

CPI Tracking and Outcome Report – Issuing a Library Card

Project Summary Information

Department	Library	Date Launched	May 2014	Project Status	Completed Control Open (Highlight One)
Team Participants	All Staff initially, then assigned staff				
Project Description	Streamline the process for issuing library cards to improve patron satisfaction and reduce staff time and frustration.				
Problem Statement	<ul style="list-style-type: none"> • Current proof of residence frustrates patrons who are not aware of the need to bring proof when applying for free library card. • Streamline library card process for patrons applying for free card to reduce time for issuing and data entry errors. 				
Customers	Citizens and patrons of the library				
Stakeholders	Library staff, CMO, Finance				

Phase Updates DMAIC - (Define, Measure, Analyze, Improve, Control)

Define

Date	Action/Outcome	Comments	Action Item/ Outcome
5/2014	Develop As-Is Process map for issuing a library card Identify areas where the process breaks down or is delayed.	2 teams complete separately	Assign to one team to complete the project. Analyze the causes and propose solutions to resolve the issues
10/2015	Re-work current state process map to account for all tasks		

Measure

Date	Action/Outcome	Comments	Action Item /Outcome
6/2014	Take pre-intervention data		Minimum of 30 data points over 10 days
9/2015	Take post-intervention data		Minimum of 30 data points (online) and 15

			data points (paper) over 30 days
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Analyze

Date	Action/Outcome	Comments	Action Item/ Outcome
5/2014	Process is time consuming and requires multiple duplicate steps. There is significant room for human error during data entry.		Discuss the importance of searching for duplicate records and verifying data entered
6/2014	Identify online application where patron self-enters data to decrease errors.		Held due to potential online application becoming available in 2015
10/2015	Compare and analyze pre- to post-intervention data. Significant time and cost (hourly wage) savings due to change in ILS, even more so due to online application.		Complete intervention graphs and write-up.

Improve/Implementation

Date	Action/Outcome	Comments	Action Item/ Outcome
5/2014	Process is time consuming and requires multiple duplicate steps. There is significant room for human error during data entry.		Discuss the importance of searching for duplicate records and verifying data entered
6/2014	Identify online application where patron self-enters data to decrease errors.		Held due to potential online application becoming available in 2015
2/2015	Create and test online application	Needed some verbiage tweaking	Online application is ready for go-live

3/2015	Implement online application component		Online application is live
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Cost Mitigation

Area for Cost Savings	Staff hourly wages	Estimated Annual Cost Savings	\$8,580.01 (conservative)
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Completion

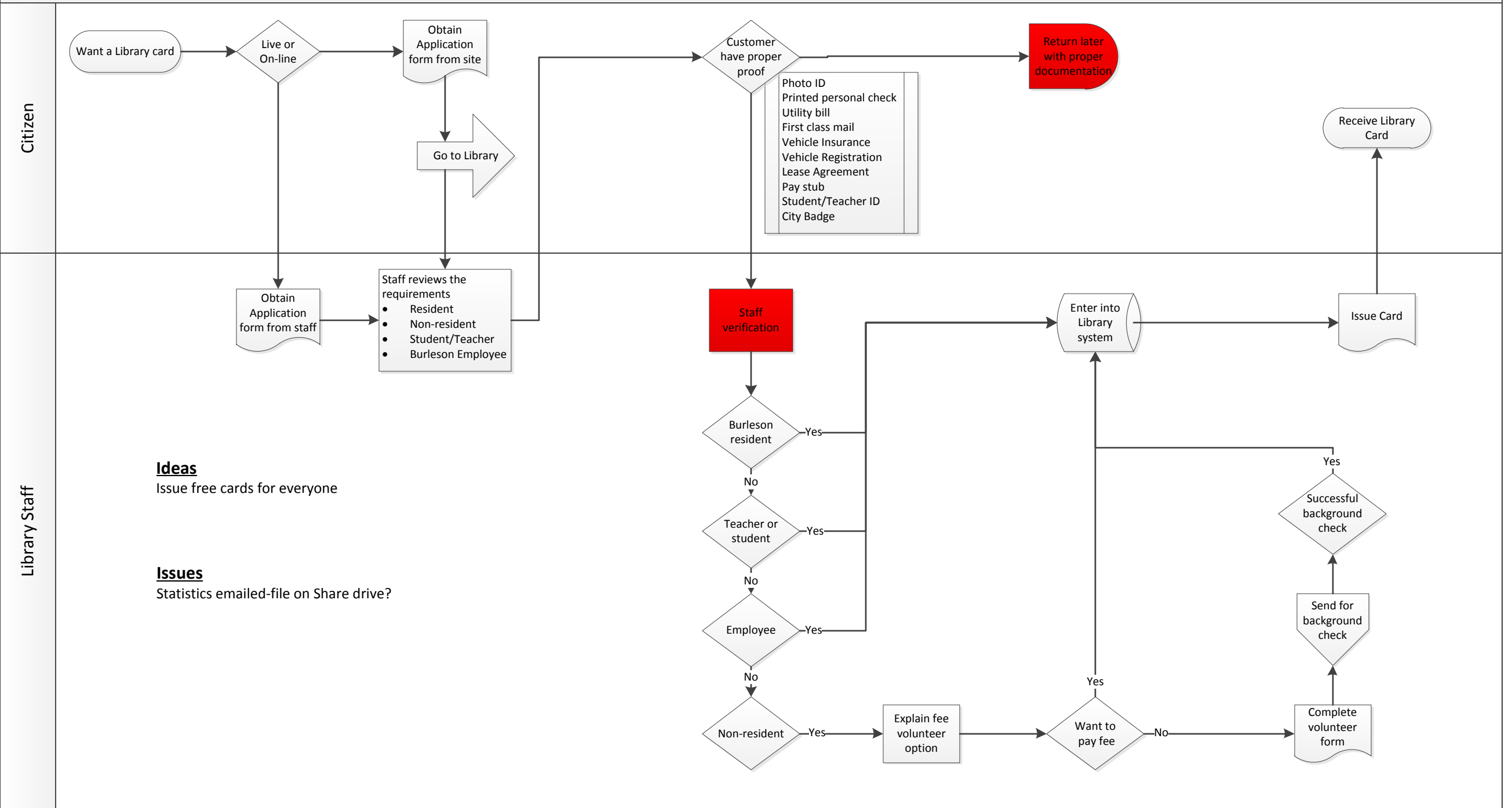
Presentation Date		Completion Date	11/2015	Celebration Date		On Going Project	Yes <input type="radio"/> No <input checked="" type="radio"/>
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Control

Date	Action/Outcome	Comments	Action Item /Outcome
Ongoing	Continue data collection of usage. Attempt to develop a closer estimate of percent usage of online vs. paper application		Better estimate of usage and annual cost savings.

Issue Library Card As-Is Flow Chart Group 1

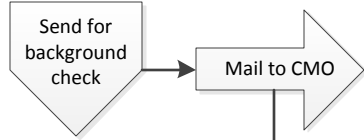
Phase



Title

Phase

Library staff



CMO

