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Abstract

The Manchester Business Information Service (MBIS) is a specialist library at the University of Manchester. It is a specialist library in business information, the library buildings are located in the city centre. The service is designed to help them get the most out of their business information. It is based on the specialist knowledge of library staff. It is based around a searchable database of frequently asked questions and answers. For any online service, technology is important: we have adopted the 'Business FAQ' system from the University of Pennsylvania library. We focus on a service perspective, as our experience is that two general service issues are more important than technology. The first is service definition: how users will understand what the new service can do for them. The second is the service monitoring and improvement process: this is essential for deciding how to develop the service based on how it has actually been used rather than on the assumptions of service providers.



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