



Simply visualizing technical services infrastructure using draw.io

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ALCTS TSWEIG ALA MW 2018



What are we doing here?

- Who am I? And why did I make a chart?
- What is draw.io & what can it do?
- Goals of the project
- Chart making (a completely unscientific approach)
- Outcomes
- Advice

Who am I?
And why did I make a chart?



But why a chart?

No one reads your emails. You write these really great emails, outlining complex issues, highlighting opportunities, and making recommendations. And then you get no response. You cannot even be sure the anyone has ever read what you've written. And honestly, blocks of texts aren't getting us anywhere. I mean, you and I, we like to read blocks of texts. Books, am I right? But most people, when they're trying to cross stuff off of their to-do list, cut the budget, meet those deadlines -- they don't want to read big blocks of text, no matter how eloquently written. So you can write the most wonderful prose showing how our work has meaning, how it fits in with the work done in other departments, and how it is absolutely essential to the functioning of the library, but it probably won't be read. Or at least won't be read with the level of care that you put into writing it. So, why not make a chart, or a picture, or an infographic? You might find that it's more persuasive and memorable than that long email or that annual report or that budget justification that's taken you all day to write.

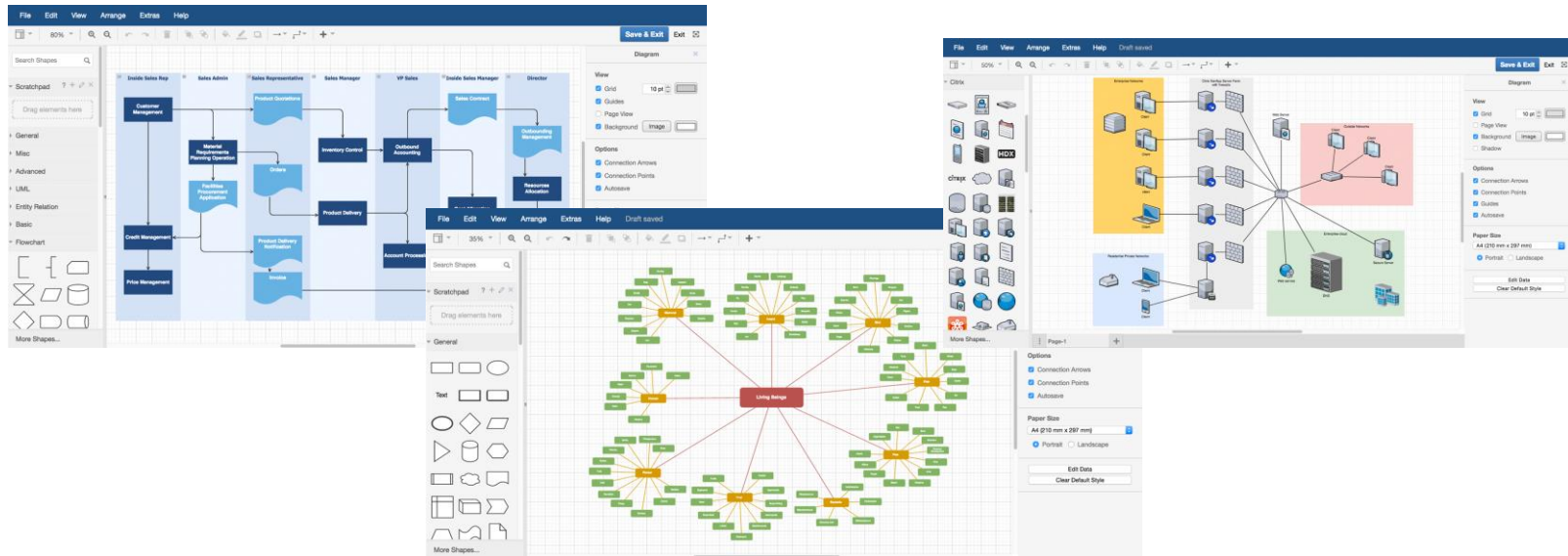
What is draw.io & what can it do?

