



Reducing Workflow Wastage by Leveraging the Alma Mobile App

Tony L.H. Wai, Discovery Services and Systems Librarian, Macquarie University Library

Presented by **Kendall Kousek**, Discovery Services and Systems Librarian, Macquarie University Library



Content



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

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 (BPPI)***

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 RIEs, contact BPII (Macquarie University) at bpri@mq.edu.au

RIE for Scanning/Photocopying (cont.)

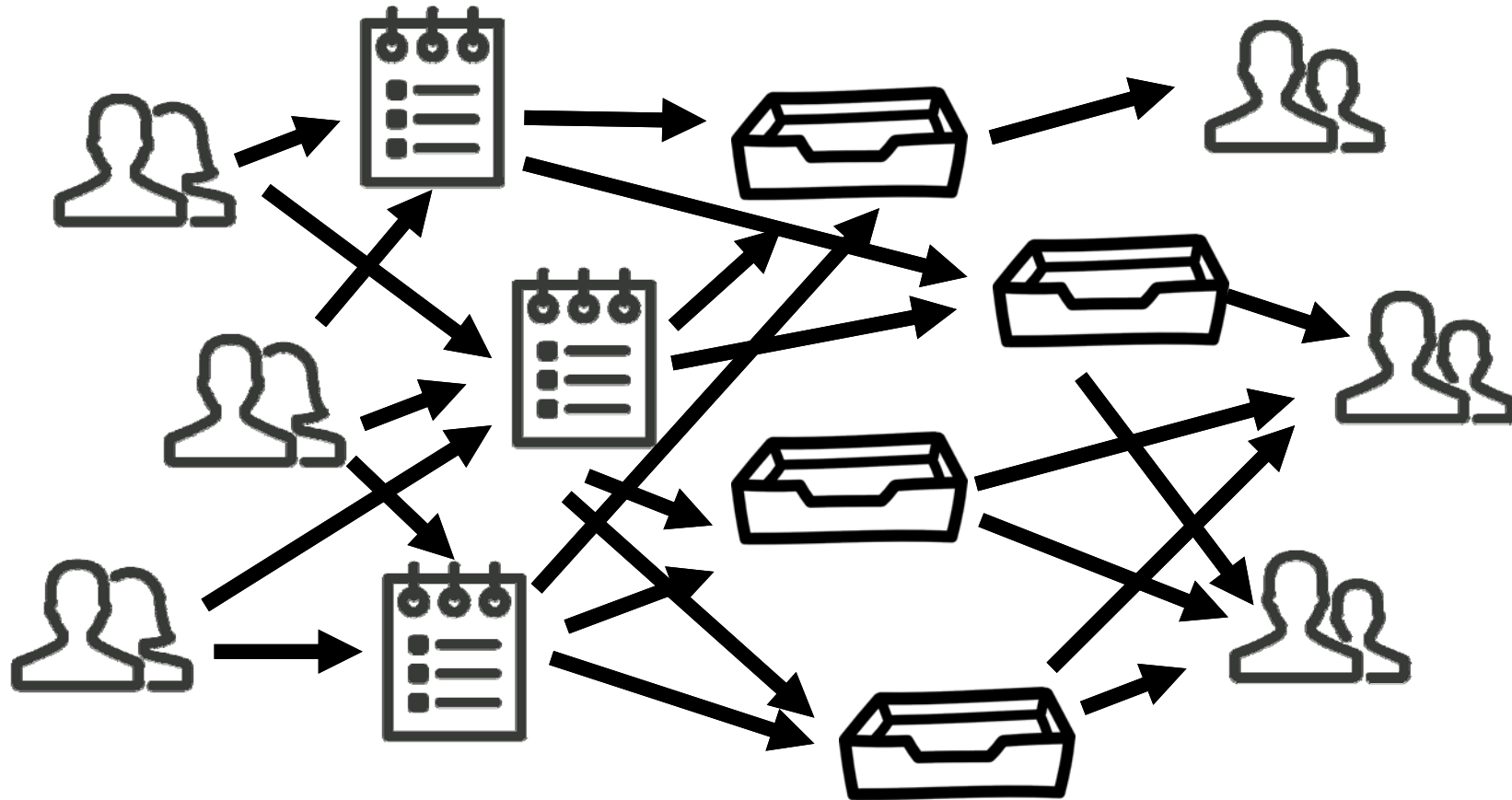


Techniques

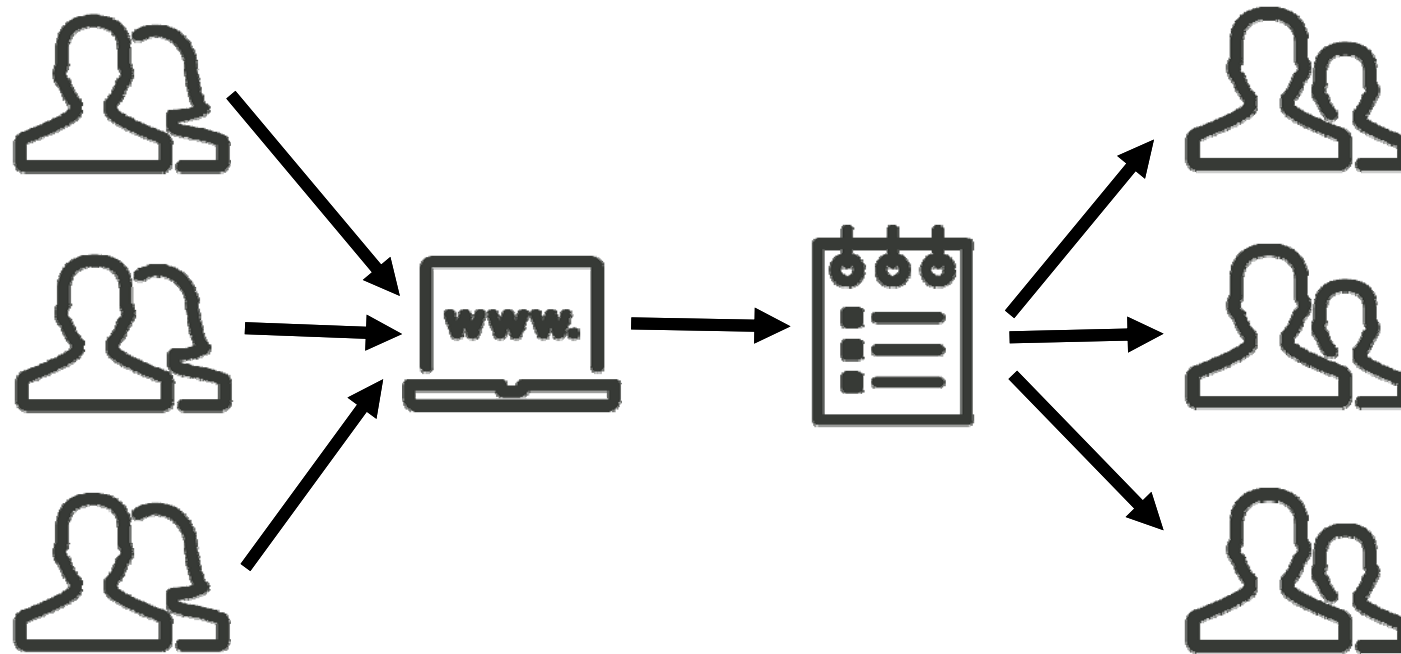
1. Waste Identification Exercise
2. “Gemba” Walk
3. Ideal Process Mapping
4. Voice of the Customers

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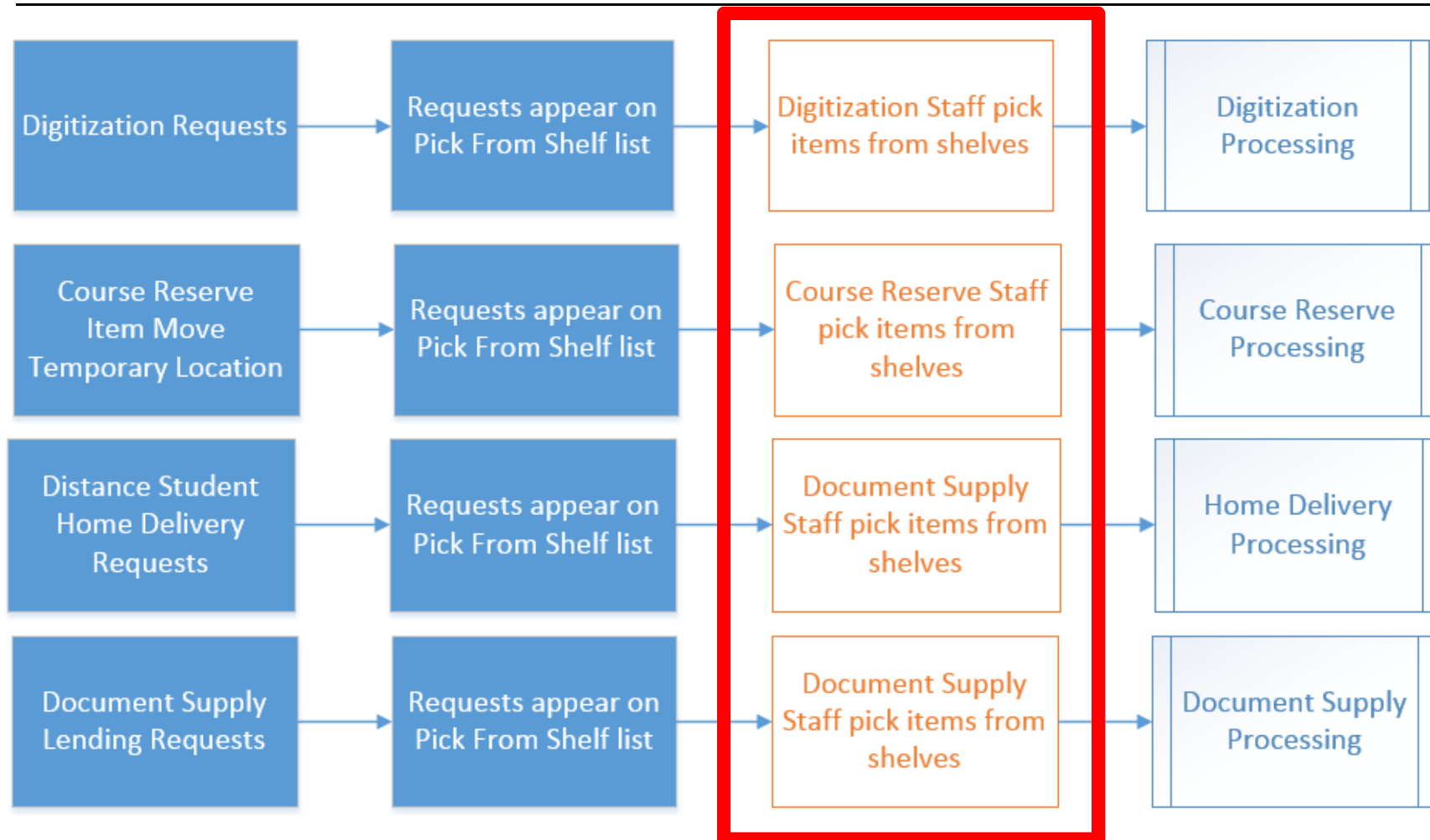
Workflow Before the RIE



