

Removing What Gets in the Way of Work: Improving Library Workflow Efficiencies

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- Defining efficiency
- Applying business supply chain modeling
- Library trends



Being Effective

- Effective work generates products in line with the goals of the organization

There is nothing so useless as doing efficiently that which should not be done at all.

~Peter Drucker

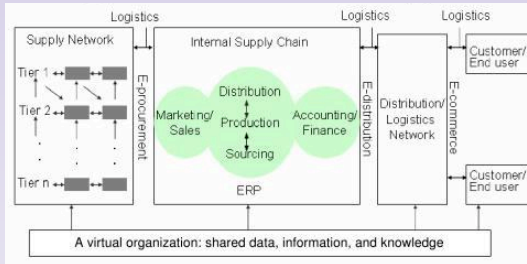


Efficiency

- Efficiency =
maximize achievement with allotted resources
- Increased efficiency
= **achieve more** with the same resources
OR
= achieve the same with **fewer resources**

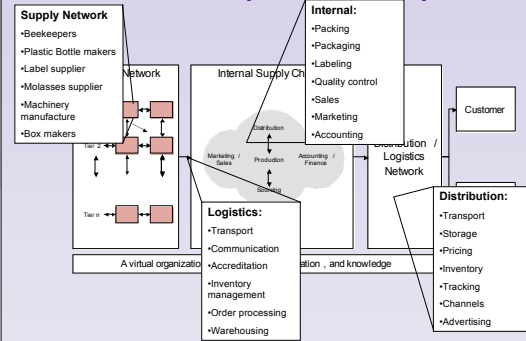


The Supply Chain

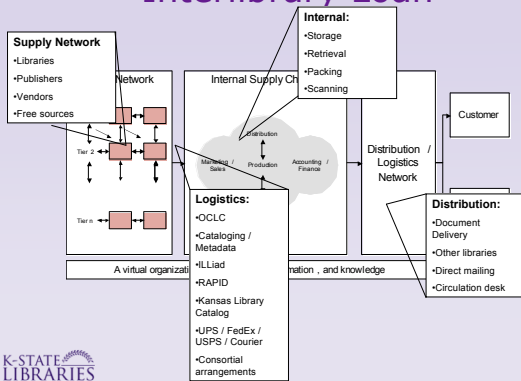


Li, Ling. *Supply Chain Management: Concepts, Techniques and Practices - Enhancing Value Through Collaboration*. World Scientific, 2007.

Honey Company



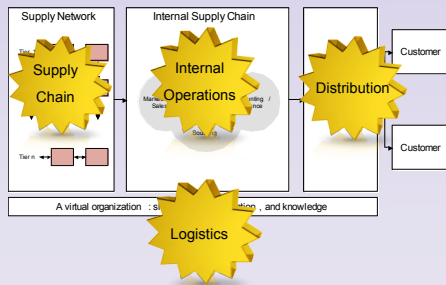
Interlibrary Loan



Virtual Organization

- Extends patron base
- Extends the collection
- From product focus to network focus
 - Resource-rich environment

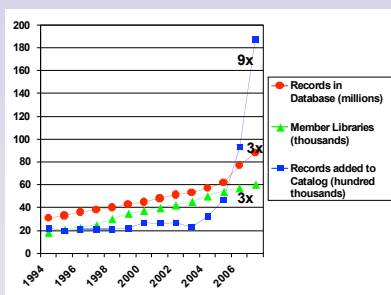
Where do we find new efficiencies?



Aggregated participation

- Increased Trust
- Power to create our own solutions
- Increased availability of information
- The cumulative cost of investment demands continued existence

WorldCat Growth 1994-2007



Trend 1

Movement toward shared processes

- Moving from "ownership" to "access"
- Moving from "just in case" to "just in time"
- Extending the supply chain

Shared processes

- Integration of library organizations
 - Collaborative collecting
 - Consortial purchasing
 - Shared storage facilities
- Shared technological support and development for library tools
 - open source ILS systems
 - LibX toolbar
 - Catalogers toolkit (voyager)
 - VRS (Voyager Reporting System)



Shared Processes

- Higher reliance on vendors
 - Purchasing general materials
 - Hosting/housing content
 - Processing materials
 - Metadata services
 - Archiving services
- Shift of library workforce
 - From acquisitions, processing, and cataloging
 - To programming, consortial relations, scholarly communications



Trend 2

Developing Unique Collections

- Collections moving from the mundane to the arcane
- Libraries are shifting labor from general materials processing to the processing of archived unique collections



Developing Unique Collections

- Going digital with our unique content
 - Change in the expectation of findability
- Creating value-added collections
 - marketable



Developing Unique Collections (implications)

- Outsourcing of general purchasing
 - Standing orders
 - Approval plans
- Massive increase in the amount of available information and research
- Stop developing collections which are not strategic to the organization
 - Fewer libraries as providers of general content
 - Increase in ILL services



Trend 3

Copyright and Licensing in the Digital Age

– Digital delivery has changed the way
that libraries purchase content.



Copyright and Licensing

- Need for more standardized licensing
 - Sustainable and stable models for libraries AND publishers
- Advocate for self-archiving clauses and retention of copyright
- Advocate for lendable E-content
- Define copyright and ownership for e-content



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