



Electronic Resources Workflow Analysis & Process Improvement Phase II

Rosalyn R. Raeford & Beverly Dowdy
Duke University Libraries

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Workflow Analysis: Problems Identified

1. Effective communication across units is hampered by inefficient and largely non-automated techniques.
2. Existing information about eResources is often inaccessible to workflow participants, or time-consuming to retrieve.
3. Many existing eResources processes do not follow any standards, and often result in lost data and a high level of duplication across units.





Problems Identified Continued

4. Quality control measures are largely reactive rather than proactive, and rely heavily on patron-initiated notifications of issues.
5. Current staff practices are no longer sustainable, either financially or temporally.
6. The library risks both its collections management structure and the patron's experience by failing to address these systemic issues.





Workflow Analysis: Solutions Identified

1. Reduce delays caused by having only one person perform critical tasks.
2. Implement proactive quality control strategies to reduce patron access problems.
3. Implement measures to mainstream and expedite the loading of MARC records.





Solutions Identified Continued

4. Establish metrics for the completion of all critical elements of the eResources life cycle.
5. Improve data management and transparency of the eResources workflow and processes.
6. Leverage tools and technologies to maximize overall efficiencies.





Implementation Phase: Solutions Implemented

1. Moved to batch updating knowledgebase for single title eBook purchases.
2. Cross-trained staff to eliminate bottlenecks.
3. Established a policy for acquiring and loading MARC records.
4. Conducted a MARC record load audit.
5. Worked with Serials Solutions to move MARC records loads from 2 weeks to 1.
6. Moved checking knowledgebase to the trial stage of the process.
7. Began requesting all provider information in electronic format.





Implementation Phase: Solutions Pending

1. EDI ordering to eliminate item-by-item processing
2. Ticketing system for reporting access problems
3. Automatic activations in knowledgebase
4. Improving data management & transparency of eResources workflow and processes





Leverage Tools & Technologies to Solve Our Biggest Problem

1. The “ERM-like” team
2. Traditional ERMs not considered because:
 - By and large they are data warehouses without any workflow technology
 - They take on average 2-3 years to implement
 - Our AUL for IT and Technical Services encouraged us to look outside of library vendors to other solutions



Leverage Tools & Technologies Continued

Evaluating our options to improve data management and transparency of eResources workflow & processes:

- [ImageNow](#)
- [Microsoft SharePoint Designer](#)
- [IBM® Business Process Manager](#)



IBM Software > BPM >

IBM Business Process Manager

Optimize business processes to reduce complexity and boost productivity

IBM Business Process Manager

perceptive software
from Lexmark



Business Case for BPM

1. Highly automated workflow for processing and activating eResources
2. Standardized and integrated migration of eResource metadata and licensing data from trial to production phases
3. Team-based approach to handling eResources throughout the entire lifecycle
4. Facilitated eResources access and troubleshooting processes



Business Case (Continued)

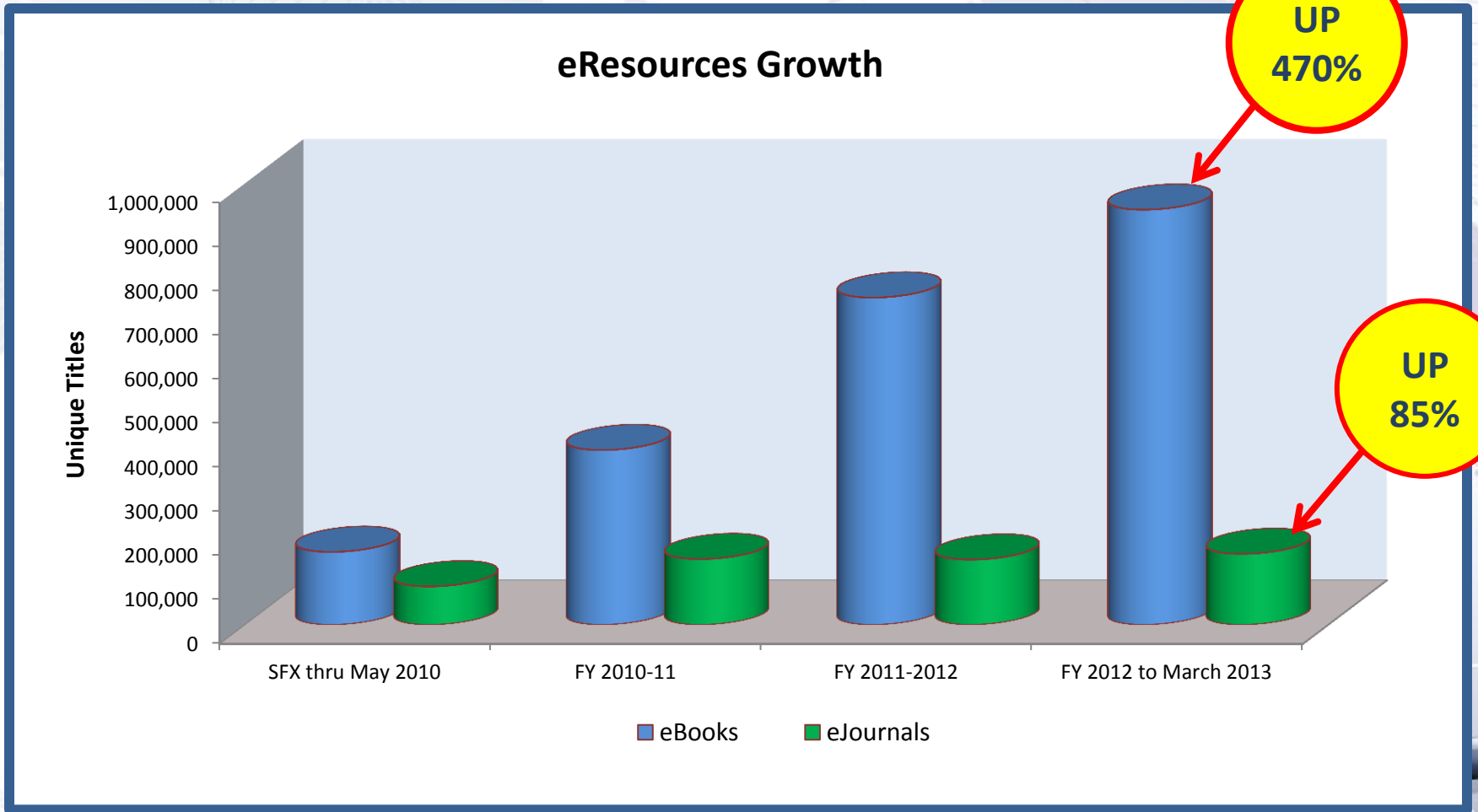
5. On-demand visibility into the status of individual e-resources, and into performance metrics on processing and issues.
6. Single point of entry: an online dashboard.
7. Reporting and analysis features that allow quality control of workflow.
8. BPM platform provides a cost-effective path forward towards a more efficient, more effective, and more transparent resource management process.



