Was It Worth It? Evaluating Workflow Changes in a Shared Service Environment

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Access Services

Circulation Services
Resource Sharing Services

Collection Maintenance and Space Organization, Event and Exhibit Programming, Student Employment Management, Building Management and Operational Oversight, Shipping, Billing….and So Much More!
CHANGE!
The process of implementing change: RapidR

1. Understand the need and goal
   - Increased agility
   - Invest in technological solutions.
     - Lending FY ’18: 9.3 hours
     - Borrowing FY ’18: 13.3 hours
     - Books: 4-day shipping

2. Develop strategy with colleagues
   - Understand workflows – Hierarchical Task Analysis
     - “Approach every change thoughtfully and with sensitivity for the individuals who will be affected” (Johnson, 2018).

3. Assess how added service affects workflows / outcomes
### Routing

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<th>ProcessType</th>
<th>TransactionStatus</th>
<th>MatchString</th>
<th>NewProcessType</th>
<th>NewTransactionStatus</th>
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| 1      | Yes        | Borrowing   | Awaiting Copyright Clearance       | t.PhotoArticleTitle in (select PhotoArticleTitle from Tr...
| 10     | Yes        | Borrowing   | Awaiting Copyright Clearance       | u.NVTGC='ILL' and t.RequestType='Article' and len(t... | Borrowing              | Awaiting Duplicate Review                  |
| 15     | Yes        | Borrowing   | Awaiting Request Processing        | t.RequestType = 'Loan' AND t.LoanTitle in (select LoanTitle...
| 20     | Yes        | Borrowing   | Awaiting Copyright Clearance       | u.NVTGC='ILL' and t.RequestType='Article' and len(t... | Borrowing              | Awaiting Request Processing                 |
| 25     | No         | Borrowing   | Awaiting Request Processing        | t.RequestType = 'Loan' and (u.Status = 'Freshman'
| 30     | Yes        | Borrowing   | Awaiting Request Processing        | (t.ISSN <> NULL or t.ESPNumber <> NULL) and t.Re...

### Edit Row

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<td>Aging Status - Total Requests (21)</td>
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RapidR: How did workflows actually change?
RapidR Borrowing

The live query to Rapid found 1 match.

Requesting Branch
Main Library

Request Information
Book Title
RapidR Lending
RapidR Early Outcomes – Oct 1-Feb 28

Percentage of Books Borrowed by Process Type During Pilot

- 72% E-Zborrow
- 22% OCLC
- 6% RapidR

Legend:
- RapidR
- E-Zborrow
- OCLC
RapidR Early Outcomes – Oct 1-Feb 28

Borrowing Average TAT from Request Sent to Received

• ILLiad/OCLC: 9.23 Days
  • 26% w/in 5 days
  • 49% w/in 7 days

• RapidR: 5.25 Days
  • 67% w/in 5 days
  • 81% w/in 7 days

• E-ZBorrow (FY’19): 3.84 Days
Conclusion

Recent implementation of faculty scanning service
• pilot period; soft roll-out
• impact to access service workflow minimal
• impact to faculty community HUGE

RapidR Pilot
• Impact to staff workflows minimal
• Impact to community small, but expected to grow
• Lending reconfiguration recommended due to tracking issues
  • Best to manage through ILLiad, pending integration updates

These small changes maintain flexibility when preparing for LARGE changes on the horizon.