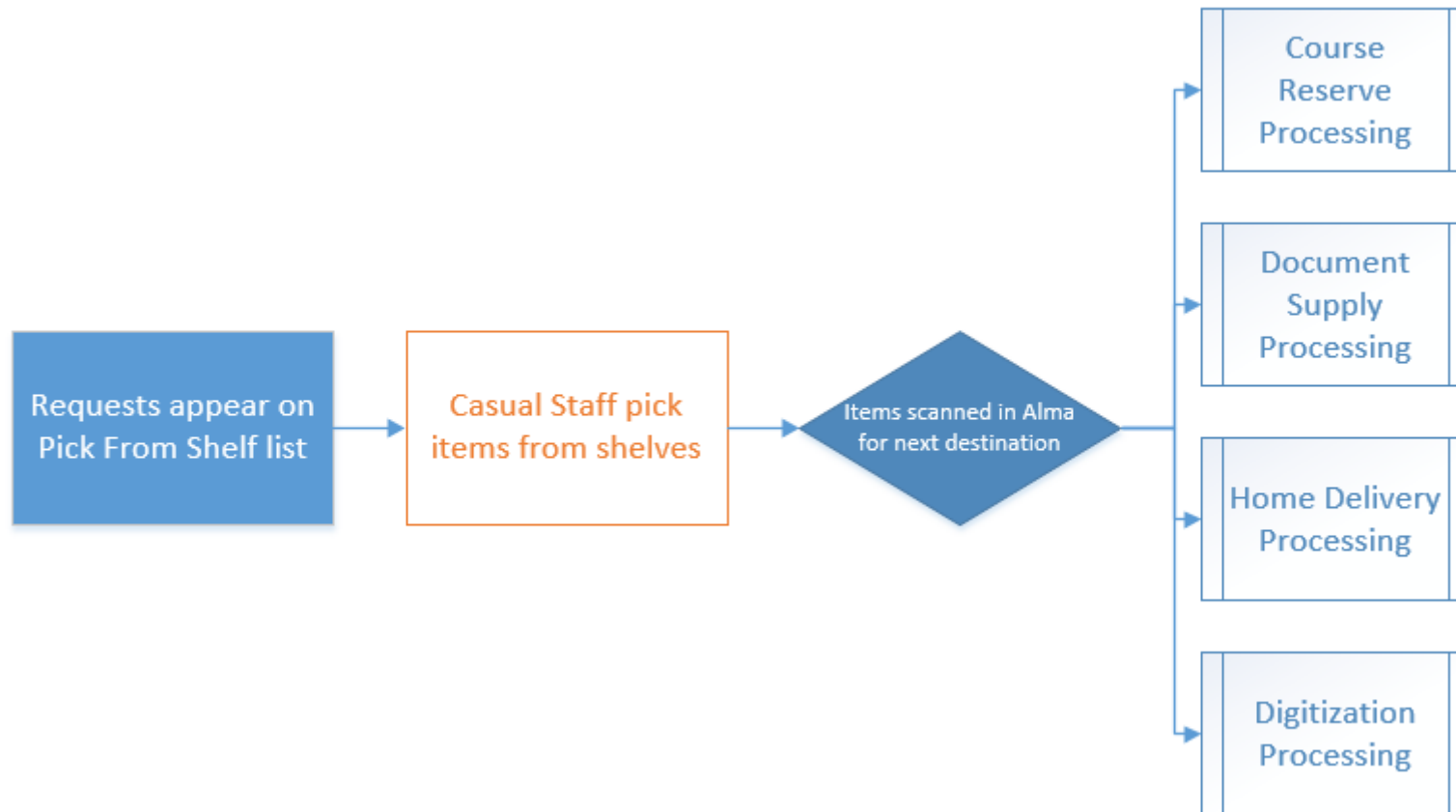
Workflow After the RIE



Continuous Improvement



Continuous Improvement (cont.)



Early Access to Alma Mobile App



Basecamp 2
Projects Calendar Everything Progress Everyone Me
New features Sign out

Jump to a project, person, label, or search...

