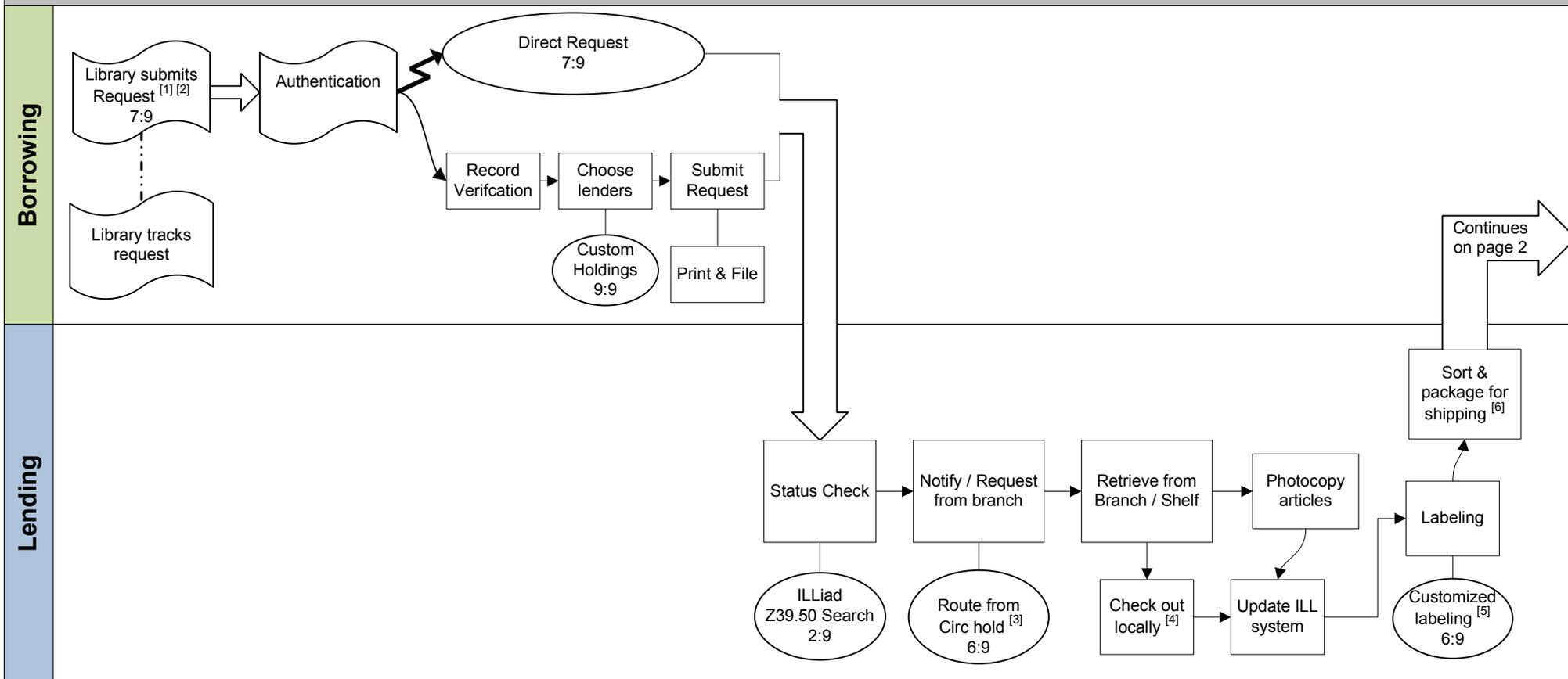


Appendix 3: TexNet Center Workflow Diagrams

Interlibrary Loan – Area Libraries Referral

This workflow includes analysis for the TexNet centers housed in public libraries i.e. not the center residing within TSLAC. The **ratios** indicate the number of TexNet centers utilizing the automated options available.



