

PROCESS INNOVATION

DATA BRIDGE with PARAMIPS : The UiTM Story A success story on the usage of Paradigm's data conversion tools

"Change Management had taken place in the Technical Department of our Library. We had identified and improved our processes. The tools were designed to perform the bibliographic extraction at scheduled times, in order to avoid unforeseen congestion in the network. **From the initial 12 - 15 titles/per day, our software tools were able to extract an average of 100 titles (with 75% - 80% hit rate) per day! This was a 7 fold improvement in the system.**"

~ Paiza Idris, Chief Librarian,
Perpustakaan Tun Abdul Razak (PTAR),
Universiti Teknologi MARA.

Serving a foremost university, PTAR's annual literature acquisition costs millions of Ringgit. But due to manpower and other logistical limitations, we have always ended up having our latest purchases sitting on the trolleys for weeks if not for months, prior to processing. Our Catalogers could only process between 12 - 15 titles per day. Having adopted 'Copy Cataloguing' from various bibliographic repositories, we still could not cope with the two-week processing period that was requested from the University. We still had our trolleys laden with the unprocessed collections.

A Collaborative Effort Between a Developer and a User

Original cataloguing at 15 titles/day			Using a KM Enabler at 105 titles/day	
Full-time Cataloguer	Original Cataloguing (per day)	Titles catalogued per month	With the KM Enabler (per day)	Titles catalogued per month
1	15	15 x 22 days = 330 titles	105	105 x 22 days = 2310 titles
2	30	30 x 22 days = 660 titles	210	210 x 22 days = 4620 titles
3	45	45 x 22 days = 990 titles	315	315 x 22 days = 6930 titles

Our Improved Work Processes and Tools Took Shape!

After various discussions with our Solutions Partner, our Cataloguing woes were highlighted. These gruelling sessions proved useful, as our Solutions Partner was able to diagnose the bottlenecks process and innovate new products to help ease our burden. Software Tools were implemented that were able to 'auto-extract' required bibliographic records from designated '239.50 sites', based on scanned multiple ISBNs and save the extracted bib records in temporary buffer repositories for scheduled indexing.

Letting tools to perform repetitive tasks was an easy way to tap their power. We had incorporated predetermined 'Catalog Scripts' that were utilised to validate and verify the required Catalog Tags, and thus our Library Catalog repository was 'semi auto-populated'. Our books were in no time cleared from the trolleys and were placed in respective shelves, within the time-frame that was required by the management. With the implementation of these tools, we were able to transfer our 'redundant' cataloguing clerks to the ever demanding front-end service centres.