Abstract geometric lines in black on a white background, forming various overlapping polygons and triangles.

ENHANCING INVOICE MANAGEMENT: THE ELECTRONIC RESOURCE WORKFLOW INITIATIVE IN ACADEMIC LIBRARIES

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CORE Project Management Interest Group
October 26, 2023

Abstract geometric lines in the top left corner of the slide, consisting of several overlapping, irregular polygons and lines in a light gray color.

WHO WE ARE

BACKGROUND

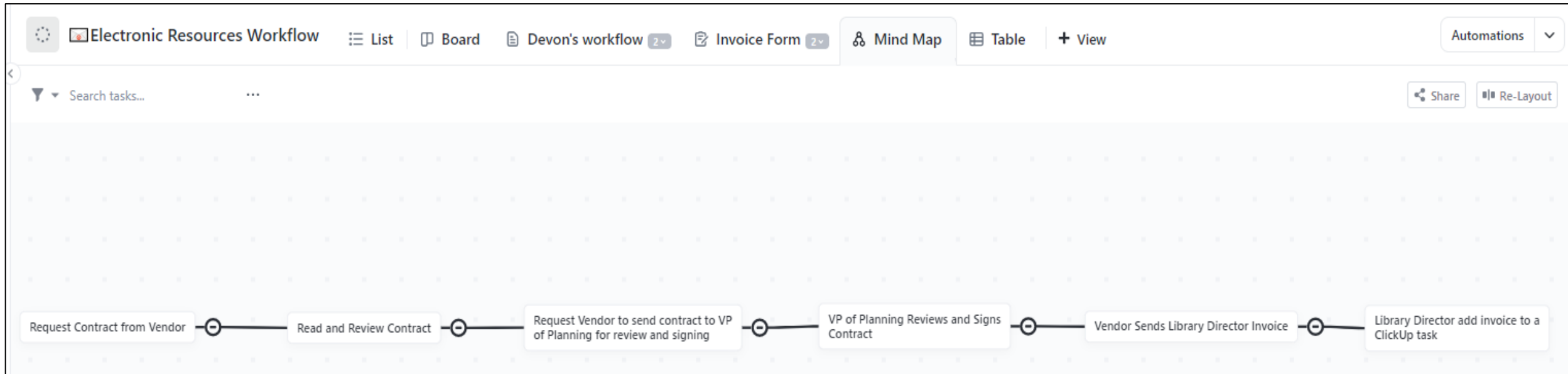
WHY WE DID THIS:

- Invoice Organization: *Centralized handling.*
- Role Clarity: *Defined responsibilities.*
- Optimized Management: *Efficient invoice processing.*

