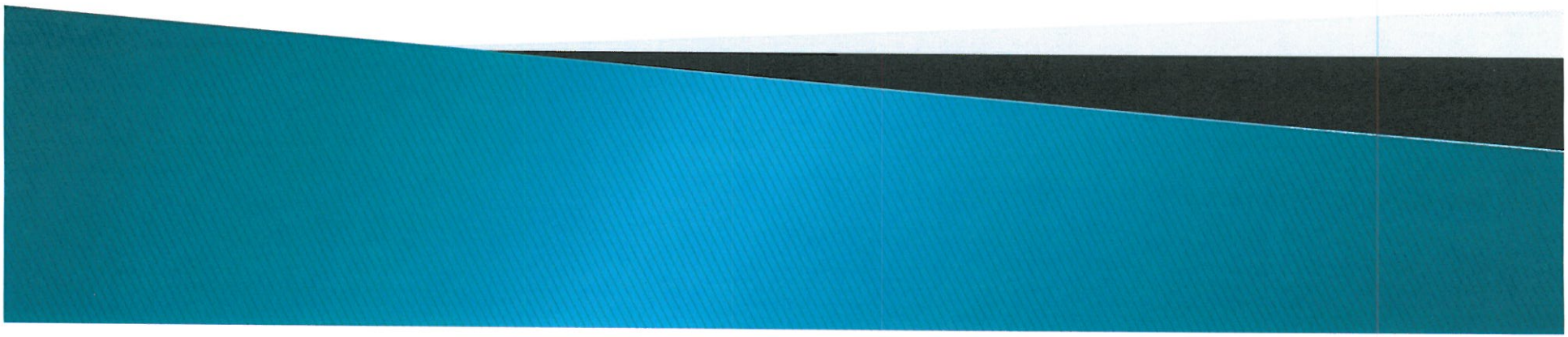
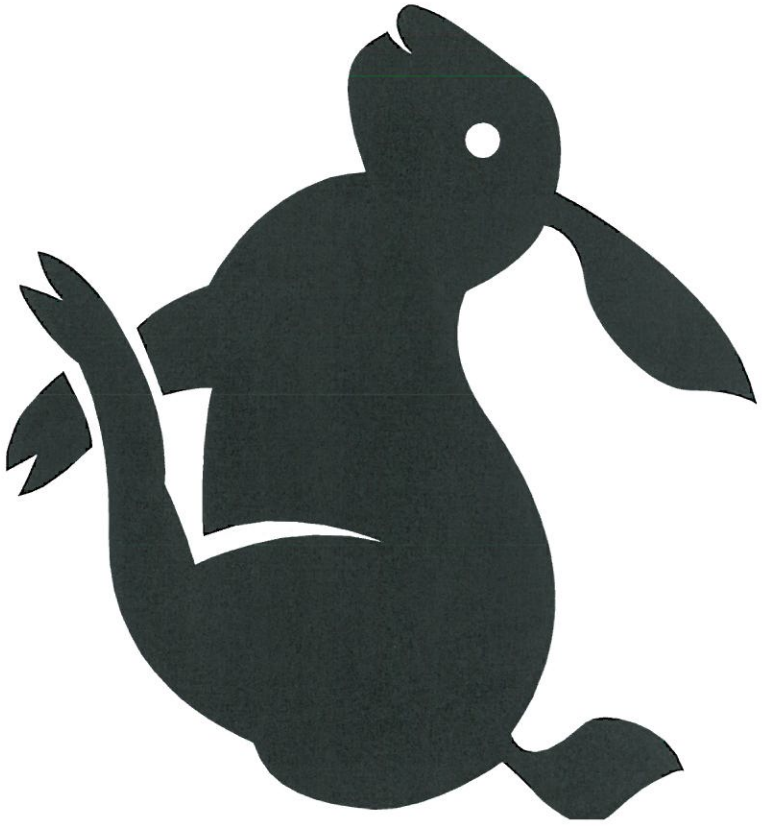
PUEBLO CITY-COUNTY LIBRARY
Ideas · Imagination · Information
Summer Reading 2014
FIZZ
BOOM
READ
June 1 to Aug. 16
Read books, win prizes!
www.pueblolibrary.org/summerreading

Presented at 06-26-2014 Work Session

Rabbits and turtles, oh my!

