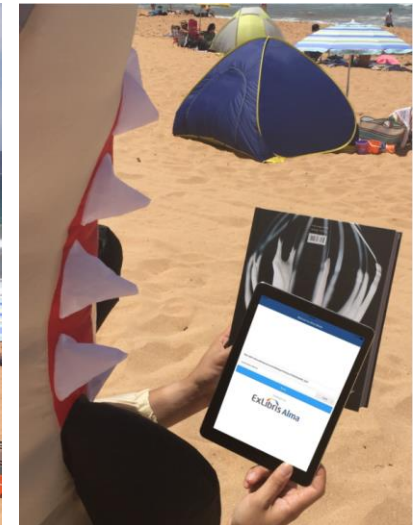



Reduce Workflow Wastes by Leveraging Alma Mobile App

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





 @tonywlh

 @MQ_Library

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 Served:
**~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 (BPPII)***

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



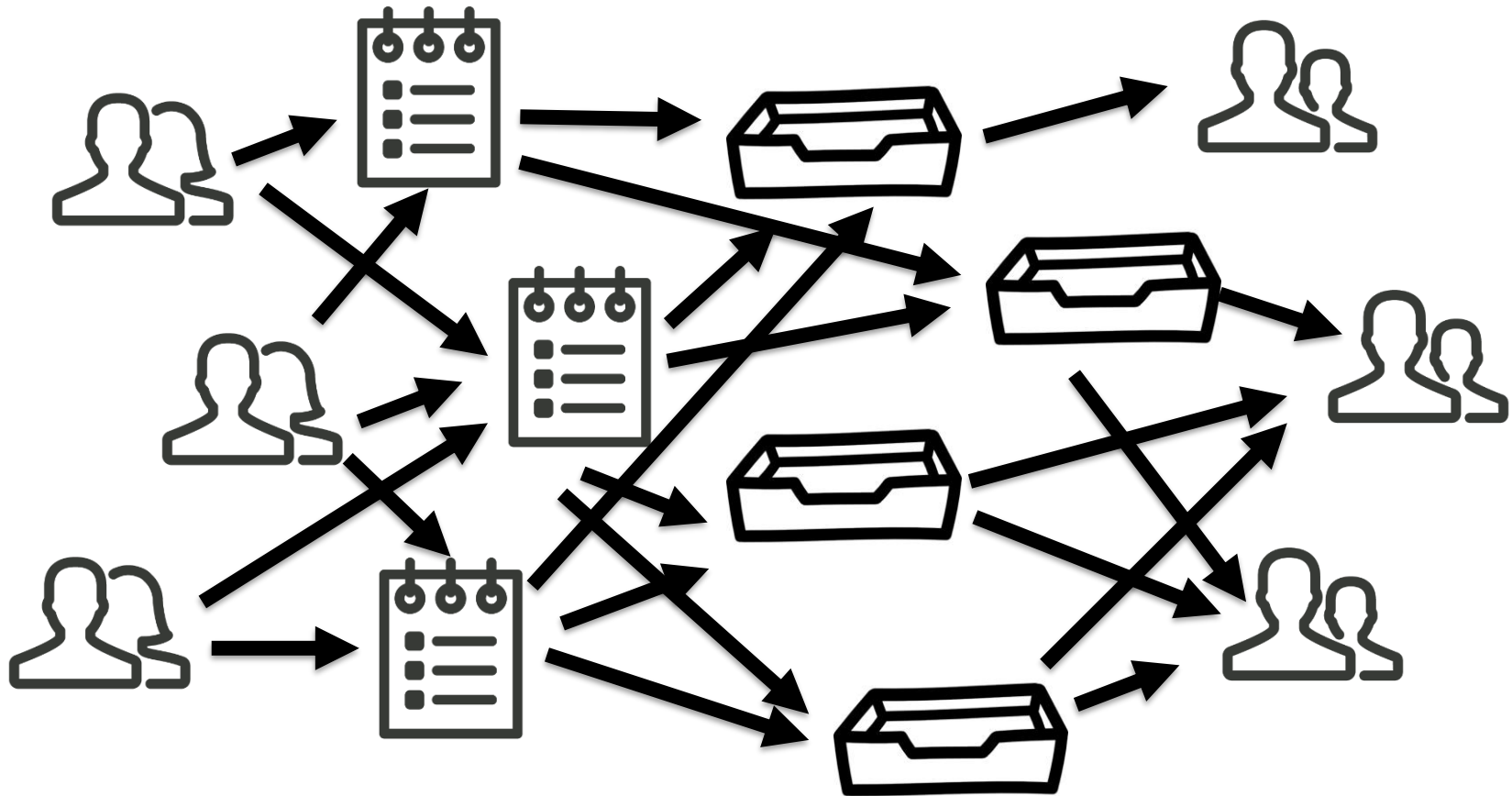
For more information on RIE, contact BPII (Macquarie University) at bp11@mq.edu.au