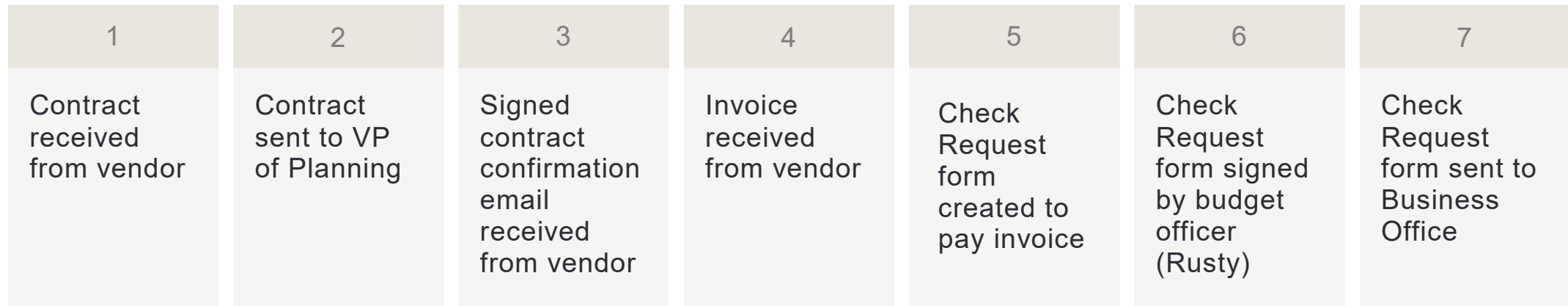
TASK DECOMPOSITION

1. Contract	2. Invoice	3. Check Request
1. Receive 2. Send 3. Sign	1. Receive	1. Create 2. Sign 3. Send

MIND MAP



THE 7-STEP INVOICE PROCESS





CHALLENGES

INVOICE DELIVERY: EMAIL VS. CLICKUP

Communication

Instructions

Delivery

CHALLENGES WITH INVOICE MANAGEMENT

Task Organization

Invoice Retrieval

Payment Uncertainty

Maintaining Consistency

Staffing Shortages

Business Office Invoice Format



PREPARING FOR EFFECTIVE WORKFLOW DEVELOPMENT

ASSIGNING ROLES

Contract	Invoice	Check Request
Library director	Library director	Library intern

WORKFLOW DEVELOPMENT

Original workflow table

	A	B	C	D	E	F	G	H	I	J	K	L
1												
2	Month processed	# of check requests	Date received from vendor	Length of process (Minutes)	Date received from Library Director	Due date of invoice	Cost (22-23 Fiscal Year)	Vendor name	Library Director receives contract from vendor	Rusty sends contract to VP of Planning	Link to check request (22-23 Fiscal Year)	Link to task invoice

