

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



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Definitions

Process mapping

verb

A technique...

Flowchart

noun

A diagram...



Benefits

Process Mapping

Shared understanding

Clarifies responsibility

Educates newer staff

Flowcharts

Conveys info visually

Documents procedures

Evaluation tool

Part 2

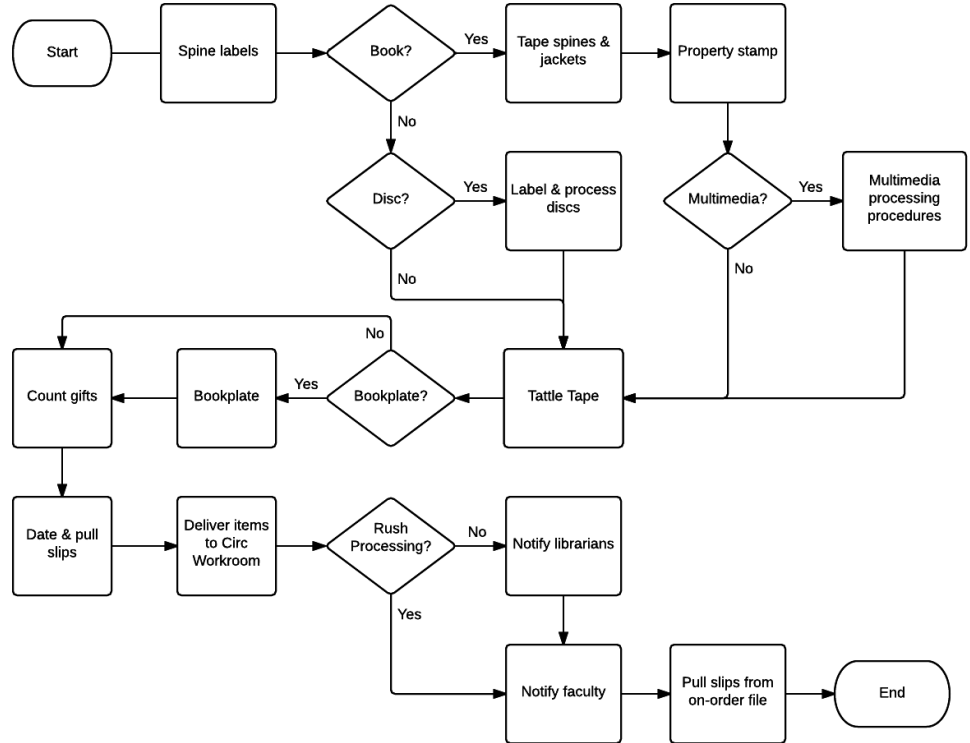
Process Mapping at Windward Community College Library



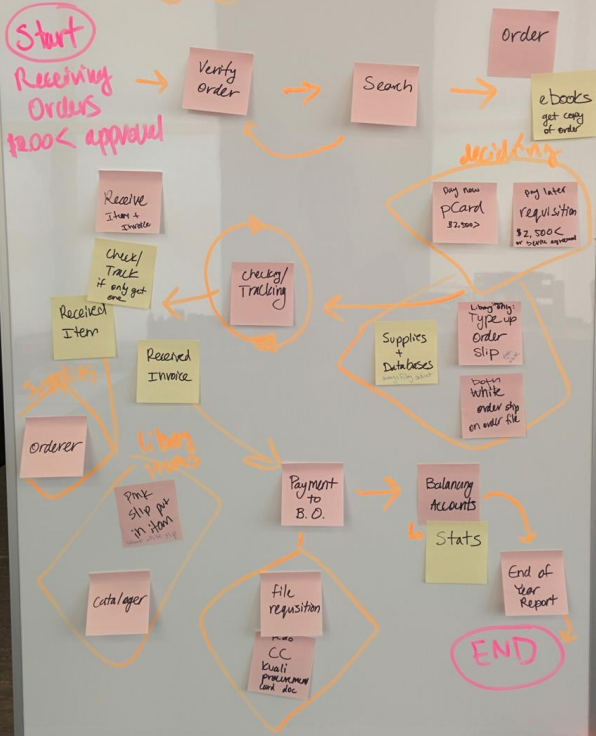
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- 2 Taping
- 3 stamping Bookplates
- 4 Labelling DISCS
- 5 optional's Multimedia
- 6 Tattle Taping
- 7 optional's Bookplates
- 8 Sensitize
- 9 Count gifts
- 10 slips
- 11 Move back to Circ
- 12 Notify Librarians
- 13 Notify faculty
- 14 Order slips

