

Workshop Description

Process Mapping and Process Improvement for Libraries Workshop

Overview

Every institution has many processes that allow it to function. Often those processes are less effective than they could be, and most institutions, if they were able to step back for a broader view, would benefit from improving them. Process reengineering is a set of techniques and skills that enable an institution to look at its processes, understand them, identify ways in which the processes could be improved, and set about implementing changes that will bring the desired results. This workshop trains participants in the techniques and skills of process reengineering in a unique, hands-on way. Using the Factory on a Desk-Top™, a simulated organization, participants explore real processes, design improvements, and measure results. They practice using skills for documenting processes, developing improvements, and implementing change. These skills are highly transferable to the institution because they have been learned experientially.

Learning Objectives

At the end of the workshop, participants will:

- Learn the basic techniques of business process mapping.
- Identify useful ways of looking at processes to identify potential improvements.
- Practice using process-reengineering techniques in a simulated organization.
- Develop a view of an organization as a set of interrelated systems that can be improved.
- Develop strategies for exploring process-improvement opportunities in their own institutions.
- Explore the skills required to implement process improvements in their own institutions.

Schedule

First Day (afternoon)

1:00–5:00 Hands-on introduction to process mapping and process improvement using the Factory on a Desk-Top™

5:15–6:45 Dinner

7:00–9:00 Discussion of library processes

Second Day

8:30–12:30 Practice using process mapping and process improvement for library operations