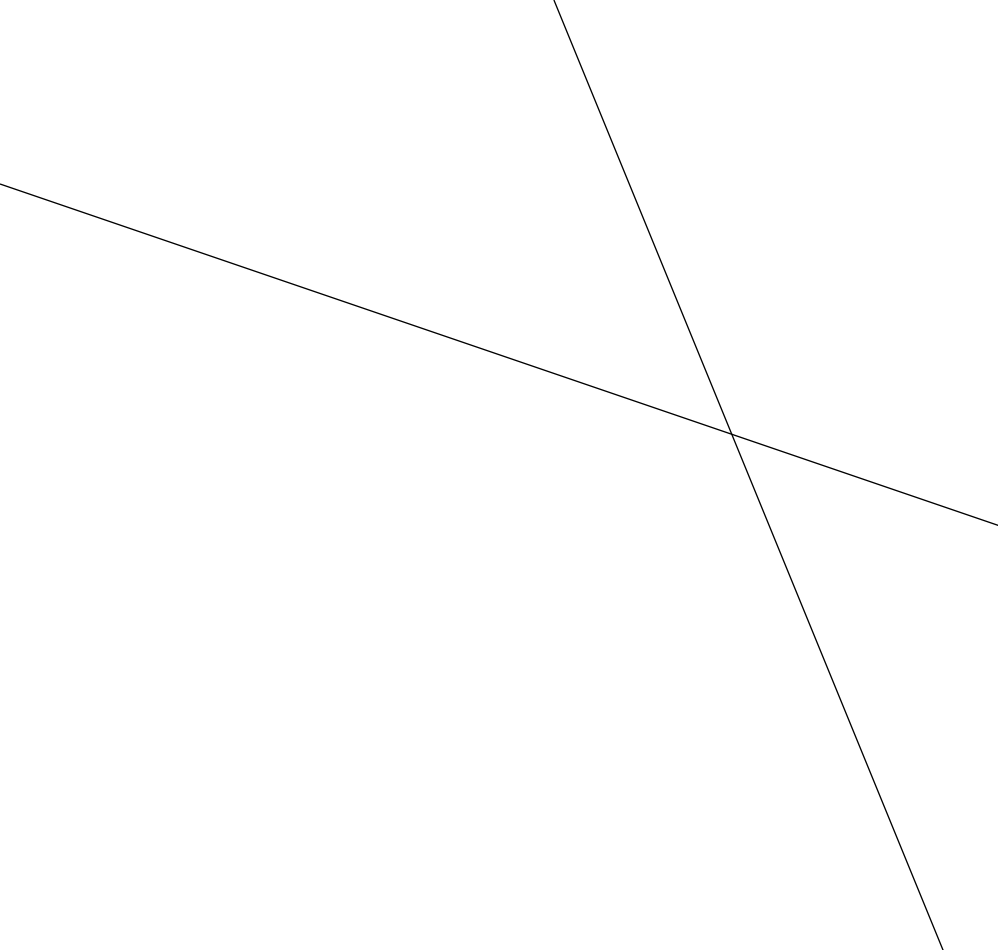
Refined workflow table

Month Task Done	Task Name	Vendor (drop down)	Tool or Resource (drop down)	Type (drop down)	Party Responsible (users)	Invoice Due Date (date)	Fiscal Year (drop down)
327	3/1/2023	Contract received from vendor	EBSCO		Contract	Russell Michalak	23/24
328	3/1/2023	Contract sent to VP of Planning	EBSCO		Contract	Russell Michalak	23/24
329	3/1/2023	Signed contract confirmation email received from vendor	EBSCO		Contract	Russell Michalak	23/24
330	7/1/2023	Invoice received from vendor	EBSCO		Invoice	Russell Michalak	8/1/2023 23/24
331	8/30/2023	Check Request form created to pay invoice	EBSCO		Check Request	Devon Ellixson	23/24
332	8/31/2023	Check Request form signed by budget officer (Rusty)	EBSCO		Check Request	Russell Michalak	23/24
333	8/31/2023	Check Request form sent to Business Office	EBSCO		Check Request	Devon Ellixson	23/24

INSIGHTS FROM HISTORICAL DATA

High-activity periods like July

Insights into library resource usage patterns



July	August	September	October	November	December	January	February	March	April	May	June
12	1	3	3	0	1	1	1	1	0	2	2

Months and # of check requests from 2022



OUR CLICKUP SOLUTION

CLICKUP SCREEN

Electronic Resources Workflow | List | Board | Devon's workflow | Invoice Form | Mind Map | Table | + View

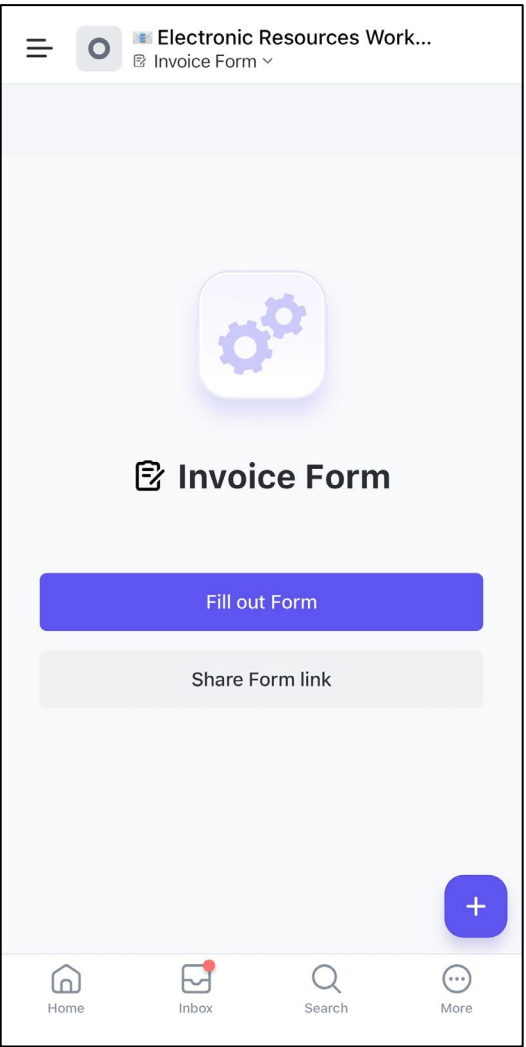
Search tasks... | Group by: Status | Subtasks: Hide | Me | Assignees | Share

Check Request form:
KEY
Contract received from vendor
Contract sent to VP of Planning
Signed contract confirmation email received from vendor
Invoice received from vendor
Check Request form created to pay invoice
Check Request form signed by budget officer (Rusty)
Check Request form sent to Business Office