Techniques

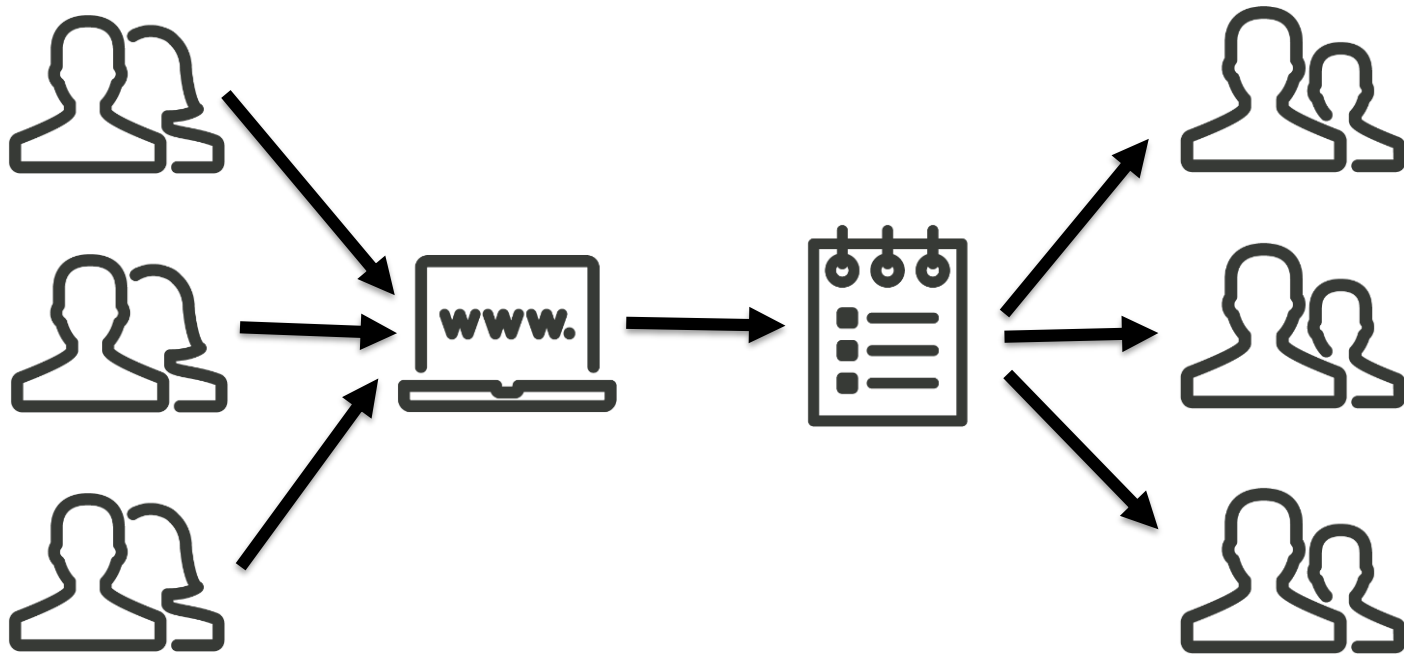
1. Waste Identification Exercise
2. “Gemba” Walk
3. Ideal Process Mapping
4. Voice of the Customers

For more information on RIE, contact BPII (Macquarie University) at bpII@mq.edu.au