- Free & open source
- Browser based, no software to download
- No watermarks or draw.io branding
- Plug in to Google Drive (& others)



draw.io

What is draw.io & what can it do?

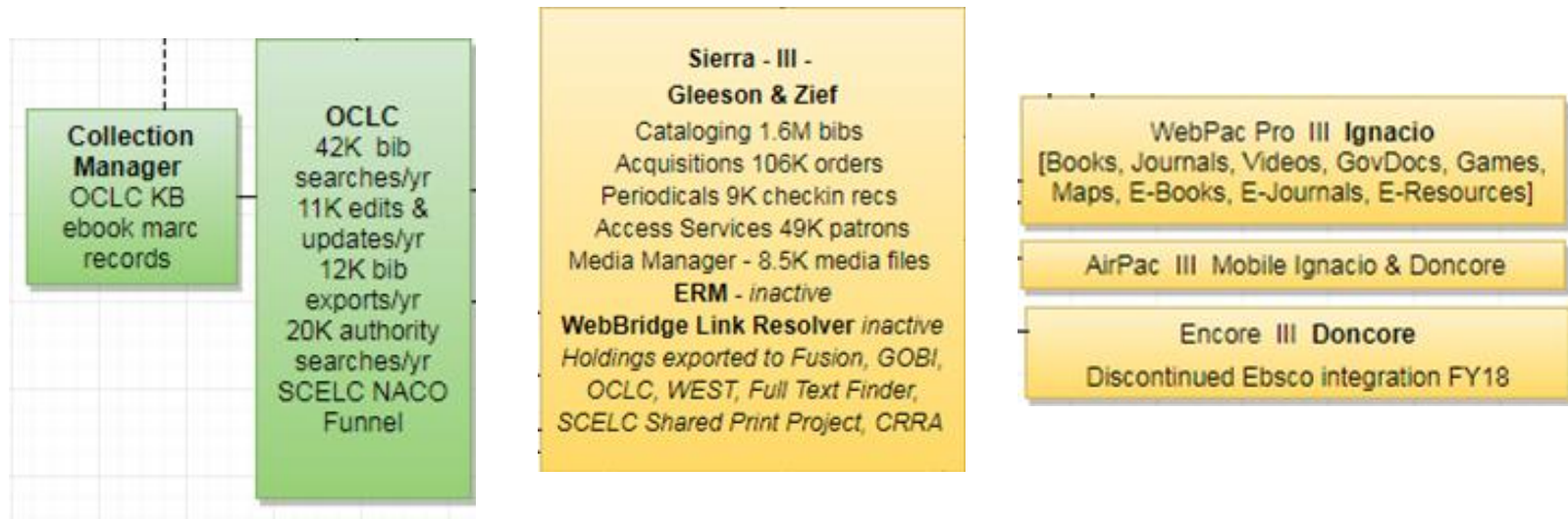


about.draw.io/features/examples/

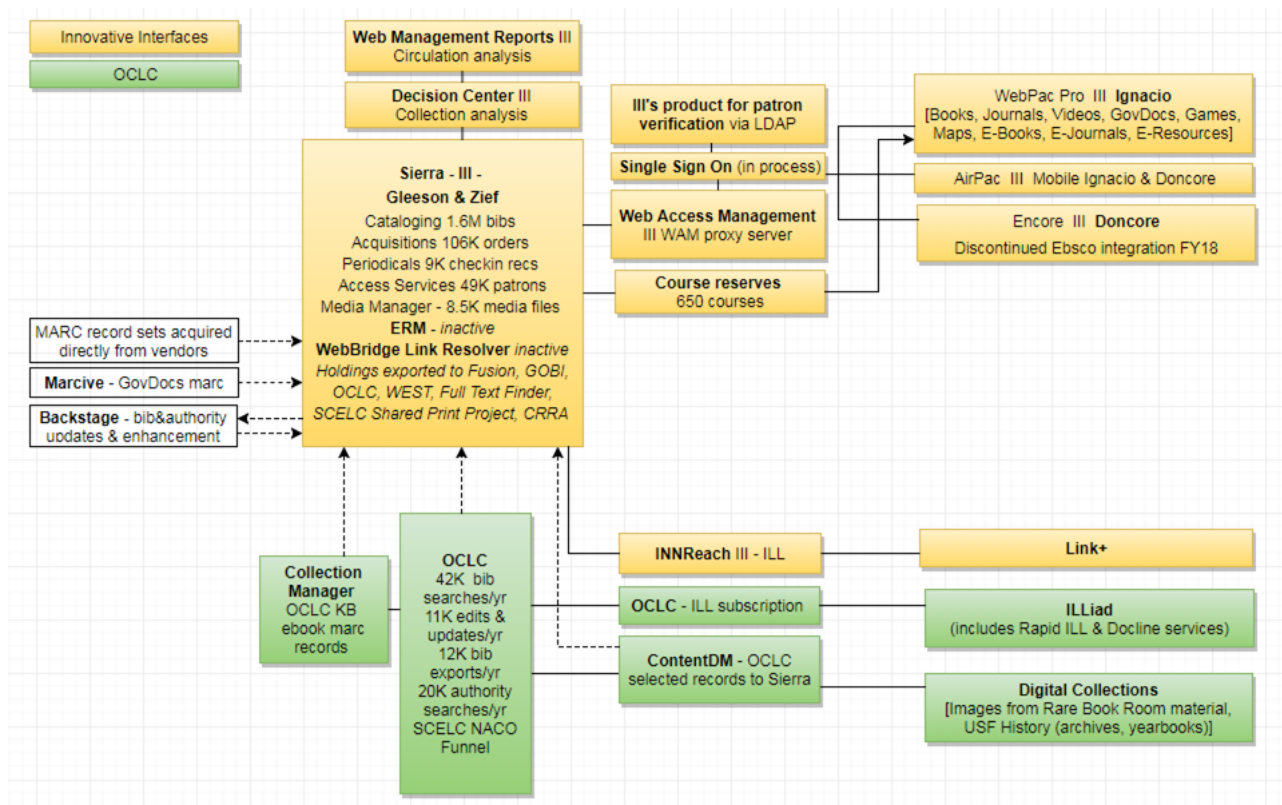
Goals of the project

- Identify key systems & connections
- Clarify internally what we call our systems