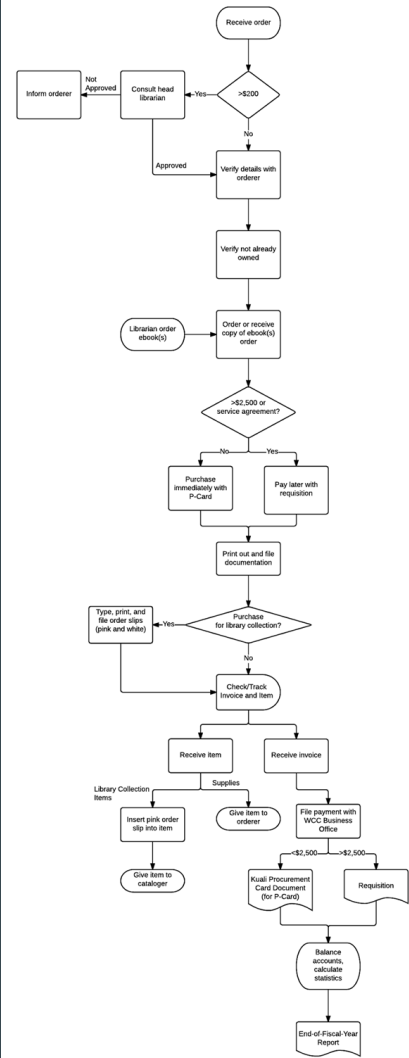
WCC Example 1 - Item Processing



Acquisitions

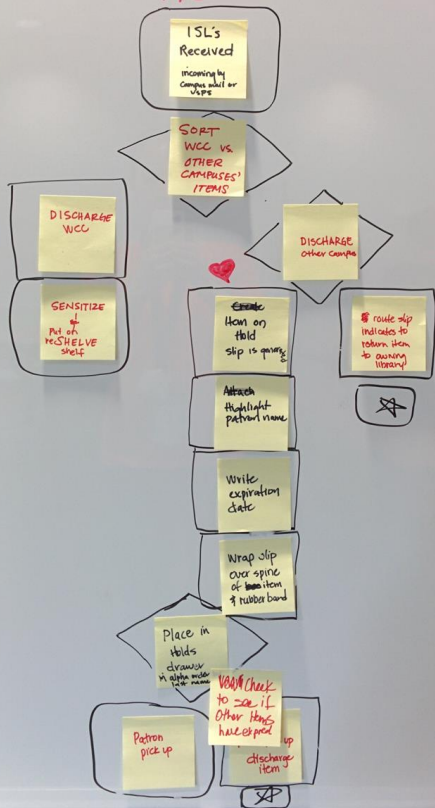


WCC Library Example 2 Acquisitions



Incoming ISL

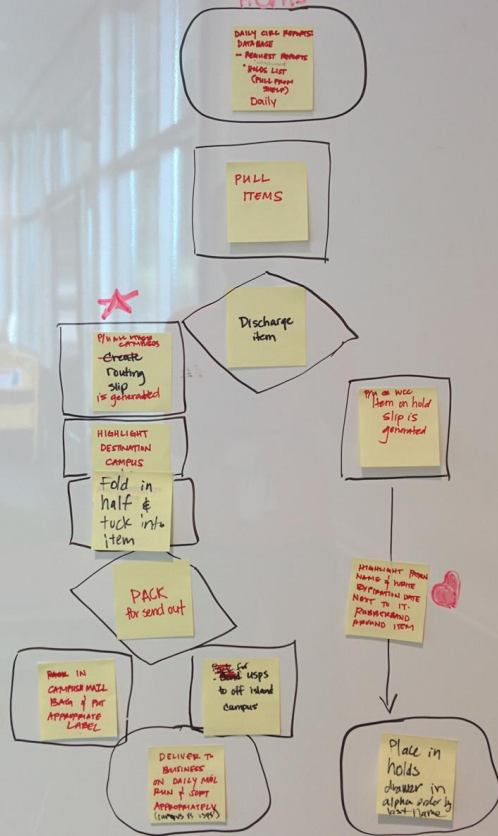
Items

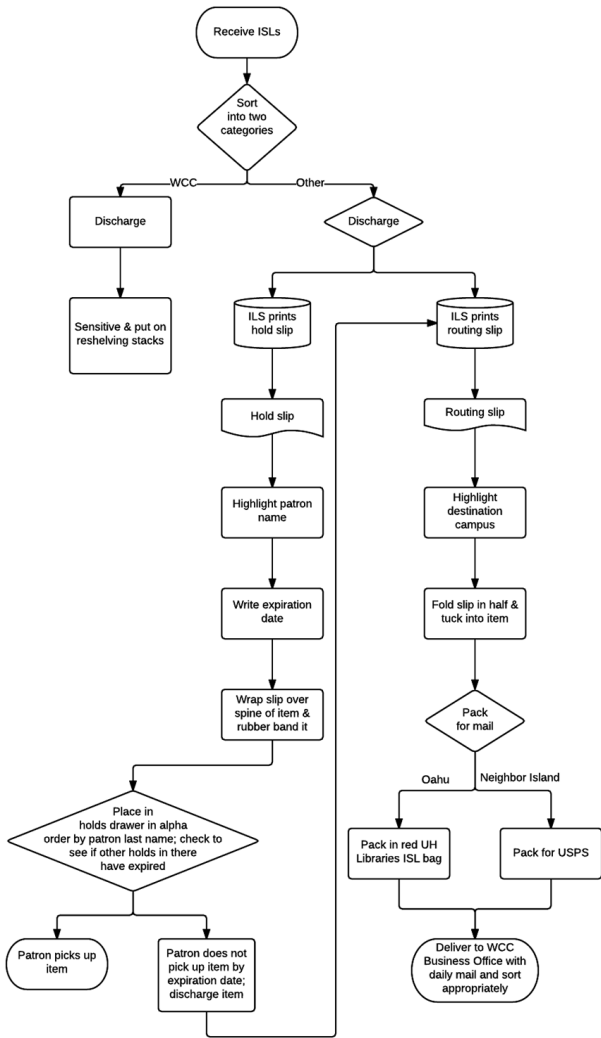


WCC Ex. 3 ISLs Process Mapping

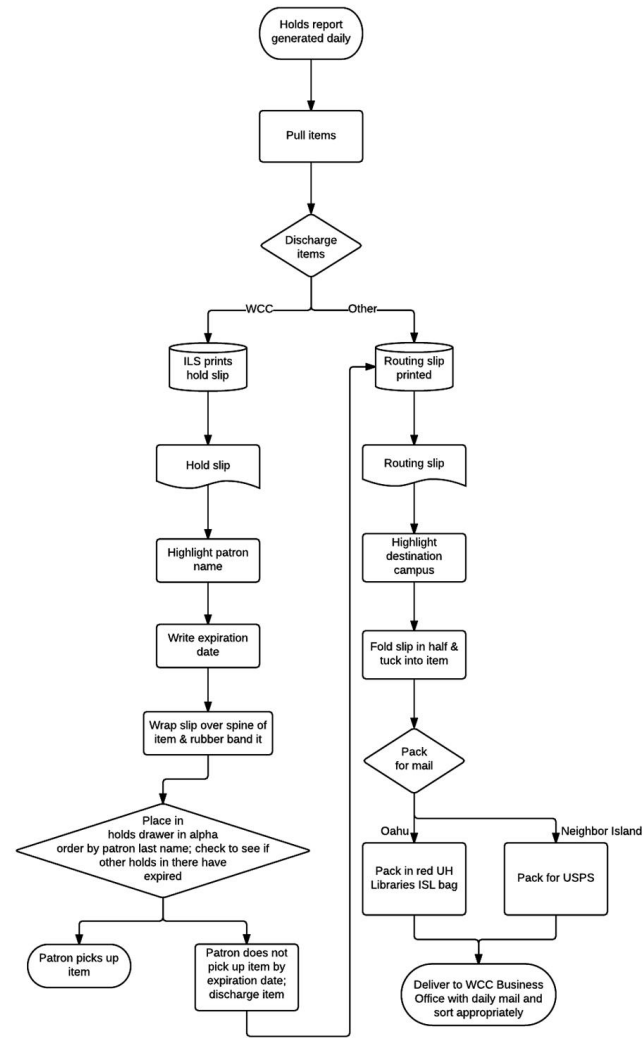
Outgoing ISL