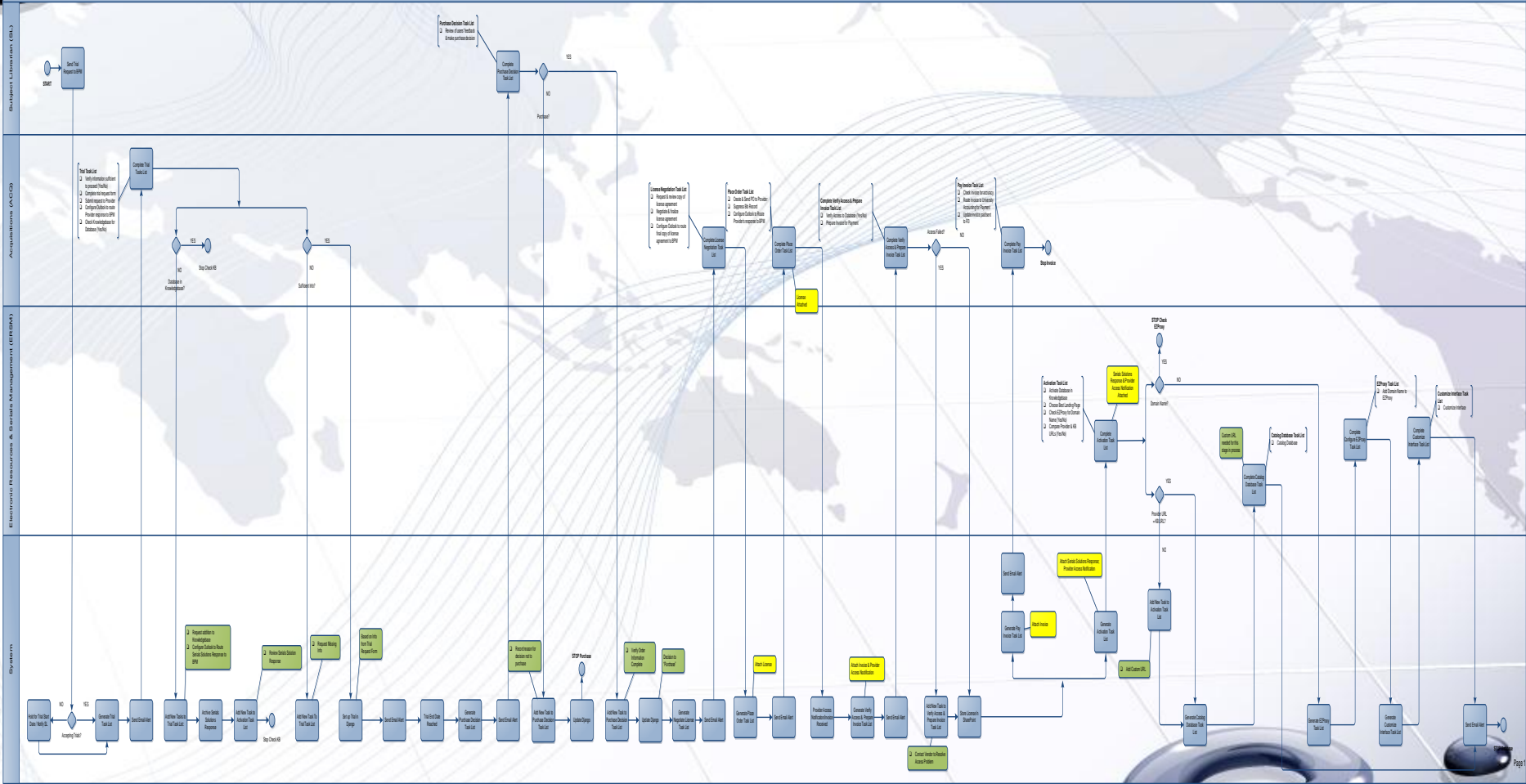
Business Case (Continued)

9. Averaging the cost of BPM over four years, a one-year cost of investing in the platform and its implementation represents **3%** of our total resource expenditures budget.
10. Given the platform's potential to reduce major inefficiencies and its promise for improving user experience, Duke University Libraries could ill afford to pass up this opportunity.

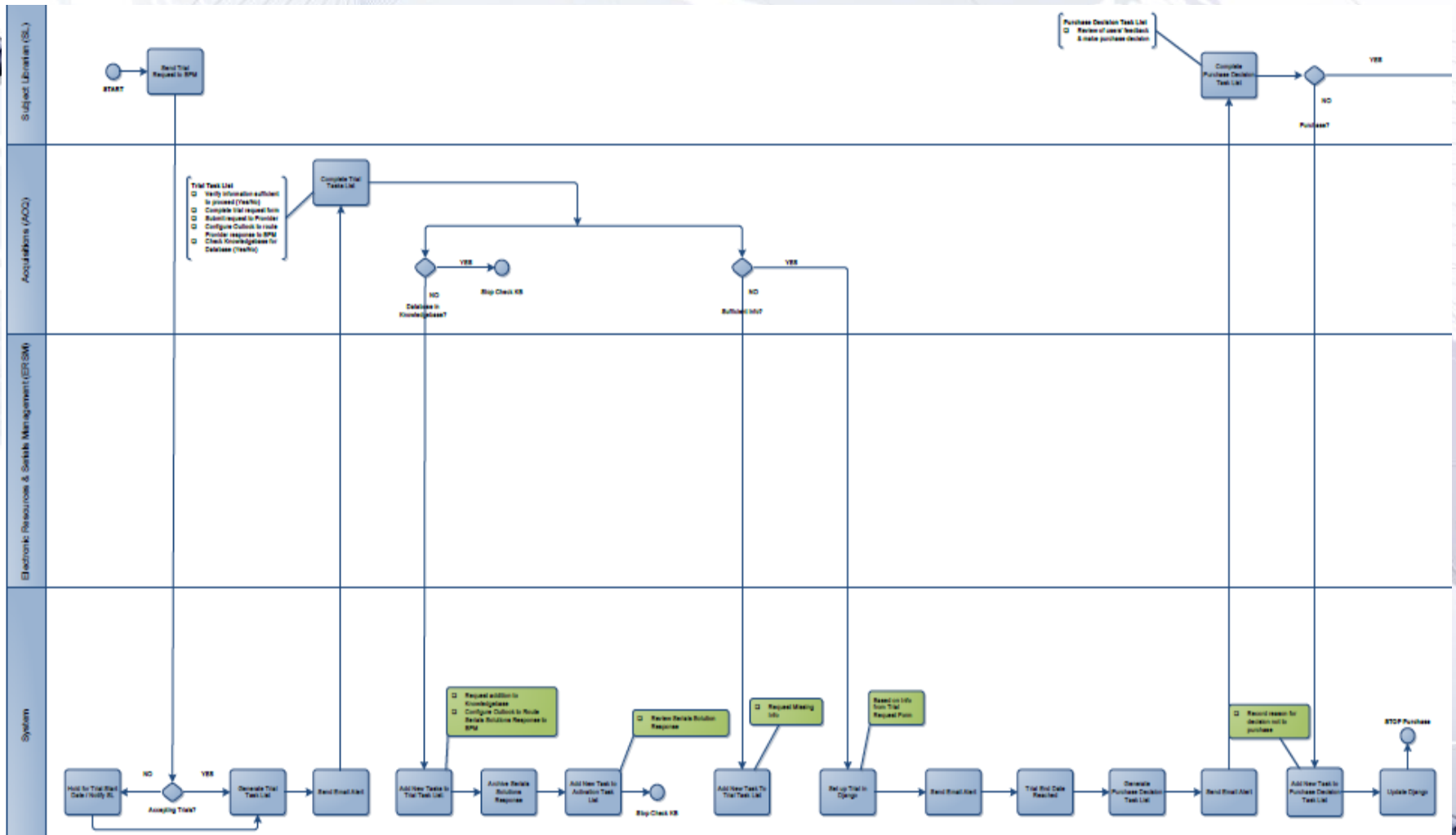
Business Case (Continued)



