

# Level 1: Library of Congress (LOC) Supply Chain Process; Current State

## **New Acquisition Process (NAP)**

- Level 2 – Perform NAP Sorting
  - Level 3 Perform Collections Officer Sorting
  - Level 3 Perform CS/PRO Processing
  - Level 3 Perform IMDF Processing
- Level 2 – Perform NAP Processing
- Level 2 – Perform NAP Quality Control Processing

## **Retrospective Holdings Integrity Program (RHIP)**

- Level 2 – Perform RHIP Offsite Collections Staging
- Level 2 – Perform RHIP Processing
- Level 2 – Perform RHIP Quality Control Processing

## **Storage, Retrieval, & Reshelving (SR&R)**

- Level 2 – Perform Onsite Shelving
- Level 2 – Perform Offsite Storage Processing
  - Level 3 Perform Sizing
  - Level 3 Perform Accession & Verification
  - Level 3 Create Special Collection Batch Sheet
  - Level 3 Perform Special Collection Accession & Verification
  - Level 3 Perform Offsite Shelving
  - Level 3 Perform Offsite Shelving Returns
- Level 2 – Perform Onsite Retrieval
- Level 2 – Perform Offsite Retrieval
  - Level 3 – Perform Circulation Operations
- Level 2 – Process Returns

# BPMN Legend

## Events



**Start Event:** An Event that indicates where a particular process starts. The Start Event starts the flow of the process and does not have any incoming Sequence Flow, but can have a Trigger. The Start Event is displayed as a circle, drawn with a single thin line.



**Message Start Event:** A start event indicating that the sequence flow is triggered by the receipt of a message.



**Time Start Event:** A start event indicating that the sequence flow is triggered by the time.



**Intermediate Event:** An event that occurs after a process has been started. An Intermediate Event affects the flow of the process by showing where messages and delays are expected, distributing the normal flow through exception handling, or showing the extra flow required for compensation. However, an Intermediate Event does not start or directly terminate a process. An Intermediate Event is displayed as a circle, drawn with a thick double line.



**Message Intermediate Event:** An intermediate event depicting the production or receipt of a message.

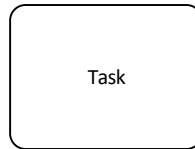


**Link Intermediate Event:** An intermediate event depicting the sequence linking to a different portion of the flow.



**End Event:** An Event that indicates where a path in the process will end. In terms of sequence flows, the End Event ends the flow of the Process, and thus, will not have any outgoing sequence flows. An End Event can have a specific result that will appear as a marker within the center of the End Event shape. End Event results are Message, Error, Compensation, Signal, Link, and Multiple. The End Event shares the same basic shape of the Start Event and Intermediate Event, a circle, but is drawn with a thick single line.

## Activities



Task

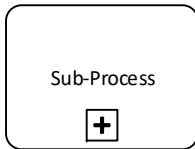
**Task:** An atomic activity that is included within a process. A task is used when the work in the process is not broken down to a finer level of process model detail. Generally, an end-user an application or both will perform the Task. A Task object shares the same shape as the Sub-Process, which is a rectangle that has rounded corners.



Call Activity

**Sub-Process:** A process that is included within another process. The Sub-Process can be in a collapsed view that hides its details. A Sub-Process can be in an expanded view that shows its details within the view of the process that it is contained in. A Sub-Process shares the same shape as the Task, which is a rectangle that has rounded corners.

- Call Activity (Bold Border) indicated the sub-process has been elaborations
- Sub-Process (Thin Border) indicates the sub-process has not been developed and is either a place holder, our of scope for this effort or there was not enough time or detail to model out at this time.

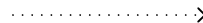


Sub-Process

## Flows



**Sequence Flow:** A connecting object that shows the order in which activities are performed in a process and is represented with a solid graphical line. Each flow has only one source and only one target. A sequence flow can cross the boundaries between lanes of a pool but cannot cross the boundaries of a pool.

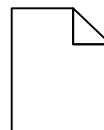


**Association:** A connecting object that is used to link information and artifacts with flow objects. An association is represented as a dotted graphical line with an arrowhead to represent the direction of flow.



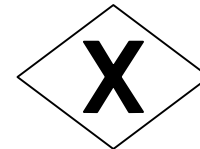
**Message Flow:** A connecting object that shows the flow of messages between two participants. A message flow is represented by a dashed line.

## Data

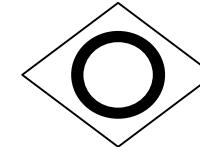


**Data Object:** An object representing data that is consumed or produced by an activity.

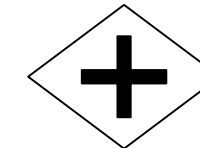
## Gateways



**Exclusive Gateway:** A gateway within a business process where the sequence flow can take one of several alternative paths.



**Inclusive Gateway:** A gateway within a business process where the sequence flow can take one, all, or many of several alternative paths.



**Parallel Gateway:** A gateway within a business process where the sequence flow takes all paths.

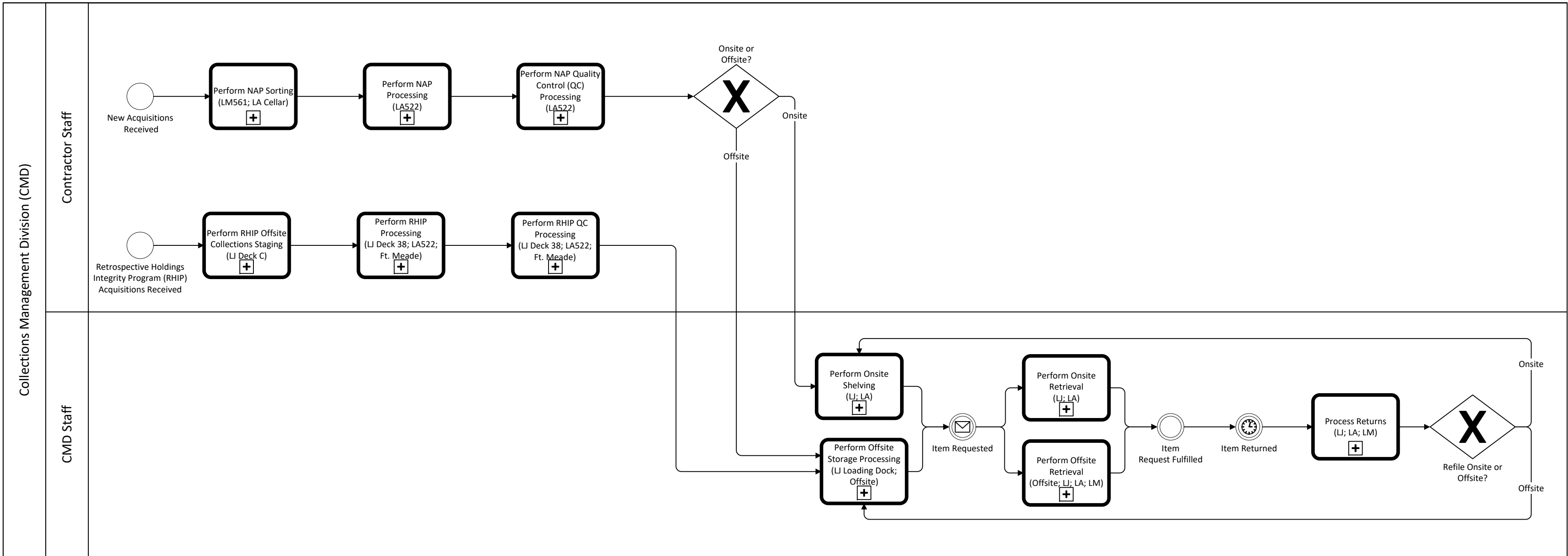
# L1: Library of Congress (LOC) Supply Chain Process; Current State

Capability: NAP, RHIP, SR&R  
 Updated By: Katie Fietzek; Heather Penzo  
 Last Updated: August 31, 2022

Description:  
 This high-level process model illustrates the Library of Congress' (LOC) management of acquisitions received across all in-scope areas from the New Acquisition's Process (NAP), Retrospective Holdings Integrity Program (RHIP), and Storage, Retrieval, & Reshelving (SR&R). The process models depict activities performed at onsite locations: Thomas Jefferson Building (LJ), James Madison Memorial Building (LM),

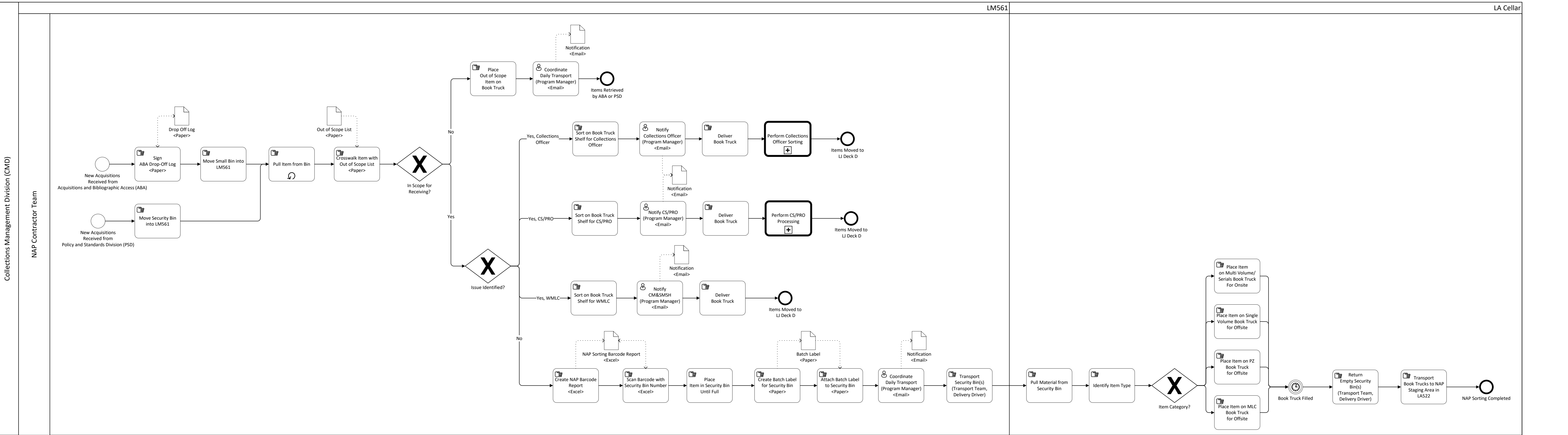
Description Continued:  
 John Adam's Building (LA) and offsite locations of Ft. Meade (primary), Cabin Branch, and Landover. The Collections Management Division (CMD) Staff for LOC include Collections Maintenance & Stack Maintenance (CM&SM) Section, Stack Management and Offsite Collections, Collections Specialist/ Problem Resolution Officer,

Description Continued:  
 Inventory Management and Document Fulfillment (IMDF) Section, and Program Specialist Contractors NAP, RHIP, and Inspection of Productions Lots Program (IPLP). This process captures NAP & RHIP sorting, processing, and quality control for LOC acquisitions which includes item shelving, storage, retrieval, and returns.