	ASSIGNEE	DATE CREAT...	DEADLINE	CREATED BY	LATEST COMMENT	LAST CONTACTED	ATTACHMENT (IN...	VENDOR CONTACT	VENDOR	BUDGET CODE
WAITING FOR RESPONSE 6 TASKS										
■ Contact Ex Libris about 360 Core invoice	[Avatar]	Sep 12	—	[Avatar]	—	—	[Icon]	—	PROQUEST	—
■ Contact Elsevier Reporting Admin Tool	[Avatar]	Aug 29	—	[Avatar]	—	—	[Icon]	—	Elsevier	—
■ Create ticket in EBSCO Connect about OA authentication for Solus	[Avatar]	Jul 18	—	[Avatar]	—	—	[Icon]	—	EBSCO	—
■ Create helpdesk in KOHA for API for Solus	[Avatar]	Jul 11	—	[Avatar]	—	—	[Icon]	—	BYWATER SO...	—
■ Create helpdesk in EBSCO Connect to Create OA connection with SOLUS	[Avatar]	Jul 11	—	[Avatar]	—	—	[Icon]	—	EBSCO	—
■ Request invoice	[Avatar]	Jul 11	—	[Avatar]	—	—	[Icon]	—	YEWNO	—
+ New task										
FOLLOW UP 1 TASK										
■ Inquire via email about litmaps pricing	[Avatar]	Aug 10	—	[Avatar]	—	—	[Icon]	—	LitMaps	—
+ New task										

William Faulkner in Holly | Create a flyer for the next | + Task

INVOICE DELIVERY SOLUTION



ClickUp

Invoice Form

Put invoices, contracts here.

Task Name*

Enter text

Assignee*

DE

Due date*

Select Due Date

VENDOR*

-

Fiscal Year*

Enter text

Attachment (invoice/check request)*



Drag and drop files here

Browse



PERMISSIONS

 Sharing & Permissions

Share this List





Sharing   Electronic Resources Workflow List with all views


Invite

 Private link 

Copy link

SHARE WITH

  Intern  DE 

 Make Private

ELECTRONIC RESOURCES WORKFLOW KEY

Electronic Resources Workflow

Electronic Resources Workflow

+


NEW TASK

HIDE DESCRIPTION

ADD COMMENT

Check Request form:
KEY
Contract received from vendor
Contract sent to VP of Planning
Signed contract confirmation email received from vendor
Invoice received from vendor
Check Request form created to pay invoice
Check Request form signed by budget officer (Rusty)
Check Request form sent to Business Office

CUSTOMIZED TASK STATUSES IN EDITOR MODE

Edit statuses for  Electronic Resources Workflow

[Learn more](#)

Use Space statuses

Custom

TEMPLATES (17)

+

Space

Custom

Content

CRM

Kanban

Marketing

Meeting

Monica

Monica's Status


Normal

R&M Default Tasks

R&M_Content

Resources

Scrum

THE Research Lab 

To Do / In Progress / Publi...

To Do/InProgress/Comple...

+ New template

ACTIVE STATUSES ?

TO DO

EMAIL VENDOR

FOLLOW UP

WAITING FOR RESPONSE

RESPOND

INVOICE REQUESTED

WAITING FOR INVOICE

INVOICE RECEIVED

NEED TO PAY INVOICE

INVOICE PAID

CONTRACT REQUESTED

CONTRACT RECEIVED

CONTRACT SIGNED

RENEWAL NOTIFICATION

CHECK REQUEST

CHECK REQUEST REVIEW

+ Add Status

DONE STATUSES ?