Legend

Symbol	Description
□	Manual Process
⌋	Manual Process with Automation Opportunity
∞	Automated Process
⌋	Area Libraries Process

[1] Non-automated requesting is assisted by reference librarians at some TexNet centers which aids the verification process (requests often have an OCLC number). Most requests from correctional facilities are not verified.

[2] Two TexNet centers allow area libraries to submit requests electronically, but not local patrons.

[3] Circulation holds, while automated, may not decrease turn around time if they are only processed overnight.

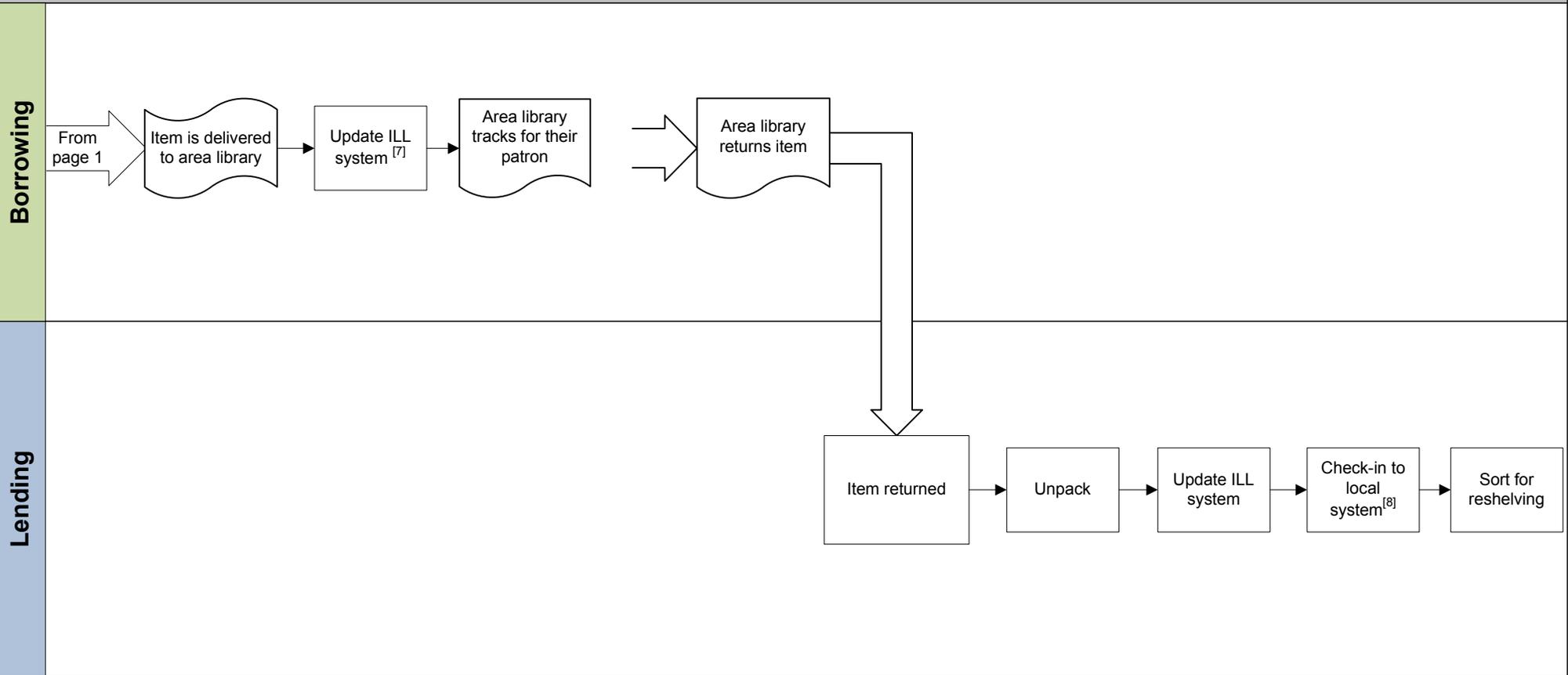
[4] Opportunity to share workload with circulation staff. Not utilized broadly.