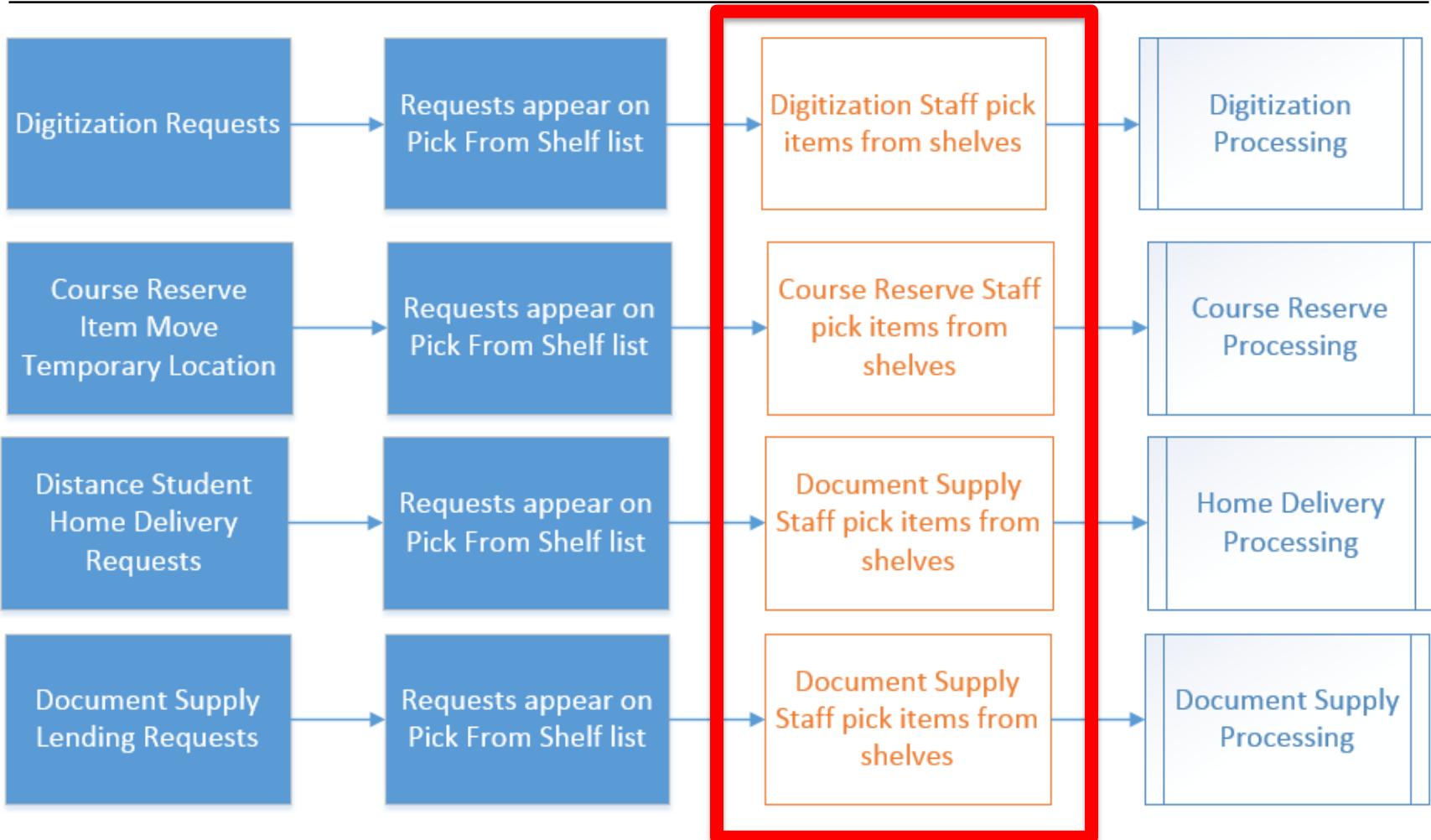
Workflow Before RIE



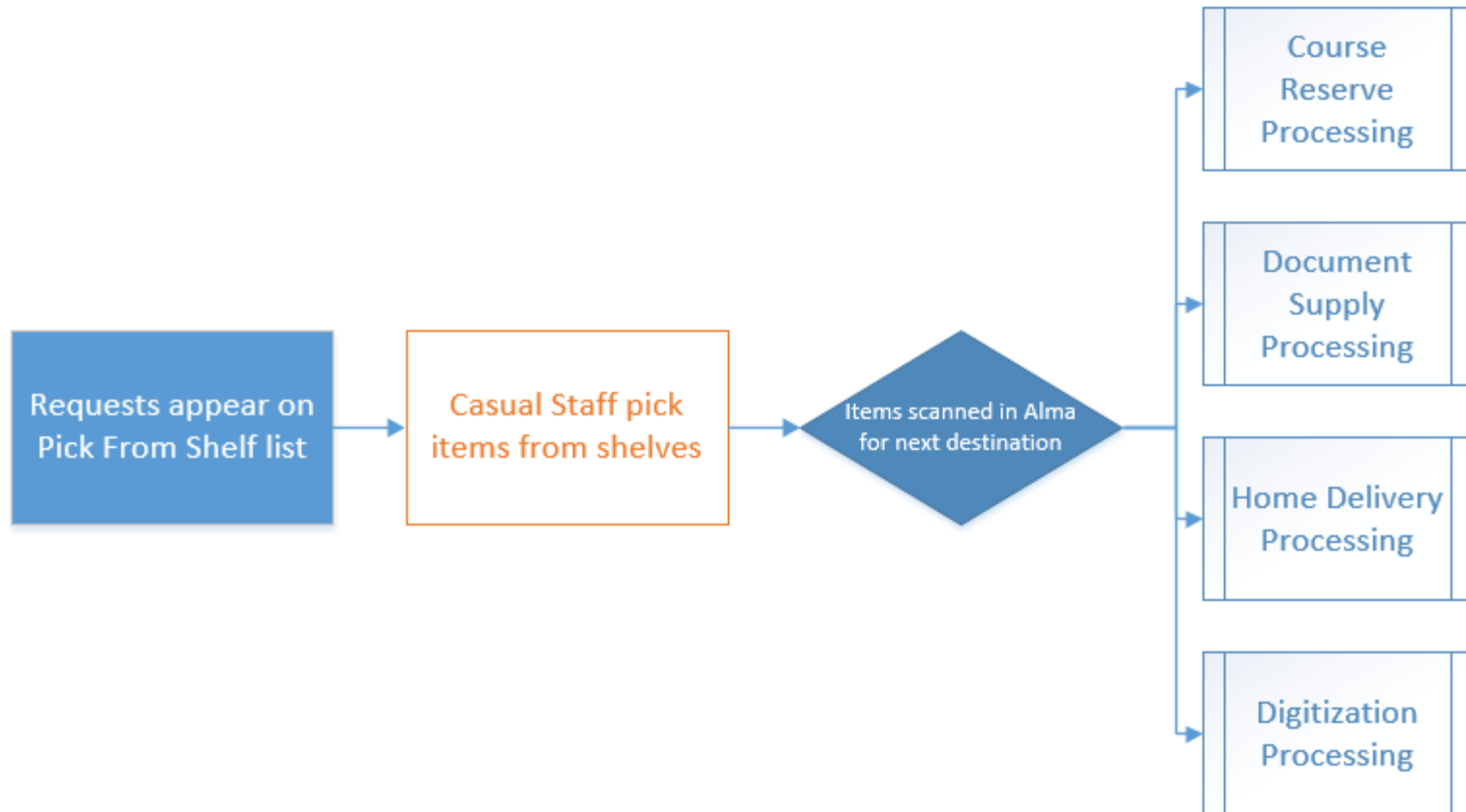
Workflow After RIE



Continuous Improvement



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 Early Access
- 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

[Post a new message](#)

- 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...](#) - Question: "Are we still using Basecamp for Mobile App... or are you using something else?" seeking", which holding (D or D REF) has the attached screenshot.
- Mike D. [yet more success but this time with a twist](#) - The barcode label that appears on the Print Slip report you can generate from the mobile app now appears in my environment, and it is working for me. Are you able to reproduce this in your environment?
- Mike D. [Print slip not working? \(Nov 16 release\)](#) - Chris, I have tested this in my environment, and it is working for me. Are you able to reproduce this in your environment?
- Laura G. [another good test](#) - I just did another test of an item that is available in both available and one in a closed location. This workflow works in both environments.

[41 more discussions](#)

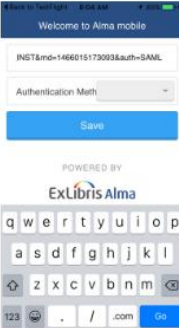


image.png
Added by Laura G. on Jul 6, 2016 · 84 KB
21 comments | [Label...](#)




image.png
Added by Laura G. on Jul 6, 2016 · 92 KB
