Zen & the Art of Flowcharts

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Overview

1. Intro to flowcharts & process mapping
2. 3 WCC examples
3. Group activity
Why Flowcharts?

A little background info…
Part 1

Definition & Benefits of Process Mapping & Flowcharts
Definitions

Process mapping

verb
A technique...

Flowchart

noun
A diagram...

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Benefits

Process Mapping

- Shared understanding
- Clarifies responsibility
- Educates newer staff

Flowcharts

- Conveys info visually
- Documents procedures
- Evaluation tool
Part 2

Process Mapping at Windward Community College Library
WCC Example 1 - Item Processing

```
Start -> Spine labels -> Book? Yes: Tape spines & jackets
                   No: Disc?
                        Yes: Label & process discs
                        No: Multimedia?
                             Yes: Multimedia processing procedures
                             No: Count gifts

Count gifts -> Bookplate
              Yes: Bookplate?
              No: Date & pull slips

Date & pull slips -> Deliver items to Circ Workroom

Deliver items to Circ Workroom -> Rush Processing?
                                      Yes: Notify librarians
                                      No: Notify faculty

Notify librarians -> Pull slips from on-order file

Pull slips from on-order file -> End
```

WCC Library
Example 2
Acquisitions
WCC
Ex. 3
ISLs
Process Mapping
Part 3

Group Activity

1. Process mapping 101
2. Demonstration
3. Group activity
Basic Flowchart Shapes

- Terminator
- Process
- Decision
- Direction
Basic Flowchart

Start → Decision → Process A → End

Start → Decision → Process B → End
Writing Processes

Roll
Action
Subject

Director
Calls
Vendor
Group Activity Demonstration

Step 1 - Two minutes
   Brainstorm & write steps on stickies

Step 2 - Four minutes
   Compare stickies & consolidate similar steps

Step 3 - Five minutes
   Put the stickies in order

Step 4 - Four minutes
   Draw shapes
Checking out a book

Watch out for scope creep!
Step 1
Checking out a book

2 Minutes
Individually brainstorm the steps, writing each step on a separate sticky note
Step 2

Checking out a book

4 Minutes

Share steps with group members, spreading stickies across the table;
Find common steps and group them together; consolidate stickies
Step 3

Checking out a book

5 Minutes

Select the first and last steps, stick them on the paper;

Stick the rest of the steps, in order, on the paper
Step 4
Checking out a book

4 Minutes
Draw shapes around each step;
Connect steps with arrows
Step 5

Checking out a book

5 Minutes

Look at one other group’s flowchart;

How is it similar to your’s? How is it different?
Group Debrief

What went well? What did not go so well?

What did you learn? What did you wish you learned?

How did the other group’s flowchart compare to your’s? Were you surprised by what you saw?

How might you use this in your work? What challenges might you face? What benefits do you see?
Recap

1. Intro to flowcharts & process mapping
2. 3 WCC examples
3. Group activity

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Questions?
Thank You

Please return the assessment sheet

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