Redesigning Technical Services for greater efficiencies





Library Lean Thinking

New Book SDC – Cross Functional Team

Steering Committee

Jon Walker
Michael Cox
Teresa Valenti

Facilitator
Teresa
Valenti

Lean Consultant
John Huber

Abby Koehler
ILS Adm

Rich Poll
CD Librarian

Elizabeth Flores
CD Librarian

Jill Deulen
CD/ILL Librarian

Al Roman
Mail Clerk

Lee Vigil
Mail Clerk

Tracy Overton
Cataloger

Jessica
Casados
CD Assit

Patricia
Mascarenas
Cataloger

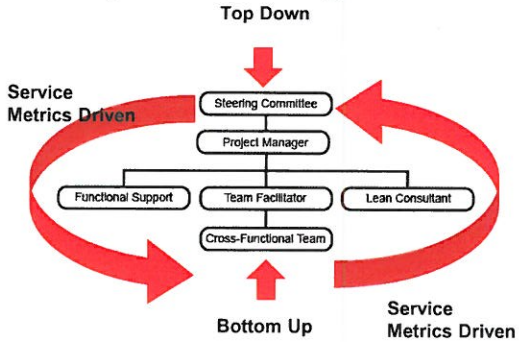
Peggy
Bilger
Cataloger

- Achieve less than a 5-day turnaround of all new books from dock to shelf for 95% of new items
- Eliminate expediting "hot" items and pursue a first in/first out approach to all items
- Improve the planning and coordination of selection vs. delivery to manage peak loads
- Improve the process flow and layout to eliminate staging areas, batching, and process flow imbalances
- Reduce batch sizes where possible
- Reduce redundant clerical activities where possible
- Optimize the use of the Technical Services floor space
- Improve the flow and visible management of the department
- Identify, evaluate, and justify potential outsourcing opportunities
- Support the addition of three new branches at reduced staffing levels
- Improve weeding efficiencies
- Prioritize the use and capability of current and new technology
- Improve capability to handle increased volumes of digital downloads and editing

