

# Digital Library & Information Systems Team

## 2005 Critical Processes

### Vision

DLIST is valued on campus for its library information technology services that enhance learning, research and the abilities of customers to effectively use information and technology resources and services. We have a stable, robust IT infrastructure which balances maintaining security and providing open access. Our systems and services are designed and implemented to respect privacy and uphold the principles of fairness established by the library. The digital library and IT products, tools and services that we acquire, develop and integrate optimize access to resources and strengthen library IT processes and infrastructure. Customers are able to consistently and efficiently access content we create, organize and preserve.

### Mission

DLIST provides and enhances a robust information technology and information access infrastructure as well as diverse services that enable the UA library to achieve its vision.

### Mission Critical Processes

(Note: The Critical Processes' numbers are based on SLRP's online document at [http://www.library.arizona.edu/library/teams/slrp/Crit\\_P/IE/CriticalProcesses.htm](http://www.library.arizona.edu/library/teams/slrp/Crit_P/IE/CriticalProcesses.htm))

## 1. Supporting and Improving Customer Access to Information Resources

Library Critical Processes	Quality Standards	Notes
<b>P 3 ORGANIZING</b>	<b>Degree to which access to electronic information exceeds customers' minimum expectations</b>	
P 3.2 Cataloging		This reflects our involvement in creating metadata for electronic resources.
P 3.2.2 Cataloging electronic resources		
P3.2.4 Assigning metadata tags to electronic resources		
P 3.3 Designing and creating electronic resources		
P 3.3.1 Facilitating/selecting the compiling of new electronic content		

P 3.3.2 Designing and creating electronic resources from already existing content	<u>QS1.2 100% of DLIST projects will have a project plan developed prior to the start of the project.</u>	
P 3.4 File Loading		
P 3.5 Maintaining Gateway (Sabio)		Migration to new gateway is completed on time. See project plan.
P 3.6 Measuring/evaluating	<b>Number of items requested in electronic databases</b>	
P 3.6.1 Evaluating the process		
P 3.6.2 Measuring satisfaction of customers		
P 3.6.3 Measuring cost-efficiency of the process		
P 3.7 Training ( <u>Providing training and documentation for staff e.g. TSAP staff working with the catalog</u> )		

<b>P 4 DISPLAYING</b>		
P 4.1 Assessing need ( <u>Assessing needed functionality, feasibility, and implementation strategies</u> )		
P 4.3 Preserving (print/non-print)		
P 4.3.2 Digitizing material for preservation		
P 4.3.3 Physically preserving material		
P 4.5 Measuring/evaluating		
P 4.5.1 Evaluating the process		
P 4.5.2 Measuring satisfaction of customers		
P 4.5.3 Measuring cost-efficiency of the process		
P 4.6 Training ( <u>Providing training to staff for archival digitization</u> )		

<b>P 5 DELIVERING CONTENT</b>		
P 5.1 Assessing need ( <u>Assessing customers' needs for digital reproduction services, publishing original content, document delivery</u> )		
P 5.2 Document/File delivery	<b>% of the time that a customer discovers that full text is available when she uses OpenURL for an article record in a UA database</b>	
P 5.2.4 Delivering electronic document and files	95% of requests for digitized material requested by Special Collections will be turned around in 5 days	
P 5.6 Publishing original content	90 % of JIS accepted articles will be made available within 1 month	
P 5.7 Viewing special collections		
P 5.8 Measuring/evaluating		

P 5.8.1 Evaluating the process		
P 5.8.2 Measuring satisfaction of customers		
P 5.8.3 Measuring cost-efficiency of the process		

<b>P 7 ADVOCATING (FOR CHANGE IN THE SCHOLARLY COMMUNICATION PROCESS) (As partners, we do this work in collaboration with our internal and external customers)</b>		
P 7.1 Assessing need		
P 7.2 Influencing the academic community		
P 7.3 Working with the publishing community for change		
P 7.4 Influencing government		
P 7.5 Measuring/evaluating		
P 7.5.1 Evaluating the process		
P 7.5.2 Measuring satisfaction of customers		
P 7.5.3 Measuring cost-efficiency of the process		

## 2. Planning, Managing, Supporting and Improving the Library's Information and Systems Infrastructure.

<b>P 12 MANAGING INFORMATION TECHNOLOGY</b>	QS 12.1 80% projects that will be completed on time.	
P 12.1 Assessing the environment/need Digital		
P 12.2 Research and Development		
P 12.3 Selecting hardware, software		
P 12.3.1 Acquiring hardware, software		
P 12.3.1.1 Placing orders	QS 12.3.1 100% of all orders will be purchased only after correct Library budget account is known.	
P 12.3.1.2 Claiming, canceling, tracking orders	QS 12.3.2 100% of all orders will be reconciled with ABAC\$\$ Atlas system.	
P 12.3.1.3 Receiving		
P 12.4 Maintaining network	Backup processes will provide secure copies of 100% of our business files every 24 hours.	There will be daily full (all files) or incremental (modified or new files) backups
P 12.5 Maintaining and refreshing hardware, software	QS 12.5.1 90% of staff have computing resources adequate for their user profile <b>QS 12.5.2. 15 % increase per year in meeting customer expectations regarding Library facilities and equipment. – Lib Qual</b>	<b>Dan – is this a good Lib Qual standard for DLIST?</b>
P 12.5.1 Maintaining Gateway (Sabio) (technology)		