Alma Mobile Early Access ★

[46 Discussions](#) [82 Files](#) Add the first: [To-do list](#) [Text document](#)

Latest project updates

- Mar 13** Asaf K. gave Ido P. access to the project: Alma Mobile
- Mar 7** Mike D. commented on [November app update](#)
- Dec 13, 2016** Chris J. commented on [Are we still using Basecamp for](#)

[See all updates](#)

Discussions

- Mike D. [November app update](#) - Facet labeling in the Pick From Shelf workflow in the March 2017 release.
- Chris J. [Are we still using Basecamp for Mobile App...](#) - "Quick and easy to use", which holding (D or D REF) has the attached files.
- Mike D. [yet more success but this time with a twist](#) - The workflow now appears on the Print Slip report you can generate from the app.
- Mike D. [Print slip not working? \(Nov 16 release\)](#) - Chris, I had this issue in my environment, and it is working for me. Are you having this issue?
- Laura G. [another good test](#) - I just did another test of an item (both available) and one in a closed location. This workflow works.

[41 more discussions](#)




image.png

Added by Laura G. on Jul 6, 2016 · 84 KB

21 comments Label...

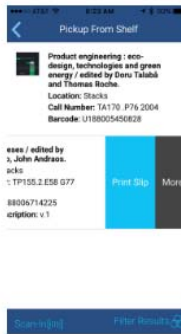


image.png

Added by Laura G. on Jul 6, 2016 · 92 KB

21 comments Label...

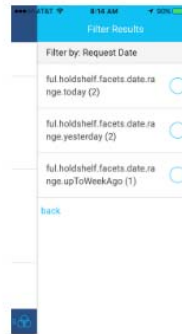



image.png

Added by Laura G. on Jul 6, 2016 · 66 KB


21 comments Label...



SF207219_print slip report test 15042016.JPG

Added by Tony W. on Jun 17, 2016 · 236 KB


6 comments Label...



pick from shelf workflow _ 17062016.JPG

Added by Tony W. on Jun 17, 2016 · 28 KB

39 comments Label...



print works here.PNG

Added by Laura G. on Jun 16, 2016 · 64 KB

14 comments Label...

10

Downloading Alma Mobile App



Alma Mobile

By Ex Libris LTD

Open iTunes to buy and download apps.



View in iTunes

This app is designed for both iPhone and iPad

Free

Category: Productivity
Released: 03 December 2016
Version: 1.0
Size: 9.9 MB
Language: English
Seller: Ex Libris LTD
© 2016 Ex Libris LTD
Rated 4+

Compatibility: Requires iOS 8.0 or later. Compatible with iPhone, iPad, and iPod touch.

Customer Ratings

We have not received enough ratings to display an average for the current version of this application.

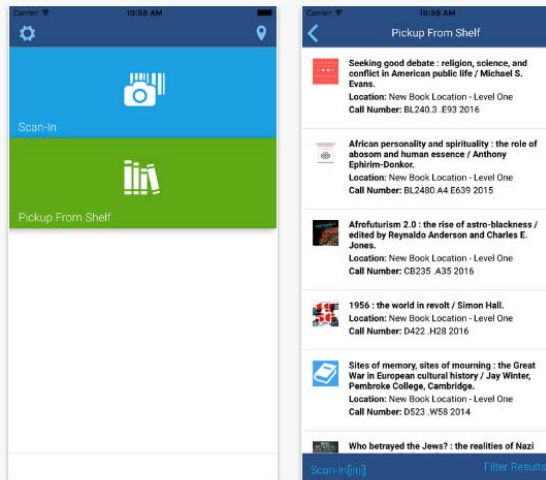
[View More by This Developer](#)

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. 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.

[Ex Libris LTD Web Site](#) [Alma Mobile Support](#) [Application License Agreement](#)

Screenshots



Alma Mobile

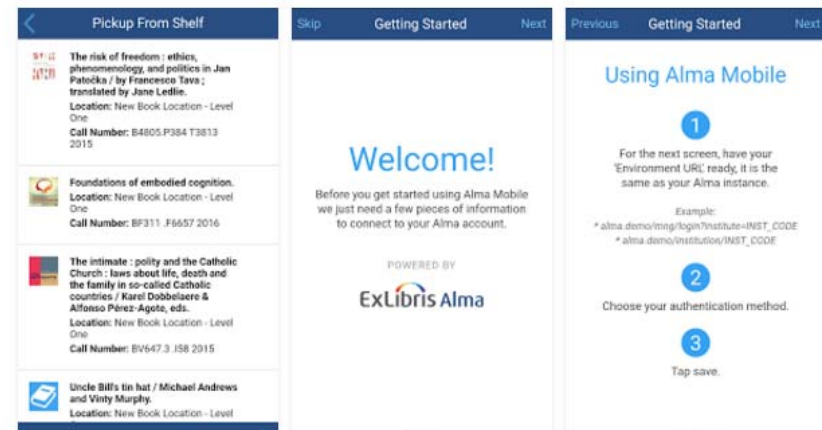
Ex Libris, a ProQuest Company Productivity