# L2: Perform NAP Sorting; Current State

<p>Capability: NAP                  Updated By: Katie Fietzek; Heather Penzo                  Last Updated: August 31, 2022</p>	<p>Description:                  The New Acquisition Process (NAP) is inventorying new items into the Library of Congress through levels of sorting, processing, quality control, and staging. This sub process illustrates new item sorting activities according to in-scope for receiving, issue identified, and item category which the NAP Contractor Team is responsible for executing. Upon completion of NAP sorting, the items are now ready for NAP processing.</p>	<p>Systems Used:                  &lt;Excel&gt;</p>
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LM561

LA Cellar

Collections Management Division (CMD)

NAP Contractor Team

# L3: Perform Collections Officer Sorting; Current State

Capability: NAP, RHIP, SR&R  
 Updated By: Katie Fietzek; Heather Penzo  
 Last Updated: August 31, 2022

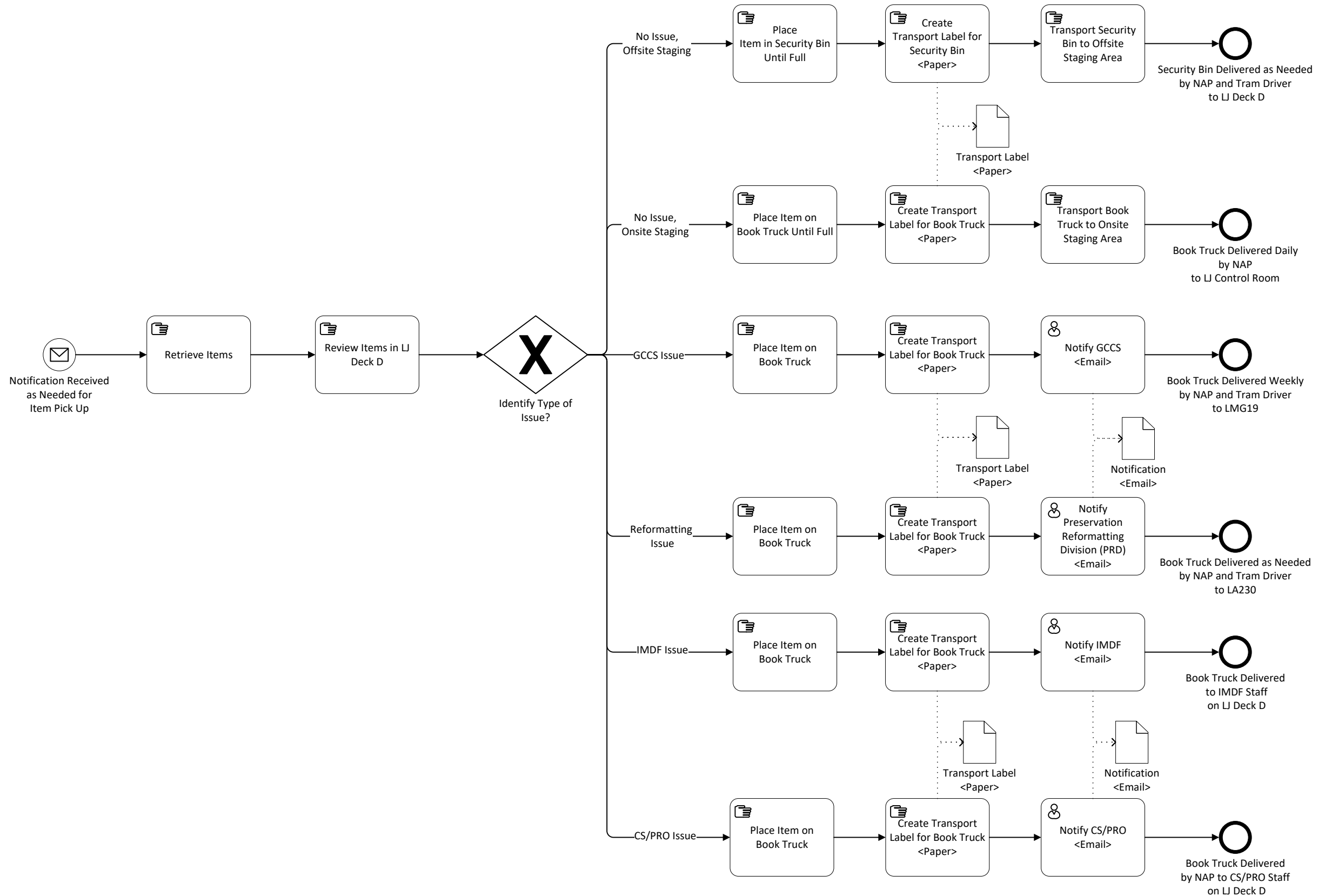
Description:  
 This sub process illustrates item sorting activities through reviewing issue and distributing appropriately which the Collections Officer is responsible for executing. Upon completion of CO sorting, the items are now ready for distribution according to issue.

Systems Used:  
 N/A

LJ Deck D

Collections Management Division (CMD)

Collections Officer (CO)

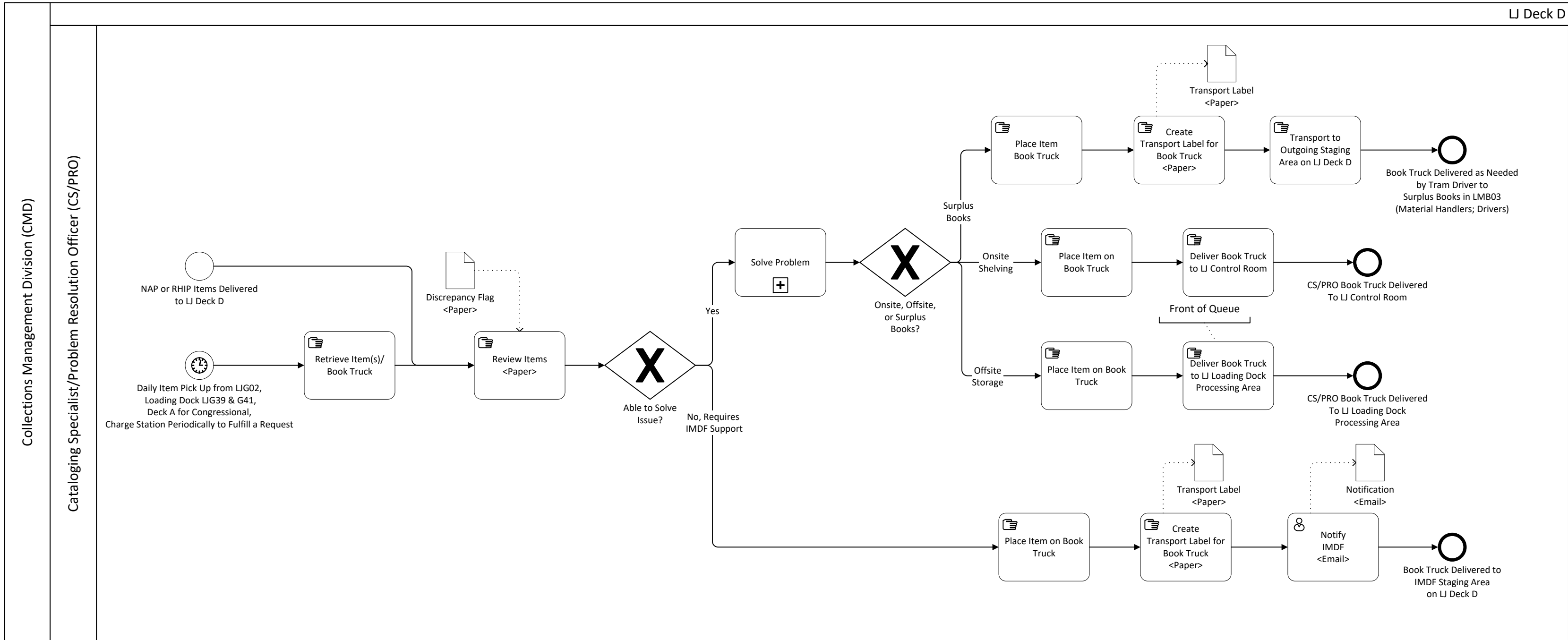


# L3: Perform Collections Specialist/Problem Resolution Officer (CS/PRO) Processing; Current State

Capability: NAP, RHIP, SR&R  
 Updated By: Katie Fietzek; Heather Penzo  
 Last Updated: August 31, 2022

Description:  
 This sub process illustrates issue item processing activities through reviewing and solving item issues which the Collections Specialist/Problem Resolution Officer is responsible for executing. Upon completion of CS/PRO processing, the items are now ready for onsite shelving or offsite storage.

Systems Used:  
 N/A



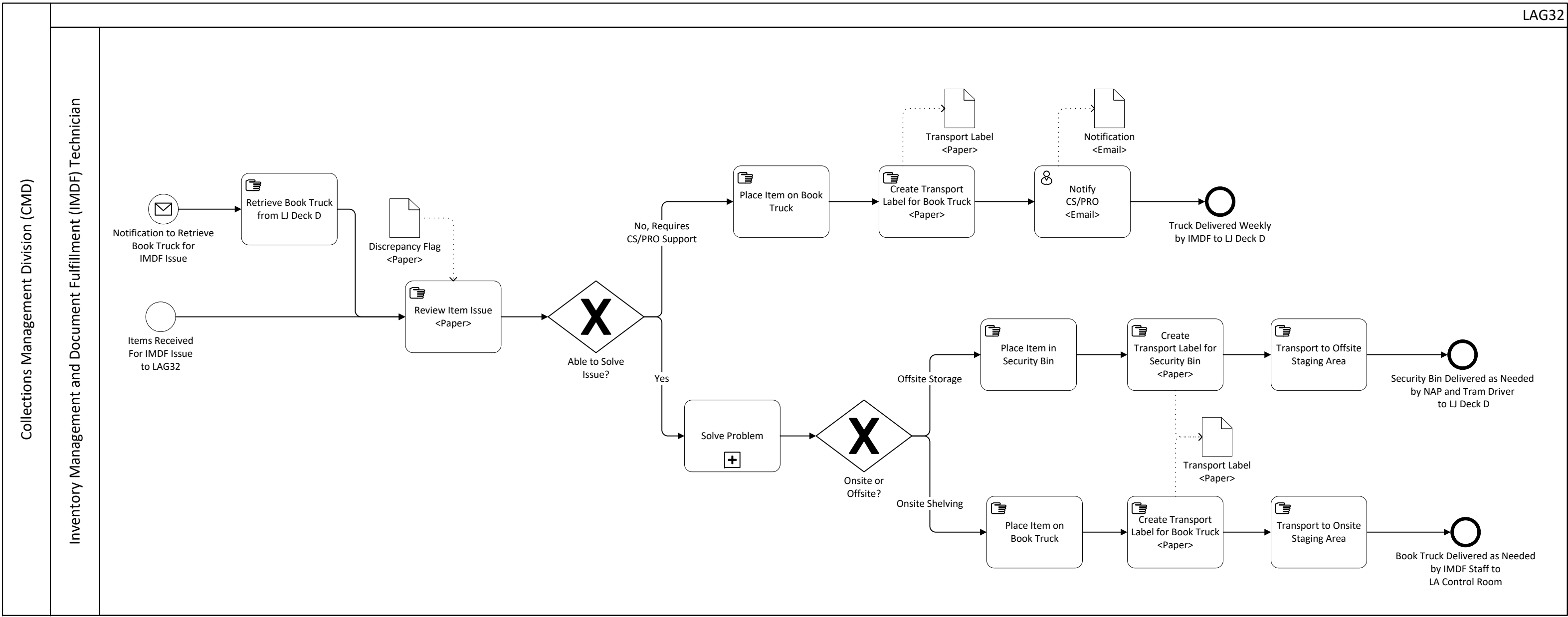
# L3: Perform IMDF Processing; Current State

Capability: NAP, RHIP, SR&R  
 Updated By: Katie Fietzek; Heather Penzo  
 Last Updated: August 31, 2022

Description:  
 This sub process illustrates issue item processing activities through reviewing and fixing item issues which the IMDF Technician is responsible for executing. Upon completion of IMDF processing, the items are now ready for onsite shelving or offsite storage.