Items





WCC Library Intra-System Loan Flowcharts

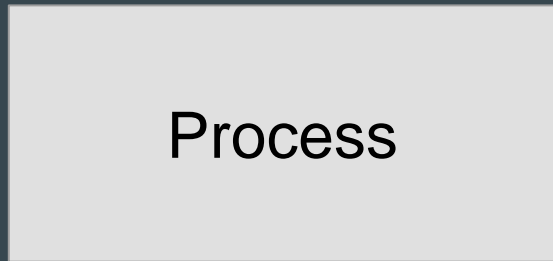


Part 3

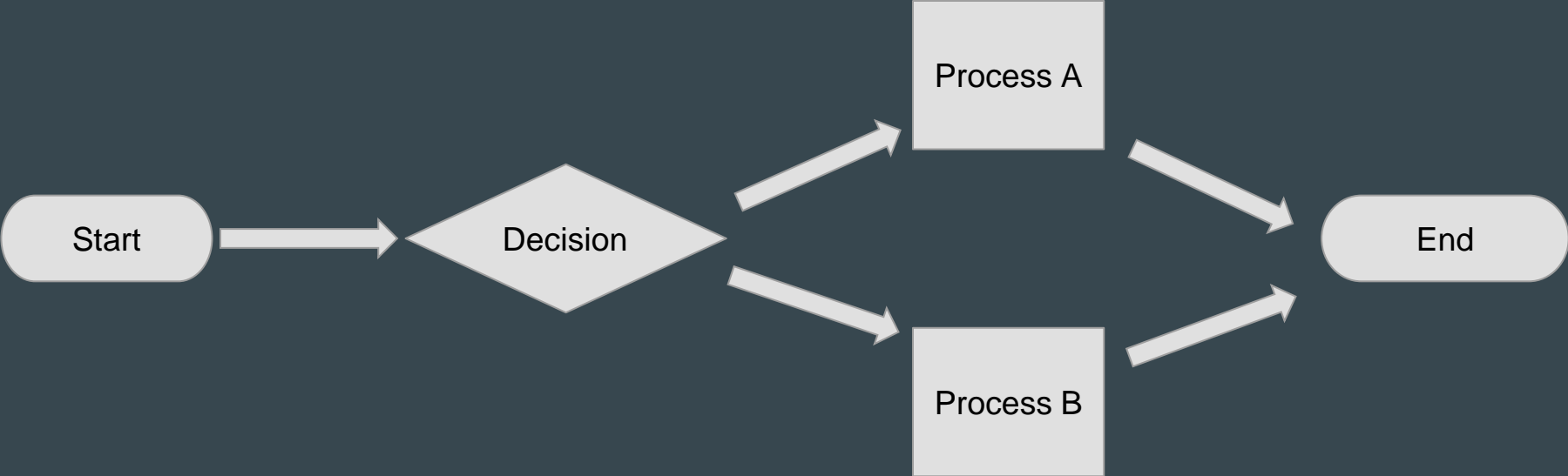
Group Activity

1. Process mapping 101
2. Demonstration
3. Group activity

Basic Flowchart Shapes



Basic Flowchart



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



Terminator



Action

4 Minutes

Draw shapes around
each step;

Connect steps with
arrows



Decision



Direction

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
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Questions?



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Please return the assessment sheet

Thank You



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