21 comments | [Label...](#)

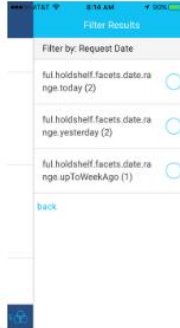





image.png
Added by Laura G. on Jul 6, 2016 · 66 KB
21 comments | [Label...](#)



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...](#)

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.

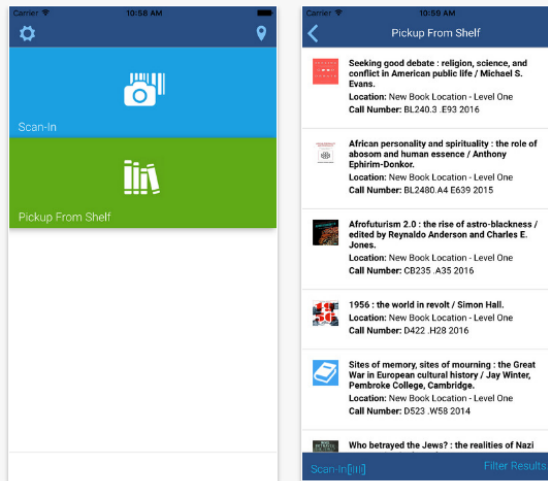
[View More by This Developer](#)

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

Pickup From Shelf

- Seeking good debate : religion, science, and conflict in American public life / Michael S. Evans.
Location: New Book Location - Level One
Call Number: BL240.3 E93 2016
- African personality and spirituality : the role of abosom and human essence / Anthony Ephirim-Donkor.
Location: New Book Location - Level One
Call Number: BL2480.A4 E639 2015
- Afrofuturism 2.0 : the rise of astro-blackness / edited by Reynaldo Anderson and Charles E. Jones.
Location: New Book Location - Level One
Call Number: CB235 A35 2016
- 1956 : the world in revolt / Simon Hall.
Location: New Book Location - Level One
Call Number: D422 H28 2016
- Sites of memory, sites of mourning : the Great War in European cultural history / Jay Winter, Pembroke College, Cambridge.
Location: New Book Location - Level One
Call Number: D523 W58 2014
- Who betrayed the Jews? : the realities of Nazi

Getting Started

Welcome!

