



Infopeople Webcast Series:

***Technology Tuesdays—Tips,
Trends, and Tools of the Trade***

Productivity Technologies: Handling the Workload Without Adding Staff

Tuesday, September 9, 2003
12:00 noon to 1:00 p.m

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Technical Housekeeping

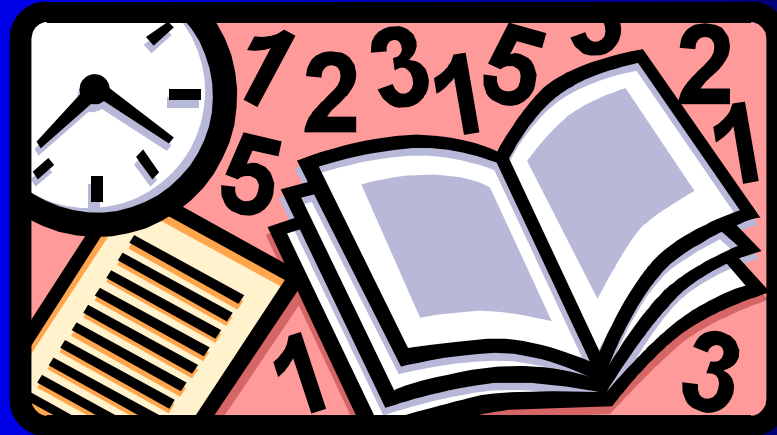
- Webcast handout available at http://infopeople.org/training/webcasts/9-09-03_productivity.html
- Use Chat window to ask questions or post to group
- Click IM button to send a private message
- For technical problems, send IM to **HorizonHelp**
- Evaluation pops up during Q&A; please fill it out
- Webcast is being archived; will be available on Infopeople's website tomorrow

Productivity

The rate at which goods or services are produced - especially output per unit of labor.

The American Heritage[®] Dictionary of the English Language: Fourth Edition. 2000

Productivity Gains



Assuming no increase in staff:

- Same amount of work in less time
- More work in same amount of time

Good Candidates for Productivity Improvement

- Frequently performed tasks
- Tasks that do not change (much) each time they are performed
- Labor-intensive tasks
- Tasks that require a staff member to be present regardless of workload

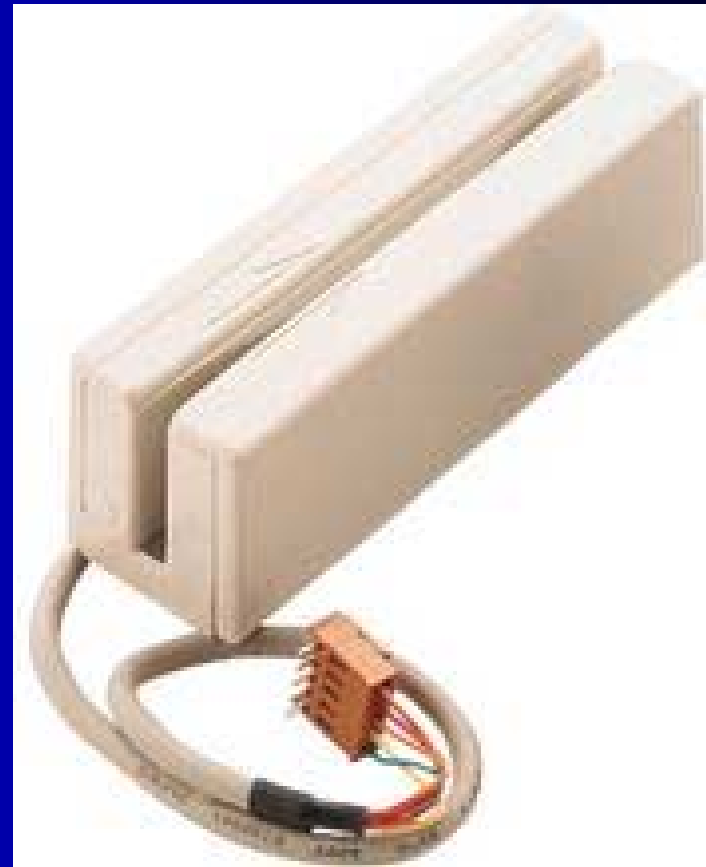
Productivity Technology Strategies

- Use hardware/software to perform tasks previously done by staff
- Capture information once and use it for many purposes
- Harness the power of the patron

Magnetic Stripe Card Readers

Users “swipe” their own card to initiate the circulation transaction

Card-insert (ATM style) readers are another option



Best Practices

- Mount reader securely – but not permanently
- Mount reader with the slot parallel to the edge of the counter
- Replace user cards (can be done gradually) before switching to self-swipe
- Retain barcodes

Potential Productivity Gains

- 15% reduction in checkout processing time

Bonus: Fewer repetitive stress/carpal tunnel problems for staff

Self Check

Users follow prompts at specialized workstations to perform their own checkout transactions



Best Practices

- Primary mode of checkout
- Approximately 1 workstation/100,000 annual circ
- Cluster workstations together near exit
- ATM-style mounting, signage and queuing
- Adjust/simplify circulation policies to ensure users' success

