

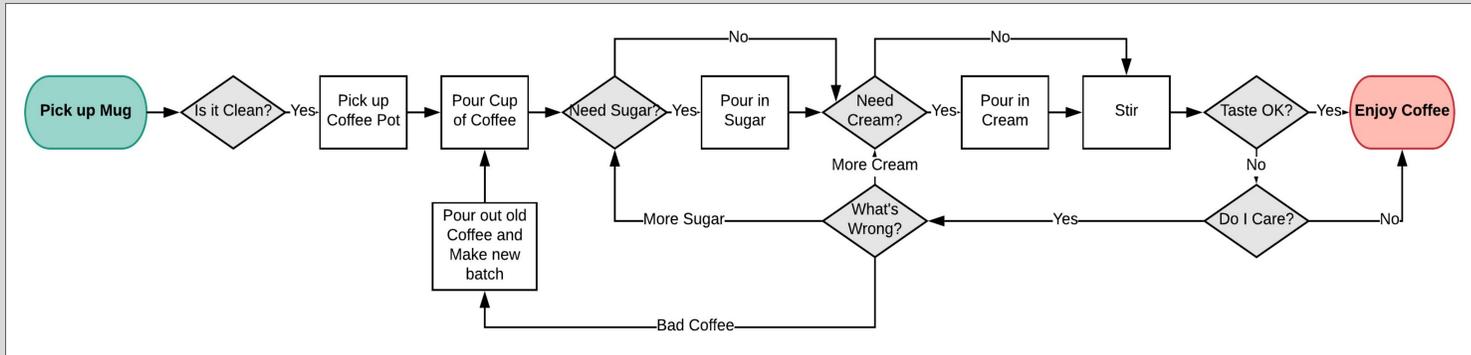
# Process Mapping for Assessment and Collaboration in Libraries

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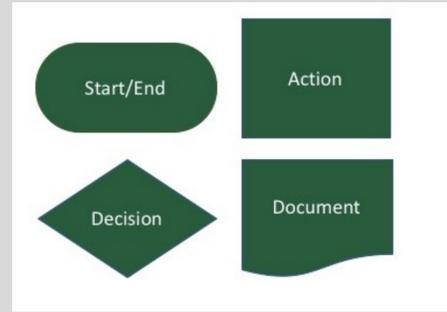
Read more: <http://bit.ly/OrnatCRLN>  
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Process maps provide valuable information in visual form on the path an action or procedure takes throughout a library

Example: Pouring a Cup of Coffee



Flowcharts include shapes that represent different pieces moving within the process.



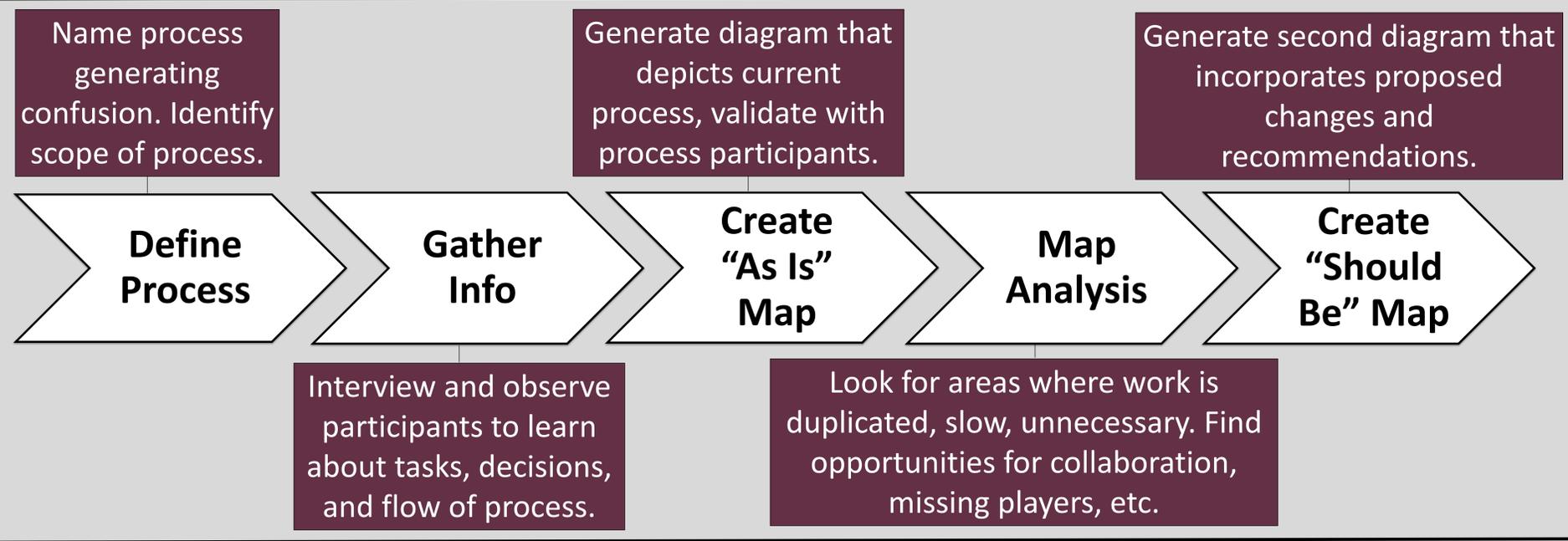
Process maps are commonly drawn as flowcharts. These diagrams can reveal inefficiencies in complex procedures, save institutional knowledge, and be easily shared and understood by others.

