

Reviewing and renewing our document supply service

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Background...

- Review of service April 2009
 - Costs
 - Recommendations
- April 2010
 - Serious backlogs
 - New manager
- Voluntary leavers Summer 2010
 - 3 of 4 document supply staff choose to leave

April - May

- 2 sides of docs to take over
 - Docs home
 - Docs away
- Asked existing staff



Research by stealth...

- Print out email
- Carefully fold
- Find pencil
- Catalogue search
- Write in top right
- Or type email reply (if not available)
- Batch up the days requests
- Leave for 4 weeks
- Go to find books
- Walk to other sites
- Fill in stores request forms
- Might have to re search catalogue
- Put email inside book
- Make a pile
- Leave for 3 weeks
- Photocopy a grid
- Carefully cut out
- Get a book from pile
- Write address on paper
- Issue on LMS (usually)
- Stamp due date on email
- Fill in return slip
- Package up
- Sellotape label
- File email by author/month
- Write postcode in book

And also...

Renewals

- Print out request
- Find original email
- Renew book on LMS
- Date-stamp email
- Re-file 2 emails together

Returns

- unpack book
- Return on LMS
- Retrieve email
- Batch emails
- Sometime later (if still within timeframe) – fill in spreadsheet to send to banker

And...

- Ifla requests
- Shares requests

which were sort of dealt with in the same way, but not exactly (and had very special rules)

Plan B

Customer focussed

Common sense

Key points

Where can we find help?

What don't we need to do?

The more time we save, the more time we have for eating biscuits!

Making time for biscuits:

- Folding an email (very neatly) = 11 seconds
- Number of emails/ year = 7894
 - = 86834 seconds
 - = 1447 minutes
 - = just over 24 hours

or 3.5 working days in a year spent folding emails
or eating biscuits if you don't fold the emails

What do we *need* to do...

- Print out email
- Carefully fold
- Find pencil
- Catalogue search
- Write in top right in any colour, anywhere
- Or type email reply (if not available)
- Send set response
- Batch up the days requests
- Leave for 4 weeks
- Go to find books
- Walk to other sites email other sites
- Fill in stores request forms
- pass email to stores team
- Might have to re search catalogue
- Put email inside book
- Make a pile
- Leave for 3 weeks
- Photocopy a grid
- Carefully cut out
- Get a book from pile
- Write address on paper
- Issue on LMS (usually)
- Stamp due date on email
- Fill in return slip
- Package up
- Sellotape address (cut from email)
- File email by author/month
- Write postcode in book

Details of the re-design

- Issuing/renewals/returns
 - Make it as much like our standard system as we can
- Paper system?
 - Redesigned slips
 - Posting out
- Default to yes
 - Loan rules
 - Don't forget our customers

Yes

- Catalogue records e-journal rules
(we will always check)
- % of books in academic libraries which never go out
 - But you request!
- Library use only

Details of the re-design

- Keeping records
 - Just the emails (electronically)
 - Folders (books/articles/unfilled, per month) – easy to search
 - stats
- Billing
- Searching for missing books/ now + docs
- Sat on reception/ catalogue checking

Docs home

- No big bang here
- Quite streamline (ish)
 - Online requesting for 99.99%
 - Charge automatically put on record
 - BL as default – then Shares
- Hoped BLDSS would drive changes
 - But it's been quite slow
- Biggest problem – research accounts

Where we are

- No longer losing money
- 24 hour turnaround (in on site)/ 48 hrs otherwise
- Requests increasing

- Actually doing really well with $\frac{1}{4}$ of the staff we had 2 years ago.

Looking forwards

- BLDSS part 2 might solve some problems
- OCLCs article exchange to supply electronically
- Don't let other processes creep in
 - Green flags
- More time for cake



Challenge:

Find your equivalent of our folding – and stop



Any questions?