BPM Workflow for Databases

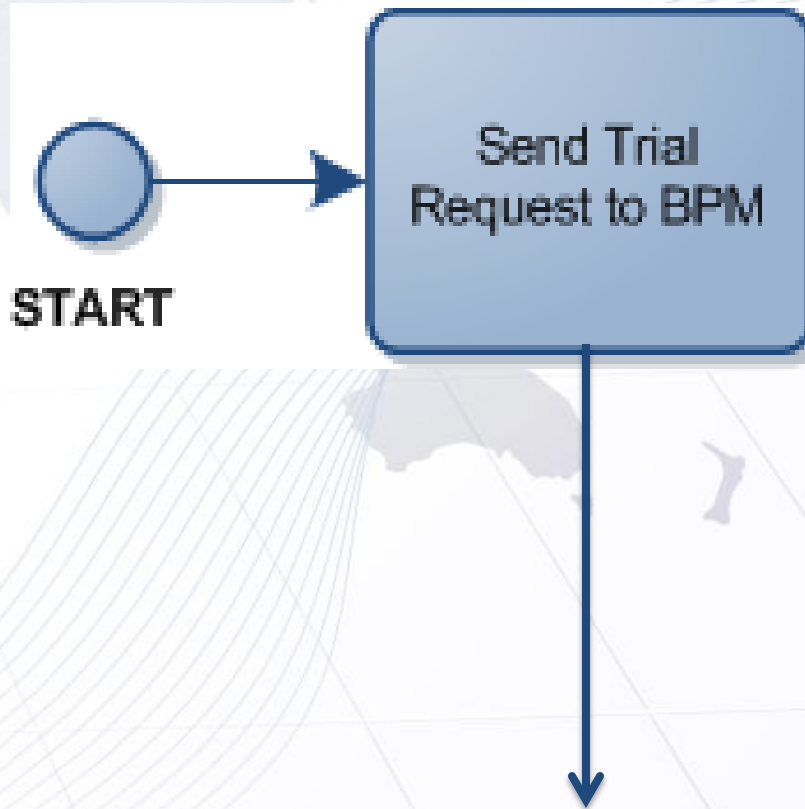


BPM Workflow for Databases

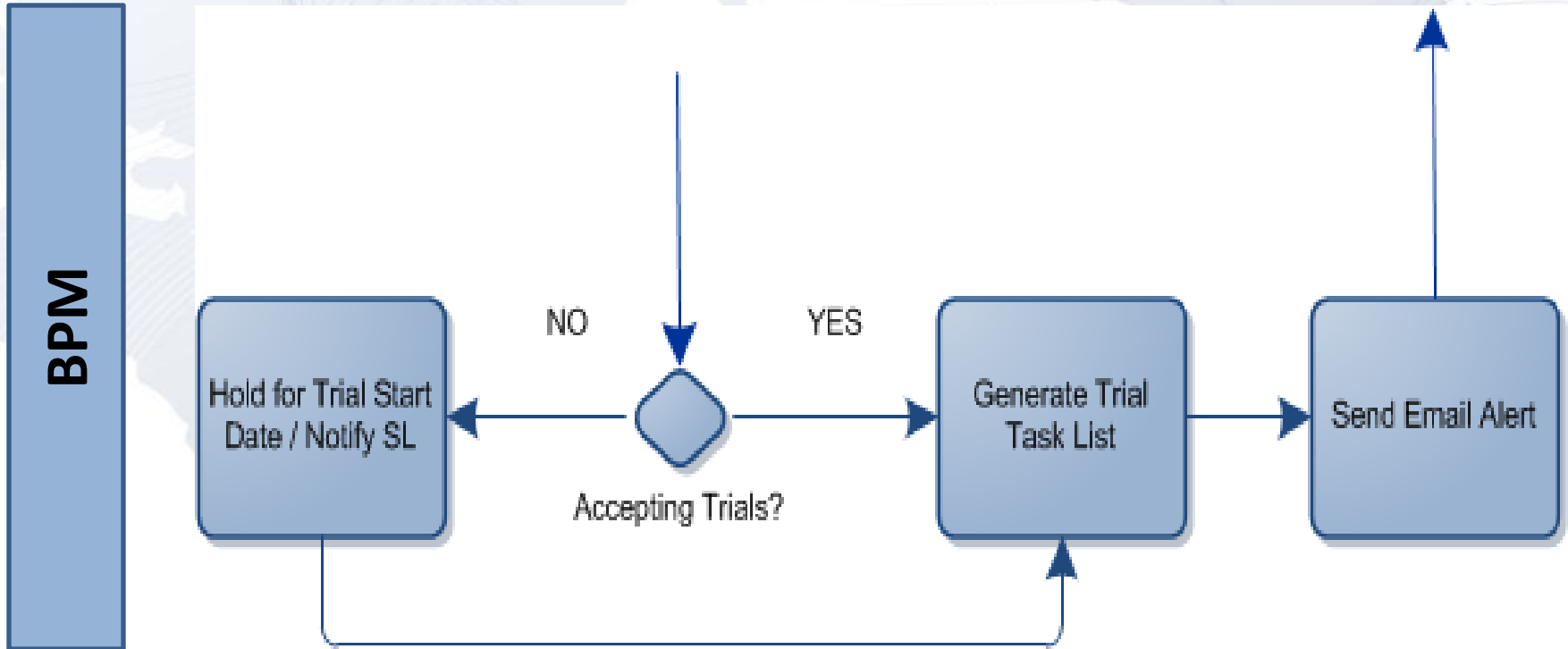


BPM Workflow for Databases

Subject Librarian



BPM Workflow for Databases



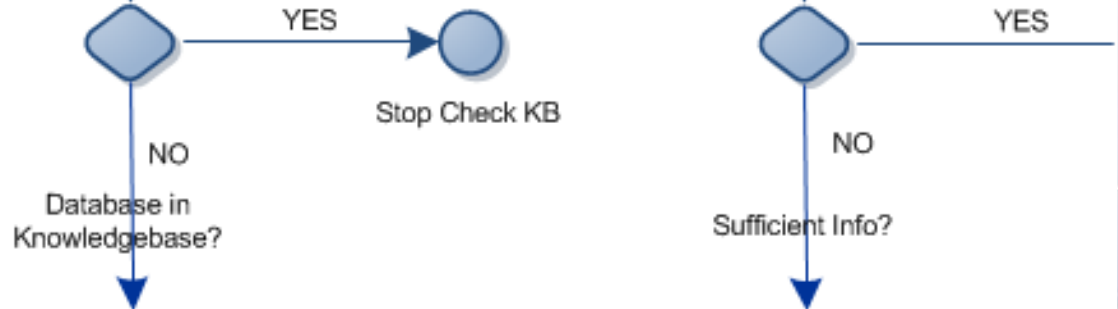
BPM Workflow for Databases