Potential Productivity Gains

- After initial introduction period,
1 employee: 6 self-check workstations
- Users handle 70%+ of checkouts

Bonus: User satisfaction also increases

Radio Frequency ID

The RFID tag –
which consists of
a chip plus a tiny
antenna – performs
all the functions
currently handled
by the barcode
label + the security
target/strip



Best Practices

- Weed first
- Re-label entire collection all at once
- Time conversion to coincide with move or construction
- Stagger position of labels
- Consortium members may benefit from combined barcode + RFID labels

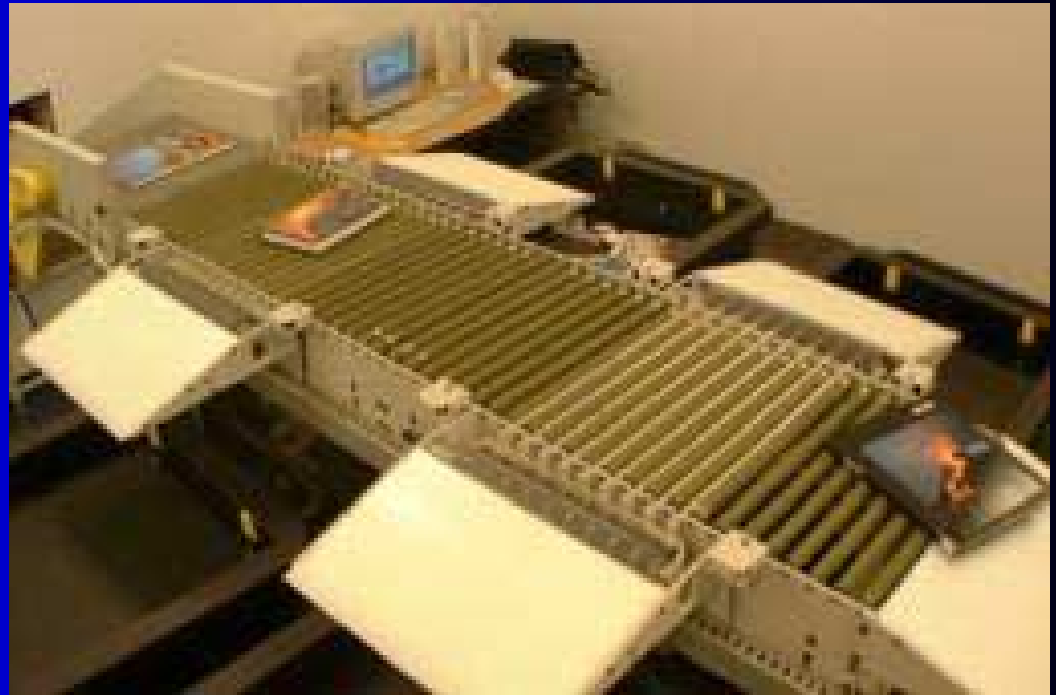


Potential Productivity Gains

- 60%+ reduction in circulation handling time (check out and check in)
- Self check at 90%+
- 50%+ reduction in time to search shelves for missing items
- Also expected – major reductions in time to perform inventory, track in-house materials use

Automated Materials Sorting

Book drops “read”
item (usually
RFID) labels -
conveyor belts
sort materials
into bins for
shelving or
shipping



Best Practices

- Combine with RFID
- Don't skimp on space
- As straight and level a run as possible
- For multi-location systems, locate with easy access to loading dock

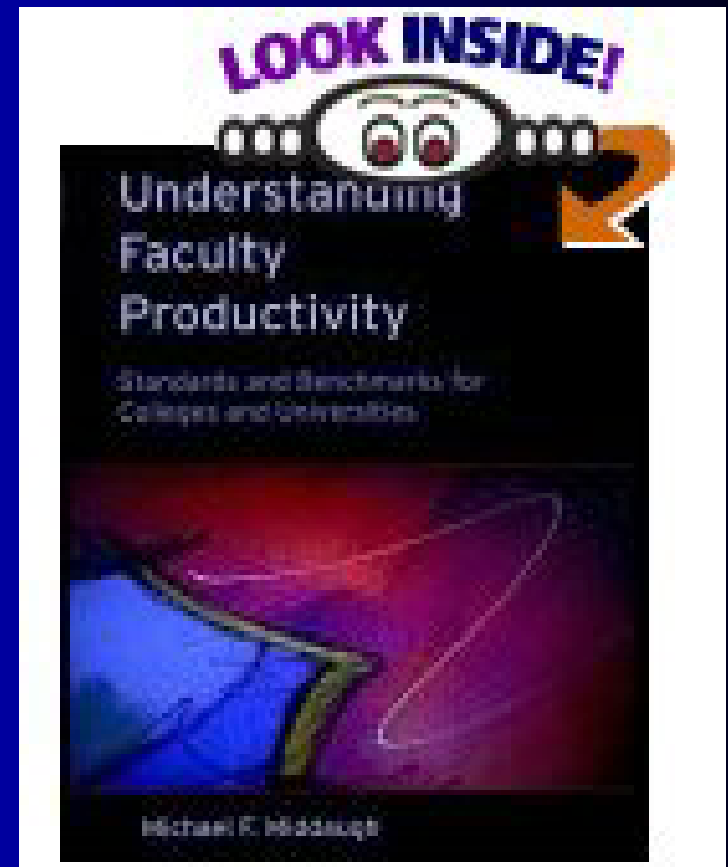
Potential Productivity Gains

Initial results: 30-40+% reduction in materials sorting and handling time, depending on the number of destinations to which sorted items must be sent