★★★★★ 6

3+

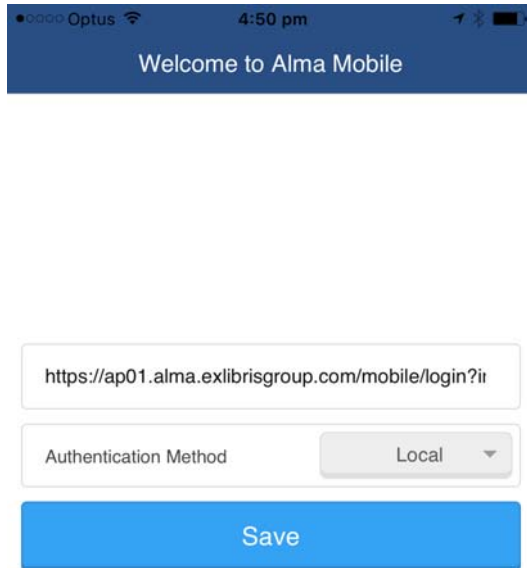
This app is compatible with your device.

Installed

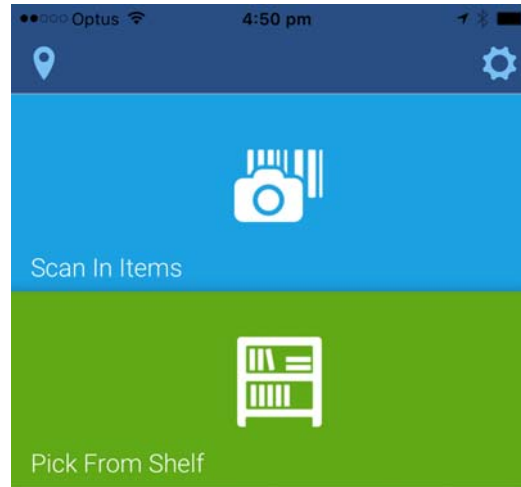


Take Alma into the library stacks instead of bringing the library stacks to your desk! The Alma Mobile app allows you to access task lists and perform fulfillment activities while away from the library service desk. Using Alma on your mobile device reduces paper lists and increases your productivity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

