

Empowered and engaged champion users: the foundation of VPL's successful intranet content strategy

CECILY WALKER

Assistant Manager Community Digital Initiatives & eLearning, Vancouver Public Library

@skeskali

#tfsummit



**“A free and open place for
everyone...”**





6.9

million visitors

9.5

million items borrowed



9000

staff

22

branches

Problems

★ HelpStar | Cheatsheet
Scheduled Outages

Bulletin Board

Cheat Sheets

Bibliocommons

Manuals

Memos

Minutes

Phone Li

VPL Wel

Outlook



is now live and this page is no longer being updated. All news, job postings, updates and important information are now available at the HUB. Please go to <http://hub.vpl.ca/>

Check your email for instructions on how to log in to the HUB. If you did not receive an email, please check your spam folder, and then contact the computer help room at 6-4077.

Once you've arrived at VPL's newest destination, read the welcome message for more information!

Internet

Databases
eBook News
book
Just
Online
U
V
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V
W

Horizon

Bibliocommons
Library Catalogue (iPAC)
Resources
Request
E NOT
come

Keeping in Touch

Online Staff Suggestions
Monthly Reports to VPL Board
Press
Prof
Pub
Sci
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Ch
Sys
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Book
VPL Board members

Policy/Planning

Reorganization Project
Valuation Study
Circulation Manual
Charges and Fines
Collection Development
Standards
Community Led Libraries Blog
Floating Collections
Monthly Stats
Comparative Statistics
Strategic Planning
Outcomes Based Evaluation

Staff

HR Home Page
Part-Time/Auxiliary Portal
EAP Info
OH&S - Crew Talk Topics
Security Incident Report
Employee Engagement Survey
Organization Chart
Getting Systems' Help
Getting Website Help
Training
Committees
Set Security Q & A

Tools

Event Calendar Editor
VPL Programming
Facilities Room Schedule
Forms (Supplies)
Grand&Toy Orders
Mailing Lists - eLists | Info
Room Details
Memo - Create | Edit
Minutes - Create | Edit
PC Booking Administration
PC Booking by Staff
PC Maps - Central