System Used:  
 N/A

LAG32

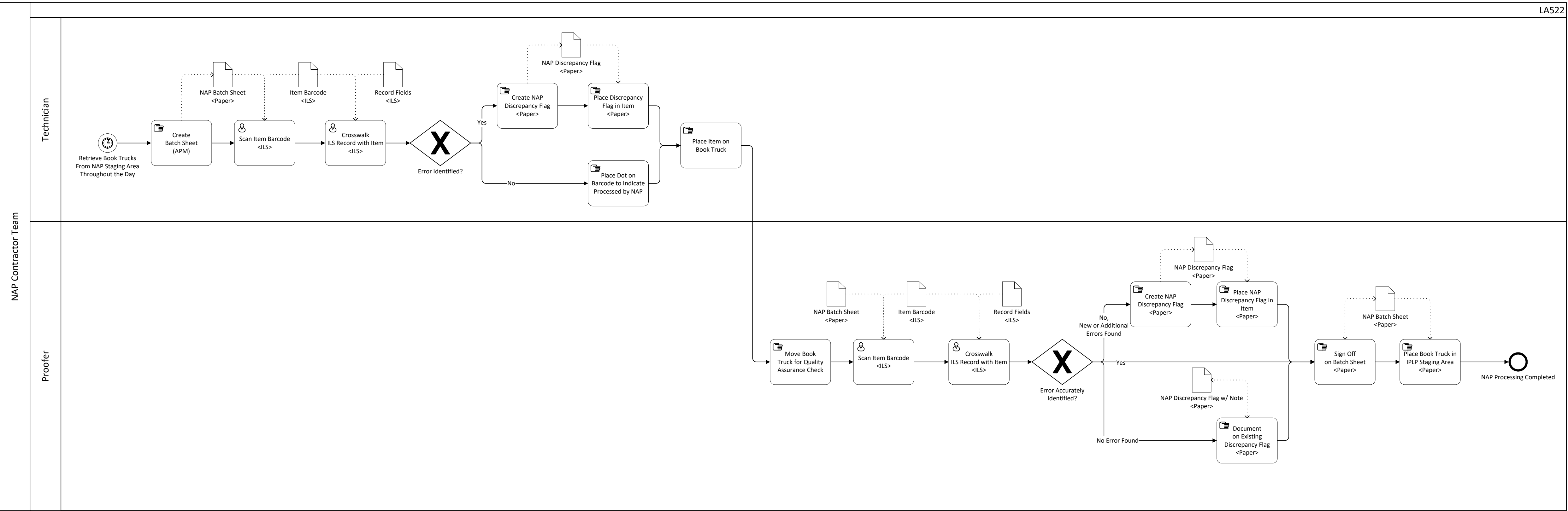


# L2: Perform NAP Processing; Current State

Capability: NAP  
 Updated By: Katie Fietzek; Heather Penzo  
 Last Updated: August 31, 2022

Description:  
 This sub process illustrates new item processing activities of creating the batch sheet, scanning the item for quality assurance in the system, and indicating errors which the NAP Technician and Proofer are responsible for executing. Upon completion of NAP processing, the items are now ready for NAP Quality Control Processing.

Systems Used:  
 Integrated Library System <ILS>



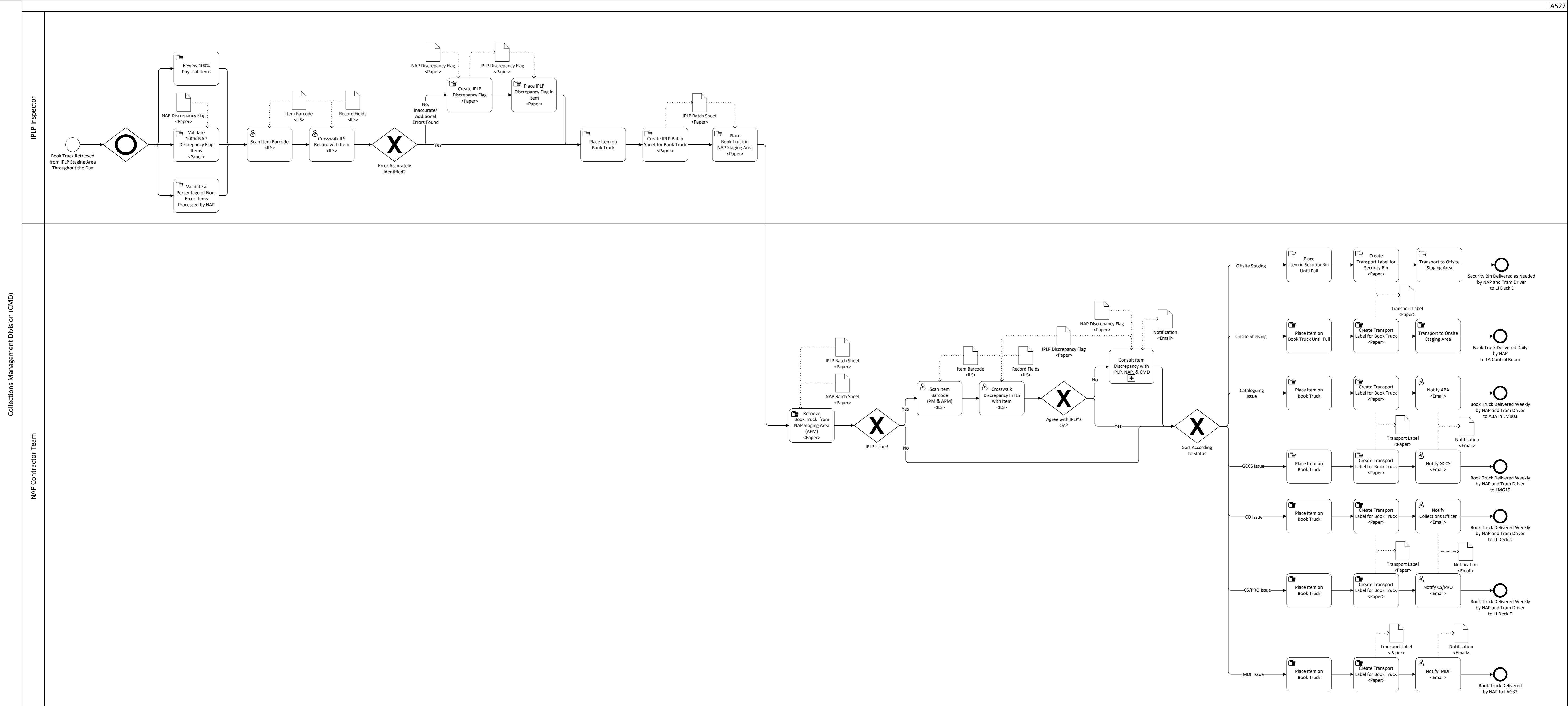


# L2: Perform NAP Quality Control Processing; Current State

**Capability:** NAP  
**Updated By:** Katie Fietzek; Heather Penzo  
**Last Updated:** August 31, 2022

**Description:**  
 This sub process illustrates new item quality control processing activities of reviewing items, scanning the item for quality assurance in the system, indicating errors, and then sort & distribute according to item status which the Inspection of Productions Lots Program (IPLP) Inspector and NAP Contractor Team are responsible for executing. Upon completion of NAP quality control processing, the non-error items are now ready for onsite or offsite shelving.

**Systems Used:**  
 Integrated Library System <ILS>



Collections Management Division (CMD)

IPLP Inspector

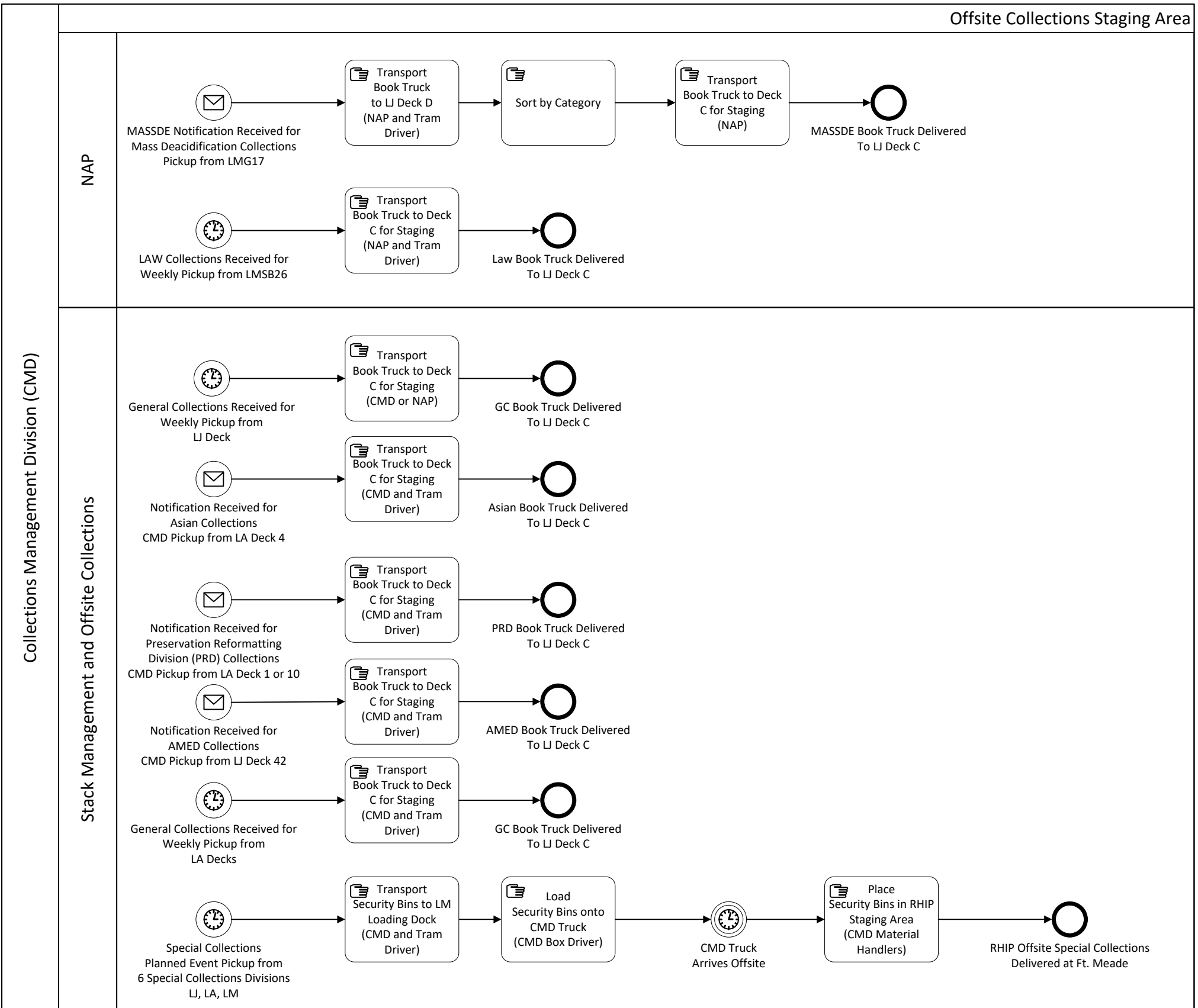
NAP Contractor Team

# L2: Perform RHIP Offsite Collections Staging; Current State

Capability: RHIP  
 Updated By: Katie Fietzek; Heather Penzo  
 Last Updated: August 31, 2022

Description:  
 Library systems and services manages the Retrospective Holdings Integrity Program (RHIP) to support identifying, accessing, and securing the Library of Congress collections. The RHIP process is aimed at improving the inventory for collections already stored at the library. This process illustrates activities of receiving library collections for transportation to offsite staging which NAP Contractor Team and Stack Management and Offsite Collections are responsible for executing.