- Reveal weaknesses or redundancies
- Demonstrate a connection to the patron experience
- Show how our work is connected

Chart making (a completely unscientific approach)



Identify key systems & connections



Identify key people & connections



Clarify internally what we call things

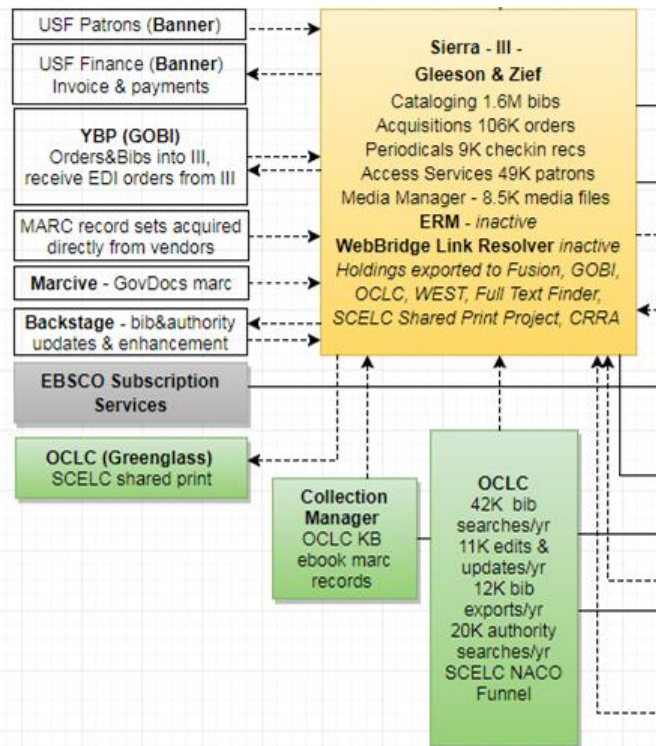
- Functional name:
library catalog
- Product name:
WebPAC
- Branded name:
Ignacio