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

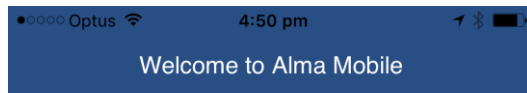
POWERED BY
ExLibris Alma

Using Alma Mobile

- For the next screen, have your 'Environment URI' ready, it is the same as your Alma instance.
Example:
* alma demo/mmg/login/?institute=INST_CODE
* alma demo/institution/INST_CODE
- Choose your authentication method.
- 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



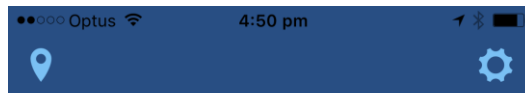
<https://ap01.alma.exlibrisgroup.com/mobile/login?i>

Authentication Method

Local

Save

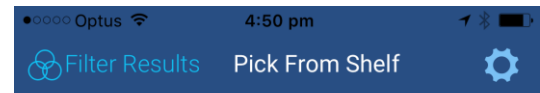
POWERED BY

Scan In Items

Pick From Shelf

Macquarie - Circulation Desk



Historiographie im frühen Mittelalter / herausgegeben von Anton Scharer und Georg Scheibelreiter.

Location: BrowseMain

Call Number: D13 .H563/1994

Barcode: 32109018357963



Ancient society.

ISSN: 0066-1619

Location: BrowseMain

Call Number: D51 .A5

Request description: Vol. 44 (2014)



Intentional history : spinning time in ancient Greece / edited by Lin Foxhall, Hans-Joachim Gehrke, Nino Luraghi.

Location: BrowseMain

Call Number: DF211 .I58 2010

Barcode: 32109020871183



East and West in the world empire of Alexander : essays in honour of Brian Bosworth / edited by Pat Wheatley and Elizabeth Baynham.

Location: BrowseMain

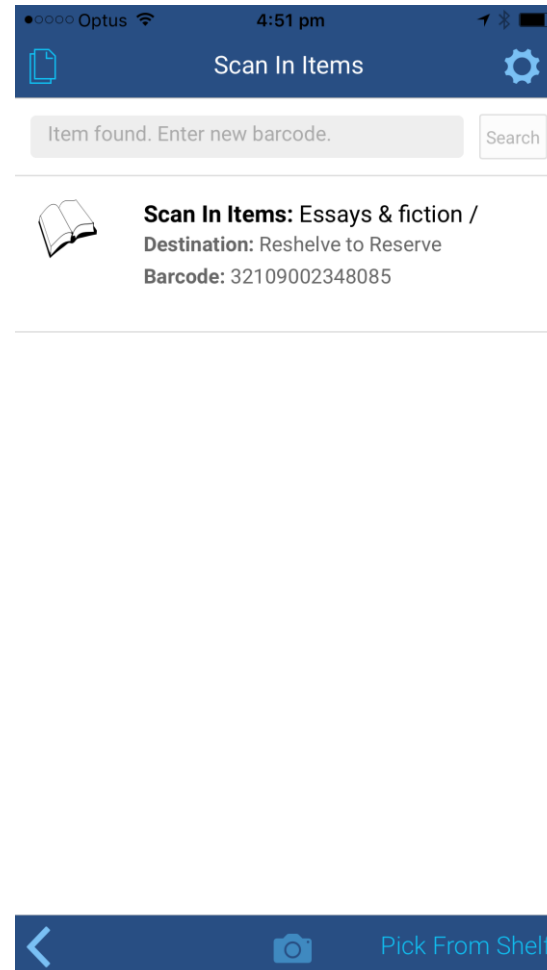
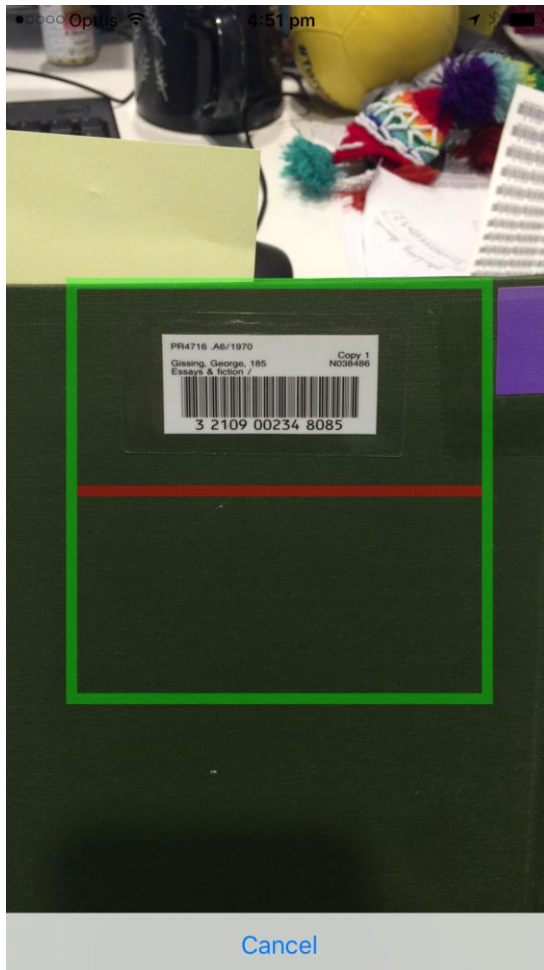
Call Number: DF234 .E27 2015