P 12.6 Consulting		
P12.7 Measuring/evaluating	<p>QS 12.7.1. For 85% of all Helpline calls users will receive a response within an hour.</p> <p>QS12.7.2. 85% of <i>Critical</i> Helpline calls will be resolved by a team member within 4 hour of entry into the database.</p> <p>QS 12.7.3. 85% of <i>Priority</i> Helpline calls will be resolved by a team member within 24 hour of entry into the database.</p> <p>QS 12.7.4. 85% of ASAP Helpline calls will be resolved by a team member within 3 days of entry into the database.</p>	The Performance Measures relate to the Helpline processes.
P 12.7.1 Evaluating the process	QS 12.7.1. One XWING process will be evaluated and improved each year.	
P 12.7.2 Measuring satisfaction of customers		
P 12.7.3 Measuring cost-efficiency of the process		
P 12.8 Training	QS 12.8.1. 85% of all XWING processes will have at least two people trained in the process.	

### 3. Managing DLIST Operations

<b>P 9 MANAGING HUMAN RESOURCES</b>		
P 9.1 Assessing need		
P 9.2 Recruiting and hiring		
P 9.4 Conducting developmental and performance reviews	QS 9.4 All staff will have developmental and performance reviews on time.	
P 9.5 Allocating Human resources		
P 9.9 Measuring/evaluating		
P 9.9.1 Evaluating the process		
P 9.9.2 Measuring satisfaction of customers		
P 9.9.3 Measuring cost-efficiency of the process		

<b>P 10 MANAGING PHYSICAL RESOURCES</b>		
P 10.1 Assessing need ( <u>DLIST assesses its need for physical resources, regarding the IC, surplus</u> )		

<b>P 11 MANAGING FINANCIAL RESOURCES</b>		
P 11.1 Assessing need ( <u>DLIST has to assess its budget need, needs related to upgrades</u> )	QS 11.1.1 Every year a 5-year plan for the Upgrades budget will be created.	
P 11.2 Developing budgets and allocating financial		

resources		
P 11.2.1 Developing allocating personnel wages, capital and ops budgets		
P 11.5 Reporting		
P 11.6 Maintaining vendor relations		
P 11.7 Managing Fund Lines		
P 11.7.1 Managing library personnel operations and wages budgets		
P 11.7.? Managing upgrades budgets ( <u>New added, NOT in SLRP's doc.</u> )	QS 11.7.1 The upgrades budget will never be over spent.	
P 11.8 Monitoring fund lines		
P 11.8.1 Monitoring library personnel operations and wages budgets		
P 11.8.? Monitoring upgrades budgets (from multiple sources – operations, capital fund, one-time requests) ( <u>New added, NOT in SLRP's doc.</u> )	QS 11.8.1 100% of all purchases will not cause any budget to be over spent.	
P 11.8.? Monitoring grants ( <u>New added, NOT in SLRP's doc.</u> )		
P 11.10 Measuring/evaluating ( <u>All teams have to do this to be cost-effective</u> )	QS 11.10.1 Every month our expenditures from all budgets will be reviewed with ABAC\$\$ and issues will be reconciled.	
P 11.10.1 Evaluating the process	QS 11.10.2 Every year we will review the process with ABAC\$\$ for improvements.	
P 11.10.2 Measuring satisfaction of customers		
P 11.10.3 Measuring cost-efficiency of the process		

**P 15 Institutional Planning** (We supply data for SLRP to plan)

<b>P 16 FUNDRAISING</b>		
P 16.1 Assessing need		
P 16.3 Writing grant applications	<b>Increase per year in dollars received through grant funding</b>	
P 16.5 Measuring/evaluating ( <u>measuring/evaluating our efforts and looking for improvement</u> )		
P 16.5.1 Evaluating the process		
P 16.5.2 Measuring satisfaction of customers		
P 16.5.3 Measuring cost-efficiency of the process		

<b>P 18 INFORMING THE ORGANIZATION</b>		
P 18.1 Assessing need		
P 18.2 Receiving, disseminating internal/external communications		
P 18.3 Reporting Team Progress		
P 18.4 Measuring/evaluating		
P 18.4.1 Evaluating the process		
P 18.4.2 Measuring satisfaction of customers		
P 18.4.3 Measuring cost-efficiency of the process		
P 18.5 Training		

<b>P 19 DEVELOPING POLICIES</b>		
P 19.1 Assessing need		
P 19.2 Measuring/evaluating		
P 19.2.1 Evaluating the process		
P 19.2.2 Measuring satisfaction of customers		
P 19.2.3 Measuring cost-efficiency of the process		

<b>P 20 CHARGING, GUIDING, SUPPORTING TEAMS TO ACCOMPLISH THEIR WORK (<u>DLIST takes this role in regards to IT / Digital issues, e.g. XWING supporting teams with computer infrastructure. DCAP supporting teams with new software/devices</u>)</b>		
P 20.1 Assessing climate, readiness and skill sets to implement change		
P 20.2 Understanding of the need and of the consequences of not acting		
P 20.3 Designing new processes		
P 20.4 Training on the new processes		
P 20.5 Measuring/evaluating the success & implementation of new processes		
P 20.5.1 Evaluating the process		
P 20.5.2 Measuring satisfaction of customers		
P 20.5.3 Measuring cost-efficiency of the process		
P 20.6 Training ( <u>New added, NOT in SLRP's doc. Using training to help the library staff gain problem/system analysis skills to accomplish Process 20</u> )		

