

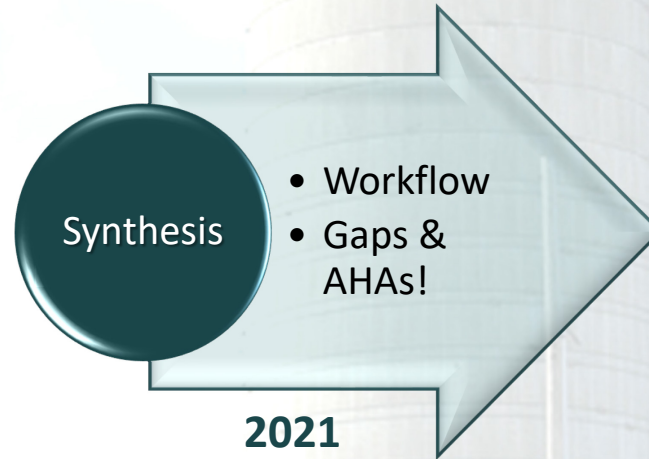
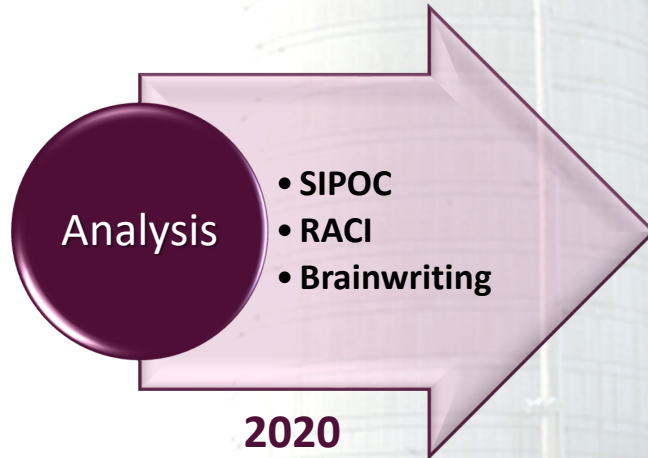


BRINGING TRANSPARENCY AND PERMEABILITY TO ORGANIZATIONAL SILOS: IMPROVING WORKFLOW AND CULTURE THROUGH INNOVATION AND RESILIENCE

Background – The Ohio State University Libraries established the Digital Preservation and Access Workgroup (DP&A) in early 2020 to guide the University Libraries' policies, strategies and tactics for managing, preserving and providing access to its digital collections. It brings together key individuals from across the organization to ensure that information sharing and best practices are reflected throughout the organization. The DP&A's initial charge was to identify our existing workflows that affect born digital acquisitions and processing, digitization, providing access to digital materials and the preservation thereof. This effort is to aid in answering the question, "What are the intersections, gaps, redundancies and areas for improvement?"

Tools from the realm of business process management used to identify the Suppliers and Inputs to Processes along with their Outputs and Consumers, while identifying the Responsible, Accountable, Consulted and Informed parties from a high-level, modeled point-of-view, that ultimately gets teased apart into its microprocesses through brainwriting.

Convert the information gathered in the SIPOC, RACI and Brainwriting exercises into visualized workflows.



Synthesize and articulate the gaps and revelations exposed into a set of initial recommendations.

While we knew there are issues with our processes, this exercise helps expose the what, why and where. Further, it reveals a lack of: process management; human and fiscal resources; and documentation, along with transparent access to it.

However, most importantly, it shone a light on our lack of a process to prioritize our work across the organization.

- ➔ Adaptation of business process management tools and processes for use in the archives and library realms.
- ➔ Innovative use of existing tools at hand without "fancy" or expensive software.
- ➔ Engaging colleagues in new and novel concepts and solutions.
- ➔ Resiliently modifying "face-to-face conference room" activities to being completed in a virtual environment.