, who chairs the TRT (Transportation Research Thesaurus) Subcommittee, coordinated distribution and review of subject terms for the TRT. The subcommittee reviews new terms to enhance searching by subject of all transportation literature.

**Ken Winter, Pat DeSalvo, Misty Boos, and Bryan Campbell**, VDOT Research Library staff, visited and were given a private tour of the Library of Congress.

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# VDOT Research Library

## Overview

### Library Overview for the Quarter

In the first quarter of FY 2009, the VDOT Research Library continued to show outcomes that demonstrate the effectiveness of its programs and services in helping VDOT employees meet the demands of a rapidly changing workplace. The library remains a significant contributor to an effective VDOT for the future, and as it touches more and more VDOT customers, its programs, collections, and services are making more of an impact on VDOT than ever before.

The library continues to adapt services to meet the current and future needs of VDOT's workforce, changing the way information is delivered, and creating value-added services to support VDOT needs during a time of decreasing budgets. Staff continue to make strides toward core objectives, which include:

- Increasing visibility of the library and awareness of its collections and its services
- Increasing interlibrary loans and document deliveries, focusing on digital delivery
- Increasing desktop access for VDOT employees to digital transportation information created by VDOT, by other DOTs, and by transportation researchers elsewhere
- Expanding reference services, including the Research Synthesis Briefs, published findings of custom literature searches.

The library continues its upward trajectory for the categories of circulation, reference, interlibrary loans and document delivery, and in cataloging and technical services. Staff have developed a tradition of being responsive to VDOT clients, and that has been articulated in the form of high-quality and timely services that are targeted to specific needs.

As VDOT enters an era of unprecedented budget shortfalls, employees will be challenged to reshape the way the organization does business. They will need to find ways to operate, maintain, build, and plan the commonwealth's transportation system for years to come. The library can be an important part in that process.

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## Collections, Cataloging, and Technical Services

A good library is constantly adding items to its collections, removing items that are no longer useful, and enhancing online access to existing items in its collections. This quarter the library added 281 new titles (totaling 427 volumes), bringing the collection count up to 29,216 total unique titles. Because multiple copies of many popular items are cataloged and because some of these items are multi-volume sets, the total number of holdings is now 40,918 volumes. That makes the VDOT Research Library's collection one of the largest and best-cataloged collections of any DOT library in the country.

The library's online catalog is the tool that leads users to its holdings and helps them find links to both online and print documents in the collection. This quarter staff continued to improve access to the library's holdings by enhancing and updating a total of 1,454 existing records and by adding hundreds of links to the online versions of print documents that have full-text access. For the first time virtual collections of reports—digital items that are in the library's collection the same way printed items are, but which have no physical manifestation—were added. This is part of the library's ongoing strategy to increase instant access to transportation information for VDOT employees at their desktop, wherever that may be.

For more details, see [Improving Full-Text Access for VDOT Employees](#).

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### OCLC WorldCat Cataloging Statistics

The library continues to make significant changes and updates in OCLC's WorldCat, the collaborative database used by library and information centers worldwide to quickly find, borrow, catalog and access library content. The library's cataloging staff spends far more time interacting with the WorldCat database than most transportation libraries in the country, except for a few, very large university libraries. This quarter total transactions in WorldCat (includes search, browse, update, replace, export, display holdings, delete holdings) was 5,570. In 207 cases the library updated existing WorldCat records, in 42 cases staff updated new WorldCat records, and in 816 cases the staff did replaces: edits, updates, or enhancements to existing records. Deleting holdings to keep a collection relevant is important too. However, this quarter only 7 items were deleted.