Our Lean Tool Box

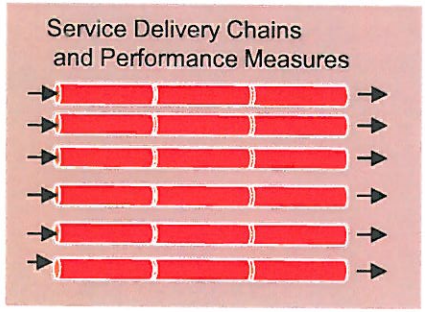
Brainstorming

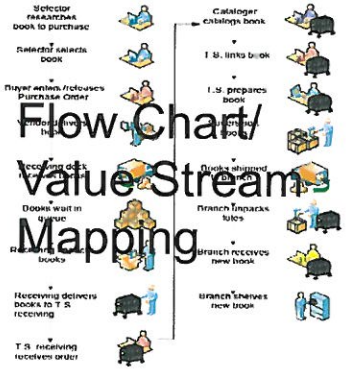
Project Management



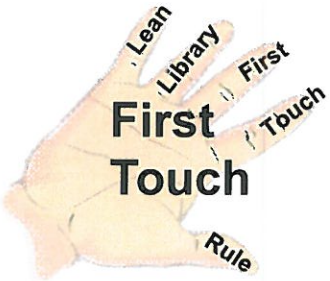
'U' Shaped Flow

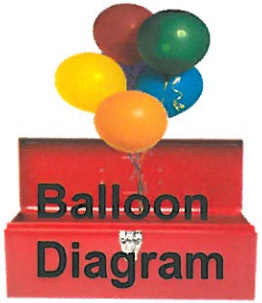
Dashboard Metrics



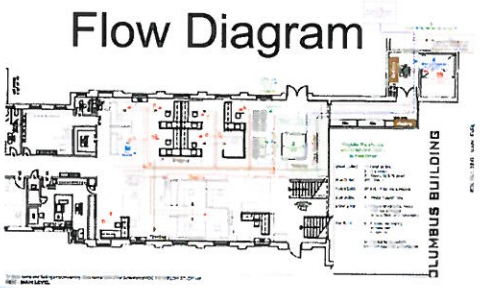


Flow Chart/ Value Stream Mapping

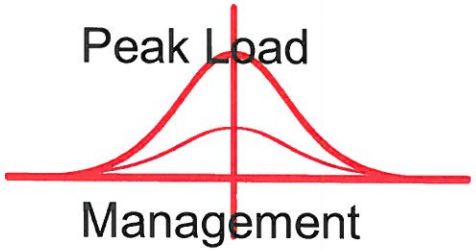




Flow Diagram

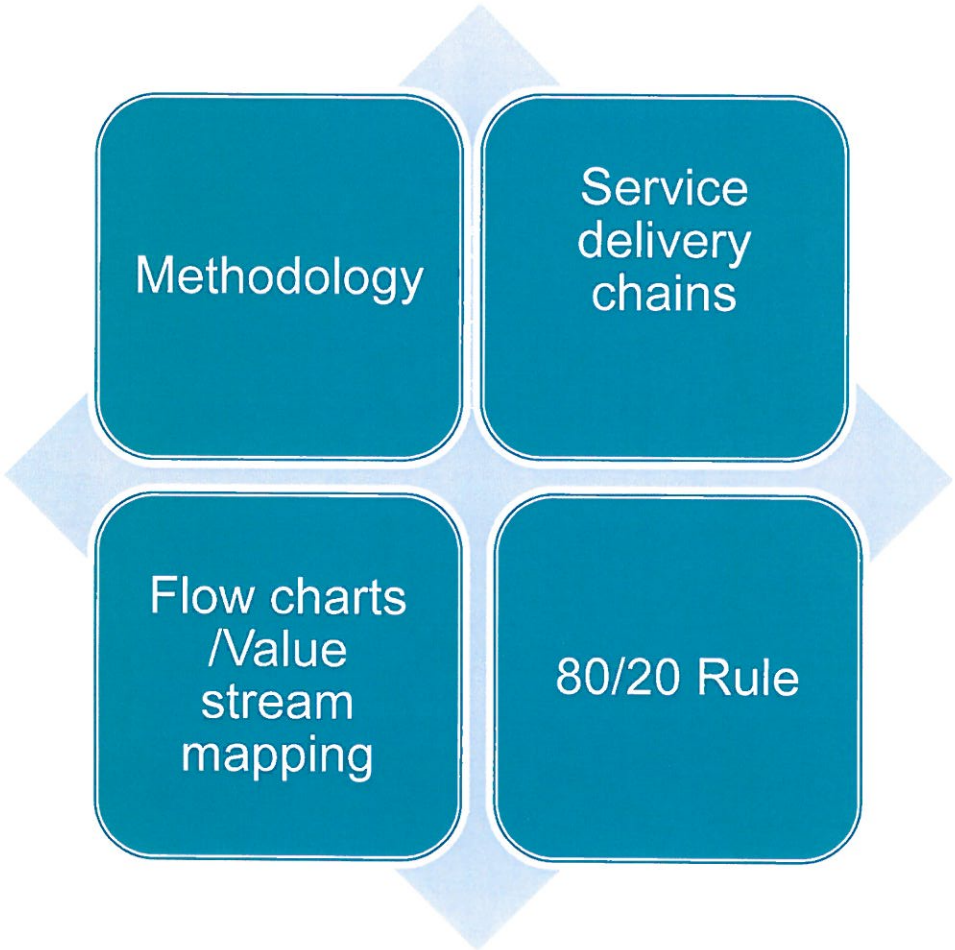


Peak Load



Management

Measuring


Methodology
Service delivery chains
Flow charts /Value stream mapping
80/20 Rule

Implementing

At completion

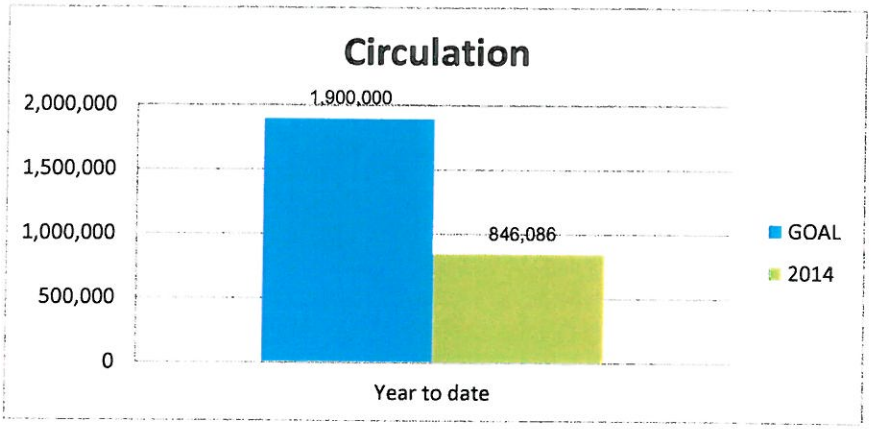
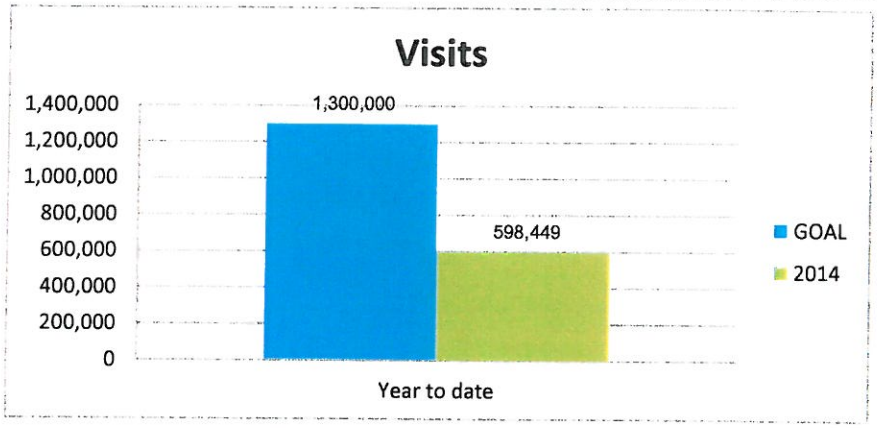
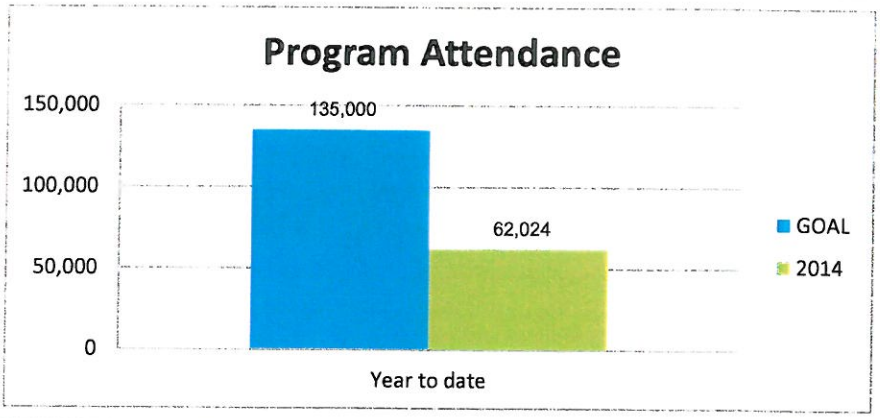
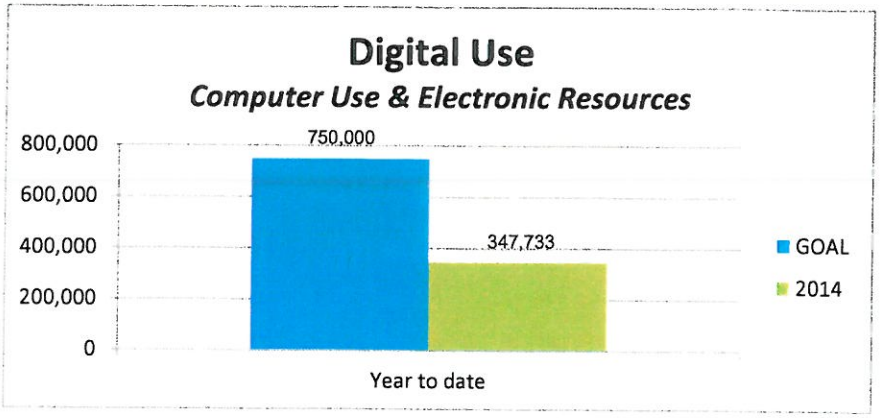
- Support PCCLD needs
- Faster turnaround
- Focus on true needs
- Dashboard metrics
- Contribute staff for new libraries

Success?

- Support three new branches?
- 5-day turnaround?
- Eliminate expediting hot items?
- Manage peak loads?
- Improve process flow?
- Reduce batch sizes?
- Reduce redundant clerical activities?
- Optimize floor space?
- Improve flow and visible management?
- Outsourcing opportunities?
- Improve weeding?
- Use new technology?
- Manage digital downloads and editing?

YES!!!

Distributed at 06-26-2014 Work Session

	2014 GOAL	2014 YTD	2014 Percentage attained	Target Percentage
Circulation	1,900,000	846,086	44.53%	41.67%
Visits	1,300,000	598,449	46.03%	41.67%
Program Attend	135,000	62,024	45.94%	41.67%
Digital Use	750,000	347,733	46.36%	41.67%

Progress Toward Key Results - May 2014