[5] All TexNet centers have some form of customized labels. Most could improve label functioning in order to limit the amount of matching and courier code look-up.

[6] Manual sorting can be extensive here.

Interlibrary Loan – Area Libraries Referral

This workflow includes analysis for the TexNet centers housed in public libraries i.e. not the center residing within TSLAC. The **ratios** indicate the number of TexNet centers utilizing the automated options available.

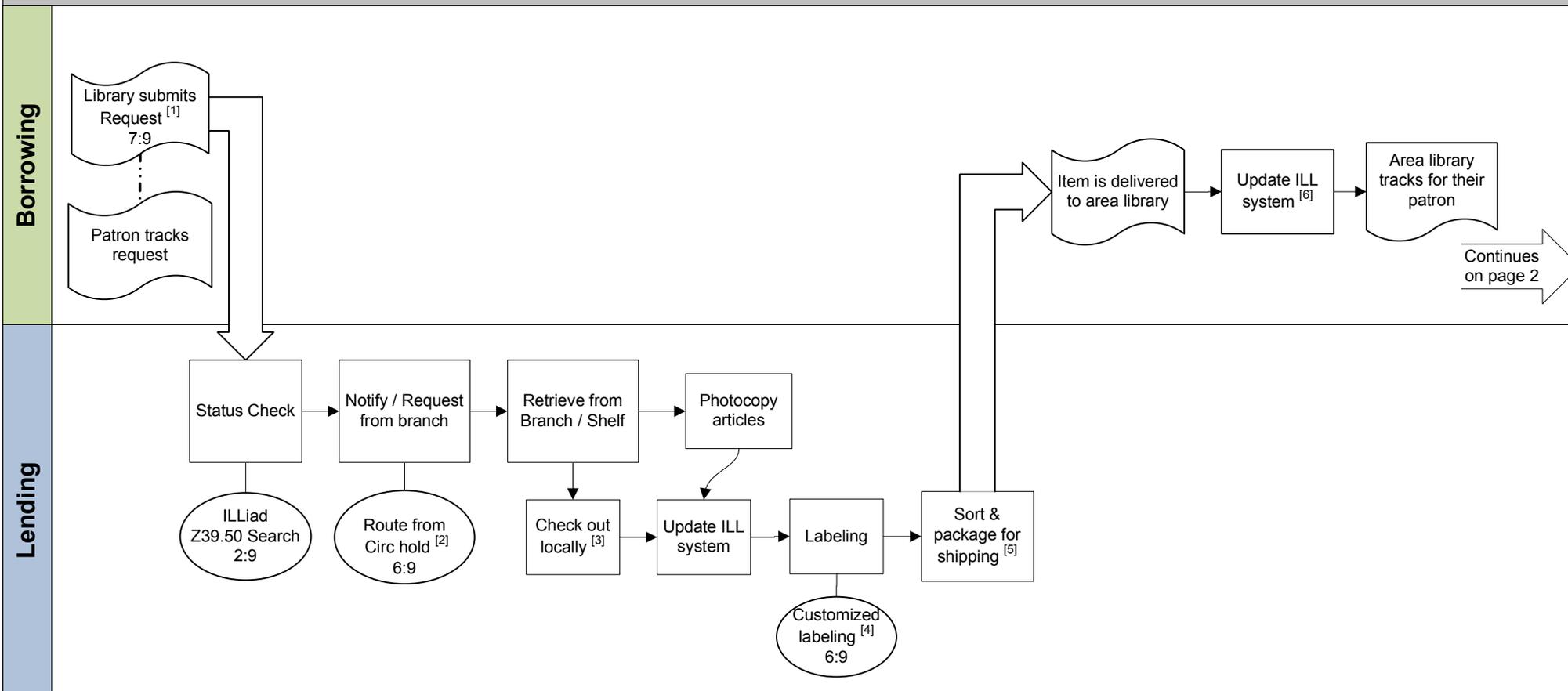


Legend	
Symbol	Description
□	Manual Process
⌋	Manual Process with Automation Opportunity
⊙	Automated Process
⌋	Area Libraries Process

[7] ILLiad libraries have customization option to “batch” update the area library “received” category.
 [8] Opportunity to share workload with circulation staff. Not utilized in all TexNet Centers.