Acquisitions

Trial Task List

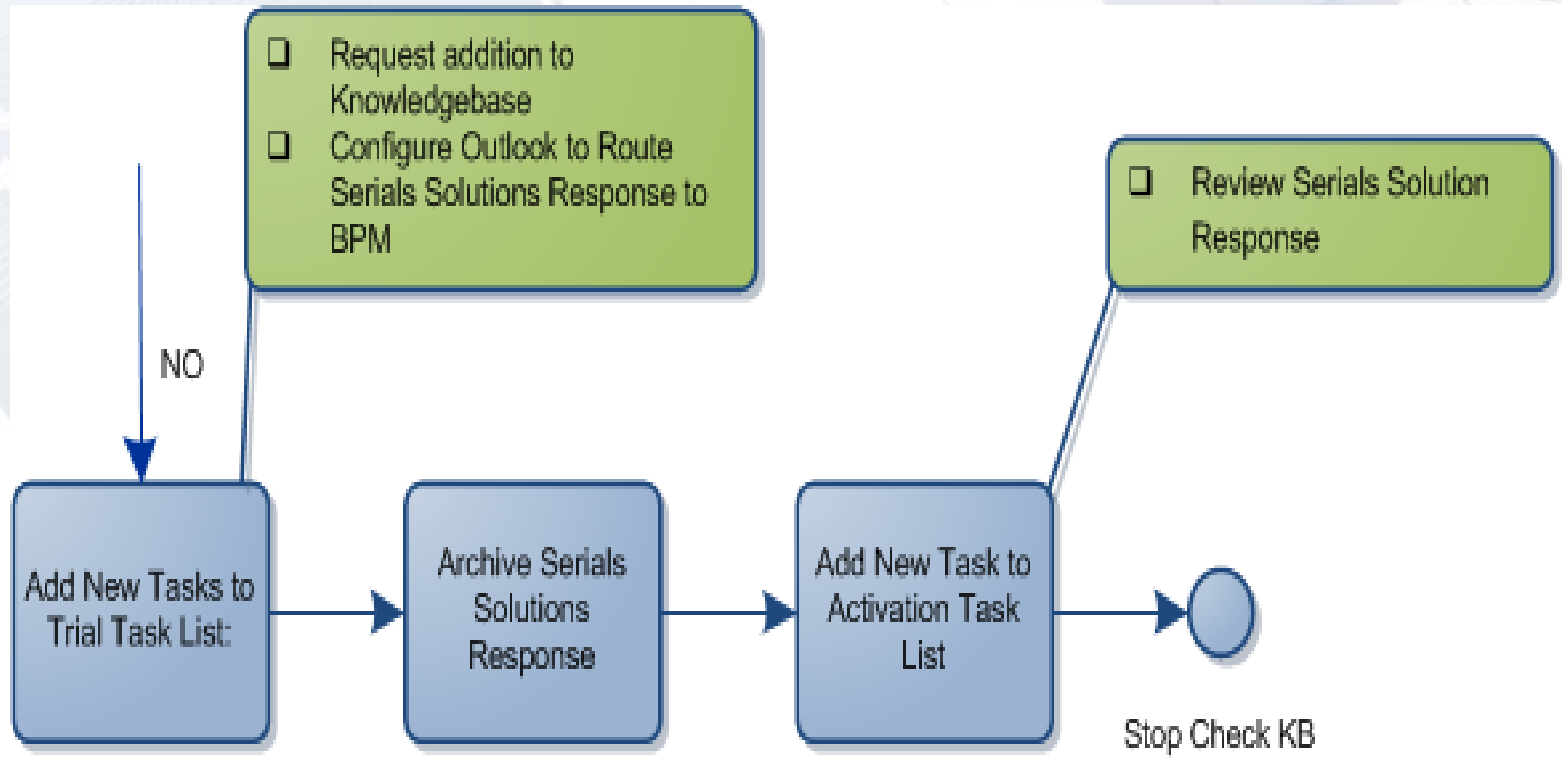
- Verify information sufficient to proceed (Yes/No)
- Complete trial request form
- Submit request to Provider
- Configure Outlook to route Provider response to BPM
- Check Knowledgebase for Database (Yes/No)