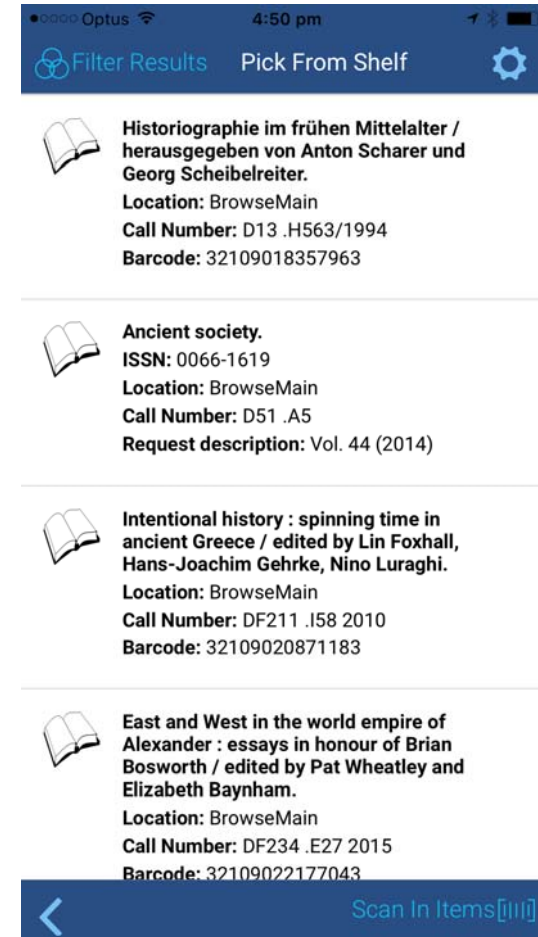
Features of Alma Mobile App



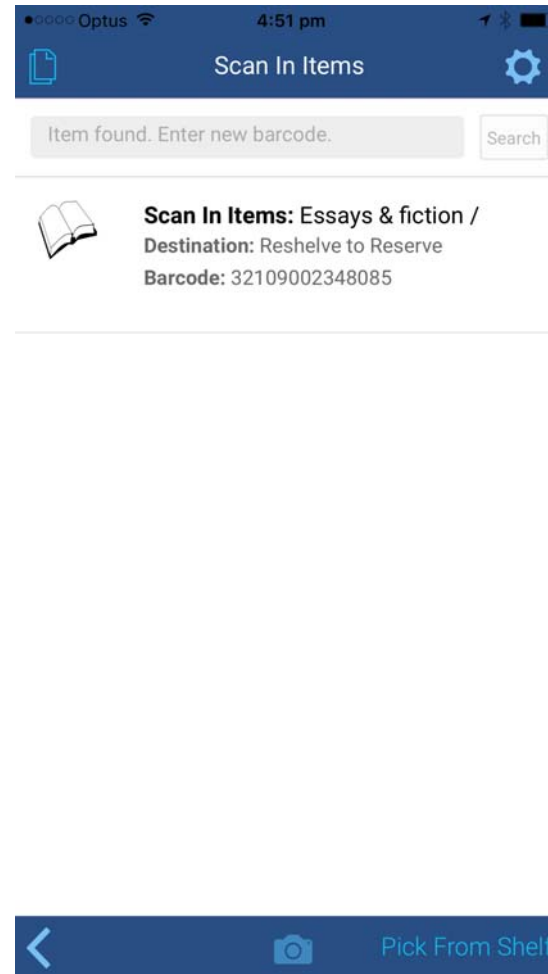
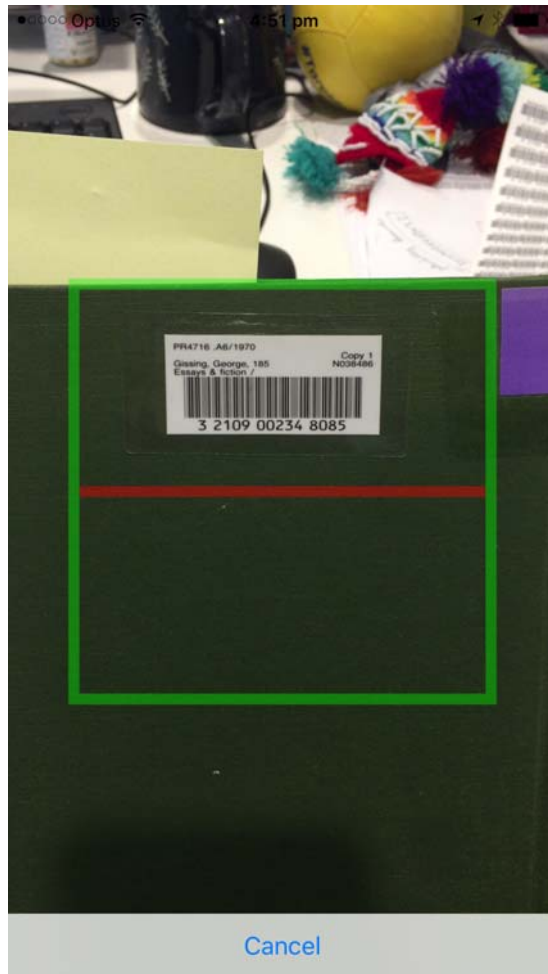
POWERED BY
ExLibris Alma



Macquarie - Circulation Desk



Features of Alma Mobile App (Cont.)



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?

Macquarie University Library



Is there a better way?

Plan Do Check Act

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 bounded by the availability of computer terminals where library staff can access Alma and potentially creates workflow wastes.

What can be better?

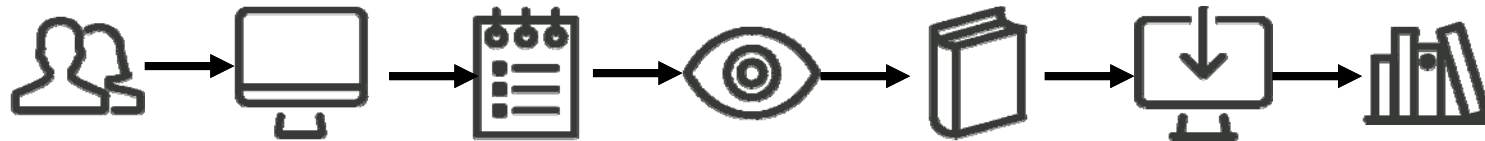
In May 2016, Macquarie University Library has been invited to participate in Ex Libris's Alma Mobile App project as an Early Access Tester to help with shaping and developing the app's functionality. The app has then been successfully launched and now available to be downloaded via Apple App Store and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



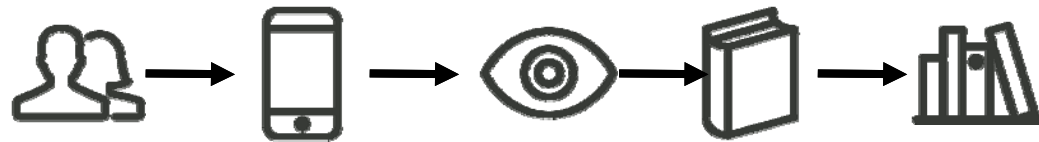
MACQUARIE
University

Desktop ALMA Workflow

Mobile App Testing (Cont.)



What does better looks like?



MACQUARIE
University

Mobile ALMA Workflow

Mobile App Testing (Cont.)



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



	No. of Items Processed	Time Spent (minutes)		No. of Items Processed	Time Spent (minutes)
6/3 ^C	40	75	0.53	27/3	
7/3 ^C	17	48	0.35	28/3	
8/3 ^C	45	117	0.38	29/3	
9/3 ^C	13	38	0.34	30/3	
10/3 ^C	19	58		31/3	
// // // // //					
13/3 ^C	14	50			
14/3 ^C	10	32			
15/3 ^C	6	23			
16/3 ^C	12	34			
17/3 ^C	7	22			
// // // // //					
20/3 ^M					
21/3 ^M					
24/3 ^M					
23/3 ^M					
24/3 ^M					

ALMA MOBILE APP

Objective: Measure $\frac{\text{No. of item Processed}}{\text{Time spent (mins)}}$

Workflows:

① "C" =

- i) Export Pick from shelf list from Alma
- ii) Sort & Print Excel
- iii) Collect Trolley from level 1
- iv) Collect items from shelves
- v) Scan items in Alma in Backup room
- vi) Deliver items to their destinations

② "M" =

- i) Collect iPhone from Backup room
- ii) Log in to Alma Mobile App
- iii) Collect trolley from level 1
- iv) Collect items from shelves
- v) Deliver items to their destinations

"Accurate data appreciated"

"Not a test or a race"

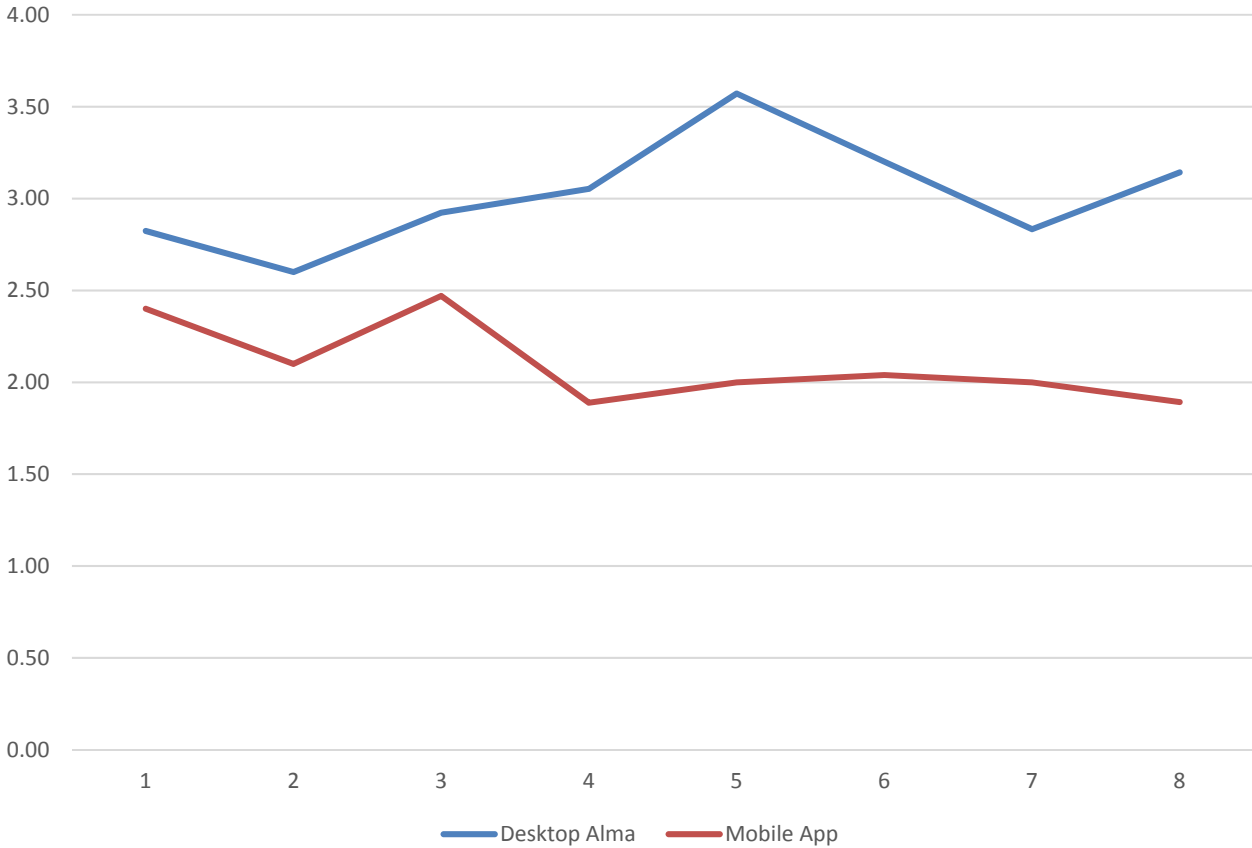
"Just be the normal you"