Interlibrary Loan – Area Libraries Local Fill

This workflow includes analysis for the TexNet centers housed in public libraries i.e. not the center residing within TSLAC. The **ratios** indicate the number of TexNet centers utilizing the automated options available.



Legend

Symbol	Description
□	Manual Process
⌋	Manual Process with Automation Opportunity
○	Automated Process
⌋	Area Libraries Process

[1] Non-automated requesting is assisted by reference librarians at some TexNet centers which aids the verification process (requests often have an OCLC number). Most requests from correctional facilities are not verified.

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[3] Opportunity to share workload with circulation staff. Not utilized broadly.

[4] All TexNet centers have some form of customized labels. Most could improve label functioning in order to limit the amount of matching and courier code look-up.

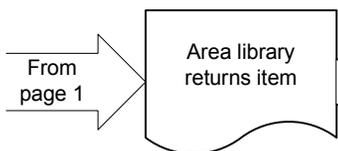
[5] Manual sorting can be extensive here.

[6] ILLiad libraries have customization option to "batch" update the area library "received" category.

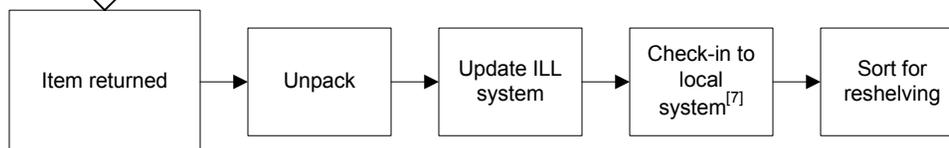
Interlibrary Loan – Area Libraries Local Fill

This workflow includes analysis for the TexNet centers housed in public libraries i.e. not the center residing within TSLAC. The **ratios** indicate the number of TexNet centers utilizing the automated options available.