Stodgy

Formal

Impersonal

Unfriendly





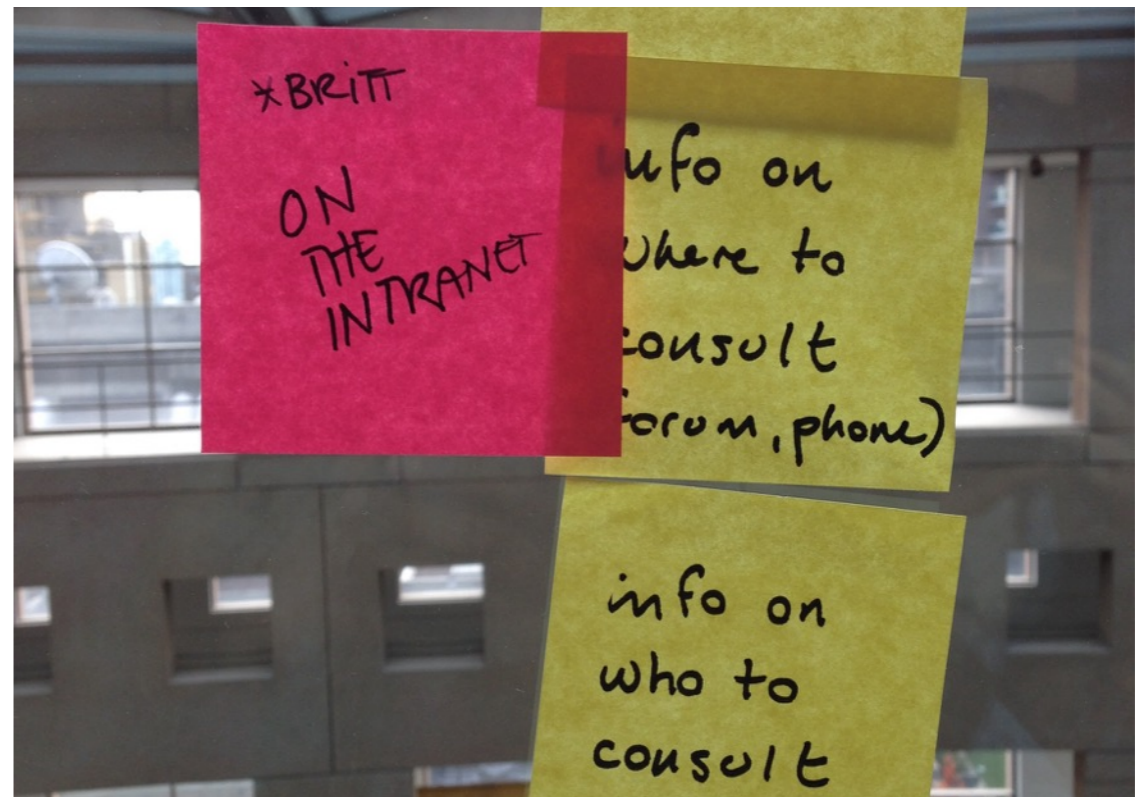
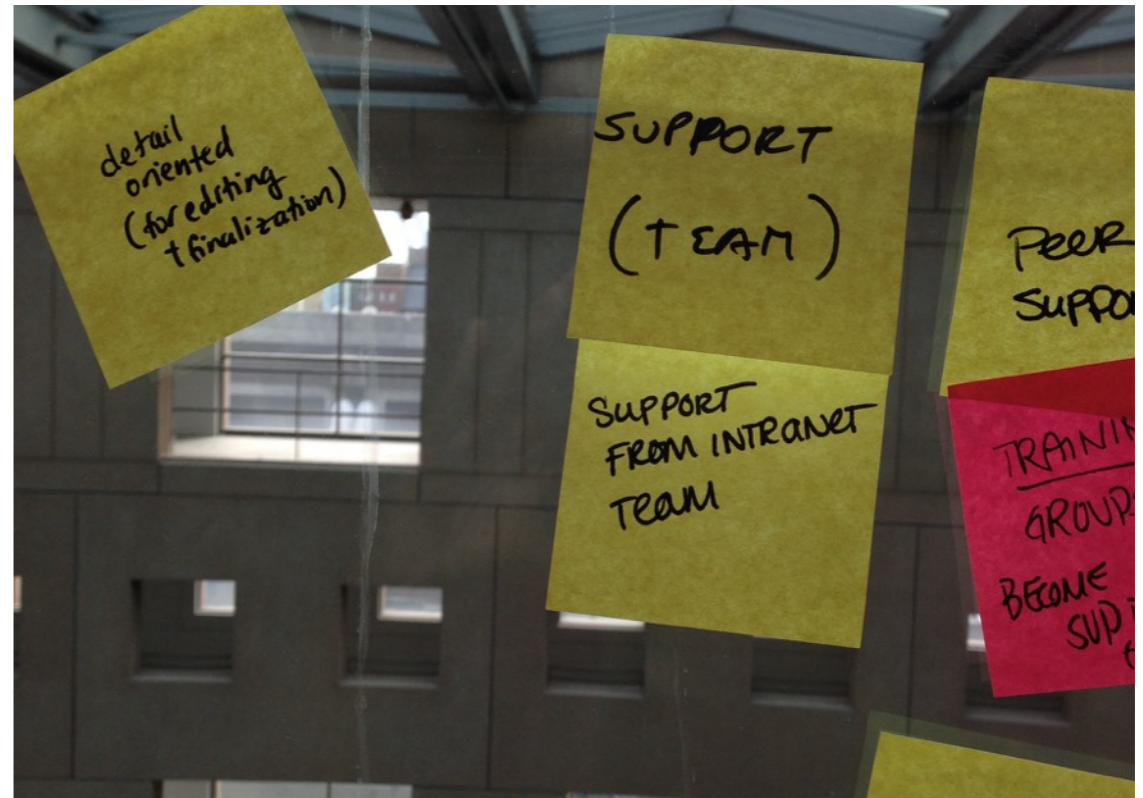
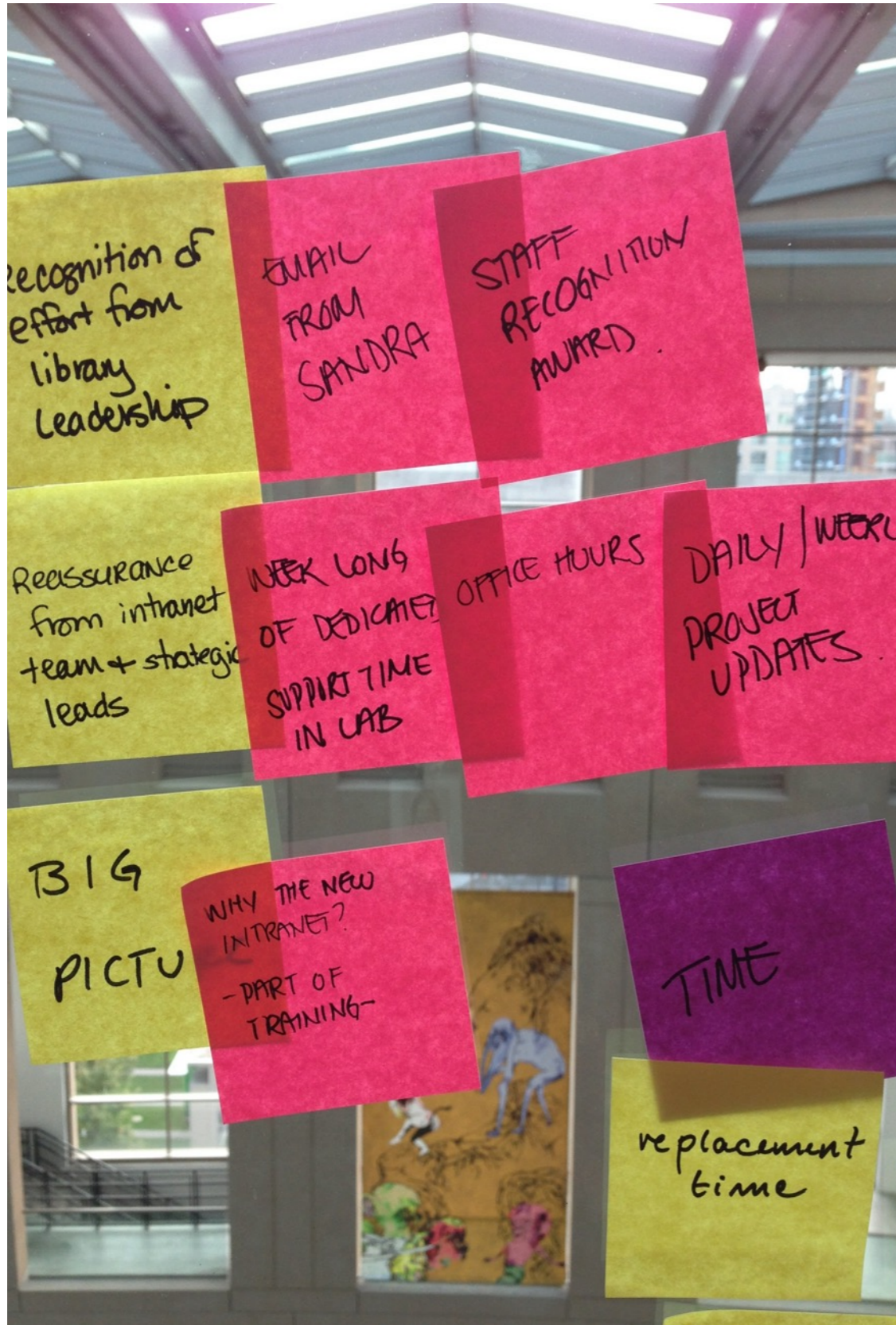
“If our language is inadequate, our vision remains formless, our thinking and feeling are still running in the old cycles, our process may be 'revolutionary' but not **transformative.”**