Systems Used:  
 N/A

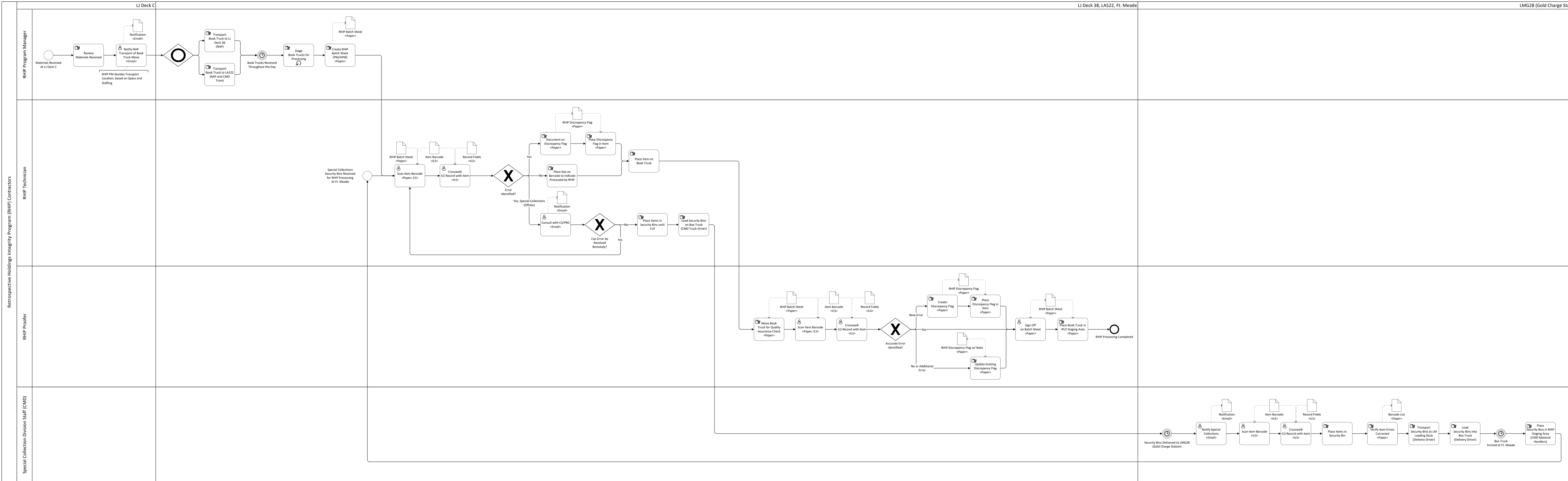


**Sub-Process: Perform Retrospective Holdings Integrity Program (RHIP) Processing; Current State**

**Capability:** RHIP  
**Updated By:** Katie Fietzek; Heather Penzo  
**Last Updated:** August 31, 2022

**Description:**  
 This sub process illustrates RHIP item processing activities of creating the batch sheet, scanning the item for quality assurance in the system, indicating errors, and correcting errors which the RHIP Program Manager, Technician, Proofer, and Special Collections Division Staff and are responsible for executing. Upon completion of RHIP processing, the items are now ready for RHIP Quality Control Processing.

**Systems Used:**  
 Integrated Library System <ILS>



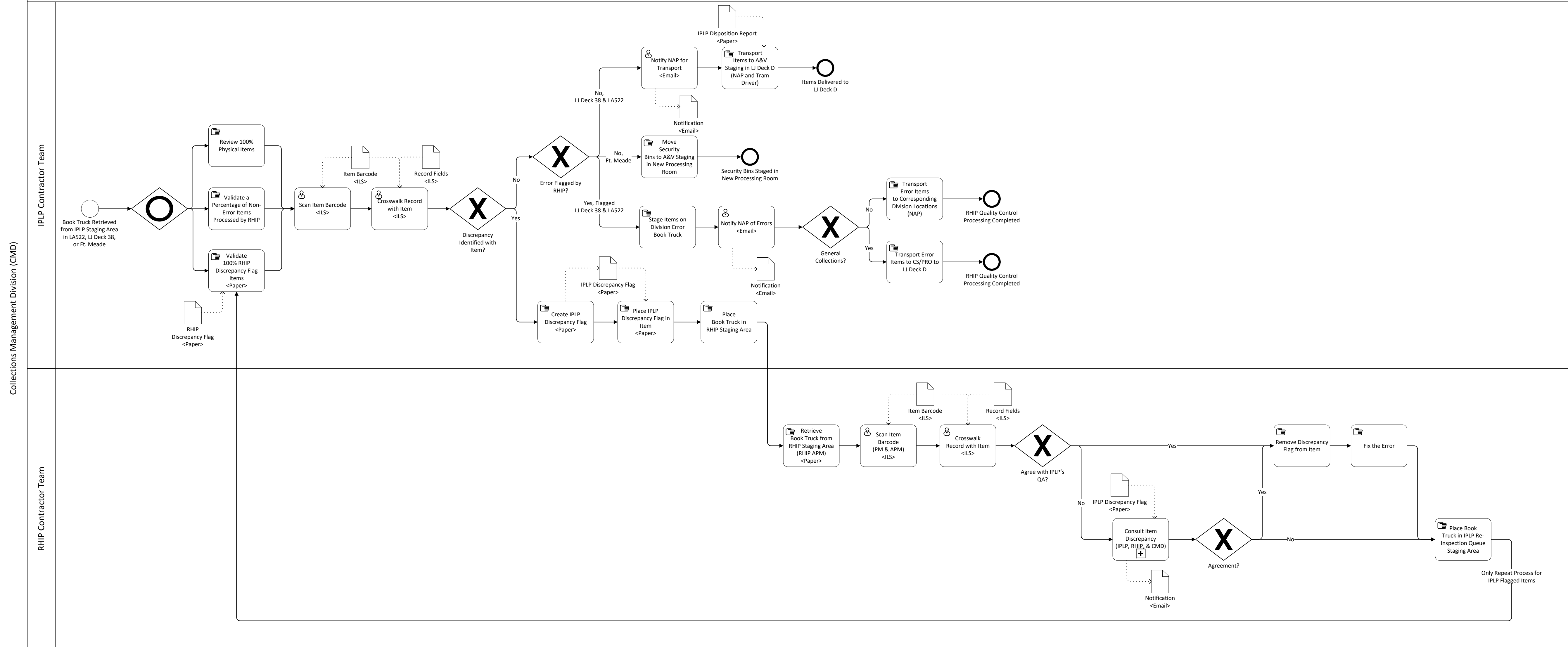
# L2: Perform RHIP Quality Control Processing; Current State

Capability: RHIP  
 Updated By: Katie Fietzek; Heather Penzo  
 Last Updated: August 31, 2022

Description:  
 This sub process illustrates RHIP item quality control processing activities of reviewing items, scanning the item for quality assurance in the system, indicating errors, and then sort & distribute according to item status which the Inspection of Productions Lots Program (IPLP) Inspector and RHIP Contractor Team are responsible for executing. Upon completion of RHIP quality control processing, the non-error items are now ready for onsite or offsite shelving.

Systems Used:  
 Integrated Library System <ILS>

LA522, LJ Deck 38, Ft. Meade

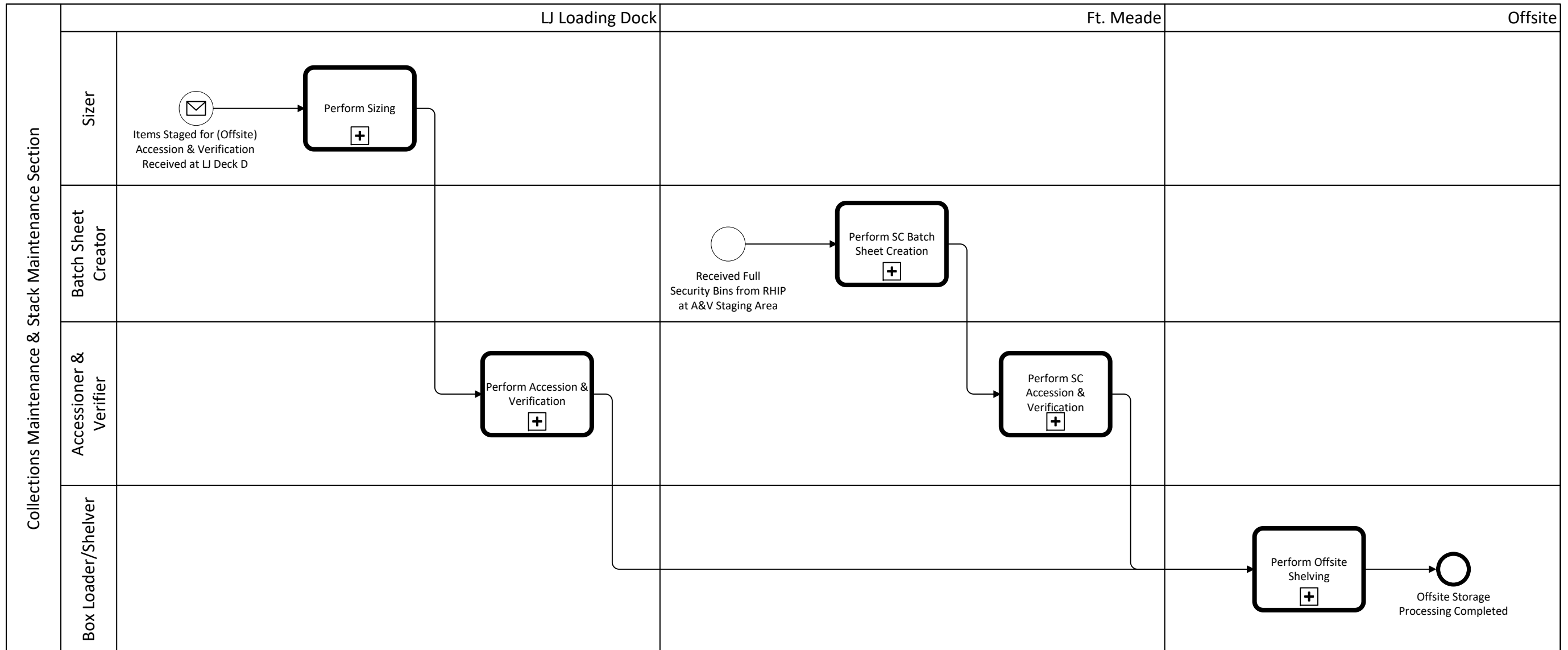


## L2: Perform Offsite Storage Processing; Current State

Capability: SR&R  
 Updated By: Katie Fietzek; Heather Penzo  
 Last Updated: August 31, 2022

Description:  
 This sub process illustrates items tray sizing, special collections batch sheet creating, and accessioning & verifying for quality assurance for storage of offsite items. Collections Maintenance & Stack Maintenance Section are responsible for executing.