Borrowing



Lending



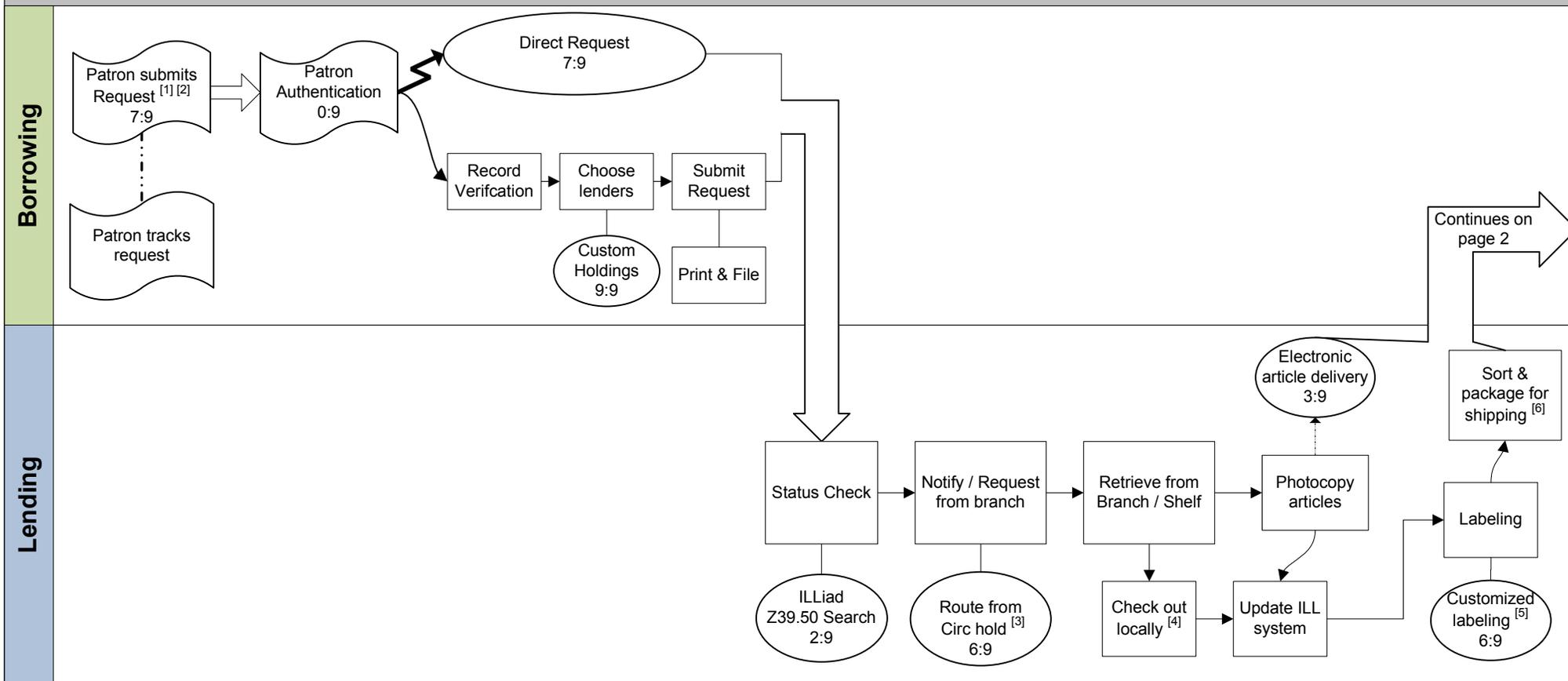
Legend

Symbol	Description
□	Manual Process
⌋	Manual Process with Automation Opportunity
∞	Automated Process
⌋	Area Libraries Process

[7] Opportunity to share workload with circulation staff. Not utilized in all TexNet Centers.

Interlibrary Loan – Local Patrons

This workflow includes analysis for the TexNet centers housed in public libraries i.e. not the center residing within TSLAC. The **ratios** indicate the number of TexNet centers utilizing the automated options available.



Legend

Symbol	Description
□	Manual Process
⌋	Manual Process with Automation Opportunity
○	Automated Process

[1] Non-automated requesting is assisted by reference librarians at some TexNet centers which aids the verification process (requests often have an OCLC number). Most requests from correctional facilities are not verified.

[2] Two TexNet centers allow area libraries to submit requests electronically, but not local patrons.

[3] Circulation holds, while automated, may not decrease turn around time if they are only processed overnight.

