Business Analysis in the Library,

a use case in implementing the RFID Live Scanning Wand for stocktake

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THE UNIVERSITY OF SYDNEY

library.sydney.edu.au

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We recognise and pay respect to the Elders and communities – past, present, and emerging – of the lands that the University of Sydney's campuses stand on. For thousands of years they have shared and exchanged knowledges across innumerable generations for the benefit of all.

THE UNIVERSITY OF SYDNEY

Australia's first University
74,000 students
8,100 staff
QS 2024 World Ranking = 19

February 2023 Prepared by Innovation & Planning

The Library enriches the *student University experience* | 2022

The Library supports excellence in research and education

THE UNIVERSITY OF SYDNEY Library

13 Sites

Collections and Study
- Camden Commons
- Conservatorium
- Fisher
- Law
- SciTech
- SWHB
- The Quarter

Technology
- CreateSpace
- ThinkSpace

Learning Hubs
- Abercrombie
- Brennan MacCallum
- Carslaw East
- PNR

Unique collections
- Rare Books
- East Asian Collection
- Digital Collections

Millions of people visit our spaces each year

Over **1.9 million** visitors in 2022

Library staff **provide valuable research support** for all staff and students

541 drop-in support registration

2,000 views of our How To videos

1263 research consultations

114 Subject guides

1253 realtime workshop registrations

6,899 enrolments for research skills courses

Costs of **Service**

Staff and students **have access to millions of resources** held in our collections

56% of our collections are electronic

245,910 journals

Over **4 million** books

229,786 other information sources

Approx. **300,00** items in Rare Books & Special Collections

Over **800** Databases to support research and education

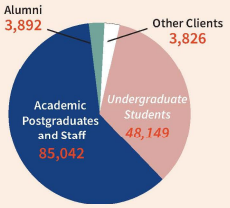
Students connect to services and resources via **the Library website**

Over **7.9 million** online visits in 2022

Over **2 million** views of subject guides in 2022

Over **2.9 million** Library Search sessions in 2022

Students, staff, and alumni engage with physical collections, with **140,909 items borrowed**



The open-access eScholarship Repository **facilitates collaboration and enables easy access** to scholarly materials and data

Over **2.3 million** uses in 2022

27,874 total research outputs in 2022

Access to specialist eJournals and eBooks drives world-class research and student learning

Over **4.4 million** eBook requests

Over **15.6 million** eBooks and eJournal articles accessed in 2022

Over **11 million** eJournal article downloads

Library staff offer **virtual and in person frontline support** to all our staff and students

6,285 support tickets answered

8,734 virtual Live Chats

50,330 in person interactions with clients across 11 Library Information service points

Keeping students **connected to their Unit of Study Readings**

Over **1.98 million** reading list views

3,521 reading lists

63,272 citations

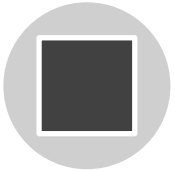
56,302 active students

"Technology-led innovation"

24 HOUR OPENING

RFID

MODERN SYSTEMS



CLEAN DATA

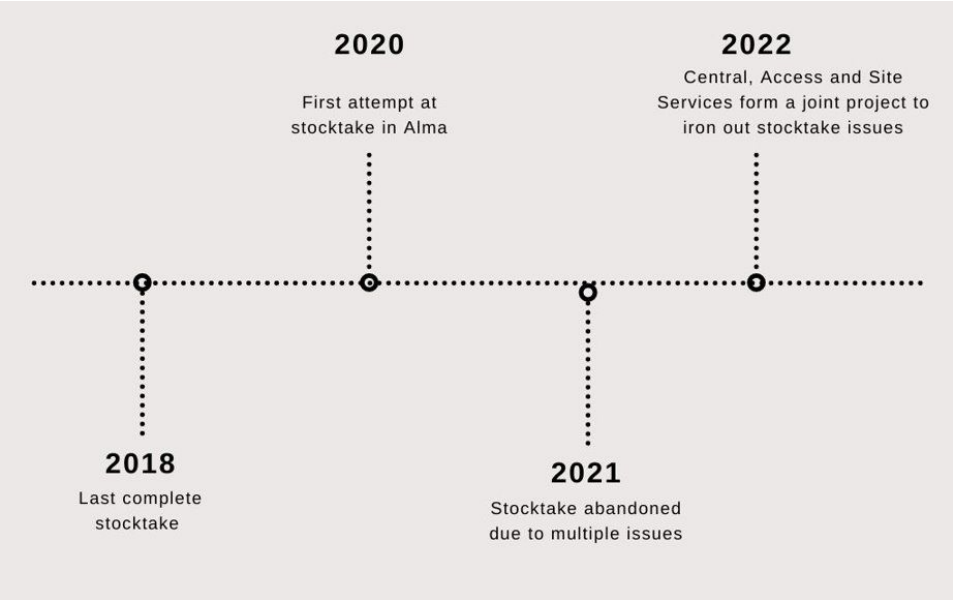
OPPORTUNITIES?

