

4-1-2017

News - Georgia Tech

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Recommended Citation

Winter, Elizabeth; Mull, Kim; and Wright, Jason D. (2017) "News - Georgia Tech," *Georgia Library Quarterly*: Vol. 54 : Iss. 2 , Article 11.

Available at: <http://digitalcommons.kennesaw.edu/glq/vol54/iss2/11>

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*People, Libraries
and Agencies* **IN THE NEWS**

Georgia Tech

Georgia Tech Library Adopts 'Supply Chain' Methods

Sweeping improvements implemented as part of LibraryNext

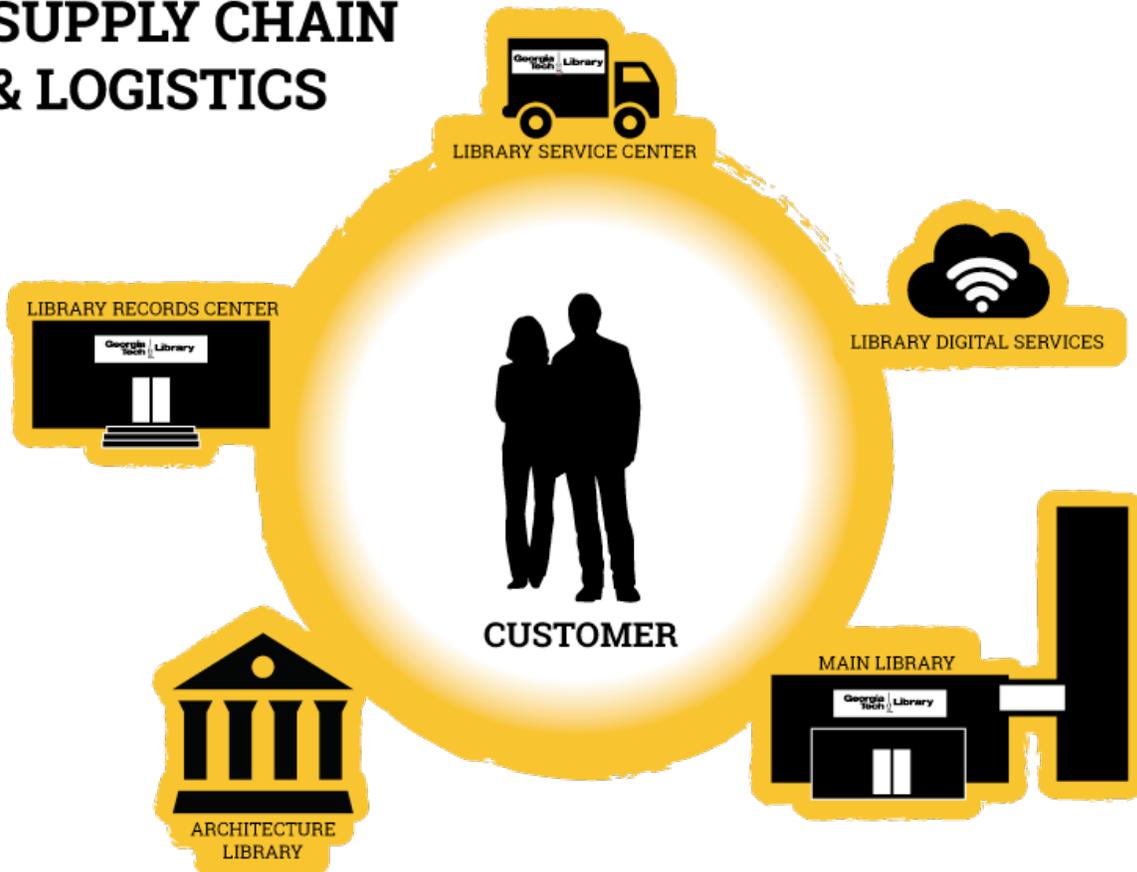
As part of its transformative, multi-year effort to define the research library of the twenty-first century, Georgia Tech's faculty and staff have integrated the private industry's "supply chain" thinking and methodology.

According to Wikipedia, "a supply chain is a system of organizations, people, activities,

information, and resources involved in moving a product or service from supplier to customer." In this case, the supplier is the Georgia Tech Library, and the customers are Tech's students, faculty, staff, and others who make use of services and collections.

First on the agenda: Combine seven former library departments into a single, efficient infrastructure supply chain, with staff cross-trained to do work in a variety of functions as user demand dictates. Functional areas include acquisitions/eResources management, archives, cataloging, interlibrary loan, records management, scholarly communication, and reserves.

SUPPLY CHAIN & LOGISTICS



Every choice is made strategically, said Elizabeth Winter, Head, Collection Acquisitions & Management. By unifying and redefining the way work is done in technical and support service areas, the library supports its strategic goal of having a workforce and internal processes that are adaptable to a rapidly changing environment.

The library's services, personnel, and collections are distributed across multiple locations, which requires rapid communication and efficient logistical connections between all these points.

Timeline:

- **Fall 2016:** Completed the first of three planned Infrastructure Supply Chain projects, which determined the tasks and skills needed for success in the new supply chain and assess cross-training needs.
- **May 2017:** Infrastructure Supply Chain Development, which will generate streamlined workflows, customer/stakeholder analysis, and new job roles needed.
- **Fall 2017:** Infrastructure Supply Chain Training and Implementation, which will

refine procedures, generate standardized work instructions for all supply chain functions, and cross-train library personnel for bench strength across the functional areas.

- **TBD:** The library has also recommended an assessment project to set a baseline for customer service and productivity and practice continuous improvement of the supply chain.

Project management:

The projects are currently being led by Mull, Winter, and Strategic Initiatives Manager Marlee Givens, with project teams composed of subject matter experts in a variety of areas across the library.

The library hopes to have a new service quality manager librarian on board in 2017 to take responsibility for managing the full supply chain and its services, ensuring that the critical connections are made to provide the best service to our customers.