–Adrienne Rich

60,000



Support



Empowerment

	B	C	D	E	F	G
1	Priority	Migrated	Edited	ID	Content Name	Current Location
2	HIGH	YES	YES	1	Internet	http://staff.vpl.ca/
3	MED			1.1	Databases	http://www.vpl.ca/electronic_databases/
4	LOW			1.2	eBook News	http://staff.vpl.ca/tools/wpmu/ebook/
5	HIGH	YES	No	1.3	book buzz	http://staff.vpl.ca/tools/wpmu/bookbuzz/index
6	HIGH	Yes	Yes	1.4	Just Ask Virtual Reference Wiki	http://staff2.vpl.ca/nTwiki/bin/view/VPLStaff/V
7	HIGH	No	No	1.5	Outlook Online Database	http://bcuc-agent.auto-graphics.com/agent/SearchPages.asp?myses=70
8	HIGH			1.6	Units' Home Pages	http://staff.vpl.ca/Locations/index.html



Anil Dash ✓
@anildash



Following

Expert management advice: Don't give people responsibility for problems that they don't have enough power to fix.



Delight



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“Don't make your posts 'sticky'.”
Christina de Castell
 A favorite quote of Janet H.
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VPL News

[Wednesday Night - Leave ALL STAFF Computers *ON*](#)

Published 1 hour ago by **Devon Bates**  Add comment Like

Critical Windows updates are to be installed overnight Wednesday. Please leave ALL STAFF computers on Wednesday evening. Computers should be left on at the Novell login prompt. Please be sure to turn on ALL Staff computers including ones that are not in use or are in locked offices. "Staff"... [\[Full story\]](#) Source: [VPL News](#)

[Newspaper Direct Fixed](#)

Published 1 day ago by **Christine Middlemass**  Add comment Like

The news of the demise of the Newspaper Direct printer was premature. Production has re-commenced. [\[Full story\]](#) Source: [VPL News](#)

[Inspiration Lab This Week](#)

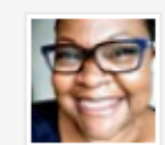
Published 1 day ago by **Christina de Castell**  Add comment Like

As many of you will be aware, we expected to be providing staff with preview opportunities and orientation to the Inspiration Lab space starting last week. While small groups of staff are using the space to prepare and set up equipment, the larger groups that we had hoped to include can't use the space... [\[Full story\]](#) Source: [VPL News](#)

[VPL Board Minutes](#)

Published 1 day ago by **Debra McGerrigle**  Add comment  1 · Like

Minutes from the Board meeting of March 25 have been posted on the VPL website. [\[link\]](#) [\[Full story\]](#)




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[Important action required today for branches and work units | VPL email lists and anti-spam legislation](#)

Published 2 days ago by [Stephen Barrington](#) Add comment Like

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[Submission Deadline for September brochure is July 25](#) FUTURE

Published on Jul 14, 2014 by [Adrienne Horton](#) Add comment Like

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[VPL in the news: Stinky Cheese Man or Captain Underpants?](#)

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Published 2 days ago by [Karen Liebel](#) Add comment Like

An update to Learning Express Library earlier today has created a dead link for our users. The vendor has been contacted. [\[Full story\]](#) Source: [Library News](#)

[EFAP e-Learning Courses](#)

