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

NISO Research Sharing Forum
Atlanta, GA
October 6-7, 2008

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

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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

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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

• Supply Network
• Logistics
• Manufacturing/Production/Marketing/Sales
• Accounting/Finance
• Customer/End user

A virtual organization: shared data, information, and knowledge

Interlibrary Loan

• Supply Network
• Libraries
• User
• Free sources

Virtual Organization

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


Honey Company

• Supply Network
• Manufacturers
• Molasses supplier
• Plastic Bottle makers
• Beekeepers

• Logistics
• Inventory
• Accreditation
• Communication
• Transport

• Distribution
• Advertising
• Channels
• Sales

A virtual organization: shared data, information, and knowledge
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

Developing Unique Collections

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

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 (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

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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