ONIX

Online Information
eXchange – XML-
based cataloging
format developed by
the publishing industry

Includes data elements
that appeal to online
customers



Best Practices

We're not quite there yet (3-5 years?),
but when the time comes...

- Weed first
- Freeze database additions during conversion
- Consider allowing users to add ratings to enhance catalog records

Potential Productivity Gains

Time will tell – we can expect:

- Less time spent creating custom catalog links
- Increased speed of Web-based copy cataloging
- Automated shipping label production for ILL – ONIX record includes weight of item

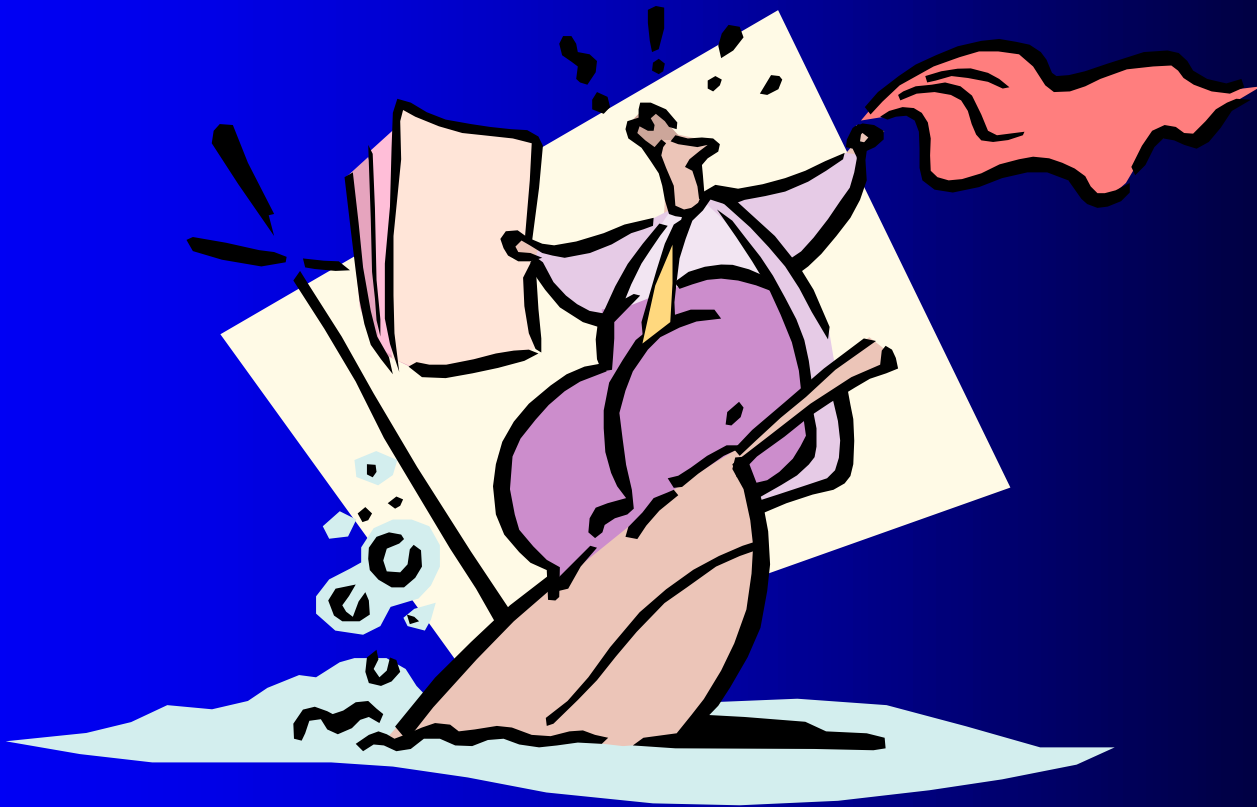
Other Productivity Technology Possibilities

- Audio conferencing for meetings
- PowerPoint for meeting notes
- PC/print management software
- FAQ (Frequently Asked Questions)
- Online tutorials
- Personal time management tools

Assessing Productivity Technologies

- Measure current operations first
 - Which task(s) are done most often?
 - How much time does the task take, on a per transaction basis?
- How much time would the same task take using a technology-based method?
- Look for small savings x many repetitions

What's the Alternative?



Where to Look for More Ideas



- *Business Week*
- *Progressive Grocer*
- *Library Futures Quarterly*
- PLA conference programs
- CLA exhibits
- Calix

Thanks for participating!
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