STREAMLINING WORKFLOWS USING BUSINESS PROCESS MODELLING NOTATION (BPMN) – HOW DOES IT WORK?
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Among the key findings of the Australian Interlibrary Loan and Document Delivery Benchmarking study [1] conducted in 2000 was that efficiency depended on reviewing workflows and using an automated interlibrary loan document delivery management system. Since then, the National Library of Australia has continually reviewed workflows in its Document Supply Service Section. These reviews culminated in the implementation of the Relais Interlibrary Loan Management System in 2005.

In 2009 the National Library commenced a comprehensive program of reviewing workflows using Business Process Modelling Notation to identify areas of improvement. Between April and November 2009 a thorough review of interlibrary loan and document delivery workflows across the whole National Library was undertaken, resulting in the Streamlining Collection Reproduction Services Report.

This paper provides a brief overview of Business Process Modelling Notation (BPMN) and its use in the National Library to evaluate workflows, and outlines key findings of the report and the process for implementing the recommendations.