

# Diagnosing Library Process Problems Using Maps and Metrics

Instructions for activity between the pre-recorded and live session

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1. Use one of the three map types (spaghetti maps, process map, or swim lane map) introduced in the pre-recorded session to map a process that you have at your workplace. Observe the process happening; don't just draw it from your memory. Listen and watch what is happening.

A. Use the pdf of pre-recorded segment 1C that has examples of the three maps, if you need it. Alternatively, "Google" images of these maps to see dozens of examples. There is much flexibility in how you approach mapping details.

B. Try to consolidate your process to no more than eight main steps. We are just trying to capture the big picture of your process as well as to give you a little practice mapping and identifying waste.

2. Using the waste handout for reference as well as what you know about your process based on your work experience, where do you see waste? Mark the waste you see on your map in some way. You could use an asterisk to mark it and the first initial of the waste (e.g., \*T to denote the waste of Transportation).

3. Please upload your map to <https://drive.google.com/drive/folders/1f9aDkPefgi7rhVQR1KCi-balk2RjIOJ5> before our live session on December 14, 2020.