What is business analysis?

Business Analysis is a disciplined approach for introducing and managing change to organization

Business analysis is used to identify and articulate the need for change in how organizations work, and to facilitate that change.

Identified need for change



Approaching that change

Reflect Regularly

Engage All Relevant Stakeholders

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Understand What is Doable

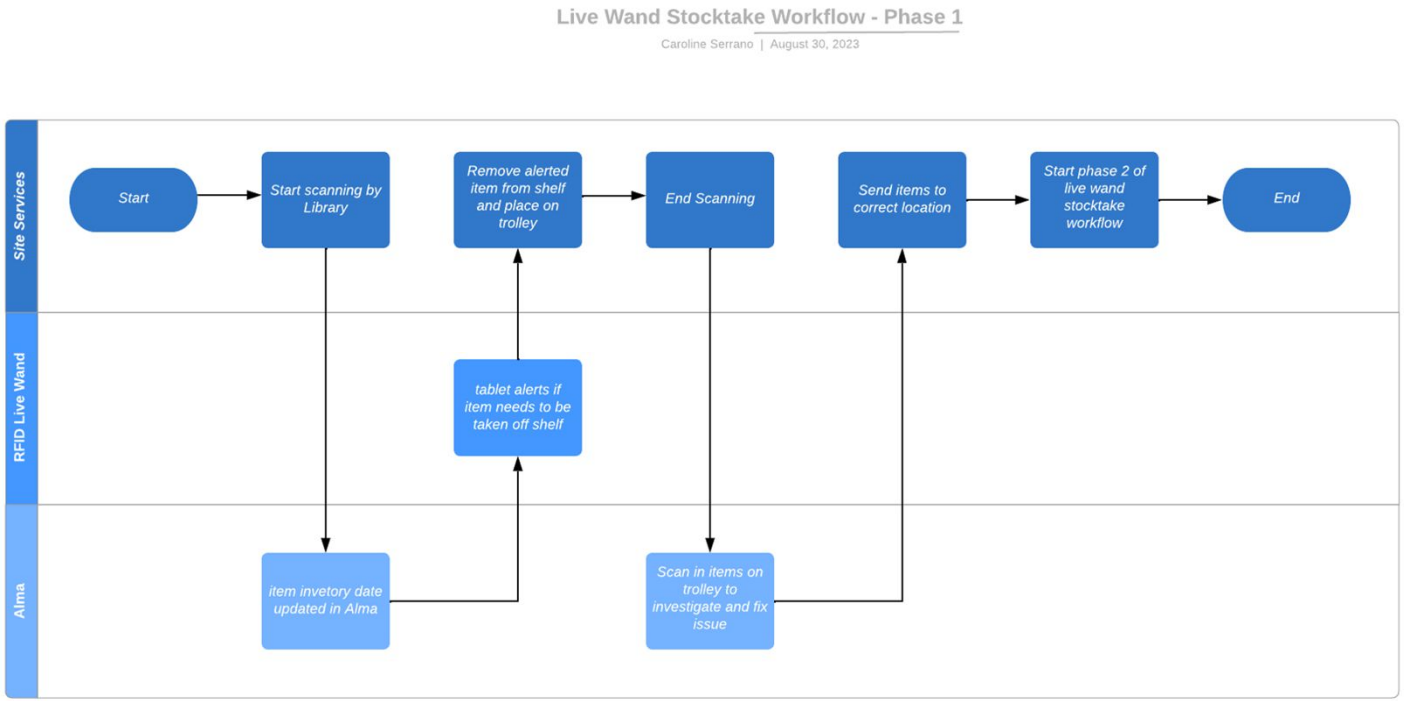
Set Clear Objectives and Outcomes

Work Sustainably

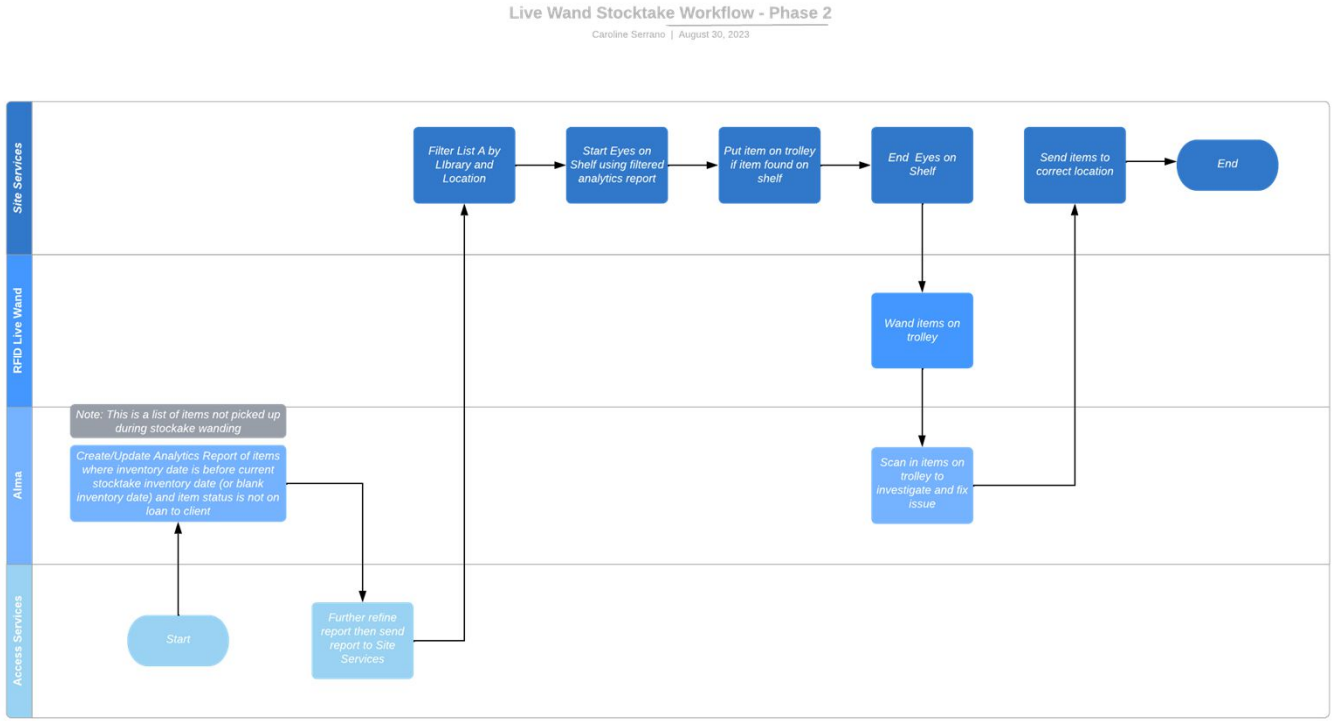
How it works (LSW demo)

- Shows size of kit
- Shows content of the kit
- Shows how the live scanning wand works including the display of exceptions
- Shows the realtime update in Alma

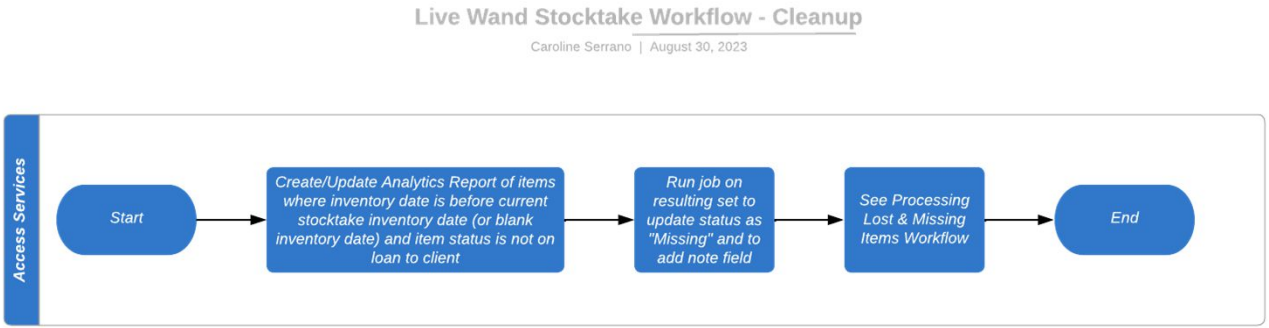
Workflows (Stocktake Phase 1)



Workflows (Stocktake Phase 2)

