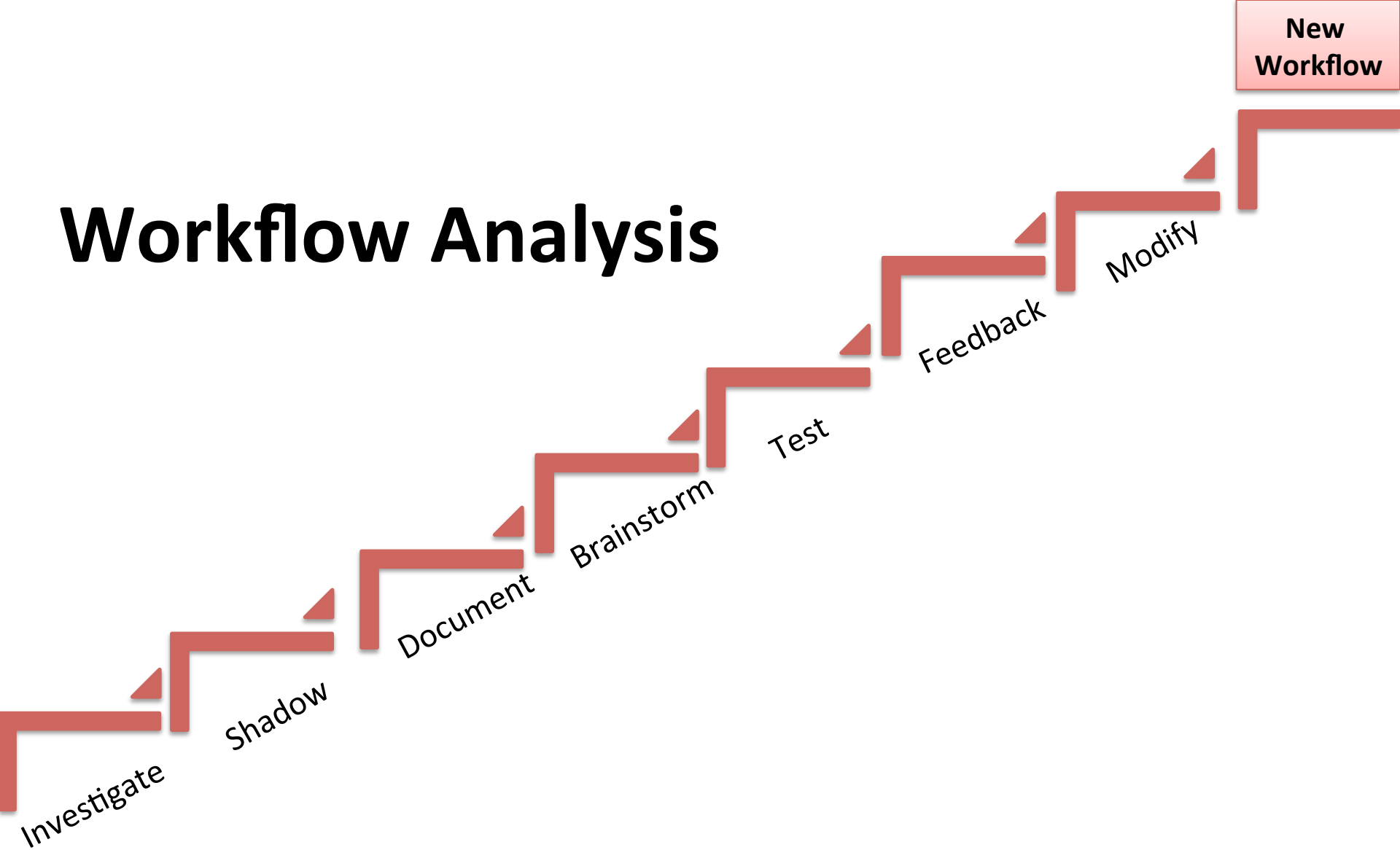


Taking the First Step towards Change; A Workflow Analysis of the
Cataloging Functions at the University of Houston Libraries