Systems Used:  
 N/A

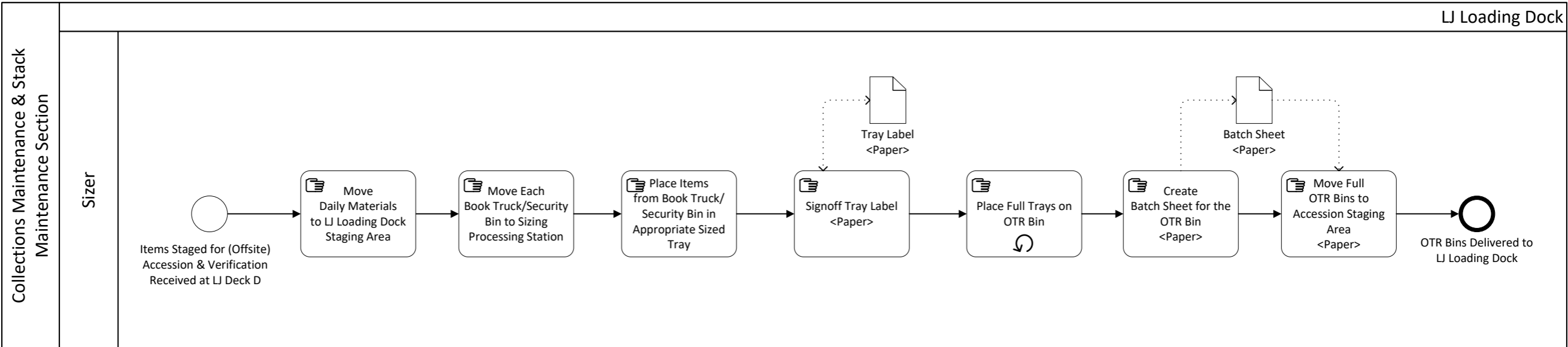


# L3: Perform Sizing; Current State

Capability: SR&R  
Updated By: Katie Fietzek; Heather Penzo  
Last Updated: August 31, 2022

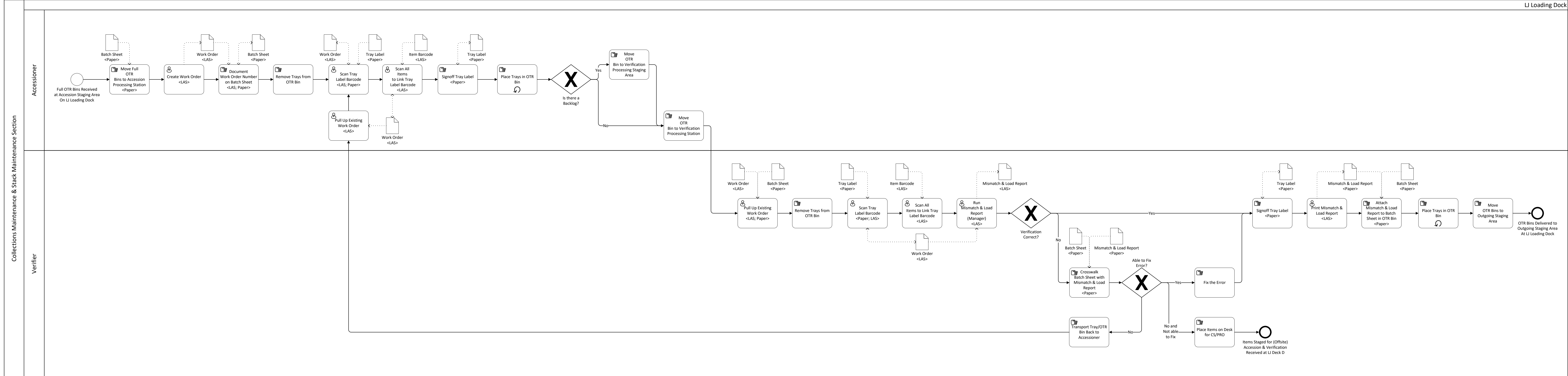
Description:  
This sub process illustrates activities of pairing the item with an appropriate tray size, documenting on a batch sheet which the Sizer is responsible for executing. Upon completion of sizing the item to a tray, the items are now ready for accession & verification.

Systems Used:  
N/A



### L3: Perform Accession and Verification; Current State

<p>Capability: SR&amp;R                  Updated By: Katie Fietzek; Heather Penzo                  Last Updated: August 31, 2022</p>	<p>Description:                  The accession &amp; verification (A&amp;V) process is transferring physical and legal custody of items into the LOC. This sub process illustrates activities through creating work order item numbers on a batch sheet, scanning items to trays, and repeating the process for quality assurance with documentation to staging area which the Collections Maintenance &amp; Stack Maintenance Section is responsible for executing. Upon completion of A&amp;V, the items are now ready for offsite shelving.</p>	<p>Systems Used:                  Library Archive System &lt;LAS&gt;</p>
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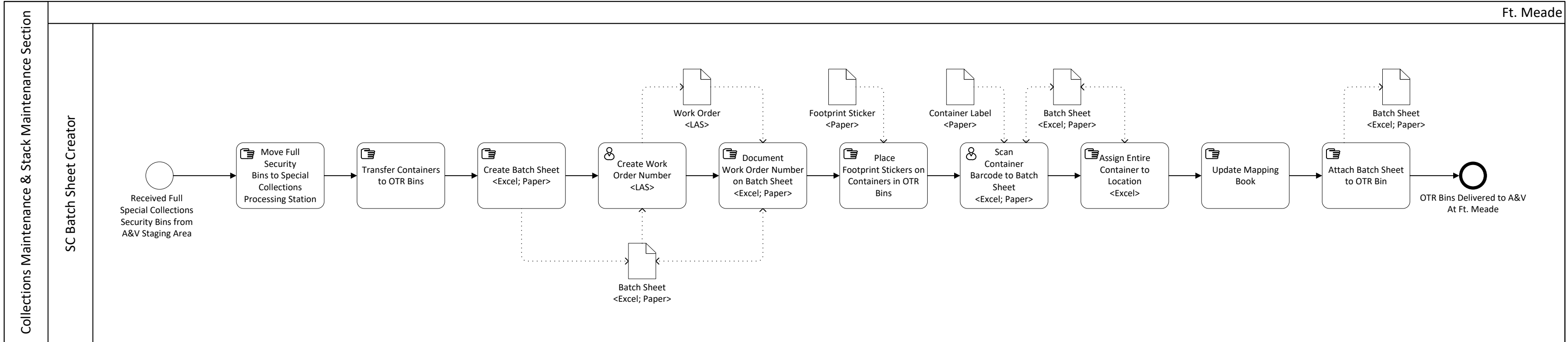


# L3: Create Special Collection (SC) Batch Sheet; Current State

Capability: SR&R  
 Updated By: Katie Fietzek; Heather Penzo  
 Last Updated: August 31, 2022

Description:  
 This sub process illustrates activities of transferring Special Collection containers to Over-The-Road (OTR) Bins, creating, documenting, placing footprint sticker, scanning, and assigning container location which the Batch Sheet Creator is responsible for executing. Upon completion of the SC Batch Sheet, the items are now ready for SC accession & verification.

Systems Used:  
 Library Archival System <LAS>





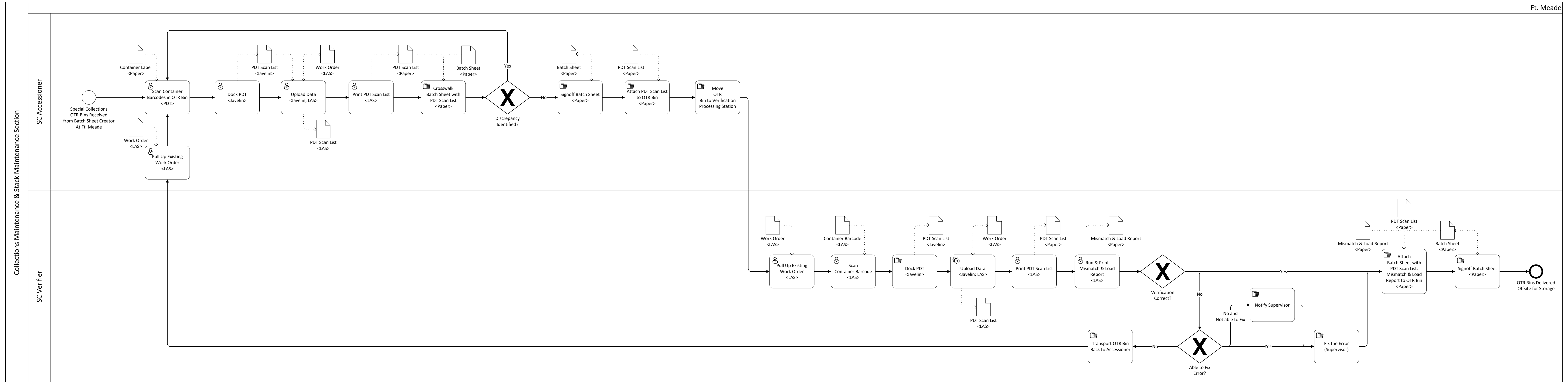
# L3: Perform Special Collections Accession and Verification; Current State

Capability: SR&R  
 Updated By: Katie Fietzek; Heather Penzo  
 Last Updated: August 31, 2022

Description: The Special Collections accession & verification (A&V) process is transferring physical and legal custody of items into the LOC. This sub process illustrates activities through scanning container barcodes, crosswalk with PDT scan list, and repeating the process for quality assurance with documentation to staging area which the Collections Maintenance & Stack Maintenance Section is responsible for executing. Upon completion of A&V, the items are now ready for offsite shelving.

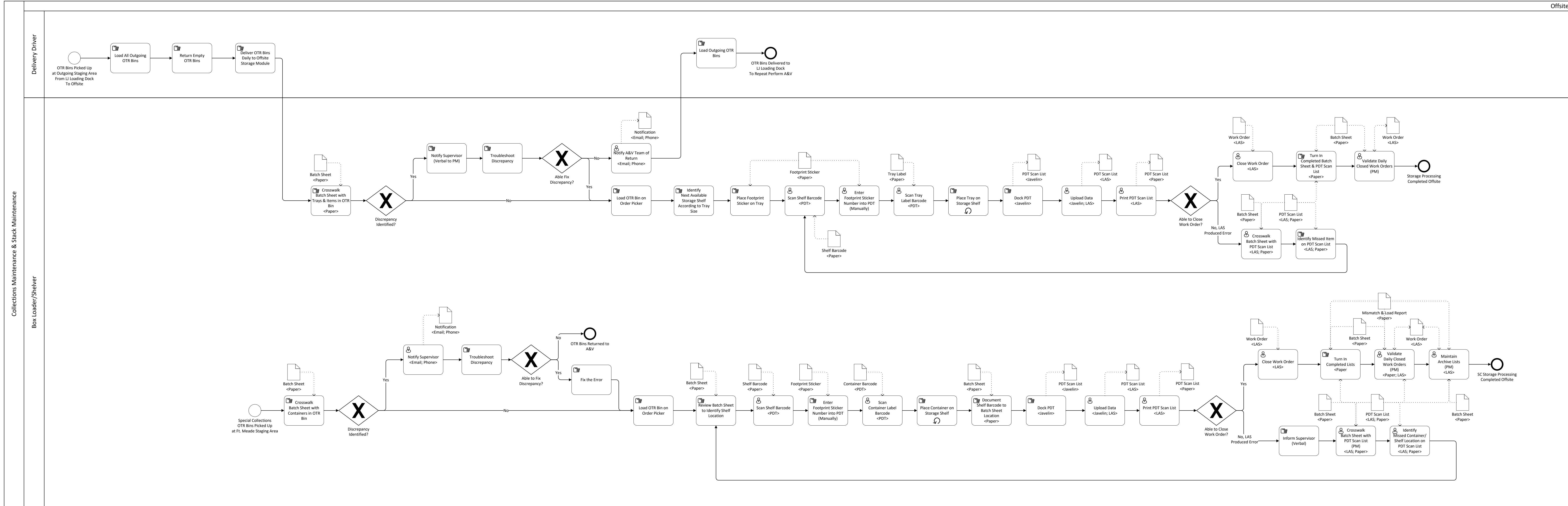
Systems Used:  
 Library Archival System <LAS>  
 Material Requirements Planning (MRP) and  
 Production Control Software <Javelin>