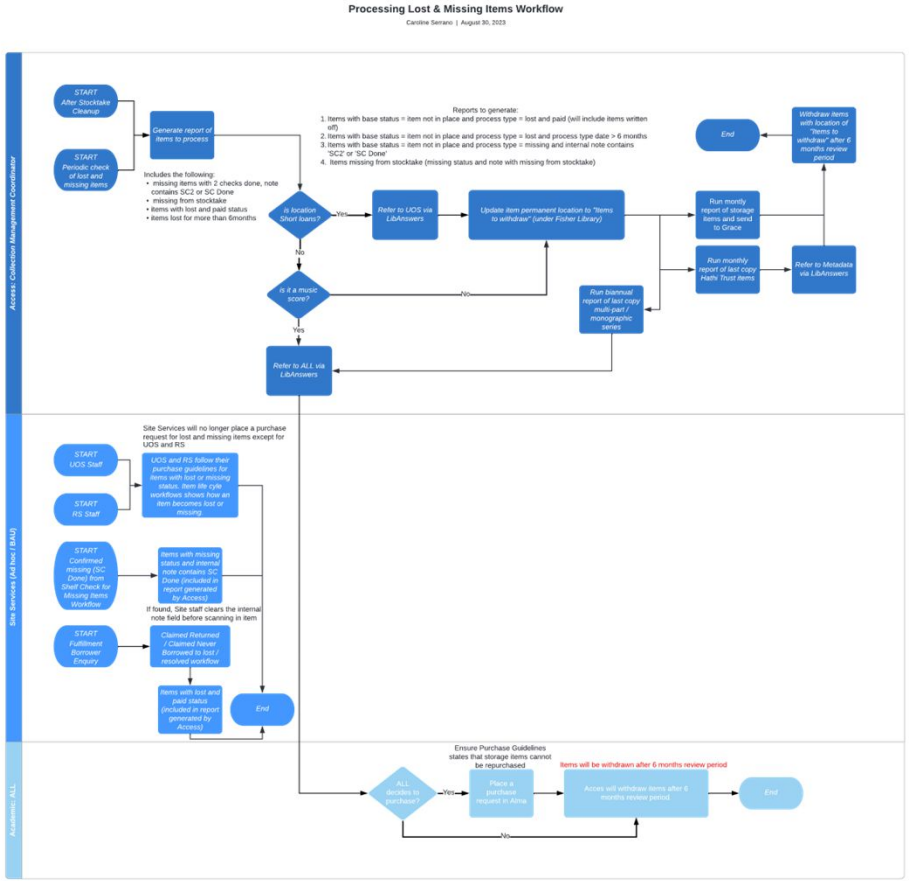


Workflows (Stocktake Phase 3)

