

## “Precision Library Services”: The World Bank Group Library Experience

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**Abstract:** The World Bank Group (WBG) Library serves a community of around 16,000 staff, located in headquarters in Washington DC, USA and in over 150 Country Offices globally. We answer over 4,000 questions per month and deliver dozens of training sessions every year. The WBG Library offers access to over 100 databases and thousands of eJournals for staff. The WBG research agenda spans from Agriculture to Water and everything in between. The WBG Library manages to deliver the right training, provide top-notch reference and research services for this vast and robust research agenda and, at the same time, maintain the collections and access to databases while staying on top of new trends to foresee the future potential research interests. How we do this is what we will explore.

“Precision Library Services” is an inspiration from the Precision Medicine’s principle. And what is precision medicine? According to the Precision Medicine Initiative, precision medicine is “an emerging approach for disease treatment and prevention that takes into account individual variability in genes, environment, and lifestyle for each person.” This approach allows doctors and researchers to predict more accurately which treatment and prevention strategies for a particular disease will work in which groups of people. It contrasts with a one-size-fits-all approach, in which disease treatment and prevention strategies are developed for the average person, with less consideration for the differences between individuals.” (*U.S. National Library of Medicine*) <https://qhr.nlm.nih.gov/primer/precisionmedicine/definition>

Inspired by this concept, we have found a successful and systematic way to a) Ensure visibility, b) Increase the proper usage of the library resources, c) Satisfy our Library clients’ needs and d) Report Key Performance Indicators to our top management, by capturing, compiling, analyzing and utilizing different datapoints. These indicators include individual patron’s data and statistics provided by vendors or those captured by our proxy servers. This data, combined by our Library Team’s experience fuels the different strategies and paths to more precisely provide the right service and timely pertinent training, to the right targeted-client, just as the Precision Medicine does with patients and their treatments.

This session will go more deeply into our processes, strategies, experiences, achievements, lessons learned and next steps.

**Target audience:** Library professionals.

**Number of participants:** Guestimate 25-30

**Timeslot:** approximately 1.5 hours, including Q&A

**Keywords:** Data analysis; Client-centric library services; Library training and outreach; Library strategy; Library key performance Indicators