Ft. Meade



### L3: Perform Offsite Shelving: Current State

<p>Capability: SR&amp;R                  Updated By: Katie Fietzek; Heather Penzo                  Last Updated: August 31, 2022</p>	<p>Description:                  This sub process illustrates activities through transporting offsite, loading order pickers, scanning barcodes, crosswalk documentation, and repeating the process for quality assurance which the Collections Maintenance &amp; Stack Maintenance Section is responsible for executing. Upon completion of shelving, the items are now stored.</p>	<p>Systems Used:                  Library Archival System &lt;LAS&gt;                  Material Requirements Planning (MRP) and Production Control Software &lt;Javelin&gt;</p>
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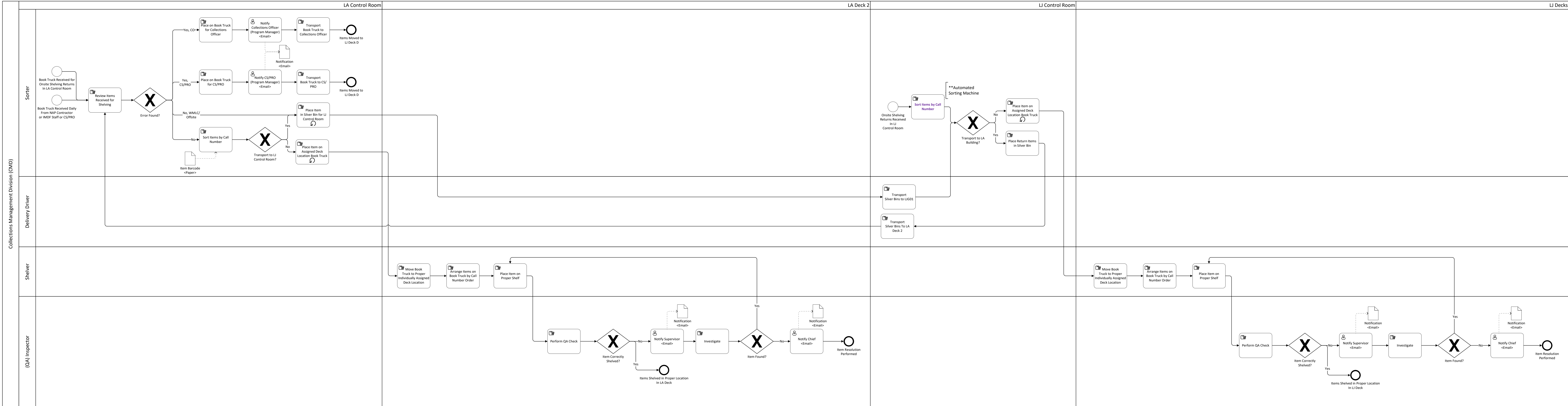


## L2: Perform Onsite Shelving; Current State

Capability: SR&R  
 Updated By: Katie Fietzek; Heather Penzo  
 Last Updated: August 31, 2022

Description:  
 This sub process illustrates activities for onsite shelving through sorting (LJ automated sorting machine) for item building location and repeating for quality assurance which the Sorter, Delivery Driver, Shelver, and QA Inspector are responsible for executing. Upon completion of shelving, the items are now stored.

Systems Used:  
 N/A



### L3: Perform Onsite Retrieval Process; Current State

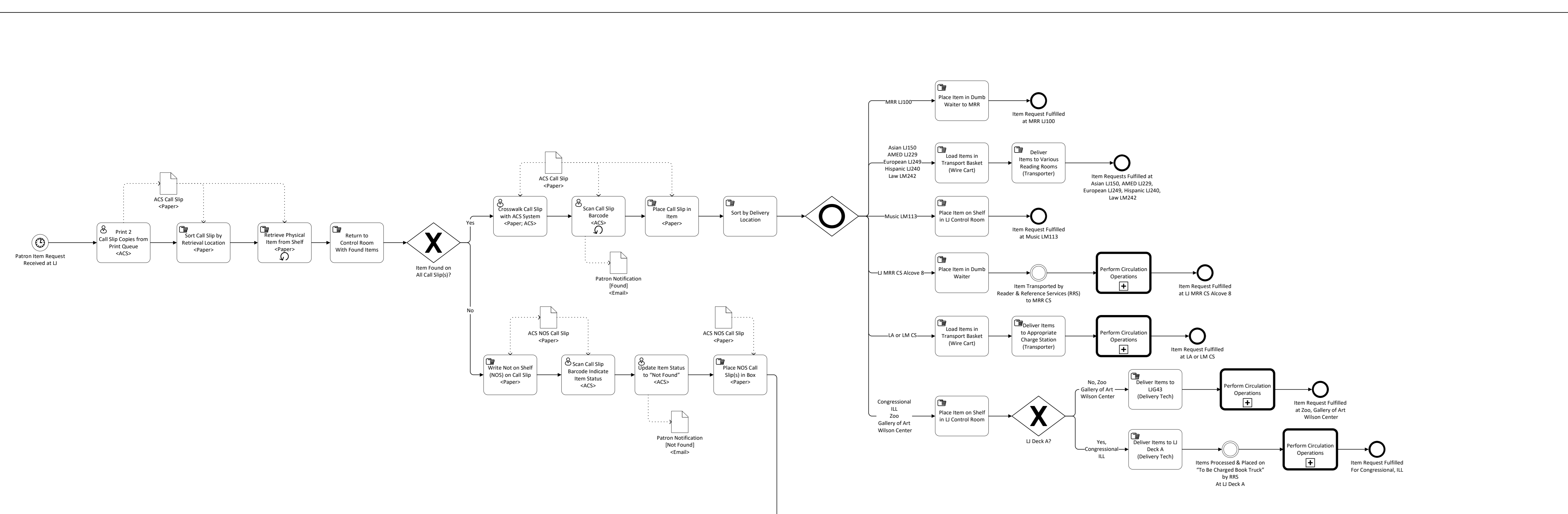
Capability: SR&R  
 Updated By: Katie Fietzek; Heather Penzo  
 Last Updated: August 31, 2022

Description:  
 This sub process illustrates activities through item requests, location, crosswalk documentation, scanning barcodes, sorting by delivery location, quality assurance for items not found, and distribution which the Library Technician and QA Technician are responsible for executing. Upon completion of item retrieval, the item requests are now ready for circulation.

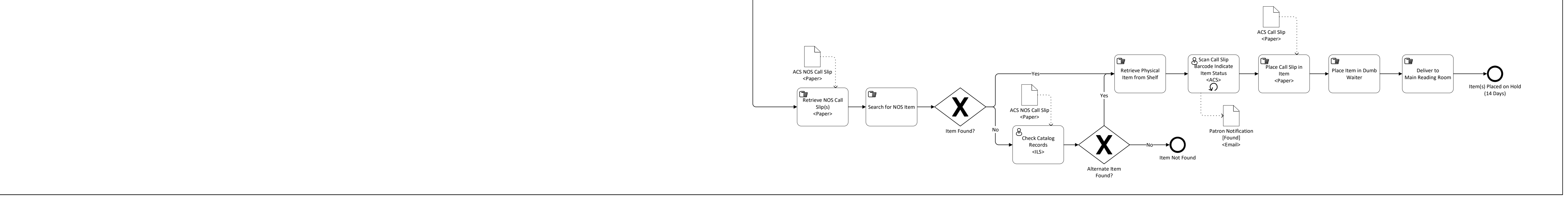
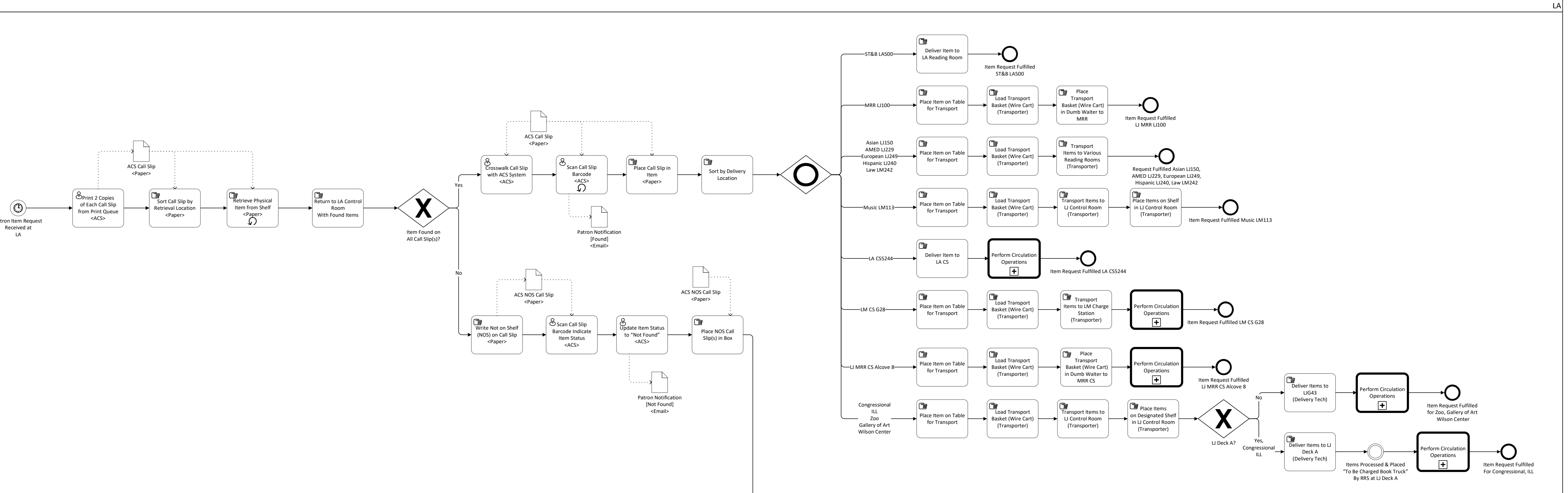
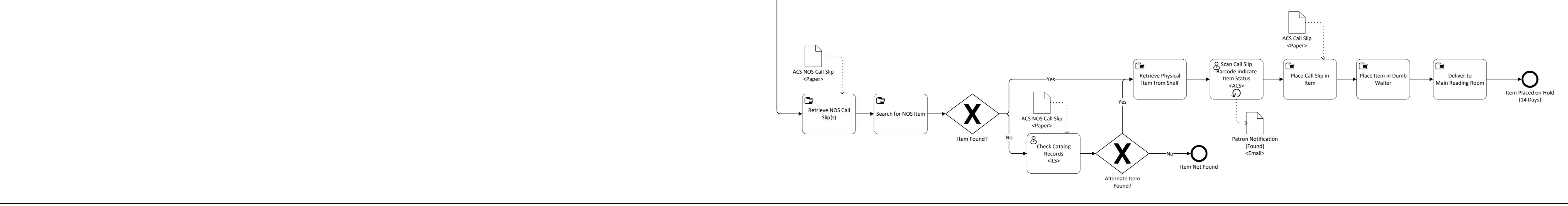
Systems Used:  
 Automated Call Slip <ACS>