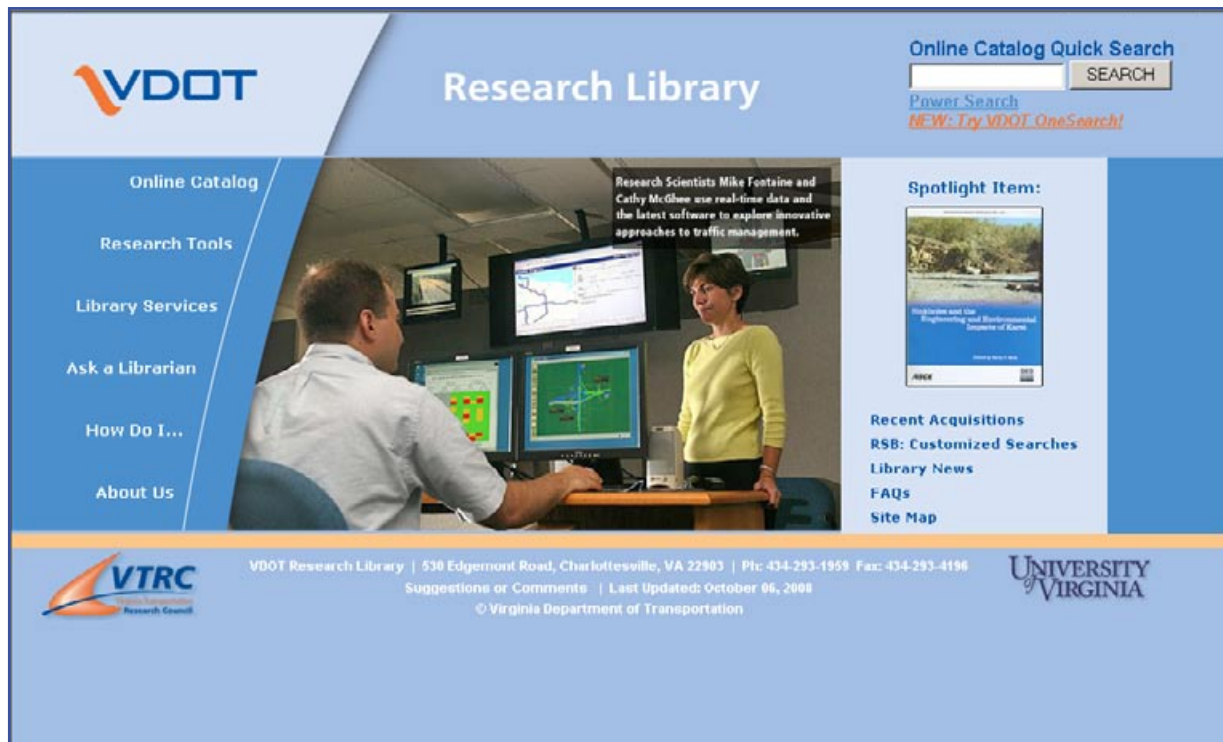
The VDOT Research Library is one of 27 DOT libraries in OCLC. Even so[, due to the focus and commitment to cataloging everything the library owns into both our local system and OCLC, the library has moved up from having the lowest number of OCLC holdings of any DOT in the country 5 years ago to having the highest number of holdings in that class.

The library has more than 29,216 item records in OCLC (identical to the local online catalog system). Of those, more than 10,000 are held by no other DOT library in OCLC and nearly 1,000 are held by no other library in all of OCLC. Since OCLC has almost 10,000 member libraries with 1.3 billion holdings, that is a remarkable feat and a testament to the specialized nature of the VDOT Research Library's collection.

During the process of coordinating this work, a large number of duplicate or out-of-scope items have been identified and removed from the library and its storage areas. This has made the library's collection more accessible, more organized, and more focused facilitating a clear increase in library usage and overall circulation transactions.

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## VDOT Research Library



Home Page of the VDOT Research Library

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### Improving Full-Text Access for VDOT Employees

During the quarter the VDOT Research Library focused on improving user access to the full text of a variety of reports and documents available online. This was accomplished by adding new records to the library's online catalog and also by adding hundreds of links to full text online documents as an enhancement to existing records in the library's catalog. When completed, the library had added approximately 1,200 extra links in addition to the several hundred routinely added each quarter. These additions and enhancements provide VDOT employees quick and direct access to valuable information directly at their desktop, in high-value categories targeted by the library for enhancement.

#### VTRC Reports

As a result of the Library's ongoing scanning project, more than 1,000 older research reports published by VTRC are now available online as PDF files. The next step in the process is to make these electronic versions available to everyone in VDOT and the general public as well. One way access will be provided is by posting the documents on VDOT servers and then adding links to the items in the library catalog and in OCLC's WorldCat. While doing this, staff has also taken the opportunity to enhance old records by adding report numbers, series, and abstracts to existing bibliographic records. The additional metadata will make VTRC reports much more findable. In addition, these enhancements ensure that reports will appear accurately on the VTRC web site once it is fully live and functional and pulling report data from EOS. This quarter, staff enhanced records and added links to electronic versions of 400 VTRC reports.

#### Reports Acquired From the National Technical Information Service (NTIS)

Library staff initiated a new project this quarter to catalog electronic versions of transportation-related reports procured through the NTIS clearinghouse for technical reports this quarter.

