Question	Long Term Goal	Short Term Goal
1	News about BHL collection and technical developments should be expanded in order to better reach users who use BHL occasionally or rarely.	
2	Current BHL services allow users to download high resolution images of the entire book/volume for 96% of the BHL collection. Improve the percentage of the collection that is available for download to at least 98%.	Immediate improvements can be made to the high resolution image download tutorial to clarify this process for users.
2 & 3 & 6	Improve the OCR text especially for historic works or items with non-standard typeface to enable the taxonomic name finding service to identify and index the taxa within these works.	
2 & 7	Allow users to download *selected* high resolution images from a BHL book/volume.	Allow users to quickly download/print single pages of BHL books/volumes. **Completed June 2010.**
3	The BHL search functionality is satisfactory for over 2/3 of users. Improve the BHL search functionality for at least 3/4 of users.	Users are mostly satisfied with the quality of BHL scans or images, but there is a need to provide updated documentation as to BHL's digitization standards especially regarding the variable image quality of BHL's different downloadable formats (.pdf, .jp2).
3 & 4	When considering download functionality, prioritize the delivery of PDF documents for the content available in BHL. Continue to tweak the create-your-own PDF service based on focus groups and documented user feedback.	Allow for the download of B&W PDFs for 96% of the BHL collection.
4	Decrease the need for people to download a PDF because it is "easier to find the book again on my harddisk for repeated usage" by improving the BHL search functionality.	
5	Users, especially frequent users, know the BHL homepage. Capitalize on homepage real estate by making the most effective use of the space for BHL news, documentation, links to various services, and search/browse functionality.	
5	As BHL grows globally, ensure that the homepage serves as a central portal to various global nodes.	
6	Users reported that they most prefer	

	searching by author name. Improve the BHL back-end author name file to reconcile duplicate entries.	
6	Enable faceted searching to allow users the flexibility to filter search results by various bibliographic parameters such as title, date, author and subject.	
7		Allow users to request a book for scanning. **Completed June 2010.**
7	Enable the ability for users to "search inside the book", requiring the full text indexing of all BHL content.	
7	Extend the ability for users to "suggest improvements to BHL book information" beyond the current feedback mechanism to allow the "crowdsourcing" of corrections for BHL metadata and content where appropriate; enable users the ability to correct OCR text and book pagination for example.	
7	Enable the ability for users to log-in and save books/volumes or articles to their favorites	
7	BHL website should remain in English as the default with the option to change the language	
8	Better advertise and explain the importance of BHL APIs through dissemination activities and documentation.	
Summary of 9 & 10 (free text)	The majority of our users commented that they wanted to see improvements to the BHL search functionality as well as enabling the ability to "search inside the book". They also asked that more content be added to the BHL collection and that the scanning queue should pay particular attention to filling in any gaps in serial runs. Users also communicated their desire to see improvements related to the BHL user interface as well as the PDF downloading functionality.	
13	Collection development should prioritize content that support scholarship for the following subjects, in ranked order: 1) Taxonomy, systematic and nomenclature 2) Biogeography 3) Morphology 4) Ecology and Evolutionary biology 5) History of Science	Create lists of priority taxonomic works for Zoology and Botany respectively and ensure that all public domain works are entered into the BHL scanning/acqusitions queue.