

POT 4 LT 1 Charge

To: 1-2 members from Acquisitions Common Interest Group; 1-2 members from CDL Acquisitions Liaisons

From: Next Generation Technical Services POT 4, Lucia Snowhill (Chair), Adriana Moran, Karleen Darr, and Lisa Spagnolo (Project Manager)

Subject: Request for Assistance (Charge), Investigate CDL Payment Processes and Recommend Improvements

Date:

As you know, Next-Generation Technical Services (NGTS) is an initiative developed by the University Librarians and SOPAG to redesign technical services workflows across the full range of library formats in order to take advantage of new system-wide capabilities and tools, minimize redundant activities, improve efficiency, and foster innovation in collection development and management to the benefit of UC library users.

The Power of Three groups have been empowered to form short-term or targeted groups charged with conducting pilot projects or other specific, well-defined tasks that will assist the POT in completing the deliverables outlined in its charge. Composition of the Lightning Teams will depend on the scope of the task. The POT can tap any appropriate experts from within the UC system with consideration of UC location/geography, campus size and decision-making authority.

As recognized experts in the field, you have been selected to serve on POT 4's Lightning Team 1 to Investigate CDL Payment Processes and Recommend Improvements. Lucia Snowhill will be your POT 4 liaison to facilitate communication and filter questions and concerns. The lead will be responsible for convening the Lightning Team and setting up the email and conference call communications. The details of the tasks and the charges may change, and new tasks may arise that need to be addressed.

Summary and Background:

The CDL Deposit Account System is currently used by 8 of the 10 campuses and CDL. Two campuses (SB, D) have not yet implemented the deposit account method. The goal is to facilitate the transition to the deposit method for these campuses as soon as obstacles are identified and resolved. The second goal is to provide campuses the opportunity to make suggestions for improvement in services including new tools for information-sharing. [Add language on second goal something to indicate that part of our charge re: "new tools for information-sharing"? Could also address tools in launch discussion w/ LT if not wanting to

specify in the charge.

CDL Acquisitions distributes reports to campuses to support their recharge payment process. Since the payment process is handled in two different ways, record distribution and documentation differs. It is advantageous to standardize report information and processes into one method.

Lightning Team 1 chiefly focuses on library accounting process to the extent they intersect with the business requirements of the campus. Additional information and issues related to campus business reporting requirements will be addressed by another Lightning Team.

The final report of the “NGTS Phase II---Financial Infrastructure Task Force” can be found at:

http://libraries.universityofcalifornia.edu/about/uls/ngts/docs/Fin_ExecutiveSumm.pdf

http://libraries.universityofcalifornia.edu/about/uls/ngts/docs/NGTS2Fin_Infra_Final_Report.pdf

http://libraries.universityofcalifornia.edu/about/uls/ngts/docs/NGTS2_Fin_Infra_AppendixA.pdf

Checking re: other Phase 2 documents.

Generic Workflow Diagram

Charge:

Lightning Team 1 is charged with the following tasks:

1. Survey campus library acquisitions to:
 - Identify successful campus workflow in adopting CDL Deposit Account payment process Identify barriers in campus workflow in adopting the CDL Deposit Account System
 - Recommend improvements in CDL Deposit Account System process
 - Identify potential opportunities for campuses to streamline or discontinue transactional payment processing
 - Identify issues related to complying with campus accounting business requirements if using the CDL Deposit Account System Provide variations to the generic workflow diagram (to be provided)
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Potential questions can include, but are not limited to:

For campuses participating in the deposit system, investigate whether the

deposit account method is maximizing effectiveness.

- Identify the benefits of the deposit payment process* Did campuses experience any changes in personnel as a result of adopting the deposit process?
- Are there cost savings in your revised process?* Identify the challenges of the deposit payment process
- Identify changes campuses made to adopt the deposit payment process

For campuses **not** participating in the deposit system:

- What concerns do you have?
- What new workflow do you anticipate?

For all campuses:

- Evaluate CDL Acquisitions reports* Rank additional information needed as critical or desirable
- Identify currently available information which is not necessary
- Is the frequency of reports satisfactory?
- Who in Library Acquisitions and Accounting use the reports?
- What documentation is supplied to campus accounting for processing payment?* Are there any other considerations for improvements to the payment process method or to the report documentation?

2. Provide assessment of workflow based on POT 4 template across campuses showing commonalities and discrepancies.

Expected Deliverables: Submit a report to POT 4 including considerations related to one deposit system method as detailed in the charge and recommendations for changes to CDL Acquisitions reports. Provide a general workflow diagram representing each campus.

Reporting: Bi-weekly

Target Completion Dates: 6 weeks from receipt of the charge

Decision/Recommendations: Recommendations from the Lightning Teams on services to be implemented, staffing models, system-wide policies and standards will be reviewed and approved by NGTS Management Team. These approved recommendations are then sent to SOPAG for decision and approval. As broad policy issues or issues that are determined to be outside the scope of the Lightning Team charge surface, the POT will review and determine course of action.