C

Results



Number of Minutes per Item



Desktop Alma

3.02

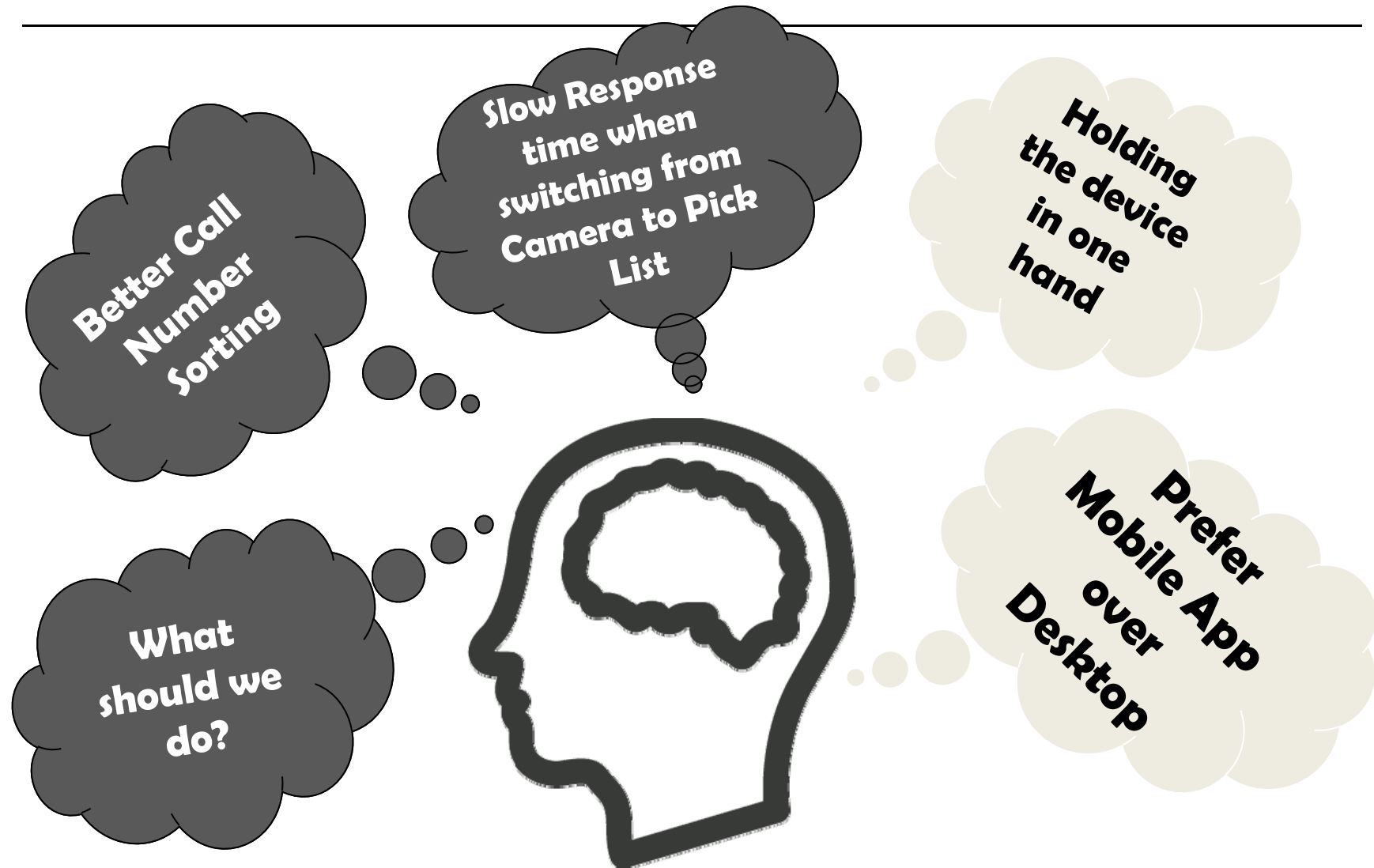
Mins per item

Mobile App

2.10

Mins per item

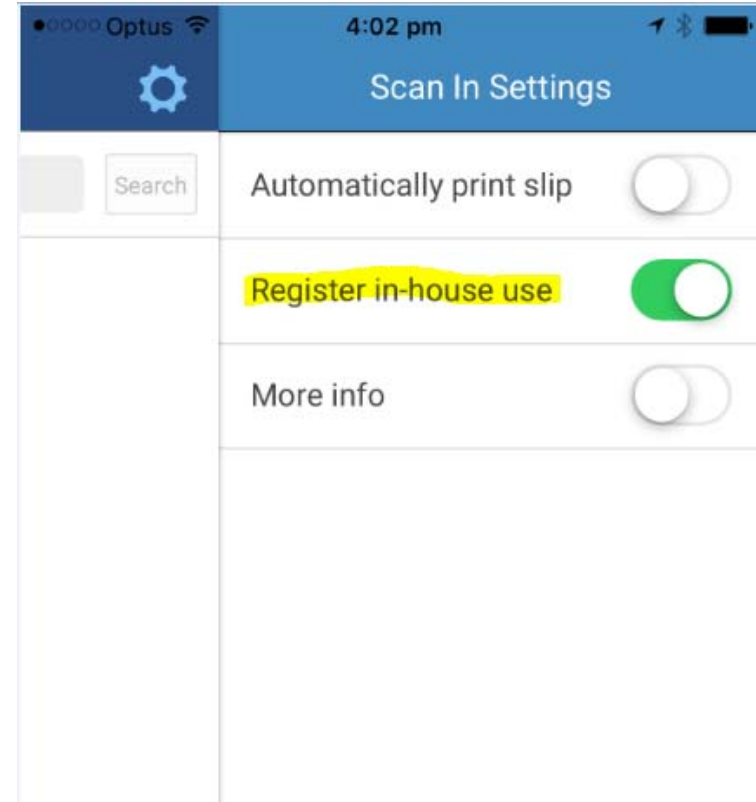
User Experience



What's Next?



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



Conclusion



- Continuous Improvement
- Quantitative vs Qualitative feedback

Acknowledgement



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Library Services Officer (IAAS)

Paula Twine
Library Services Assistant (IAAS)


Craig Wong
Library Shelver (IAAS)



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Questions?

Thank you

 @MQ_Library

 tony.wai@mq.edu.au

 kendall.kousek@mq.edu.au