WebPac Pro III Ignacio
[Books, Journals, Videos, GovDocs, Games,
Maps, E-Books, E-Journals, E-Resources]

AirPac III Mobile Ignacio & Doncore

Encore III Doncore
Discontinued Ebsco integration FY18

Reveal weaknesses or redundancies

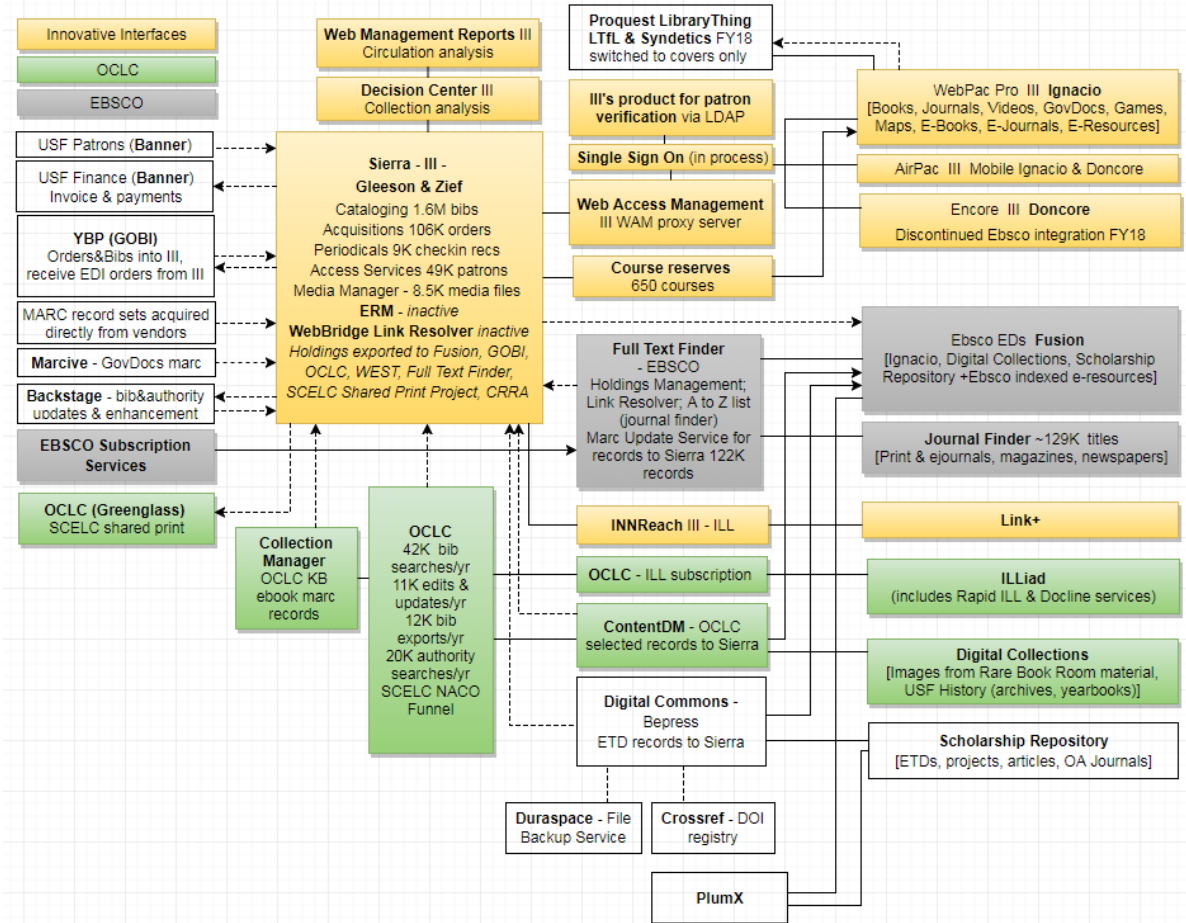


Encore III Doncore
Discontinued Ebsco integration FY18

Ebsco EDs Fusion
[Ignacio, Digital Collections, Scholarship Repository +Ebsco indexed e-resources]