Collections Management Division (CMD)

Retriever (Library Technician/Researcher)



QA Technician

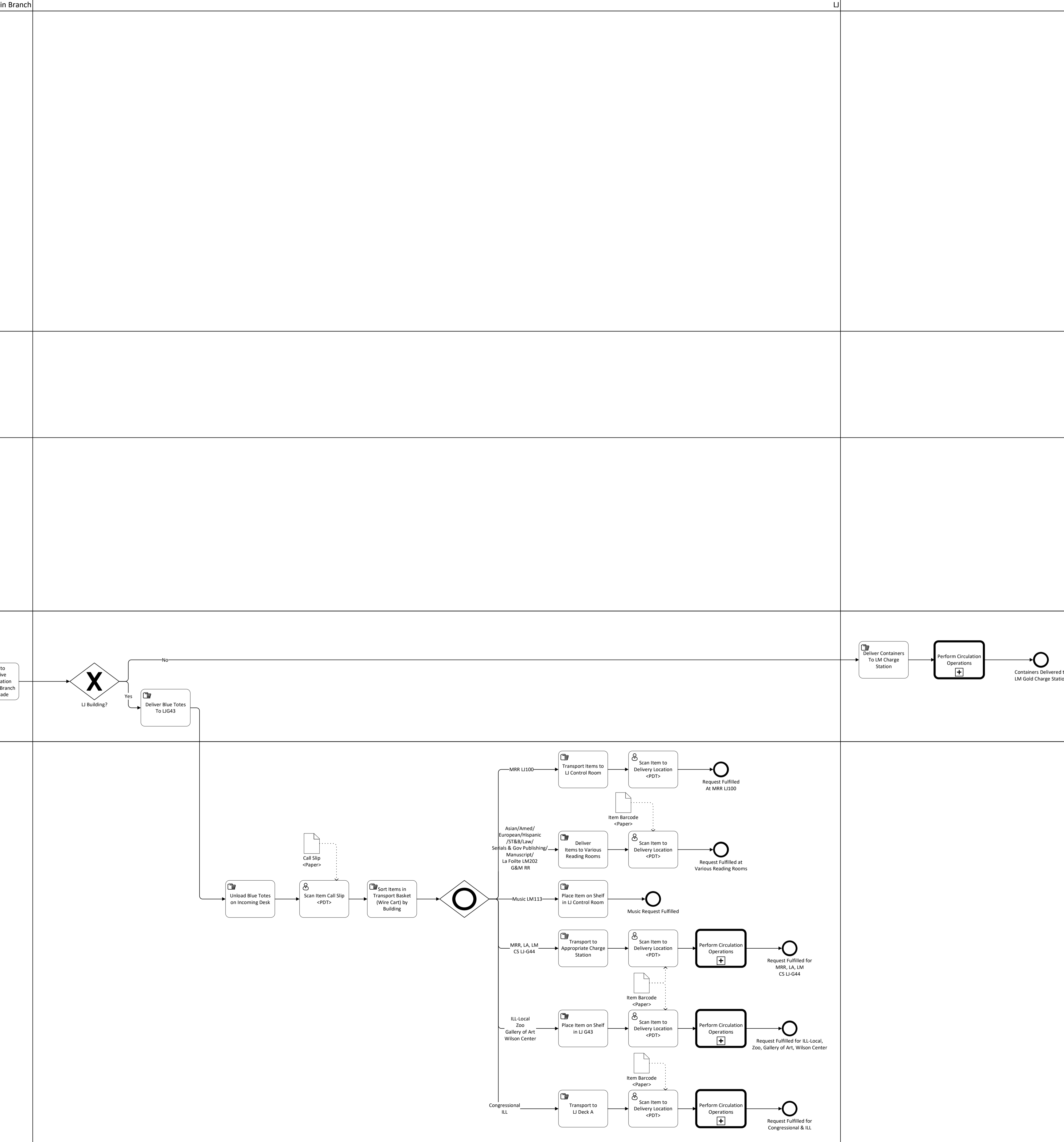
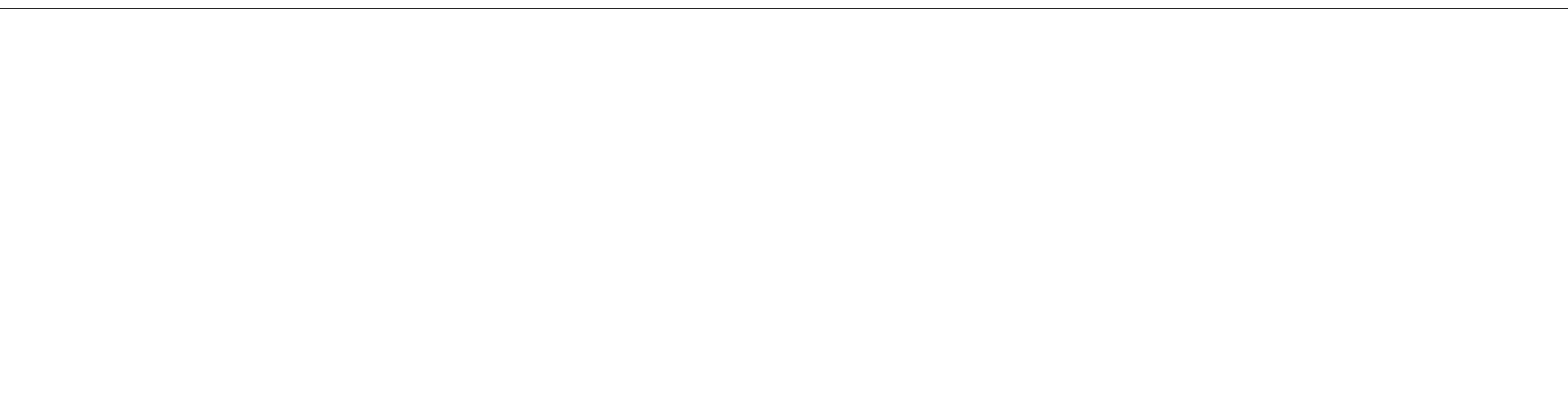
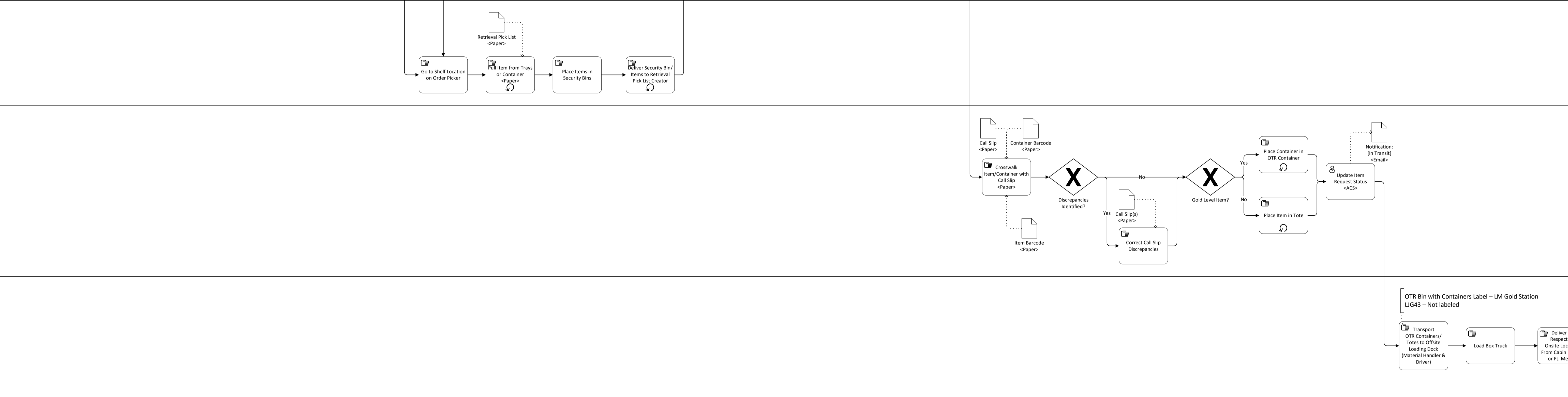
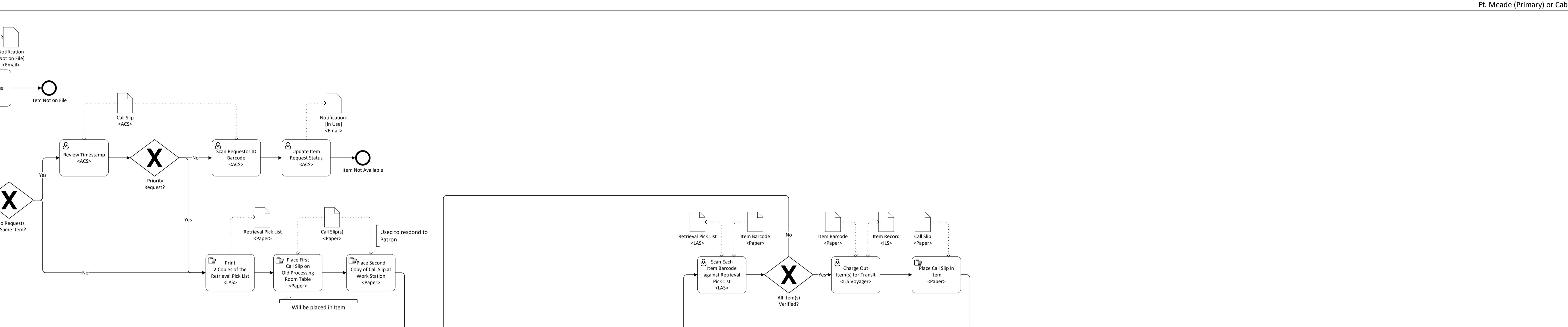
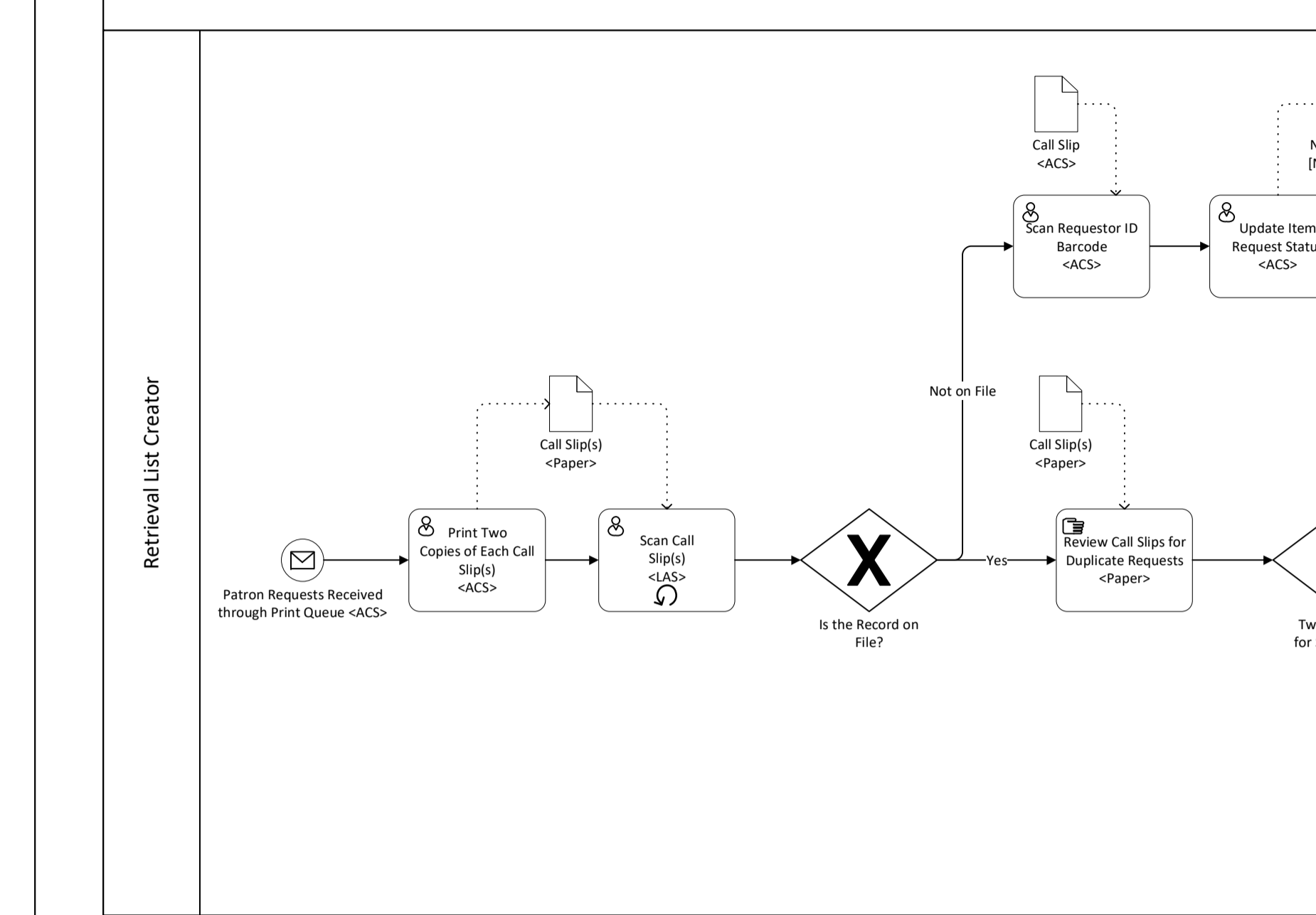