Complete Trial Tasks List

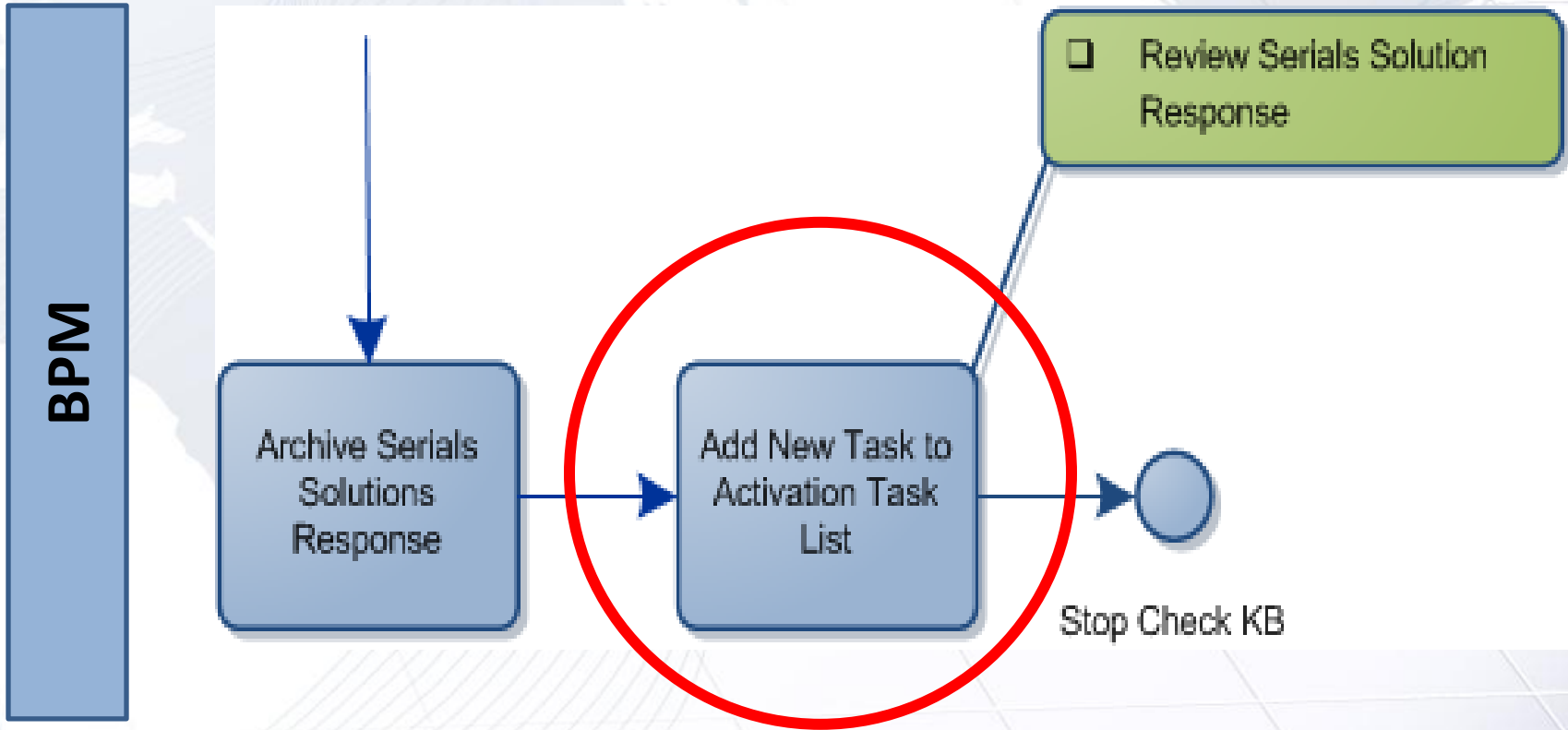


BPM Workflow for Databases

BPM

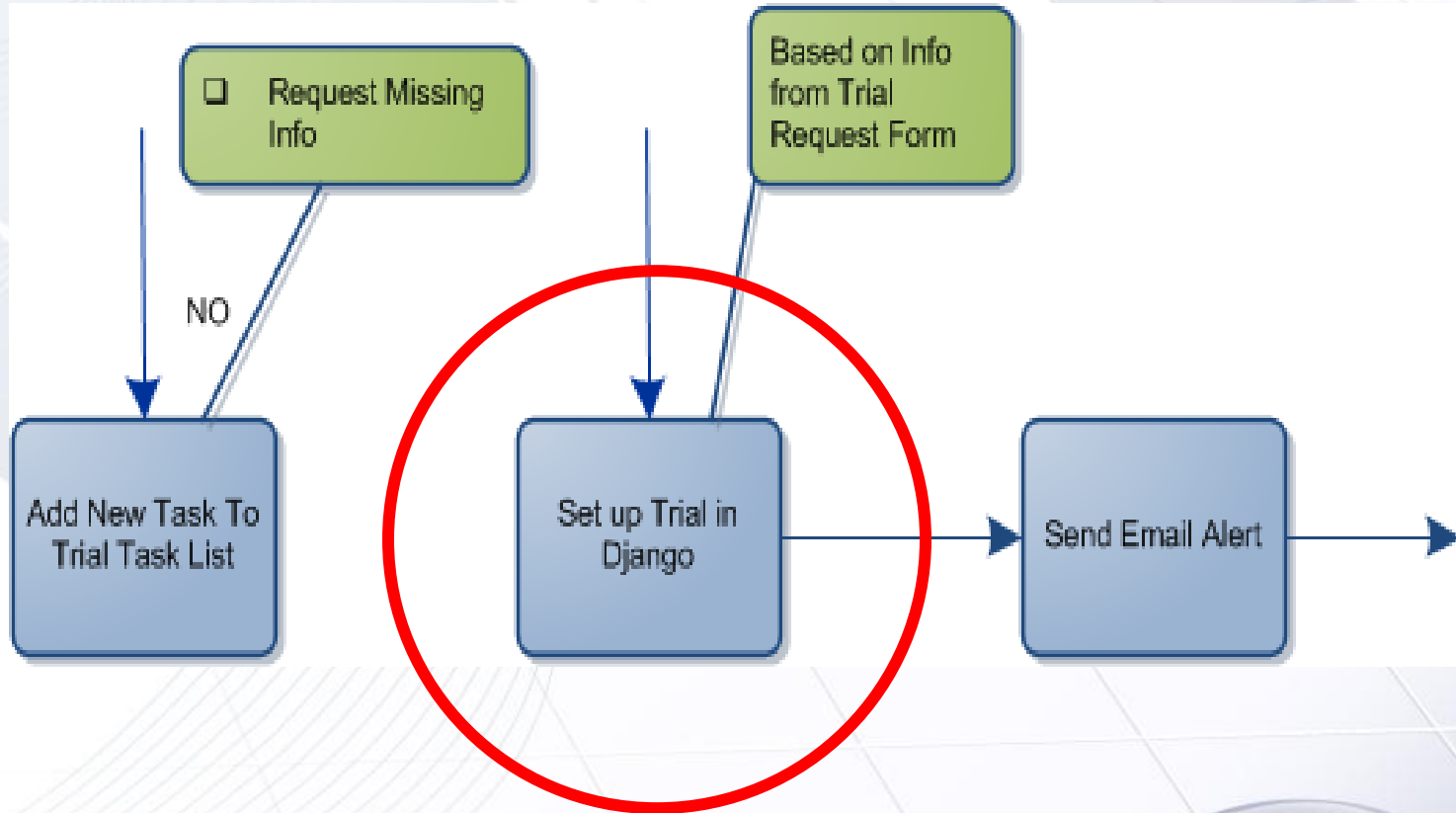


BPM Workflow for Databases

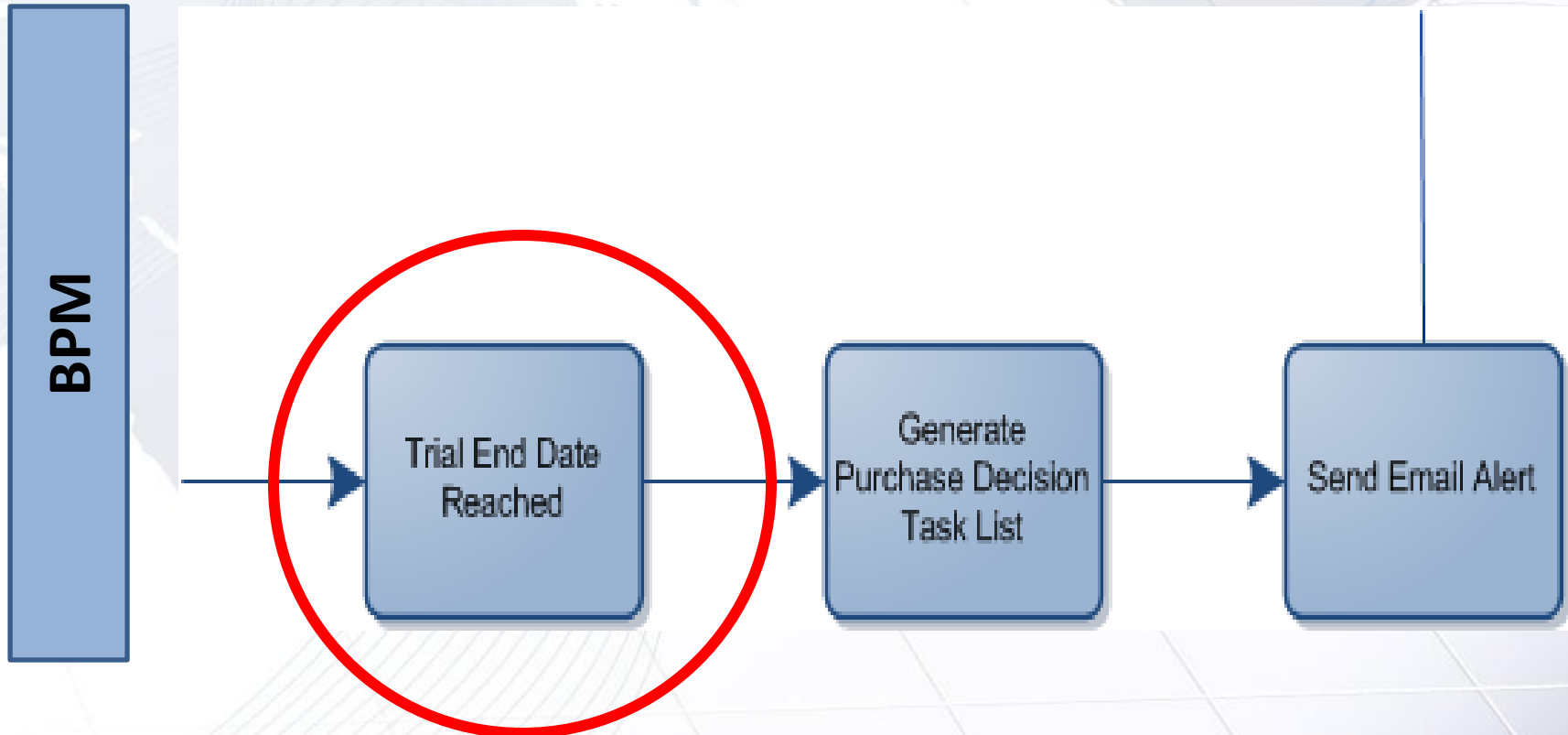


BPM Workflow for Databases

BPM



BPM Workflow for Databases



BPM Workflow for Databases

Subject Librarian

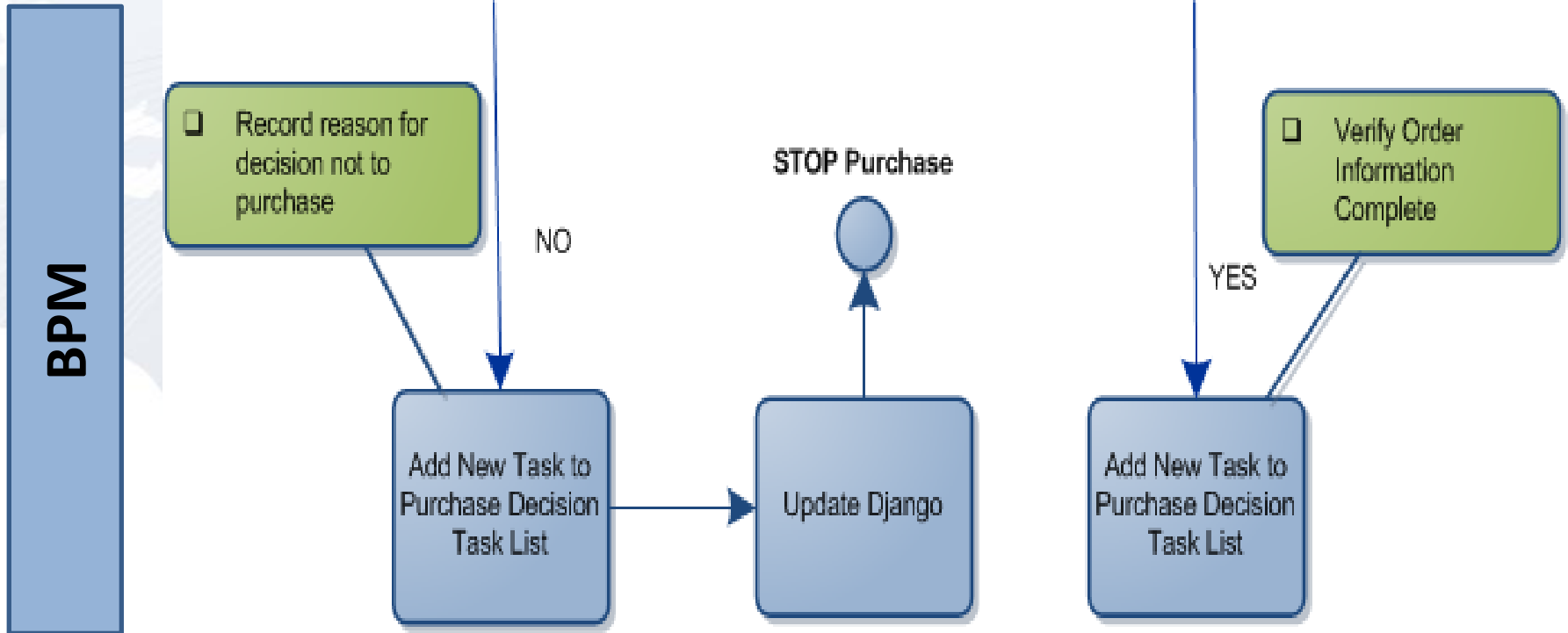
Purchase Decision Task List

- Review users' feedback
- Make purchase decision (Yes/No)

Complete
Purchase Decision
Task List

Purchase?
YES
NO

BPM Workflow for Databases



BPM Workflow for Databases

Acquisitions

License Negotiation Task List

- Request & review copy of license agreement
- Negotiate & finalize license agreement
- Configure Outlook to route final copy of license agreement to BPM