Published 2 days ago by [Amanda Balce](#) Add comment Like

Did you know that VPL's Employee and Family Assistance Program ([EFAP](#)) provides free [e-Learning](#) courses? As part of the [comprehensive suite of employee services](#) offered at no charge to VPL staff, these confidential, online courses are designed to help you , your family members, and... [\[Full story\]](#) Source: [Library News](#)

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VPL News

[Upcoming Changes to Family History Library/ Latter-Day Saints Items](#)

[Add tags](#) Published Nov 25, 2014 by [Gladys Chen](#) [Add comment](#) [Like](#)

Effective Thursday November 27 th ILL will no longer process microfilms/fiche borrowed from Family History Library (FHL)/ Latter-Day Saints (LDS). Circulation will assume responsibility for processing these materials. For inquires about the processing of FHL microfilms/fiche,... [\[Full story\]](#)

[Call for Papers - In the Library with the Lead Pipe](#)

[Add tags](#) Published Nov 18, 2014 by [Cecily Walker](#) [Add comment](#) [2 · Like](#)

[In the Library with the Lead Pipe](#), the open source, open access, peer-reviewed professional LIS journal has posted a [Call for Articles](#). ITLWTLP publishes: "High quality peer-reviewed articles in a range of formats. Whilst we are open to suggestions for new article types and... [\[Full story\]](#)

[Help spread the word to patrons: They can get a free ticket to the Giller Prize event on Thursday](#)

[Add tags](#) Published Nov 3, 2014 by [Stephen Barrington](#) [Add comment](#) [2 · Like](#)

Help spread the word to patrons: They can get a free ticket to the Giller Prize event in Vancouver. Organizers are offering Vancouver-area library card holders a free ticket to Between the Pages: An Evening with the Scotiabank Giller Prize Finalists, which is Thursday, Nov. 6, at the Centre... [\[Full story\]](#)

[Staffing Announcement - Library Systems](#)

[Add tags](#) Published Nov 3, 2014 by [Janet Horne](#) [28 comments](#) [54 · Like](#)

I am pleased to announce that Davis Bordignon is the successful candidate for the position of Supervisor in the Computer Room. Most of you are aware that this is the position Maureen Uldall-Ekman recently retired from. As Davis is currently acting in the position, his... [\[Full story\]](#)

[VanDocs Message](#)

[Add tags](#) Published Nov 3, 2014 by [Steven Turner](#) [Add comment](#) [Like](#)

"You can find archived items if you really need to. Click "Show archived content" from the list under the gear icon in the top right corner."
Janet Horne
 A favorite quote of Janet H.
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Library News

[New Page under Our VPL - VPL Foundation](#)

[Add tags](#) Published Aug 12, 2014 by [Janet Horne](#) [Add comment](#) [Like](#)

Check out [this new page](#) for a list of Foundation staff, contact information and a list of frequently asked questions about their work. [\[Full story\]](#)

[Database License Review](#)

[Add tags](#) Published Aug 11, 2014 by [Kay Cahill](#) [Add comment](#) [Like](#)

Digital Services has recently completed a review of our database licenses to ensure that the access we provide to patrons meets our contractual obligations. A number of databases have been identified where current access levels will need to be changed to bring them into compliance with the... [\[Full story\]](#)

[City Broadcast Message About Phishing Emails](#)

[Add tags](#) Published Aug 7, 2014 by [Janet Horne](#) [Add comment](#) [Like](#)

The City issued the following message about an increase in phishing emails today. Please note that staff at VPL should also not click on any links in emails of the type described. If you have any concerns or questions, contact the VPL Computer Room at 64077 not City IT as described below.