Sub-Process: Perform Offsite Retrieval Process; Current State

Capability: SR&R  
 As Of Date: N/A  
 Updated By: Kate Fietzek; Heather Penzo  
 Last Updated: August 31, 2022

Description:  
 This sub process illustrates activities through item requests, location, crosswalk documentation, scanning barcodes, sorting by delivery location, quality assurance for items not found, and distribution which the List Creator, Retriever, QA Tech, Delivery Driver, and IMF Delivery Tech are responsible for executing. Upon completion of offsite item retrieval, the item requests are now onsite for circulation.

Systems Used:  
 Automated Call Slip <ACS> System  
 Library Archival System <LAS>  
 Integrated Library System <ILS>  
 <Voyager>



Collections Management Division (CMD)

Ft. Meade (Primary) or Cabin Branch

LI

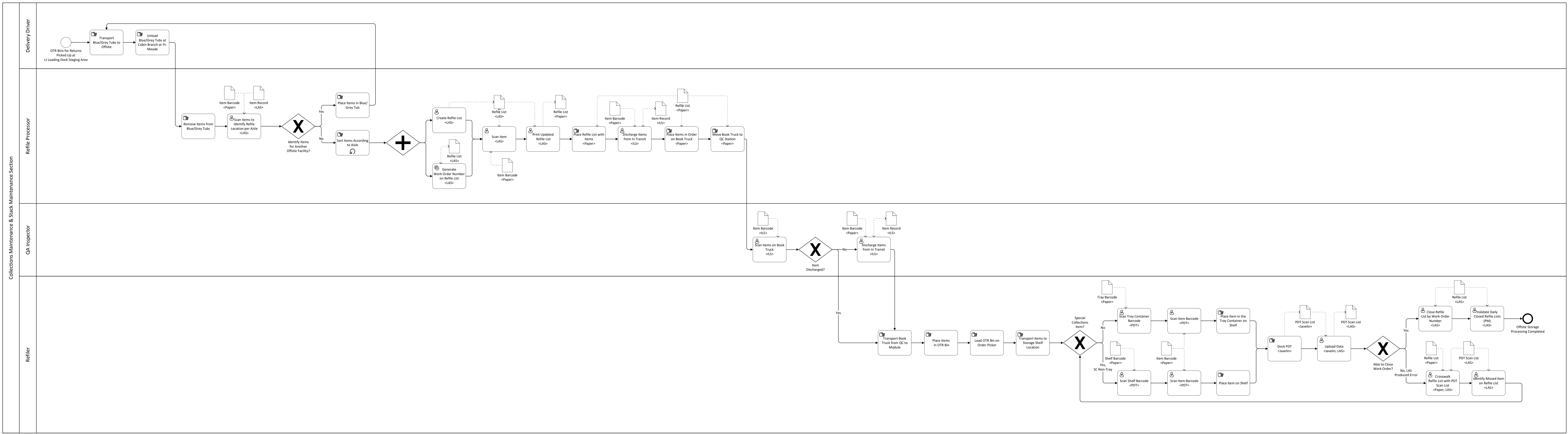
LM

# L3: Perform Offsite Shelving Returns; Current State

**Capability:** SR&R  
**Updated By:** Katie Fietzek; Heather Penzo  
**Last Updated:** August 31, 2022

**Description:**  
 This sub process illustrates activities through transporting offsite, loading order picker, scanning barcodes, crosswalk documentation, and repeating the process for quality assurance which the Collections Maintenance & Stack Maintenance Section is responsible for executing. Upon completion of shelving, the items are now returned.

**Systems Used:**  
 Integrated Library System <ILS>  
 Library Archival System <LAS>



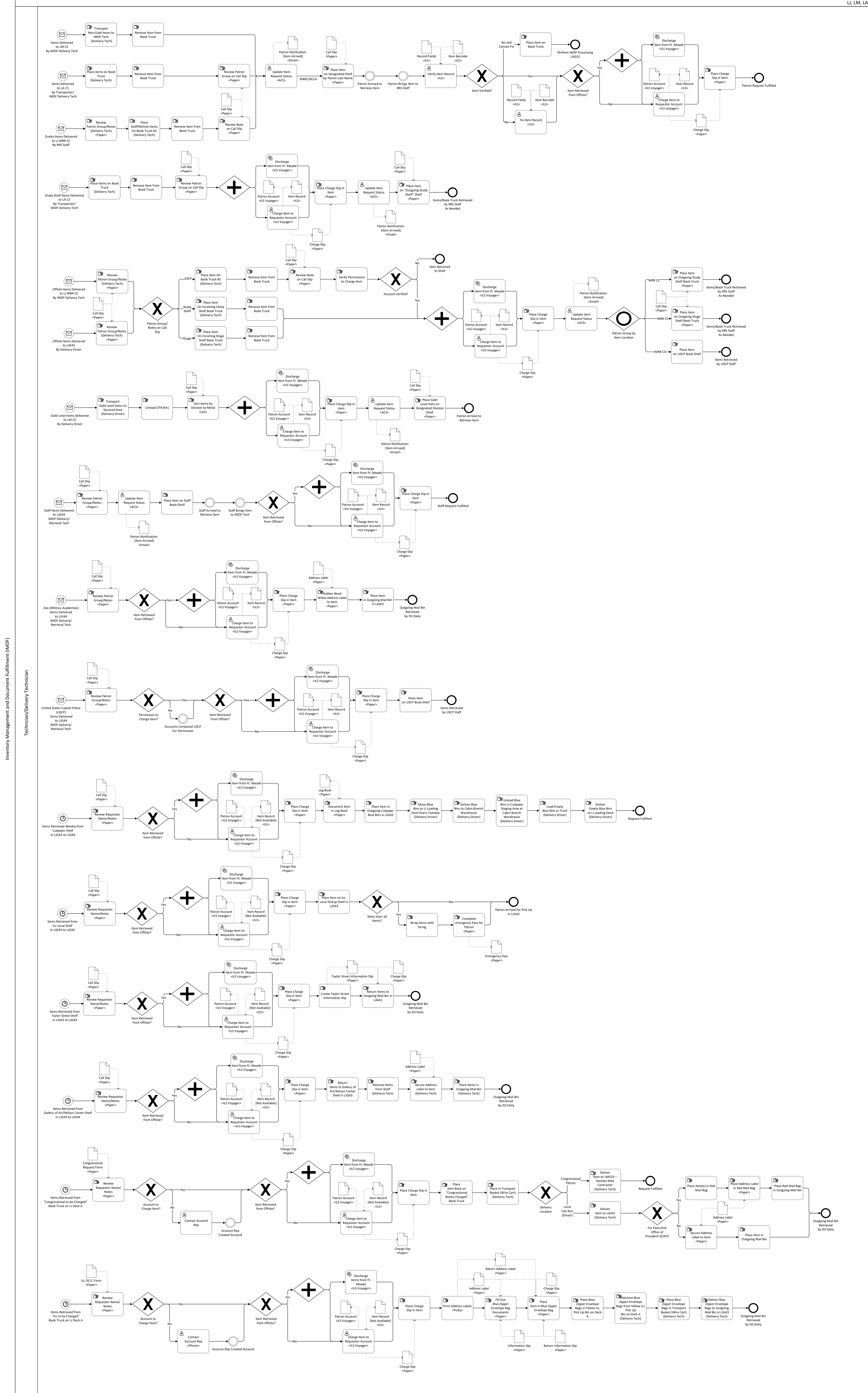
### L3: Perform Circulation Operations; Current State

Capability: SRAR  
Updated by: Katie Fietzek; Heather Penzo  
Last Updated: August 31, 2022

Description:  
This sub process illustrates activities through Patron Requests for items, charged at the time of item retrieval to fulfill the request, or charged to an account before distribution of the item which the IMDF Technician and Delivery Technician are responsible for executing. Upon completion of item circulation, the item requests are now fulfilled.

Systems Used:  
Integrated Library System <ILS>  
Library Program <Voyager>  
Library Archival System <LAS>  
Automated Call Slip <ACS> System  
Reader & Reference Services (RRS)

UJ, LM, LA



Inventory Management and Document Fulfillment (IMDF)  
Technician/Delivery Technician

# L3: Process Returns; Current State

Capability: SR&R  
 Updated By: Katie Fietzek; Heather Penzo  
 Last Updated: August 31, 2022

Description:  
 This sub process illustrates activities through transporting offsite, loading order picker, scanning barcodes, crosswalk documentation, and repeating the process for quality assurance which the Collections Maintenance & Stack Maintenance Section is responsible for executing. Upon completion of shelving, the Items are now returned.

Systems Used:  
 Integrated Library System <ILS>  
 Library Program <Voyager>  
 Library Archival System <LAS>

LJ Control Room

Delivery/Retrieval Technician

Inventory Management and Document Fulfillment (IMDF) Section

Technician