The PDF files arrived on CD-ROM, which were then moved to a local server. Access is restricted to VDOT employees only as per the license with NTIS. A major part of this project involved setting cataloging policies and creating a standard record format based on our needs as well as models from the transportation libraries at Northwestern University and the University of California at Berkeley, ensuring that we will be able to use bibliographic records created by those libraries with little or no modifications instead of reinventing the wheel ourselves. So far, 200 electronic versions of NTIS documents can be accessed directly through our catalog, but that number will triple this fiscal year. Of these, 155 of the items are also available in the library's print collection.

#### Transportation Research Record (TRR)

As a TRB sponsor, VDOT has access to the full-text electronic versions of individual papers published in issues of the Transportation Research Record (TRR), one of the most cited sources in transportation research. In EOS are records for all issues of TRR, but determining the contents or accessing individual papers previously required use of the print copy from the library collection or a second follow-up search in TRB's online database. A project was initiated this quarter to link the EOS record to the "Browse this issue" feature of the online database. Work has been completed to connect all of the 550 issues currently available electronically, with access to 10-15 individual papers per issue for nearly 9,000 papers. VDOT employees now have direct online access to the full text of thousands of TRR papers through the library's catalog. Staff will continue to add links as new issues of TRR are published or as older issues are posted online.

#### Joint Legislative Audit and Review Commission (JLARC) Reports

The library's coverage of JLARC reports related to transportation has been spotty in the past, so this quarter staff worked to obtain print copies to fill in the gaps on the library shelves, and also added 30 full-text links to the JLARC-produced PDF versions of these reports.

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## VDOT Research Library

### Research Synthesis Bibliographies

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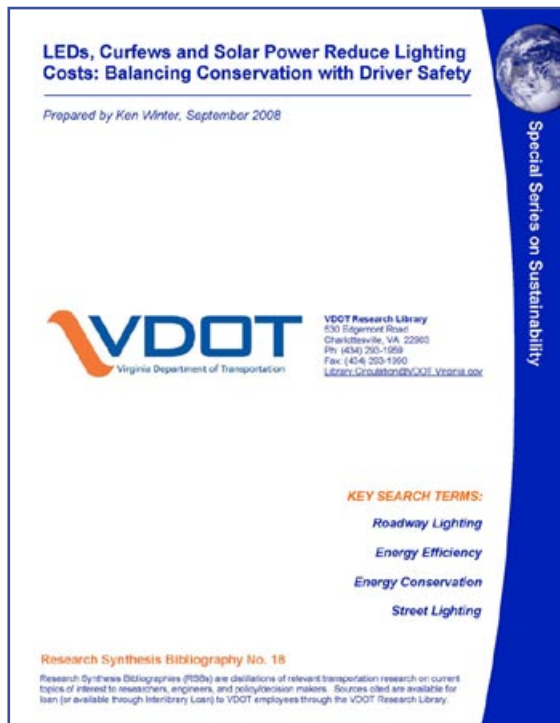


Image of the cover of one of two **Research Synthesis Bibliographies** published in the quarter.

#### Custom Literature Search Service

The library continues to offer its custom literature search service publishing **Research Synthesis Bibliographies** (RSBs), which synthesize a specific issue, list the most useful sources for more information, and include full text online documents (if available) or information on how the items can be acquired.

Most items listed are held by the VDOT Research Library. For almost all the items not in the library, staff is able to borrow from other libraries nationwide. Regardless, the client who receives an RSB gets a highly targeted report that helps them quickly locate the most pertinent and timely information on the topic so they can make the most informed decision possible. In this quarter two RSBs were researched and published, the 18th and 19th RSBs created since the service was initiated about 18 months ago.

The new RSBs are linked below:  
[LEDs, Curfews and Solar Power Reduce Lighting Costs: Balancing Conservation with Driver Safety](#)

[Vehicle Miles Traveled \(VMT\) Tax: An Alternative To the Gas Tax for Generating Highway Revenue](#) (draft version delivered to VTRC scientists).

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#### Climate Change, Conservation, and Sustainability

This quarter the library was asked to contribute assistance and expertise to a VTRC Research Team in the development of a background and summary report about climate change. To support this research, library staff attended several planning meetings and compiled an extensive list of references, including a list of most cited references (the first time the library has ever done citation analysis) from ISI Web of Science. Staff helped to streamline their research on this complicated topic by categorizing references into topic groups, highlighting some key readings, and summarizing some of the main arguments.