Increase in... [\[Full story\]](#)

[More VPL media buzz \(pun intended\)](#)

[Add tags](#) Published Aug 1, 2014 by [Stephen Barrington](#) [Add comment](#) [13 · Like](#)

'Bee calm and grow community' -- A VPL program and partnership at the Carnegie branch is highlighted in the Vancouver Courier, which in its latest coverage looks at a new hub in the community. [See the Courier story online](#). "It's a really unique opportunity just to show that the library cares about... [\[Full story\]](#)

[VPL in the news: 'It's a privilege to be here' at Carnegie](#)



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VPL News

[VPL's Get booked eBook Sample Campaign \(update\)](#)

Published 1 hour ago by [Renee Chalut](#) [Add comment](#) Like

As a followup to this week's announcement of VPL's exciting new eBook promotional campaign, DSV has created a guide for information staff in branches and Central who may be receiving questions from interested patrons. The guide can be found in the eResource troubleshooting section of the Hub: ... [\[Full story\]](#) Source: [VPL News](#)

[Manager, Circulation Services](#)

Published 1 hour ago by [Shelagh Flaherty](#) [Add comment](#) 3 · Like

Please join me in welcoming Karen Barratt as the new Manager, Circulations Services. Karen will be join VPL on Monday, October 6. Karen comes to VPL from Barrie Public Library as the Manager, Collections and Technologies and is responsible for collections management, bibliographic... [\[Full story\]](#) Source: [VPL News](#)

[Directors Group Minutes](#)

Published 7 hours ago by [Debra McGerrigle](#) [Add comment](#) Like

Minutes from the [September 25](#) meeting of the Directors Group have been posted. [\[Full story\]](#) Source: [VPL News](#)

[Mount Pleasant Chili Cook-Off Team Wins Again](#)

Published 8 hours ago by [Debra McGerrigle](#) [Add comment](#) 18 comments 49 · Like

Congratulations to MPL's United Way Chili Cook-Off team, Buddy and the Hollys for their first place finish at this year's fundraiser. Nen Jelcic, Holly Thorbes and Holly Miller improved on last year's 2nd place finish after some delicious research and the addition of a few secret ingredients. [\[Full story\]](#) Source: [VPL News](#)



[Learning Express Library, access problem](#)

Published 1 day ago by [Anita Galanopoulos](#) [Add comment](#) 2 comments Like

The database is not working on the blue Research Stations (LRW's) but is accessible through our Internet terminals. We'll work to have access restored. Digital Services 6-3743. [\[Full story\]](#) Source: [VPL News](#)

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Baby Photo Gallery ARCHIVED ☆

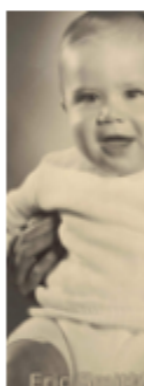
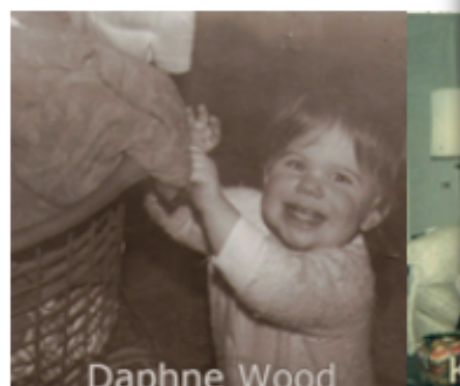
This page is archived because the page Intranet Launch Planning was archived. If you are still using this page, Restore Intranet Launch Planning or move this page.

15 · Like

Email

Did you recognize the managers & directors from their baby pictures? Check out the edited photos to see how well you guessed.

You must view the pictures *full size* to see the names (at least on some of them) To view full size click on first photo and use arrow keys to scroll through the set.



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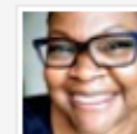
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Owned by
Cecily Walker
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Published Nov 20, 2013
Updated Feb 4, 2014

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“I am a member of a team, and I rely on the team, I defer to it and sacrifice for it, because the team, not the individual, is **the ultimate champion.”**

–Mia Hamm



Nothing but
Blue Skies
do I see

Thank You

CECILY WALKER

Assistant Manager Community Digital Initiatives & eLearning, Vancouver Public Library

@skeskali

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