By: Heylicken “Hayley” Moreno

Workflow Analysis



Investigate



- Identify
- Find informational sources
- Interview staff

Shadow



- Set expectations
- Ask questions
- Write notes

Document

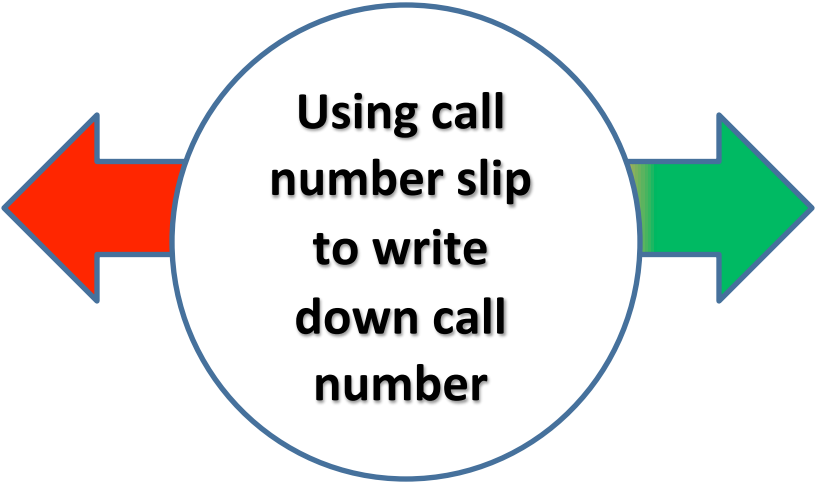
- Write workflow process
- Costs/Benefits Analysis



Cost/Benefit Analysis

Cost: Time

- Writing down call number.
- Creating call number slips.



Using call
number slip
to write
down call
number

Benefit: Verification

- Call number is checked twice.

Brainstorm



- Showcase analysis
- Discover best practices with team members

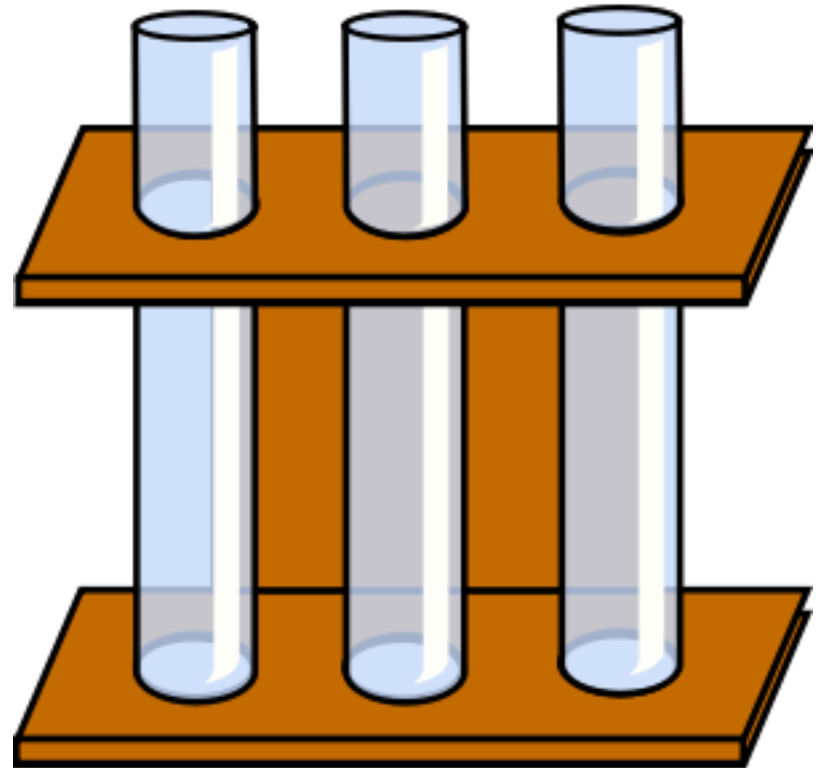
Test

- Measure

- Time

- Effort

- Quality



Record feedback



- Create feedback form
- Discussions

Modify



- Clarify steps
- Manage new issues

New Workflow is born...



Takeaways

- Customize your workflow analysis
- Work with your team
- Test workflows before full implementation

“If we keep doing what we're doing, we're going to keep getting what we're getting”--
Stephen Covey, from his best-selling book
“The 7 habits of Highly Effective People”



THANK YOU!

Questions?

Comments!