## Process Mapping at J. Murrey Atkins Library

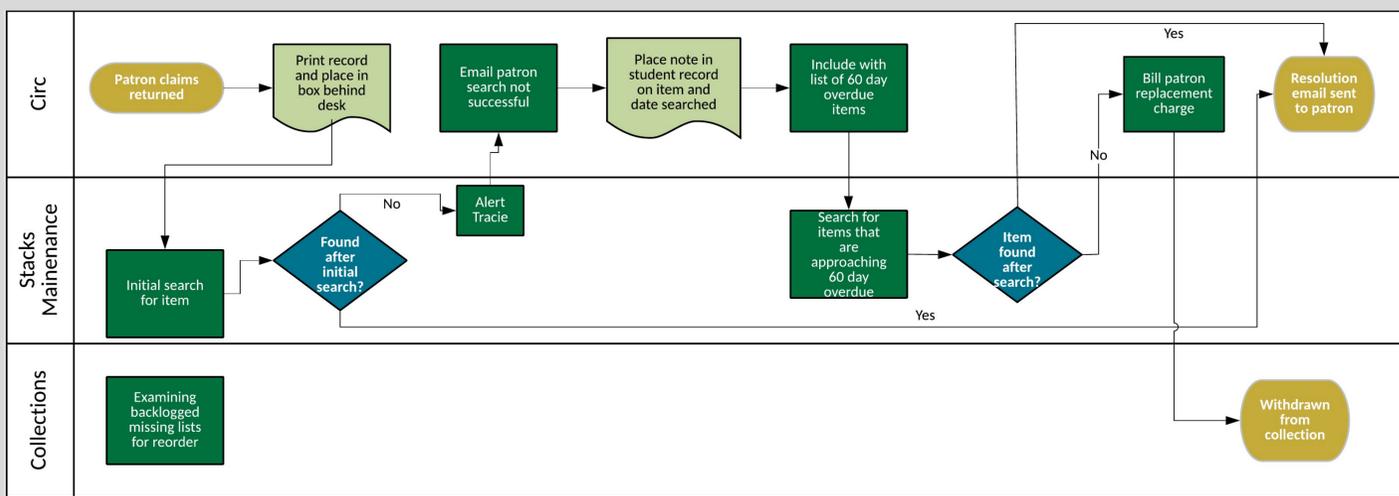
**Project Goals:**  
To examine current workflows & identify areas for improvement and collaboration

**Workflows Examined:**  
Missing and damaged items

**Lessons:**  
Process mapping is an approachable way for librarians to adopt a culture of assessment and reflective practice



"As Is" Map for Missing Items Process



• Validate map  
• Map Analysis

"Should Be" Map for Missing Items Process

