Reduce Workflow Wastes by Leveraging Alma Mobile App

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Content

- LEAN Methodology in Higher Education
- Workflow Improvement
- Alma Mobile App Testing
MQ Library

About us

1. Geographical Location:
   15kms North of Sydney CBD

2. MQ Library:
   Single Purpose-Built Building

3. Number of Clients Serviced:
   ~40,000 Active Clients

4. Number of Physical Items:
   ~1,200,000 Physical Items

5. E-Resource Budget
   Over 90%

6. Number of Loans (2016):
   ~206,000 Loans

7. Number of Requests (2016):
   ~68,000 Requests

8. Automated Storage and Retrieval System:
   First ASRS in Australia
Rapid Improvement Events (RIE)

LEAN in Higher Education

“The right people continuously searching for the smoothest and simplest process in order to meet customer needs….at its core, LEAN is ‘maximizing customer value while minimizing waste’” – Business Process Improvement Initiative (BPII)

Eight Workflow Wastes

- Transport
- Inventory
- Motion
- Waiting
- Over-processing
- Over-production
- Defects
- Skills

https://staff.mq.edu.au/support/business-process-improvements/lean-methodology
RIE for Scanning/Photocopying

For more information on RIE, contact BPII (Macquarie University) at bpii@mq.edu.au
RIE for Scanning/Photocopying (cont.)

**Techniques**

1. Waste Identification Exercise
2. “Gemba” Walk
3. Ideal Process Mapping
4. Voice of the Customers

For more information on RIE, contact BPII (Macquarie University) at bpii@mq.edu.au
Workflow Before RIE
Workflow After RIE
Continuous Improvement (cont.)

1. Requests appear on Pick From Shelf list
2. Casual Staff pick items from shelves
3. Items scanned in Alma for next destination
4. Course Reserve Processing
5. Document Supply Processing
6. Home Delivery Processing
7. Digitization Processing
Early Access to Alma Mobile App
Downloading Alma Mobile App

Alma Mobile
By Ex Libris LTD
Open iTunes to buy and download apps.

Description
Take Alma into the library stacks instead of bringing the library stacks to your desk! The Alma Mobile app allows you to access task lists and perform fulfillment activities while away from the library service desk. A mobile device reduces paper lists and increases your productivity by allowing you to roam throughout the library with Alma at your side.

Screenshots

Alma Mobile
Ex Libris, a ProQuest Company
Productivity

Welcome!
Before you get started using Alma Mobile, we just need a few pieces of information to connect to your Alma account.

1. Choose your authentication method.
2. Tap save.

Take Alma into the library stacks instead of bringing the library stacks to your desk! The Alma Mobile app allows you to access task lists and perform fulfillment activities while away from the library service desk. Using Alma on your mobile device reduces paper lists and increases your productivity by allowing you to roam throughout the library with Alma at your side.
Features of Alma Mobile App

- Welcome to Alma Mobile
- Scan In Items
- Pick From Shelf
  - Location: BrowseMain
  - Call Number: D13.H563/1994
  - Barcode: 32100018357963
- Ancient society.
  - ISSN: 0066-1619
  - Location: BrowseMain
  - Call Number: D51.A5
  - Request description: Vol. 44 (2014)
  - Location: BrowseMain
  - Call Number: DF211.IS8 2010
  - Barcode: 32109020871183
- East and West in the world empire of Alexander: essays in honour of Brian Bosworth / edited by Pat Wheatley and Elizabeth Bayham.
  - Location: BrowseMain
  - Call Number: DF234.E27 2015
  - Barcode: 32109022177043

Powered by Ex Libris Alma
Features of Alma Mobile App (Cont.)

F.A.B.
Is there a better way?
Library Service Model and Quality Framework

1. What happens now?
2. What can be better?
3. What does better look like?
4. Who will benefit?
5. How will we know it is better?
6. Who can help make it happen?

Project Name: Alma Mobile App Project

What happens now?
After the Scanning and Photocopying RIE that took place in Nov 2015, Macquarie University Library has successfully transitioned from receiving digitization request through paper request forms to now a single Alma request form online. The RIE has also improved on how library staff retrieve the request from the Pick-From-Shelf list within Alma. While the end-to-end workflow has been significantly shortened, we have identified room to further improve on how items are retrieved from shelves to fulfill a request.

The current process of retrieving items from shelves involves moving the collected items from shelves to the Level 2 Back-up Room for processing in Alma. Once items are scanned in Alma, the final destinations will display and library staff are required to move the items again to their relevant destination (e.g. Course Reserve, ASRS, Digitization). The process is bound by the availability of computer terminals where library staff can access Alma and potentially creates workflow wastes.

What can be better?
In May 2016, Macquarie University Library has been invited to participate in Ex Libris’s Alma Mobile App project as an Early Access Tester to help with shaping and developing the app’s functionality. The app has then been successfully launched and now available to be downloaded via Apple App Store and Android Google Play.

With the mobile app, our hypothesis is that it can improve workflow efficiency by eliminating redundant manual handling. However, whether the improvement, if any, is significant or not is yet to be tested.

This project will attempt to incorporate the mobile app into three Pick-From-Shelf workflows (namely Collection Movement Task, Course Reserve Temporary Location Movement and Missing Item Task). It will focus on measuring how much efficiency gained and will analyze the results both quantitatively and from the user experience (UX) perspective.
Mobile App Testing

What happens now?

Desktop ALMA Workflow
Mobile App Testing (Cont.)

What does better looks like?

Mobile ALMA Workflow
Hypothesis:

If

The number of steps in the workflow is reduced

then

The amount of time spent to complete the task will also be significantly reduced.

But is it?
Methodology

<table>
<thead>
<tr>
<th>No. of Items Processed</th>
<th>Time Spent (minutes)</th>
<th>No. of Items Processed</th>
<th>Time Spent (minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/3</td>
<td>10</td>
<td>2/3</td>
<td>21</td>
</tr>
<tr>
<td>3/4</td>
<td>17</td>
<td>3/4</td>
<td>20</td>
</tr>
<tr>
<td>4/3</td>
<td>13</td>
<td>5/3</td>
<td>21</td>
</tr>
<tr>
<td>6/3</td>
<td>19</td>
<td>7/3</td>
<td>58</td>
</tr>
</tbody>
</table>

**ALMA MOBILE APP**

**Objective:** Measure & Analyze

**Time Spent (min):**

<table>
<thead>
<tr>
<th>Workflows</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. C</td>
</tr>
<tr>
<td>2. M</td>
</tr>
</tbody>
</table>

**C:**
- Export Pick from Shelf List from Alma
- Sort & Print Excel
- Collect Trolley from Level 1
- Collect items from shelves
- Scan Items in Alma & Backup Room
- Deliver Items to their destinations

**M:**
- Collect Phone from Backup Room
- Log in to Alma Mobile App
- Collect trolley from Level 1
- Collect items from shelves
- Deliver Items to their destinations

*Accurate data appreciated*

*Just be the normal you!*

*Not a test or a race.*

**Tony Wai**

*6502*
Results

Number of Minutes per Item

Desktop Alma

3.02
Mins per item

Mobile App

2.10
Mins per item
User Experience

- Better Call Number Sorting
- What should we do?
- Slow Response time when switching from Camera to Pick List
- Holding the device in one hand
- Prefer Mobile App over Desktop

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What’s Next?

1) In-House Loans
2) Collection Movement
3) Expired Hold Shelf
4) Work Orders
Conclusion

- Continuous Improvement
- Feature. Advantage. Benefit
- Quantitative vs Qualitative feedback
Acknowledgement

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Questions?
Thank you

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