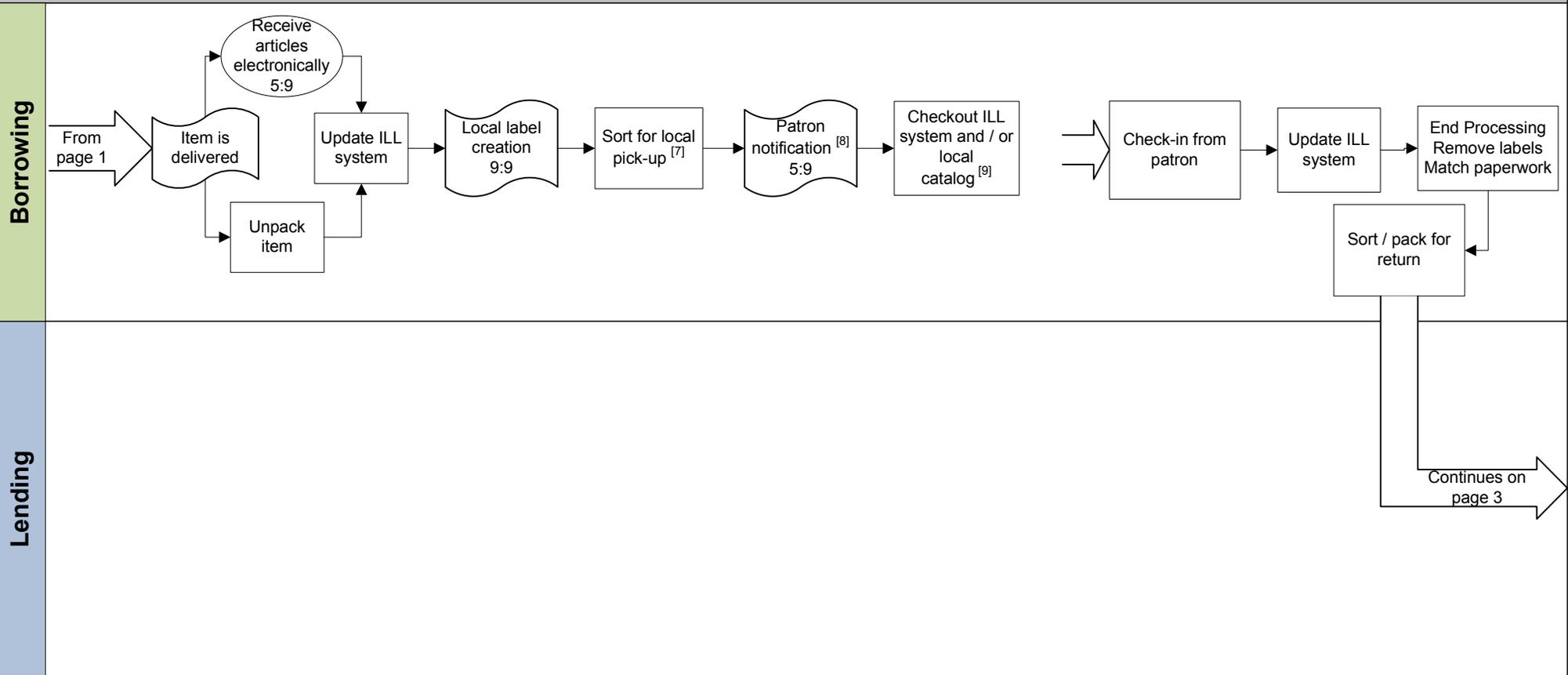
[4] Opportunity to share workload with circulation staff. Not utilized broadly.

[5] All TexNet centers have some form of customized labels. Most could improve label functioning in order to limit the amount of matching and courier code look-up.

[6] Manual sorting can be extensive here.

Interlibrary Loan – Local Patrons

This workflow includes analysis for the TexNet centers housed in public libraries i.e. not the center residing within TSLAC. The **ratios** indicate the number of TexNet centers utilizing the automated options available.



Legend	
Symbol	Description
□	Manual Process
⌋	Manual Process with Automation Opportunity
⊙	Automated Process

- [7] Manual sorting can be extensive here.
- [8] ILLiad email notifications are being sent prior to arrival at branch library at some locations.
- [9] Many variations on this process are used depending on circulation system and relationship with host front line staff

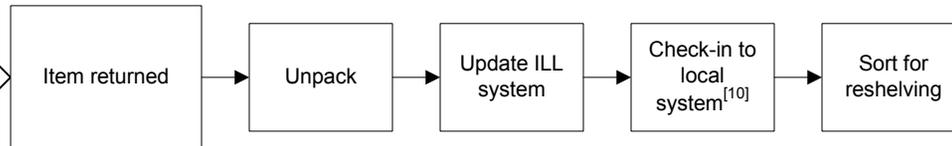
Interlibrary Loan – Local Patrons

This workflow includes analysis for the TexNet centers housed in public libraries i.e. not the center residing within TSLAC. The **ratios** indicate the number of TexNet centers utilizing the automated options available.

Borrowing

Lending

From page 2



Legend

Symbol	Description
	Manual Process
	Manual Process with Automation Opportunity
	Automated Process

[10] Opportunity to share workload with circulation staff. Not utilized in all TexNet Centers.