Place Order Task List

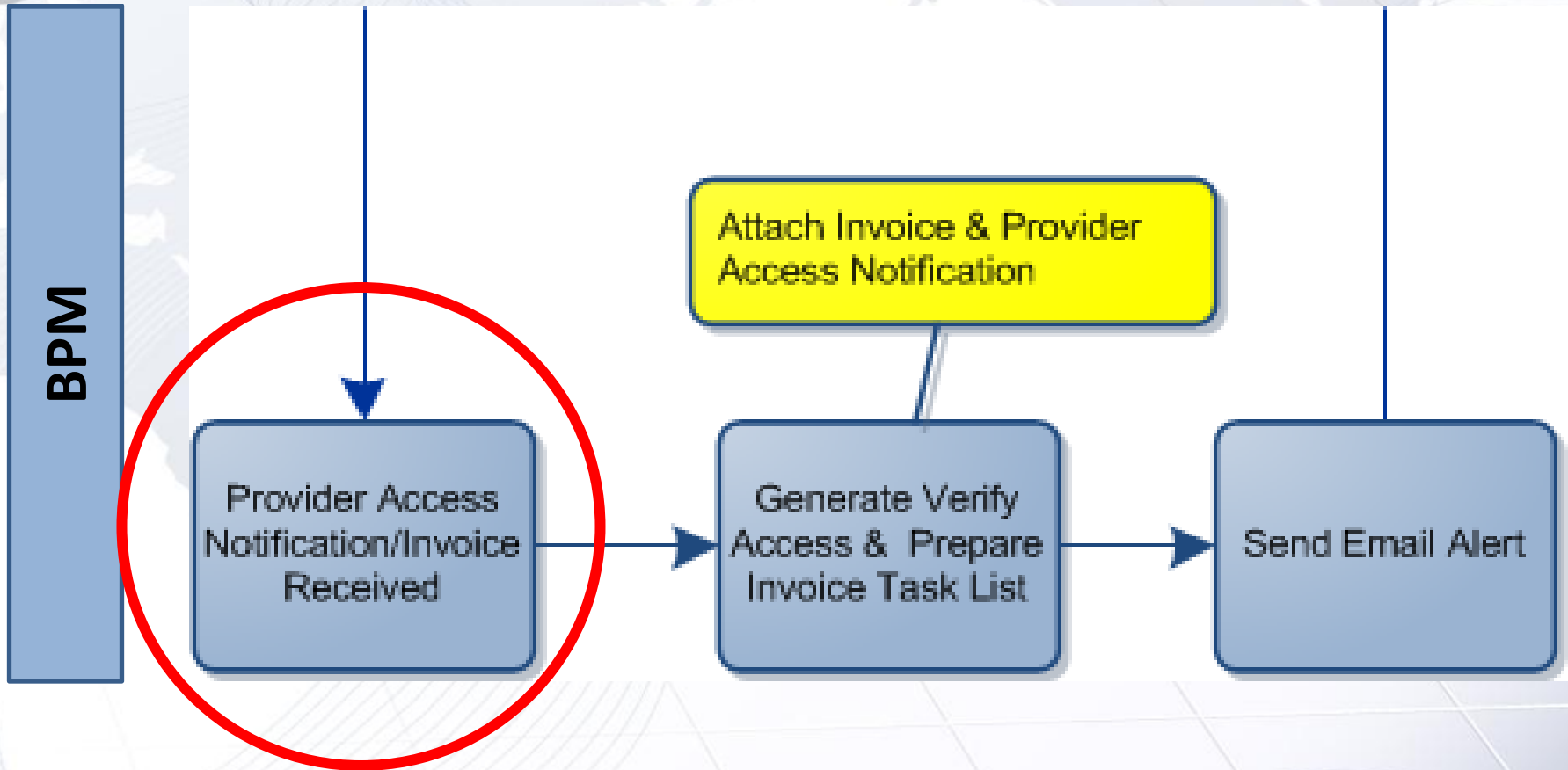
- Create & Send PO to Provider
- Suppress Bib Record
- Configure Outlook to Route Provider's response to BPM

Complete License Negotiation Task List

Complete Place Order Task List

License Attached

BPM Workflow for Databases



BPM Workflow for Databases

Acquisitions

Complete Confirm Access & Prepare Invoice Task List

- Confirm Access to Database (Yes/No)
- Prepare Invoice for Payment

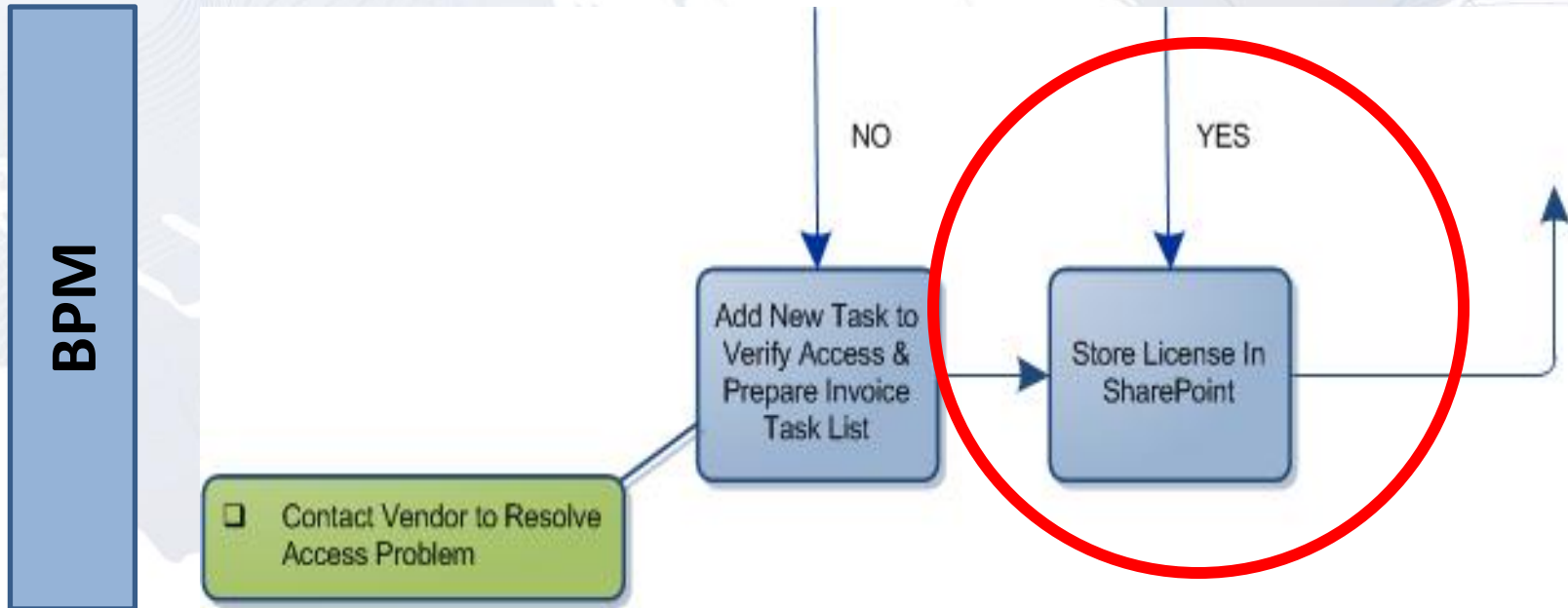
Complete Confirm Access & Prepare Invoice Task List

Access Failed?