Barcode: 32109022177043



Scan In Items [||||]

Features of Alma Mobile App (Cont.)



Feature. Advantage. Benefits.



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?

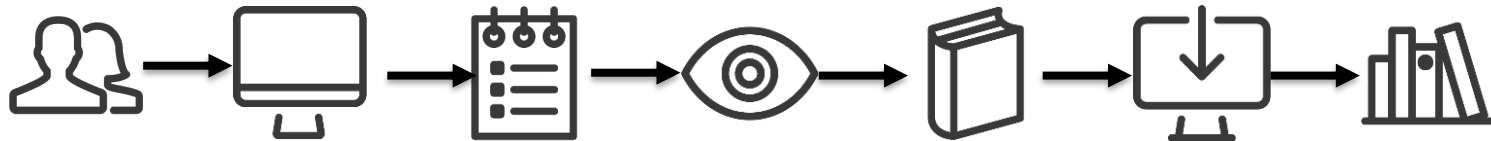
In May 2016, Macquarie University Library has been invited to participate in Ex Libris's Alma Mobile App project as an Early Access Tester to help with shaping and developing the app's functionality. The app has then been successfully launched and now available to be downloaded via Apple App Store and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

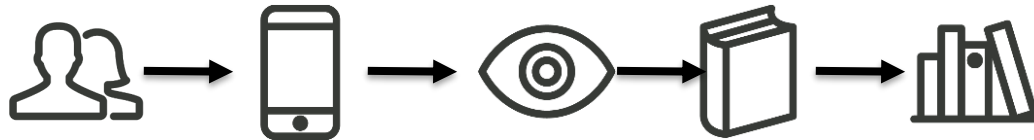


MACQUARIE
University

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

WHITEBOARD MARKERS ONLY

No. of Items Processed		Time Spent (minutes)	No. of Items Processed		Time Spent (minutes)
6/3 ^C	40	75	27/3		
7/3 ^C	17	48	28/3		
8/3 ^C	45	117	29/3		
9/3 ^C	13	38	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

Tony Wai
X6502

"Accurate data appreciated"

"Not a test or a race"