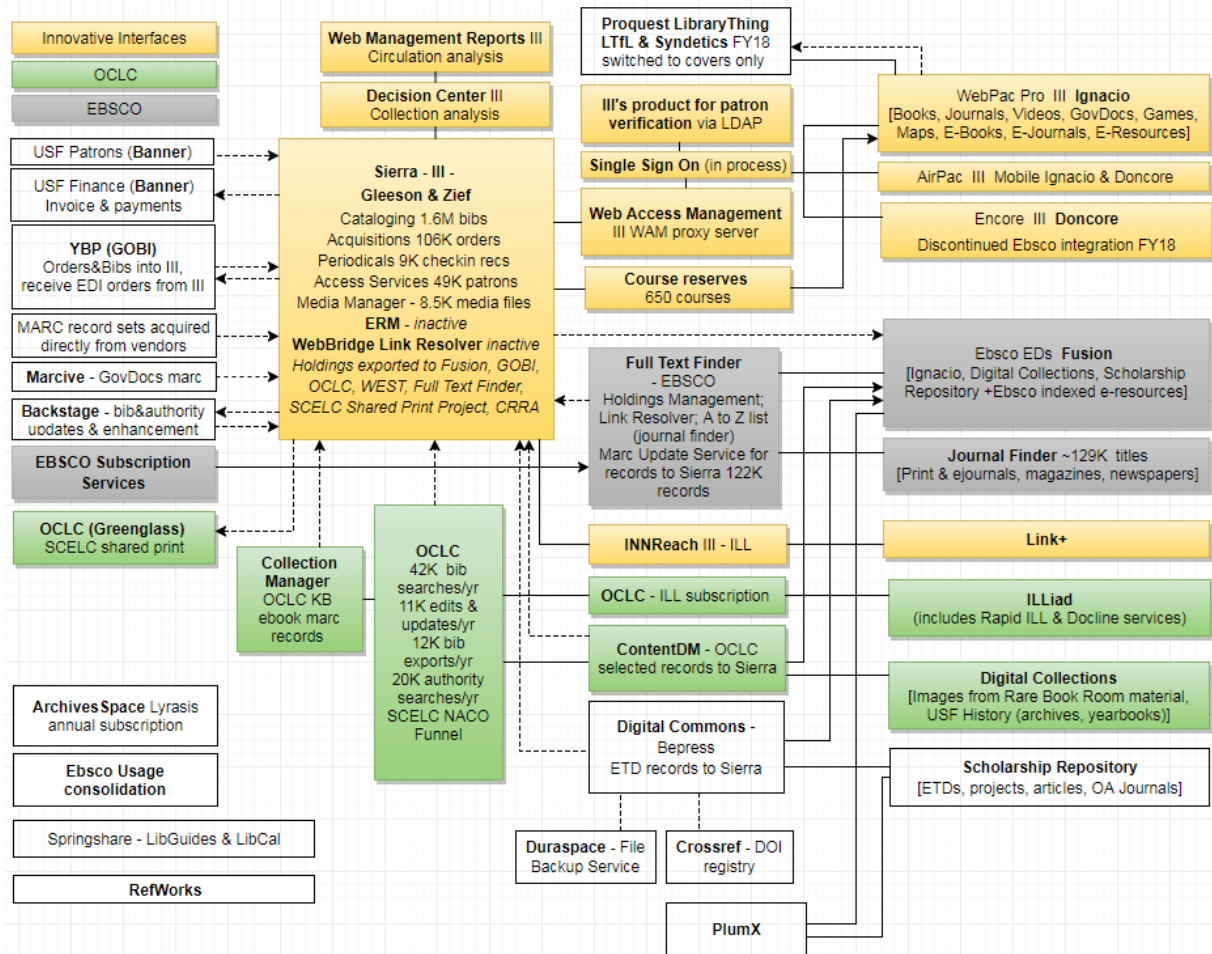
Demonstrate a connection to the patron experience