Also, to facilitate collaboration within the group, staff helped to develop a Microsoft SharePoint team site, and provided a tutorial on its use for the research team. The library will continue to provide advice and materials throughout this research process, which will extend into next quarter and possibly beyond. In addition, the library developed an Research Synthesis Brief on energy conservation and roadway lighting. (See Custom Literature Search Services, above).

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## VDOT Research Library

### Reference and Research Services

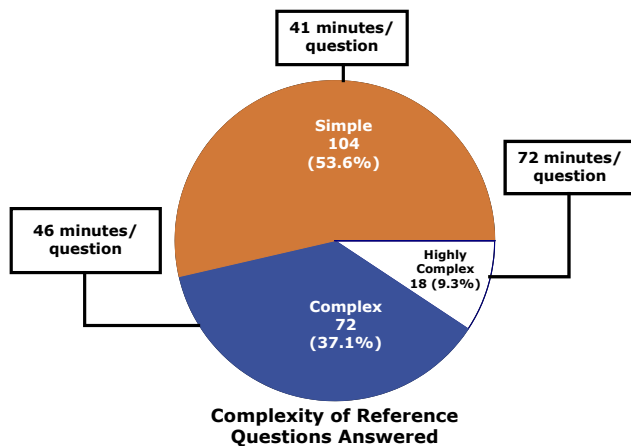
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#### Origins of Reference and Research Questions

Location	Questions	VDOT District/CO	Questions
VTRC	82	Central Office	30
U.Va.	5	NoVA	5
VDOT	63	Salem	4
Other (Non-affiliated)	44	Bristol	0
Total Questions	194	Culpeper	1
		Fredericksburg	4
		Staunton	5
		Lynchburg	1
		Hampton Roads	9
		Richmond	4

VDOT Questions Last Four Quarters

FY09 QTR 1	FY08 QTR 4	FY08 QTR 3	FY08 QTR 2
63	62	56	47



Staff spent 148 hours in the quarter working to provide answers to all reference questions.

In the Other (Non-affiliated) category 6 questions came from the general public; 7 from other DOTs, foreign transportation agencies, or consulting firms; 24 from other libraries; and 7 from other non-affiliated patrons.

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#### Reference and Research Services

The library helps its patrons—VDOT employees, contractors, consultants and constituents in all parts of the state—locate materials relevant to their topic of research including items in the collection, in other libraries worldwide, and items with online availability in subscription databases and the free Web.

Overall the library's catalog and subscription database use has gone up dramatically for three years straight. Library users are becoming more self sufficient and are asking more complex questions, indicating the library's reference department is functioning at a higher level overall. Reference questions are coming from higher up the VDOT chain of command. This quarter staff focused on many fast-turnaround questions for VDOT managers and decision makers.

The library continues to receive a large numbers of reference questions from the VDOT districts and Central Office knowledge workers, indicating that our efforts to become a resource to all VDOT employees is working. There is a growing trend for other, mostly transportation, libraries to contact the VDOT Research Library for consultation or advice typically of a technical nature.

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## VDOT Research Library

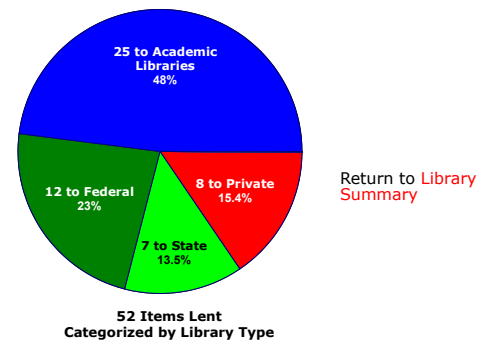
### Interlibrary Loans and Document Delivery

One of the most valued services provided by the library is giving patrons the power to borrow books and articles from thousands of other libraries worldwide. The Interlibrary Loans program of library-to-library lending can only be done by professional library staff, who use a sophisticated proprietary software system to request items on behalf of VDOT patrons. This simple program multiplies the library's ability to fill the specialized information needs of VDOT employees.

The program continues to grow, and in the next year may ultimately reach more VDOT patrons in more parts of the state than the library's regular circulation program based on holdings the library owns. The VDOT Research Library acts as both a borrower and a lender for this initiative, which means that we benefit others as much as we are benefited by their willingness to lend items from their collections. What follows is the ILL activity for the quarter.