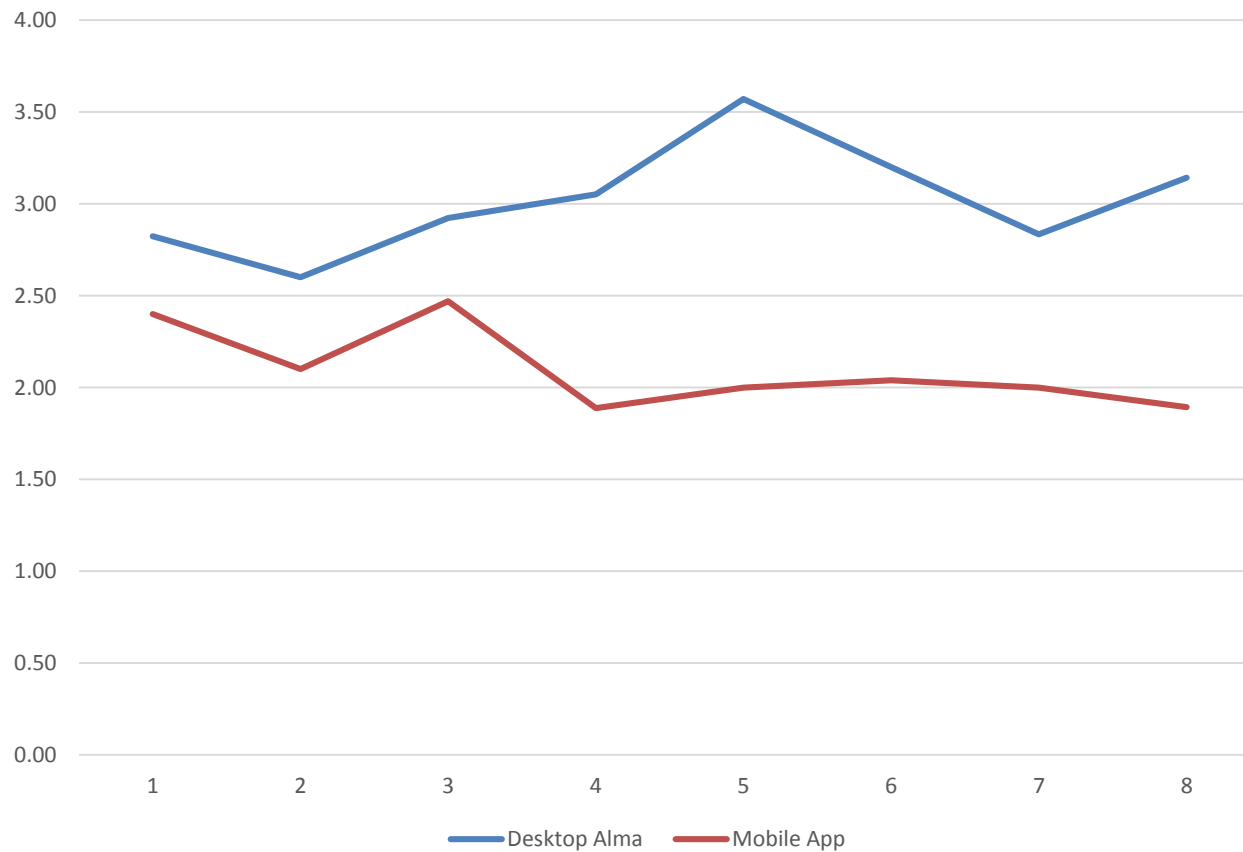
"Just be the normal you"



