Seamless Order to Delivery

Integrating Processes for a Frustration-free User Experience

Pete Schreiner
Sydney Thompson
North Carolina State University Libraries
2016 Access Services Conference
North Carolina State University

Educating more North Carolinians than any other university

34,015 Students
- 22,574 Undergraduates
- 9,358 Graduates

2,336 Faculty

6,733 Staff

200 Libraries Staff & Faculty
Think and Do

NC State was founded with a purpose: to create economic, societal and intellectual prosperity for the people of North Carolina and the country. We began as a land-grant institution teaching the agricultural and mechanical arts. Today, we’re a pre-eminent research enterprise that excels in science, technology, engineering, math, design, the humanities and social sciences, textiles and veterinary medicine.

NC State students, faculty and staff take problems in hand and work with industry, government and nonprofit partners to solve them. Our 34,000-plus high-performing students apply what they learn in the real world by conducting research, working in internships and co-ops, and performing acts of world-changing service. That experiential education ensures they leave here ready to lead the workforce, confident in the knowledge that NC State consistently rates as one of the best values in higher education.
Strengths in agriculture, architecture, biological sciences, design, engineering, entomology, forest resources, mathematics, physical sciences, statistics, textiles, and veterinary medicine.

More than 5.1 million volumes, and approximately 91,000 print and electronic serial subscriptions (90,000 of them electronic).

568 bibliographic databases and a growing array of electronic full-text and image collections.

Access to over 897,000 electronic books.
D.H. Hill

James B. Hunt

Harrye B. Lyons Design Library

Natural Resources Library

William Rand Kenan Jr. Library of Veterinary Medicine

African American Cultural Center Library and Media Room (campus library)

Media and Education Technology Resource Center (campus library)

Satellite Storage Facility (special collections)
Triangle Research Libraries Network

NC State, Duke, NC Central, and UNC–Chapel Hill

Oldest academic library consortium in the United States

Combined collection of over 20 million volumes

Cross-searching capabilities

Expedited Delivery Service
Access Services

1.5 Librarians, 19 full time staff, 23.5 FTE students (17.5 Ask Us / 6 Order to Delivery)

24 X 5 coverage of Ask Us service points in two main libraries

Technology lending processing

Course Reserves

Bookstacks

bookBot

Tripsaver (interlibrary loan)
Opening Hunt Library: Matrix Management

NCSU Libraries Organizational Structure

Note: These positions have administrative responsibility across the library system for all of these areas.

1. NC LIVE is a statewide online library service with a governing board that consists of the Presidents of the UNC System, the North Carolina Community College System, the Public Library Directors Association, and the North Carolina Independent Colleges and Universities, and the Secretary of Cultural Resources. The NCSU Libraries acts as fiscal agent and operational home for NC LIVE.
Hunt Library Order to Delivery (O2D)
Hunt Library O2D
Hunt Workroom Visual Management
## Developing the Board

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
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</table>
Hunt Workroom Processing Areas
Pick, Store and Audit Stations
Bookdrop and Transit Check-in and RFID stations
Processing, Scanning, Microfilm
Other Improvements

My Account

NCSU LIBRARIES
- Checked Out
- Holds/Requests
- Fines
- Account Info

TRIPSAVER
- Digital Deliveries
- Checked Out
- Request an Item
- Request History
- Tripsaver Settings

LOGOUT
D. H. Hill Library Ask Us

Limited space based on merged service
D.H. Hill Bookstacks Processing
Streamlined Bookstacks Processing
D.H. Hill Bookstacks Workroom
Stacks Management and O2D
Visual Management Principles

Use the right tool to convey data: discrete vs. continuous data

Use color sparingly

Minimum ink to data ratio

Layout reflects data structure and flow

Bateman, Philp, & Warrender 2016
Developing the Board
Material Movement Coordination: Consortium

4 campuses

1 daily run

63 miles
Material Movement Coordination: Campus

6 campus libraries

2-3 daily runs

9 miles
8:30 PM  
[USPS]  
(Students in)

9
10
11
NOON
2
USPS Delivery (2L)

1:00 PM
TRIPSAREE
(Students out)

4
5:30 PM
RTN
NCSU
VAN
HUNT+HILL

4
5:30 PM
RTN

BONDER Discharge

11 SHELVING - (2-15 hrs)

9-11 - ALL DAY
NEWSPAPERS

MISSING 1-2 DUOS
 every shift

SHLF READING/TRANSPACK

1-11 - ALL DAY

discharge

BONDER Discharge

NEWSEL Discharge

MISSING 1-2 DUOS

DUOS: AS NEEDED

Print, mailing, and scanning activities are scheduled throughout the day. The schedule includes tasks such as processing loans, receiving processing loans, receiving returns, and maintaining a full list.

Trip scheduling and transportation details are also included in the plan.
<table>
<thead>
<tr>
<th>Time</th>
<th>Task Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 AM</td>
<td>Mail Services</td>
</tr>
<tr>
<td>8:00 AM</td>
<td>UPS Pick up &amp; Delivery</td>
</tr>
<tr>
<td>9:00 AM</td>
<td>Print mailing slips</td>
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<tr>
<td>10:00 AM</td>
<td>Pull List</td>
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<tr>
<td>11:00 AM</td>
<td>Process returns (LL &amp; Treasurer)</td>
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<tr>
<td>12:00 PM</td>
<td>Bookdrop &amp; Discharge</td>
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<tr>
<td>1:00 PM</td>
<td>Sweeps &amp; Sorting</td>
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<tr>
<td>2:00 PM</td>
<td>Shelving &amp; Straightening</td>
</tr>
<tr>
<td>3:00 PM</td>
<td>Meeting (Monthly)</td>
</tr>
</tbody>
</table>
Translating to Workboard
D.H. Hill Course Reserves and Scanning
Shift in Matrix Management: 2016 Realignment
Resources


https://www.kaizen.com/home.html
Thank you!

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Sydney Thompson: slthomp5@ncsu.edu