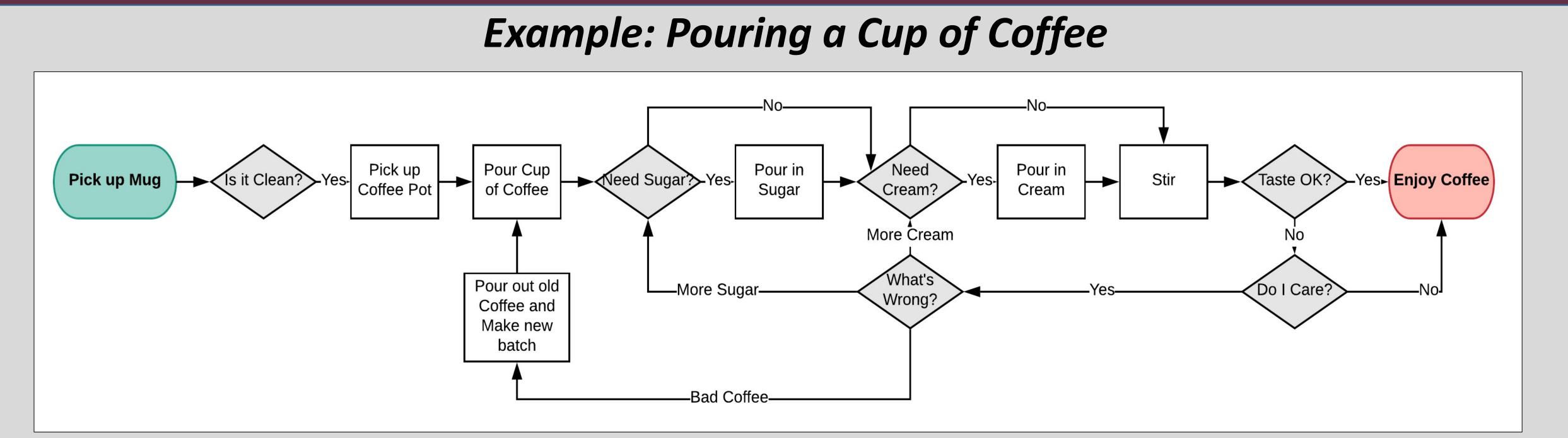
Process Mapping for Assessment and

Collaboration in Libraries

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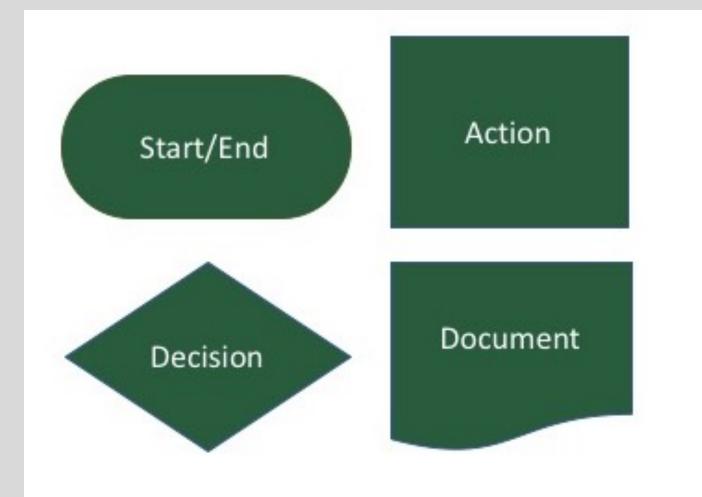
Read more: http://bit.ly/OrnatCRLN Contact me: nornat@uncc.edu / @nornat

Process maps provide valuable information in visual form on the path an action or procedure takes throughout a library



Process maps are commonly drawn as flowcharts. These diagrams can reveal inefficiencies in complex procedures, save institutional knowledge, and be easily shared and understood by others.

Flowcharts include shapes that represent different pieces moving within the process.



Process Mapping at J. Murrey Atkins Library

Project Goals:

To examine current workflows & identify areas for improvement and collaboration

Workflows Examined:

Missing and damaged items

Lessons:

Process mapping is an approachable way for librarians to adopt a culture of assessment and reflective practice

Name process generating confusion. Identify scope of process.

Define Sather Info

Interview and observe participants to learn about tasks, decisions, and flow of process.

Validate map

Map Analysis

Generate diagram that depicts current process, validate with process participants.

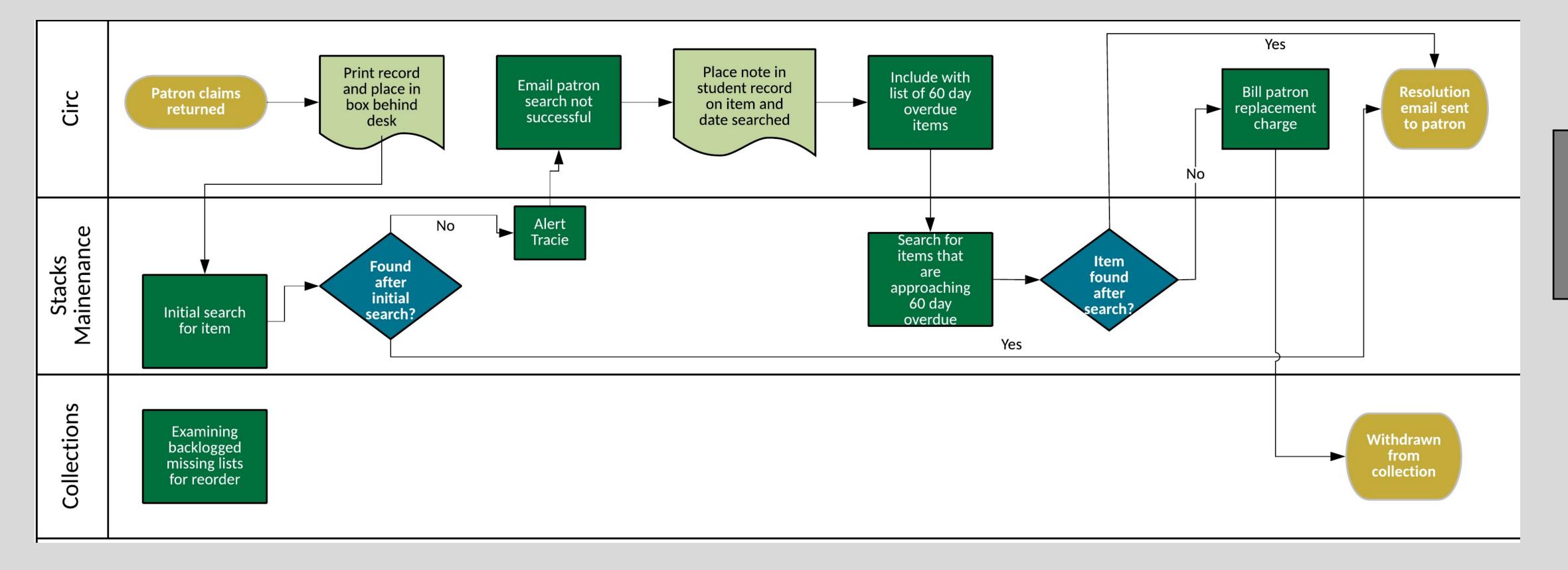
Create
"As Is"
Analysis
Map

Generate second diagram that incorporates proposed changes and recommendations.

Create
"Should
Be" Map

Look for areas where work is duplicated, slow, unnecessary. Find opportunities for collaboration, missing players, etc.

"As Is" Map for Missing Items Process



"Should Be" Map for Missing Items Process