M
C

Results

Number of Minutes per Item



Desktop Alma

3.02

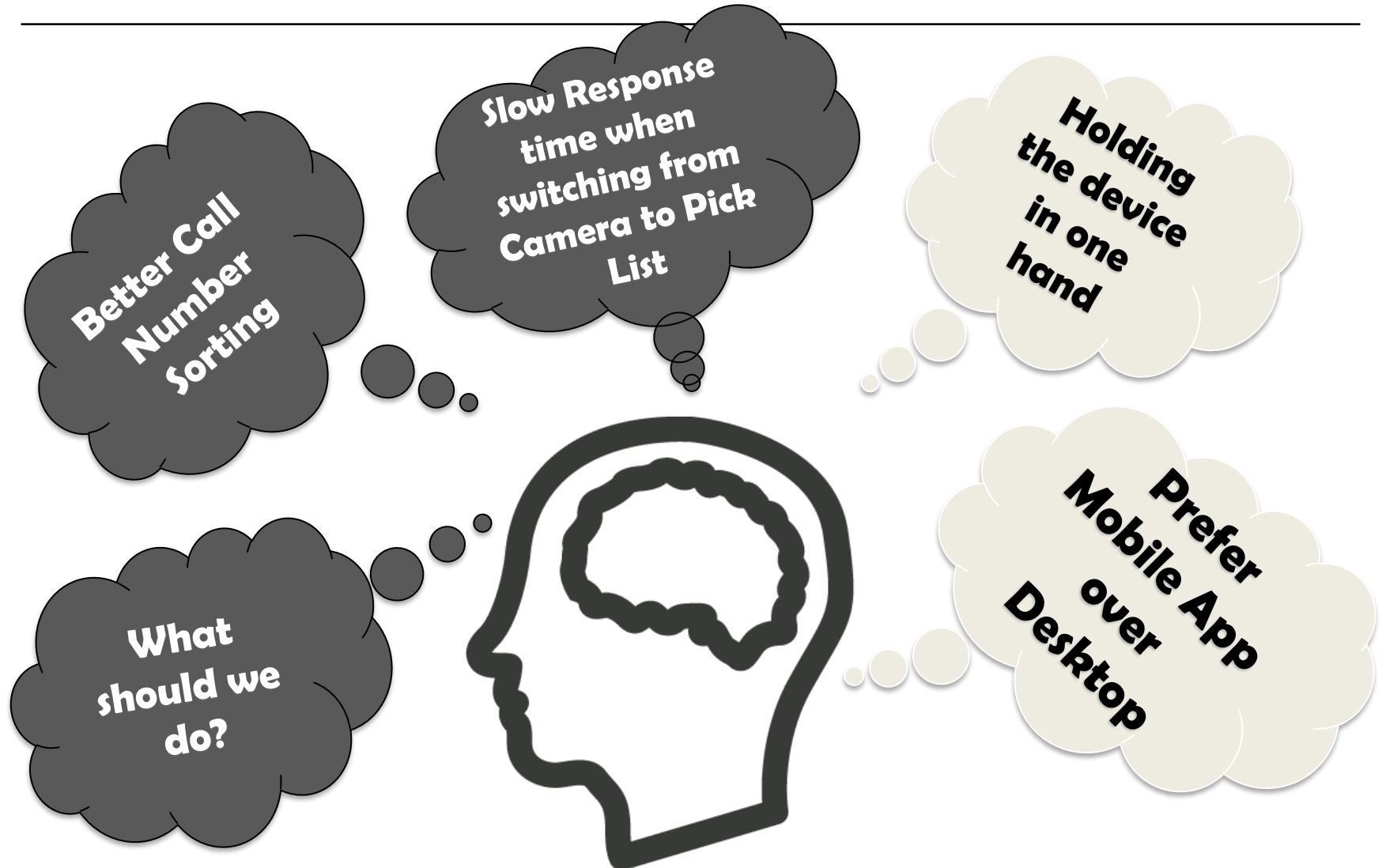
Mins per item

Mobile App

2.10

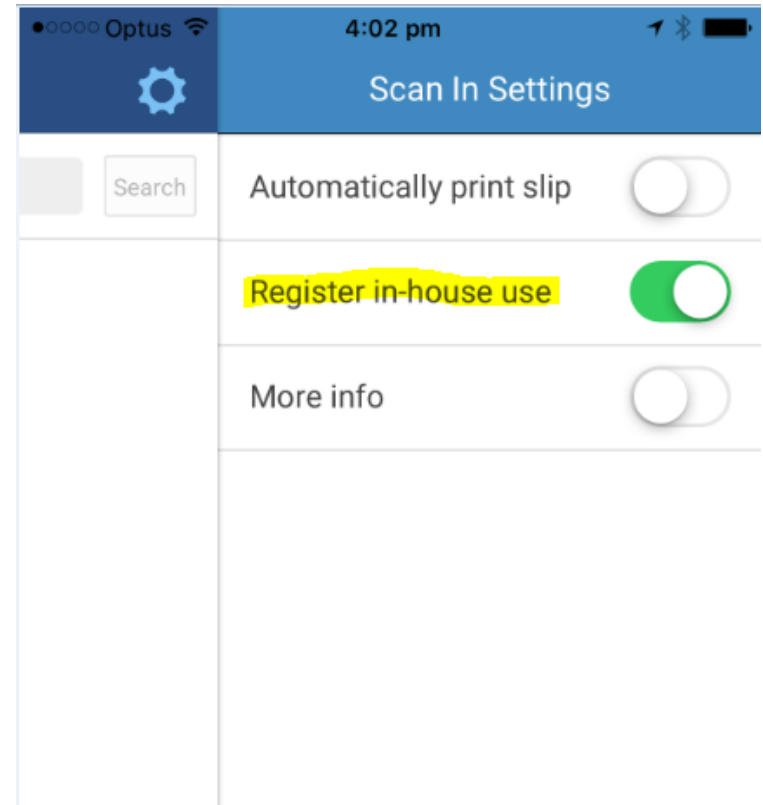
Mins per item

User Experience



What's Next?

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



Conclusion

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

Acknowledgement



Caroline Regan

Library Service Coordinator (IAAS)

Chris Evans

Library Services Officer (IAAS)

Ian McAllan

Library Services Officer (IAAS)

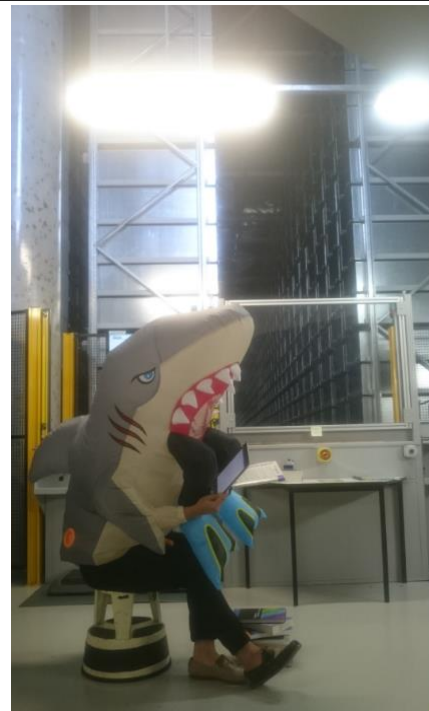
Paula Twine

Library Services Assistant (IAAS)

Craig Wong

Library Shelver (IAAS)

Acknowledgement



Questions?


Thank you

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 @MQ_Library



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