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Process maps, fishbones and stats:

Continuous improvement and alternative formats at Leeds Beckett University Library

Rachel Thornton and Pippa Wood
Copyright Clearance Officer and Senior Information Services Librarian

Alternative Formats Service

- Providing Alternative Formats Service for over 10 years
- Accessible copies of resources for eligible students
- Complex workflow, increased demand
- Service review 2018-19

Photo by Lara Far on Unsplash

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Process mapping

- “If you can’t describe what you are doing as a process, you don’t know what you are doing”

W. Edwards Deming

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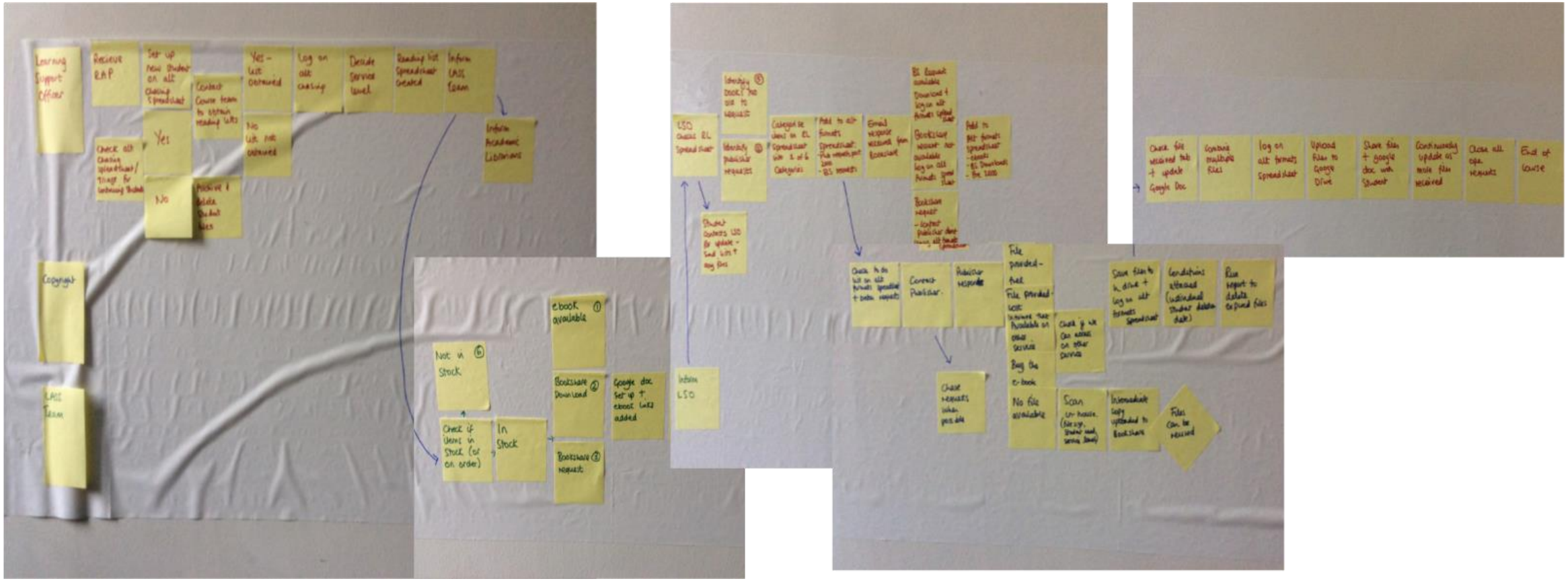

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Waste identification

- **D** Defects
- **O** Overproduction
- **W** Waiting
- **N** Non Value Added
- **T** Transport
- **I** Inventory
- **M** Motion
- **E** Employee skills

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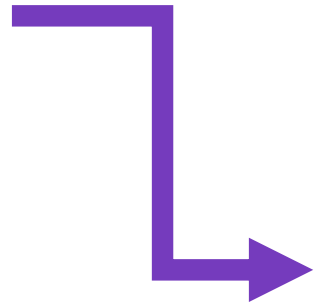
Problem statement

