Workflow Improvements for Patron Satisfaction

Beth Callahan
Assistant Director for Acquisitions
Wayne State University
OCLC: Good Practices for Great Outcomes
June 17, 2011
Wayne State University Library System (WSULS)

WSULS has 5 buildings

- 2 graduate libraries
  - Purdy/Kresge: humanities and social science
  - Science & Engineering: includes nursing
- Undergraduate library; Storage
- Law library
- Medical library

Technical Services is centralized, mostly
## WSULS Collections in General

- **Volumes in Library**: 3,660,642
  - Current Serials: 45,400
  - Microform: 3,896,048
  - Manuscripts & archives: 74,000
  - Graphic materials: 2,159,539
  - Film & video: 30,565

- **Expenditures (total)**: $9,007,142
  - Monographs: $1,181,664
  - Current Serials: $7,495,718
  - Total electronic budget (88.5%): $7,971,488

*ARL Statistics 2007-8*
Like everyone else, we’re trying to get material into the hands of patrons quickly
Reduce unnecessary steps
Consolidate processes
Integrate technology
The Journey of 1,000 miles
Reduce Unnecessary Steps
Revised workflow led to fewer steps for Buy-Not-Borrow books

- TechSvs processes book
- Book is sent to home library
- Access checks book in
- Book sent to pickup library
- Patron picks up book

http://www.flickr.com/photos/secretagentmama/2688548067/sizes/m/in/photostream/
Revised workflow now used for all Rush books

1. TechSvs processes book
2. Book is sent to in-library Access desk
3. Access checks book in
4. Book sent to pickup library
5. Patron picks up book

http://www.flickr.com/photos/worldofbeauty/5807783678/sizes/z/in/photostream/
Consolidate Processes
New Materials

Shelf-ready books

- Books sent with bar codes, stamped, labeled
- Cataloging from OCLC

TechSvs checks book in ➔ Book sent to home library ➔ Access checks book in & shelves it
New Materials & Transfer Labeling

TechSvs receives material

Material is sent to home library

Home library processed material

Home library processed material

Home library processed material

Home library processed material

Home library processed material
New Materials & Transfer Labeling

TechSvs receives material

TechSvs processes material

Material is sent to home library

Material is sent to home library

Material is sent to home library

Material is sent to home library
Integrate Technology
E-books

Acquisitions orders e-book through YBP

Acquisitions loads record to catalog

E-book link & record sent within 24 hrs

Acquisitions alerts Access to e-book availability

Access alerts patron to e-book availability, link is sent with email
Future
If we built Technical Services from scratch now, what would it be?

Electronic focus with print exceptions
Questions?

Beth Callahan
Assistant Director for Acquisitions
Wayne State University
beth.callahan@wayne.edu