

3Rs of Cataloguing: re-engineering processes for increased efficiency



"To improve is to change; to be perfect is to change often."

Winston Churchill



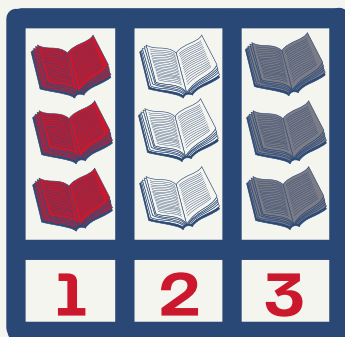
REVIEW.RE-THINK.RE-DESIGN

Manpower constraints and increased expectations for speedy delivery of information and materials are faced by all libraries today.



Business Process Re-engineering was applied to re-design traditional cataloguing operations for increased productivity to meet these challenges.

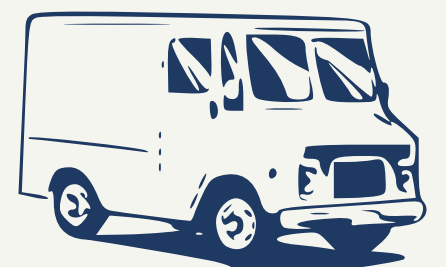
REVIEW



Devised fast-lane cataloguing using data analysis, to solve the problem of multiple priorities and expedited delivery of materials to 26 public libraries and the National Library.

Example of priorities:

1. Urgent patron requests
2. Multiple copies
3. Special projects, etc.



RE-THINK

Catalogue titles at the point of ordering, based on order information. When received, materials are processed and distributed immediately to branches.

BEFORE:
13.5 days

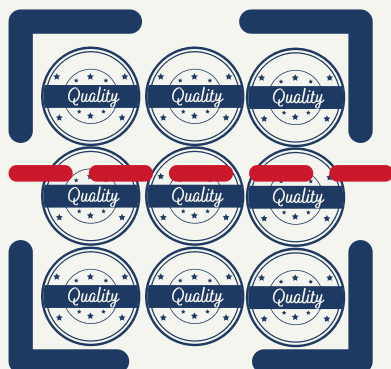


AFTER:
2.5 days



Turnaround time for distribution of materials to branches

RE-DESIGN



Uphold quality in cataloguing with weekly auto-checks on bibliographic records.

A combination of tools such as the ILS, MARCEdit and MS Excel softwares were used.



So no throwing out of the baby with the bathwater!

AND CONTINUE TO REVIEW, RE-THINK, RE-DESIGN

We gave anything a shot!

Learnt and applied RPA (Robotic Process Automation) in a project to identify duplicate titles. RPA learning experience triggered technology-based problem-solving approaches among team members.

We are keeping a finger on the pulse of the library domain & beyond, game to try out other ways to improve cataloguing operations!



"I have no special talent. I am only passionately curious."

Albert Einstein