To identify and find solutions for:

- Single points of failure
- Duplication of work
- Managing student expectations



“Failure to deliver a consistent service to print impaired students”

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Photo by Evie S. on Unsplash

Root Cause Analysis

- Structured approach
- Understand the underlying causes
- Ensure major possible causes are not overlooked

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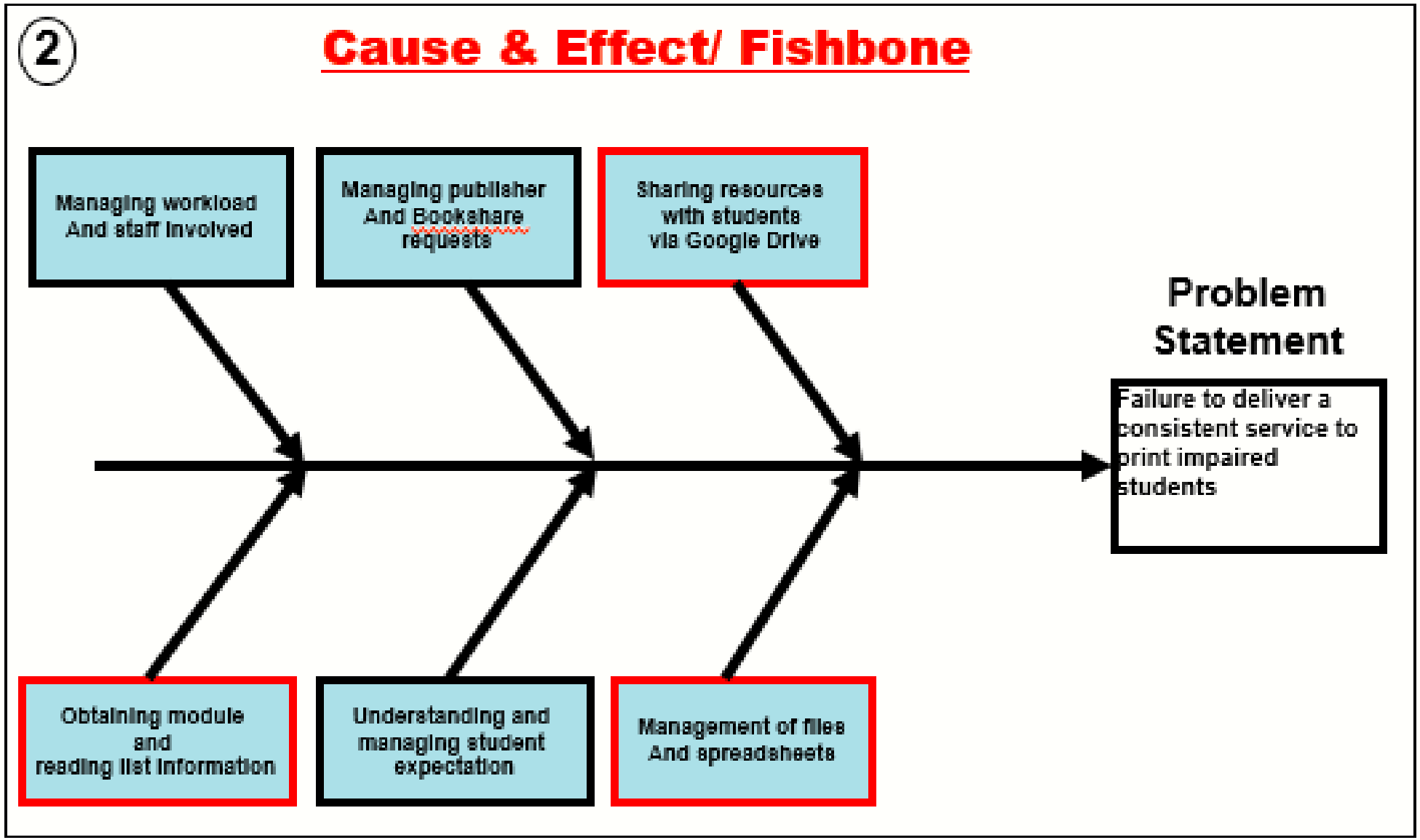
Fishbone diagram