NO

YES

BPM Workflow for Databases



BPM Workflow for Databases

ERSM

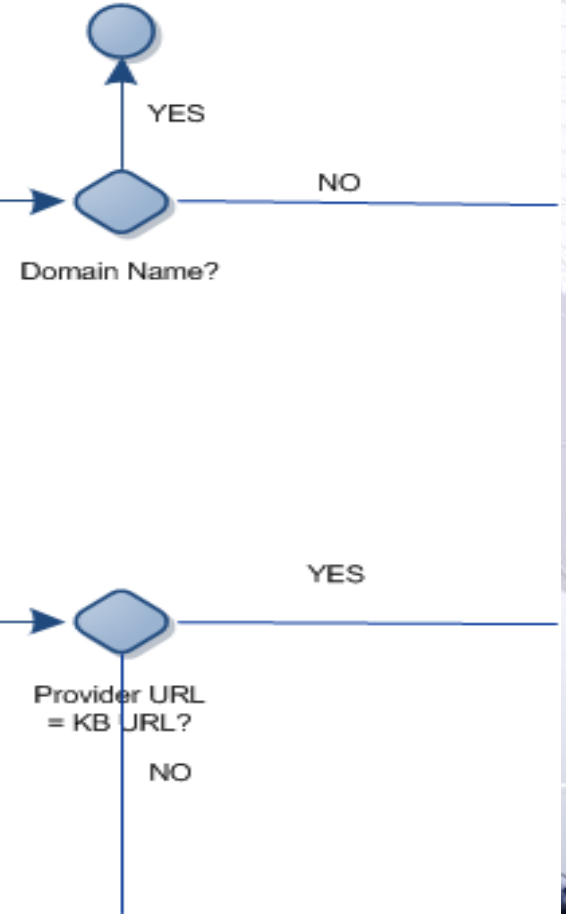
Activation Task List

- Activate Database in Knowledgebase
- Choose Best Landing Page
- Check EZProxy for Domain Name (Yes/No)
- Compare Provider & KB URLs (Yes/No)

Serials Solutions
Response & Provider
Access Notification
Attached

Complete
Activation Task
List

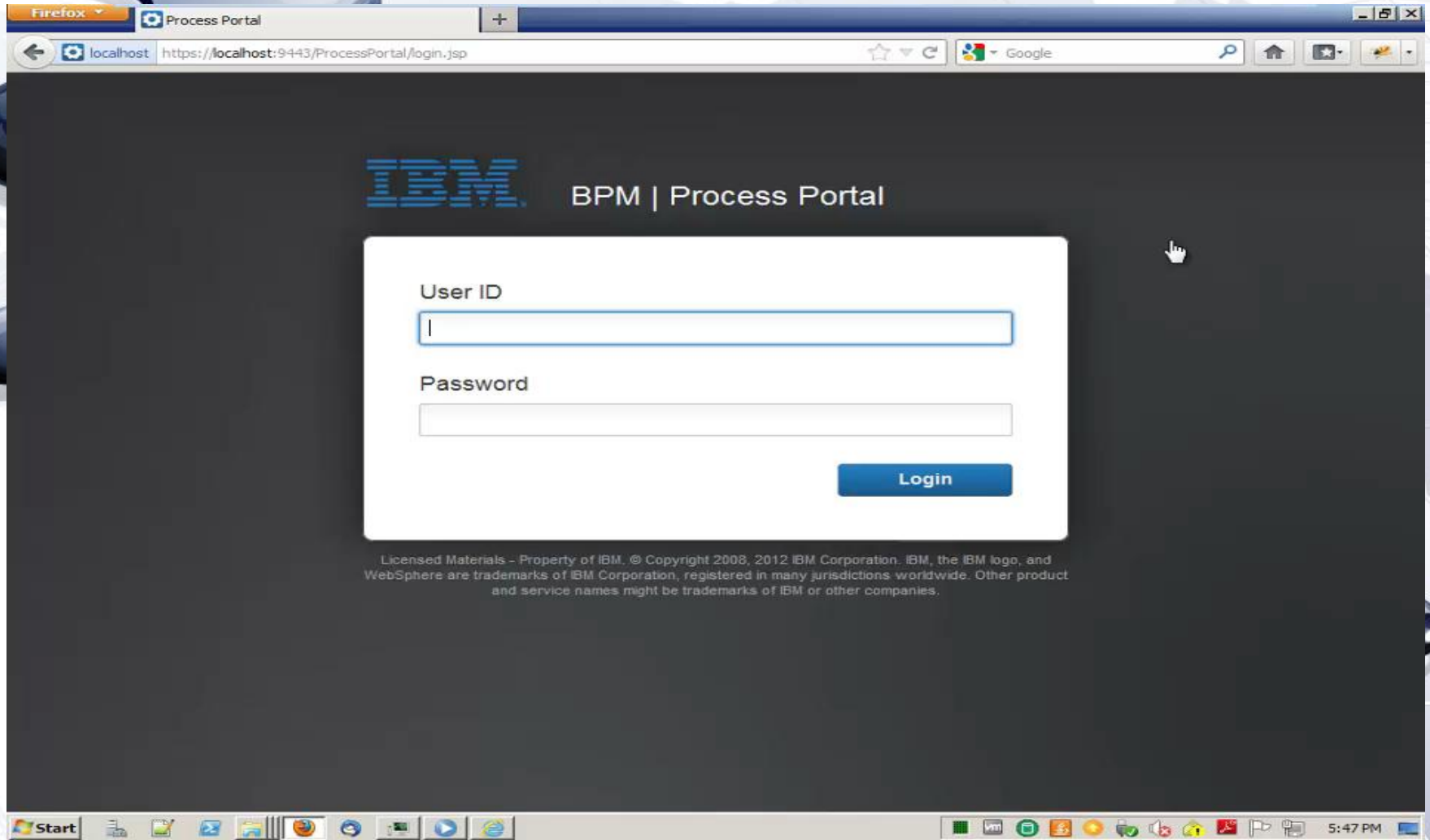
STOP Check
EZProxy



Other BPM Applications

- eJournal single titles
- eJournal packages
- eBook single titles
- eBook packages
- MARC record loads
- Cancellations
- Trouble-Shooting
- Quality Control

IBM® Business Process Manager





ros.raeford@duke.edu
beverly.dowdy@duke.edu

Thank you!