6 Sigma Project Charter

**Date:** Updated February 2013

**Project Name:** Library Staff Scheduling

**Deployment Champion:** Dr. Erwin

**Project Sponsor:** Janice Kinsinger

**Process Owner:** Cate Kauffman

**Green Belt:** Amy Glass

**FREP:** Emily Points

**Charter Authors:** Emily Points, Karhmen Feurtado

**Charter Approval Date:** December 7, 2012

| Amy Glass, Librarian-Reference Services | Cate Kauffman, Library Services, Director |
| Sue Franzen, Librarian                  | Karhmen Feurtado, Black Belt               |

**Opportunity (Purpose or Primary Reason for Project):**

- A new work schedule for Library staff is created each semester/per week. Hired staff provides hours they are available to work, and scheduling around their provided hours is a time consuming process.
- The library takes approximately 4 hours per week to complete the staffing schedule for all three campuses (East Peoria, North, and Thomas).

**Business Case (Budget Information):**

- Time savings on a weekly basis
- Piecing data items together for years

**Goal (Expected Outcomes, Deliverables, and/or Results):**

- Evaluate the busiest hours of operation per campus (East Peoria, North, and Thomas).
- Figure out the most efficient way to create the staff schedule at all three campuses.
- Determine the best times and schedule for Reference desk coverage
- Create a consistent schedule for intermittent library staff
- Reduce the on call staffing needs
- Reduce staff time

**Scope (Constraints, Boundaries, and/or Key Risks):**

**In Scope**
- Fall 2012 baseline data
- Staffing the reference desk
- Library Locations: East Peoria, Thomas, North
- Student traffic data (gate counts)

**Out of Scope:** circulation desk, periodical desk, virtual student data

**Timeline (Define, Measure, Analyze, Improve, and Control):**

Define and Measure: January
Improve and Analyze: February
Primary Measures:

- Fall 2012 gate counts- per day, per hour by campus location
- Fall 2012 student questions that were asked- Number, type of question, per hour, per location
- Number of current employees (full-time and part-time)
- Number of hours in staff time

Other (Additional Resources Needed, Critical Considerations, and/or Initial Concerns):

- Reference desk coverage is needed during all hours of operation.

Supporting Data & Process Map(s):