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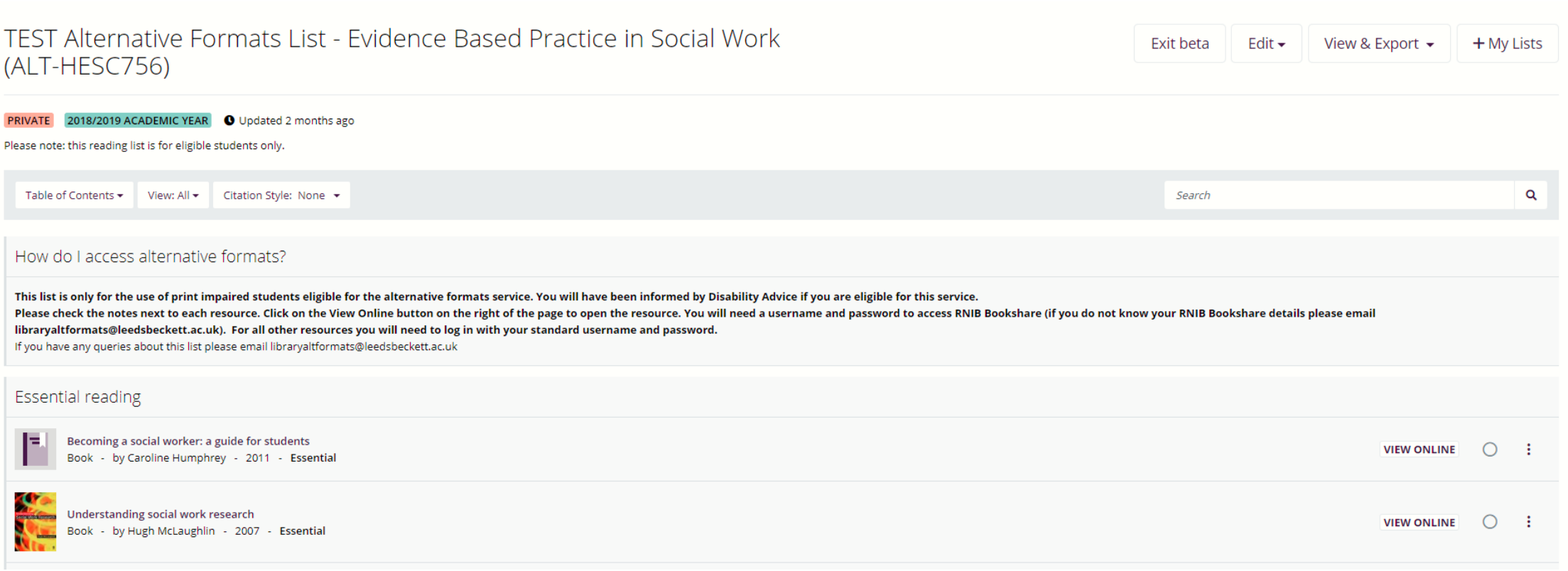
Talis Aspire Reading Lists



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Publisher files

- New means of delivery for files supplied by publishers for a specific student
- Stored in VLE (Blackboard Content Collection)
- Permissions added to link

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Changes for 2019-20

“I feel like this will be life changing for me. Because you can literally just click and it is there. The amount of times I literally have had to go into different tabs to get things, but it is all in one place which is really nice.”

Alternative Formats Student

Photo by Lara Far on Unsplash

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Thank you

Any questions?