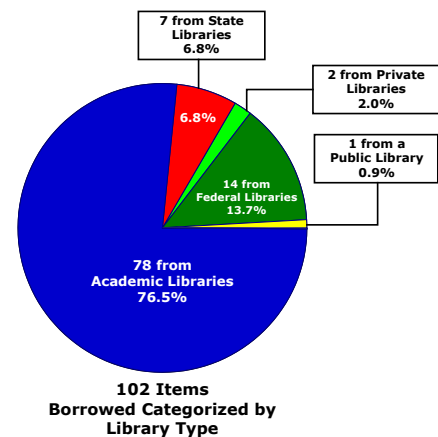
#### VDOT as Lender to Other Libraries

Staff works hard to fulfill requests other libraries place to borrow materials for their patrons because sharing and collaboration are core library values. This quarter the library's activity as a lender was slightly down. The library received 64 requests from 37 different libraries in 20 states and 3 foreign countries (Canada, England, Spain). A total of 52 items were loaned to other libraries. Of those, 25 items were loaned to academic libraries, 12 items to federal libraries, 7 to state libraries, and 8 to private libraries. Of all items loaned, 31 were photocopy/digital/fax from the collection (typically articles, chapters, excerpts) and 21 were hard-copy loans. Twenty-three of the items (44%) were loaned to transportation libraries among these groups.



#### VDOT as Borrower from Other Libraries

This quarter the library requested and received 102 items from 62 libraries worldwide, 20 of which were from transportation libraries. Academic libraries supplied 78 of the requests, federal libraries supplied 14, private libraries 2, state libraries 7, and a public library provided 1. Items requested were from libraries in 25 states and 3 from other countries (China, England, Canada). Eighty-three of the requests were filled as hard copy (books/reports) and 19 as photocopy/digital/fax (articles, chapters, excerpts).



#### Document Deliveries Provide Rapid Delivery

The VDOT Research Library provided 92 items this quarter to VDOT patrons through Document Delivery.

Document deliveries continue to be tracked as a separate form of transaction from interlibrary loans and circulation. Document deliveries are requests for items where the most logical course of action is to scan or copy a portion of an item instead sending the whole item, and the hallmark of this service is rapid delivery—typical digital.

Document deliveries include:

1. Items held in the library that patrons ask us to scan, usually because a part of an item is needed quickly (like an article, or a graph from a report).
2. Items patrons cannot wait for the library to buy and catalog or even acquire through Interlibrary Loan. These are bought and sent directly to the patron, never adding to the collection.
3. Items available without charge online (from either free or subscription sources), but are hard for patrons to find. In this case, the library saves patrons time by finding and sending items.
4. In rare cases, document deliveries are items held by one of U .Va.'s branch libraries or another local library and a staffer is sent on site to make a copy quickly.

Document deliveries are a rising part of the library's business. Tracking this service separately has helped us see the large number of items we actually provide for patrons.

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## VDOT Research Library

### Circulation and Collection Usage

#### Record Circulation to VDOT Districts and Divisions

This quarter the library saw record high circulation of its holdings to VDOT employees in districts and divisions outside of VTRC, the library's physical location, with a total of 299 transactions to employees in 8 districts. This time last year the library recorded 195 transactions, and two years ago that number was around 50. This steady increase over two years shows that the VDOT Research Library is being utilized by more VDOT employees in more parts of VDOT than ever in its history. Borrowing at VTRC, historically the highest class of users due to location, was down slightly for this period.

This quarter 348 items were checked out from the library. There were a total of 405 transactions (checkouts and renewals) by VTRC scientists, 160 by U. Va. faculty and students and 299 transactions by VDOT employees outside of VTRC this quarter.

#### Library Transactions for the Quarter

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Location	Transactions	VDOT CO/District	Transactions
VTRC	405	Central Office	171
U.Va.	160	NoVA	58
VDOT	299	Salem	8
Other		Bristol	11
(In House/ILL)	151	Culpeper	0
Total Renewals and Checkouts	1,015	Fredericksburg	17
		Staunton	30
		Lynchburg	1
		Hampton Roads	3
		Richmond	0

VDOT Checkouts Last Four Quarters			
FY09 QTR 1	FY08 QTR 4	FY08 QTR 3	FY08 QTR 2
299	202	172	162

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### Site Visits to the EOS Catalog

The **VDOT Research Library's EOS Catalog** is a sophisticated online search tool that allows users to search the library's collection and access either digital or hard-copy items from the collection. Over the past five quarters site visits have almost tripled.

Unique Site Visits to the VDOT Research Library EOS Catalog				
FY 2009 Q1	FY 2008 Q4	FY 2008 Q3	FY 2008 Q2	FY 2008 Q1
6,087	3,245	2,579	1,889	2,073