- Clear discovery options
- Impact on students



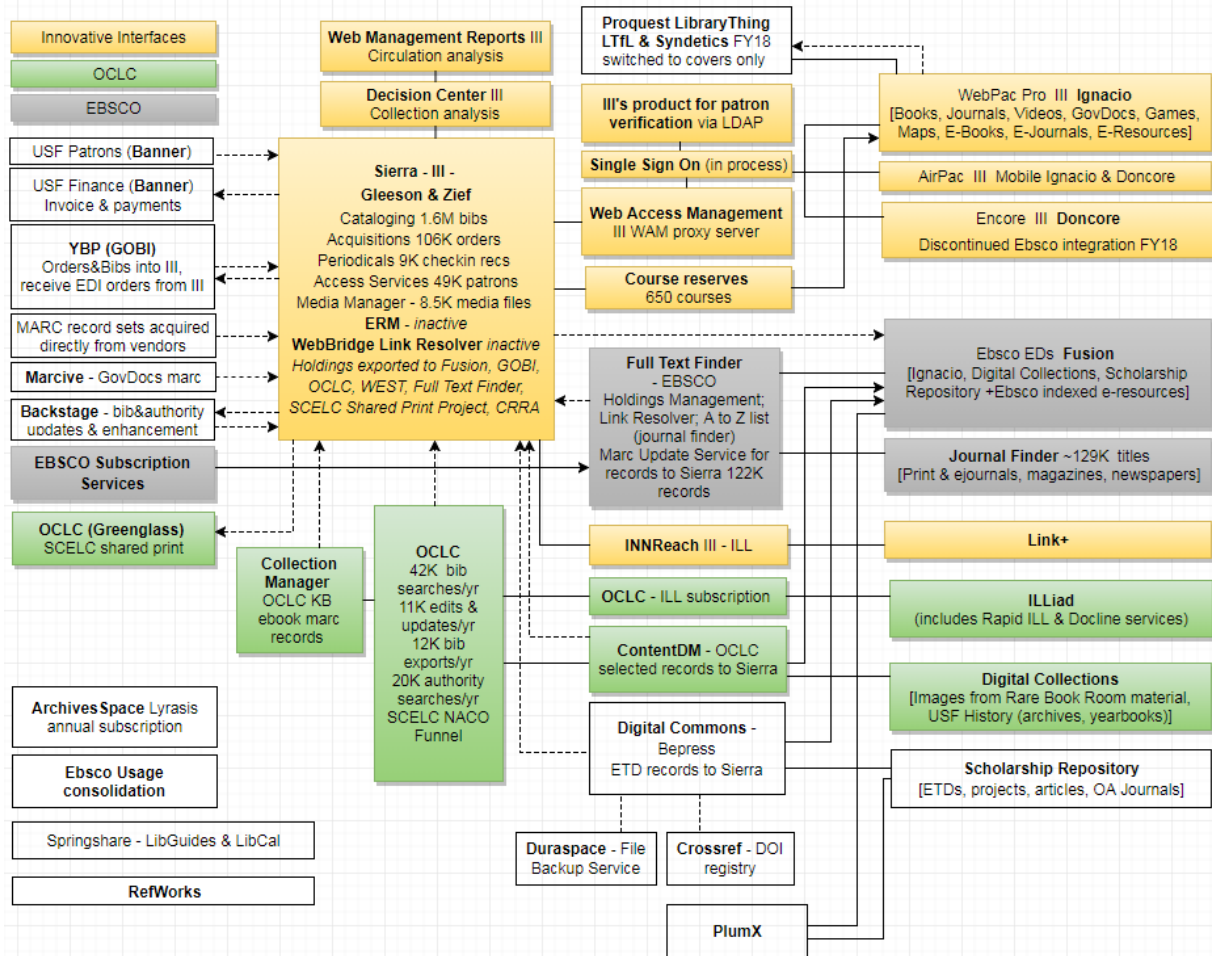
Show how
our work is
connected

(or where it
could be
more tightly
joined)



Outcomes

- Transparent systems budgeting
- Improved workflows
- Increased visibility



If you want to make a chart, some advice...

- Start with what you know
- Talk to people about your chart & ask questions
- If you want low tech, try a whiteboard
- Make adjustments as you get new information
- Add stuff even if you're not sure where it goes yet
- Update when things change



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