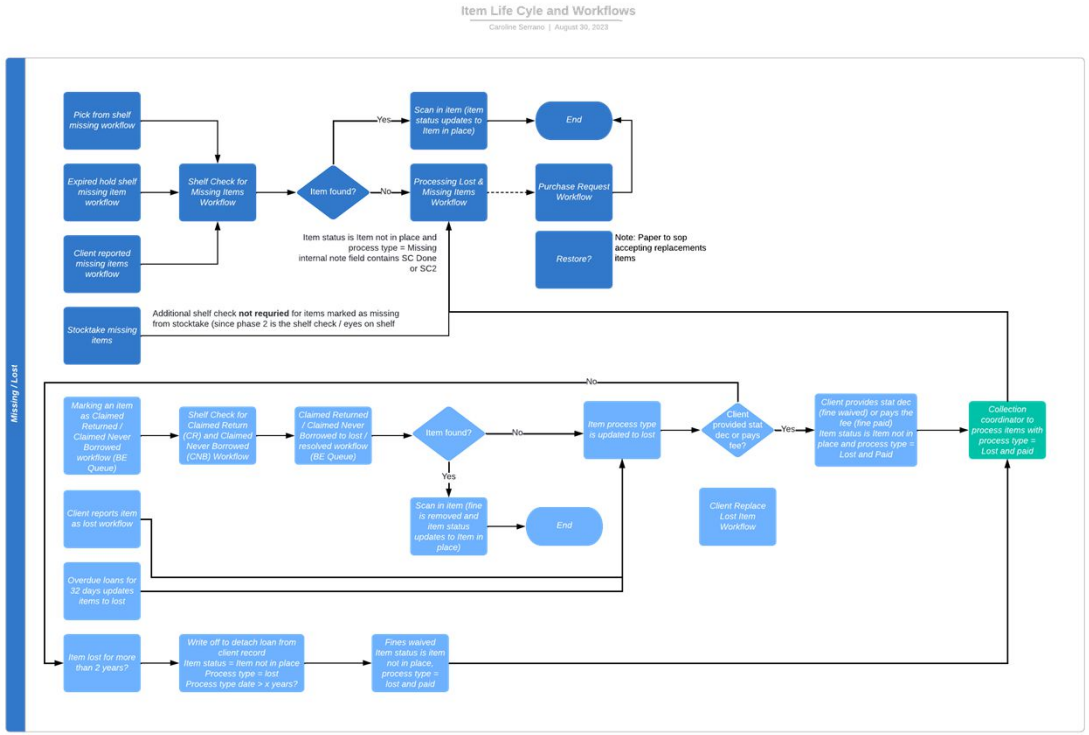


You can email me for the full set of workflow diagrams

Workflows – Processing Lost & Missing Items



Workflows – Item Life Cycle and Workflows



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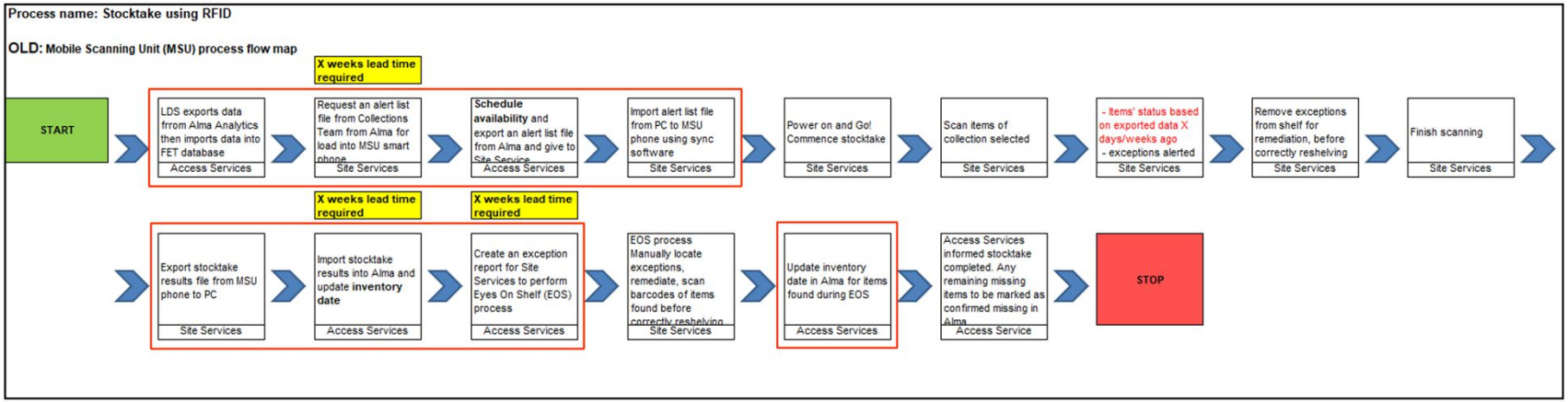
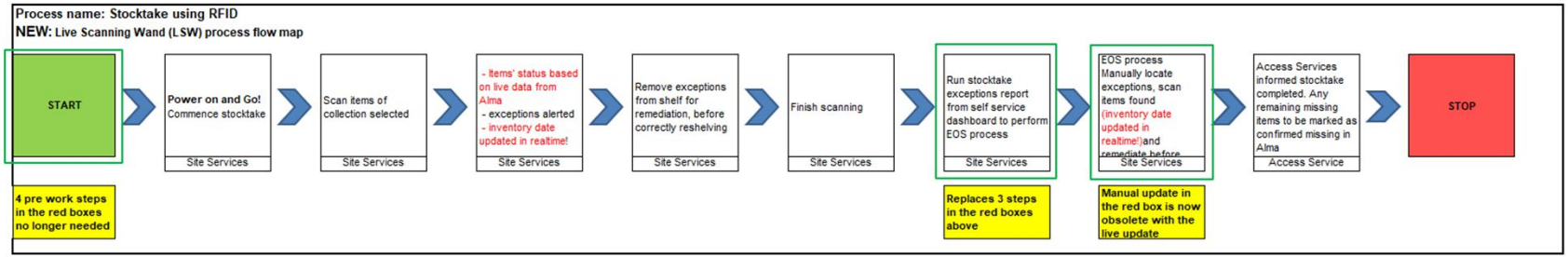
Stocktake Value Stream Map – Old Process



Stocktake Value Stream Map – New Process



Stocktake numbers and timings

Key highlights

Level 9 – East Asian Collection
Approx 35,000 items
2 wands used

	# of staff	scan duration	EOS duration
Old Process (MSU)	2-4	10 days	10 days
New Process (LSW)	2	3 days	2 days

Conclusion / Lessons Learnt

Communicate Frequently

Collaboration
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Continuous Improvement

Engage Stakeholders Continuously

Define Roles and Responsibilities

Questions?

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