

**“From Selection to Access: Best Practices in the Technical Services Workflow”**

**Presented by R2 Consulting; Ruth Fischer and Rick Lugg**

Wednesday, October 30, 2002, 1-4 pm

**Objective:** Accelerate time involved in processing-from arrival to shelf by reorganization and redefinition of positions

**Technical Services Dept. should be re-evaluated only if:**

- Library presently experiencing no budget cuts or has no expectation of cuts.
- ILS has been explored to its fullest and is being used to its maximum capabilities.
- No staff shortages or expectation of any in the future.

**Guidelines:**

1. Set a realistic accuracy goal
2. Staff Preparation-meetings to gain ideas for improvements, review organizational charts and position descriptions
3. How to form an implementation team-who to include, exclude, time limits
4. Examine current processes thoroughly
5. Identify and eliminate redundancies, slow spots, obstacles and hubs
6. Review validity of paper files

This seminar discussed viewing the Technical Services workflow in its entirety. Using basic business management concepts, you are able to achieve a better understanding of connections, dependencies and various functions within Technical Services. Re-evaluating and re-defining staff positions and responsibilities can accelerate processing time. The presenters used examples of their accomplishments from their consulting work at George Washington University.

When I asked if they ever consulted at a Library that had a union, they stated they had not and did not foresee any problems with union involvement-I think they are being overly optimistic. If a library is experiencing significant workflow delays, I believe by analyzing the problem areas and using fundamental management techniques, it can be corrected without hiring consultants or causing a major disruption to the staff.

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