Move statuses here to consider tasks Done. [Learn more](#)

Save

CURRENT EXAMPLE OF TASK STATUSES

WAITING FOR RESPONSE 6 TASKS		ASSIGNEE	DATE CREAT...	DEADLINE	CREATED BY	LATEST COMMENT	LAST CONTACTED	ATTACHMENT (IN...	VENDOR CONTACT	VENDOR	BUDGET CODE
■	Contact Ex Libris about 360 Core invoice		Sep 12	–		–	–		–	PROQUEST	–
■	Contact Elsevier Reporting Admin Tool		Aug 29	–		–	–		–	Elsevier	–
■	Create ticket in EBSCO Connect about OA authentication for Solus		Jul 18	–		–	–		–	EBSCO	–
■	Create helpdesk in KOHA for API for Solus		Jul 11	–		–	–		–	BYWATER SO...	–
■	Create helpdesk in EBSCO Connect to Create OA connection with SOLUS		Jul 11	–		–	–		–	EBSCO	–
■	Request invoice		Jul 11	–		–	–		–	YEWNO	–
+ New task											
FOLLOW UP 1 TASK		ASSIGNEE	DATE CREAT...	DEADLINE	CREATED BY	LATEST COMMENT	LAST CONTACTED	ATTACHMENT (IN...	VENDOR CONTACT	VENDOR	BUDGET CODE
■	Inquire via email about litmaps pricing		Aug 10	–		–	–		–	LitMaps	–
+ New task											
TO DO 1 TASK		ASSIGNEE	DATE CREAT...	DEADLINE	CREATED BY	LATEST COMMENT	LAST CONTACTED	ATTACHMENT (IN...	VENDOR CONTACT	VENDOR	BUDGET CODE
■	Gale Check Request form sent to Business Office	DE	Oct 3	–	DE	–	–		–	GALE	02-224-259
+ New task											

EXAMPLE OF COMPLETED TASKS

COMPLETE	532 TASKS	ASSIGNEE	DATE CREAT...	DEADLINE	CREATED BY	LATEST COMMENT	LAST CONTACTED	ATTACHMENT (IN...	VENDOR CONTACT	VENDOR	BUDGET CODE	WOR...
■	Review CITI check request		Jul 12	–	DE	–	–		–	CITI	–	
■	Review Springshare check request		Jul 12	–	DE	I did, here is the Springshare check request....	–		–	SPRINGSHARE	–	
■	Review JSTOR check request		Jul 12	–	DE	–	–		–	JSTOR	–	
■	Review Hypothesis check request		Jul 12	–	DE	–	–		–	Hypothesis	–	
■	Review Adam Matthew check request		Jul 12	–	DE	–	–		–	ADAM MATT...	–	
■	Review WSJ Online check request		Jul 12	–	DE	–	–		–	WSJ ONLINE	–	
■	Review Grammarly check request		Jul 12	–	DE	–	–		–	Grammarly	–	
■	Review Gale check request		Jul 12	–	DE	–	–		–	GALE	–	
■	Create one check request for these many invoices		Jul 11	Jul 31		–	–		–	GALE	02-224-259 There are man...	
■	Request invoice		Jul 11	–		–	–		–	GALE	–	
■	Request invoice		Jul 11	–		–	–		–	EBSCO	–	
■	Create Check Request		Jul 11	Jul 31		–	–		–	EBSCO	02-224-259	
■	Create Check Request		Jul 11	Jul 31		–	–		–	CITI	Leave Blank (Joel will need to ...	
■	Create Check Request		Jul 11	Jul 31		College Software @Devon Ellixson	–		–	SPRINGSHARE	02-223-192	
■	Create Check Request		Jul 11	Jul 31		–	–		–	JSTOR	02-224-259	
■	Create check request		Jul 11	Jul 31		Add to the description "Hypothesis is...	–		–	Hypothesis	02-224-259	

EFFICIENT TASK RETRIEVAL AND INVOICE VERIFICATION



Springshare

You changed the layout. [Save](#) or [reload](#) | ...

Group by: Status ▾ Subtasks: Hide ▾ Me Assignees Share ...

Electronic Resources Workflow

Electronic Resources Workflow + NEW TASK

Check Request form:

KEY

- Contract received from vendor
- Contract sent to VP of Planning
- Signed contract confirmation email received from vendor
- Invoice received from vendor
- Check Request form created to pay invoice
- Check Request form signed by budget officer (Rusty)
- Check Request form sent to Business Office

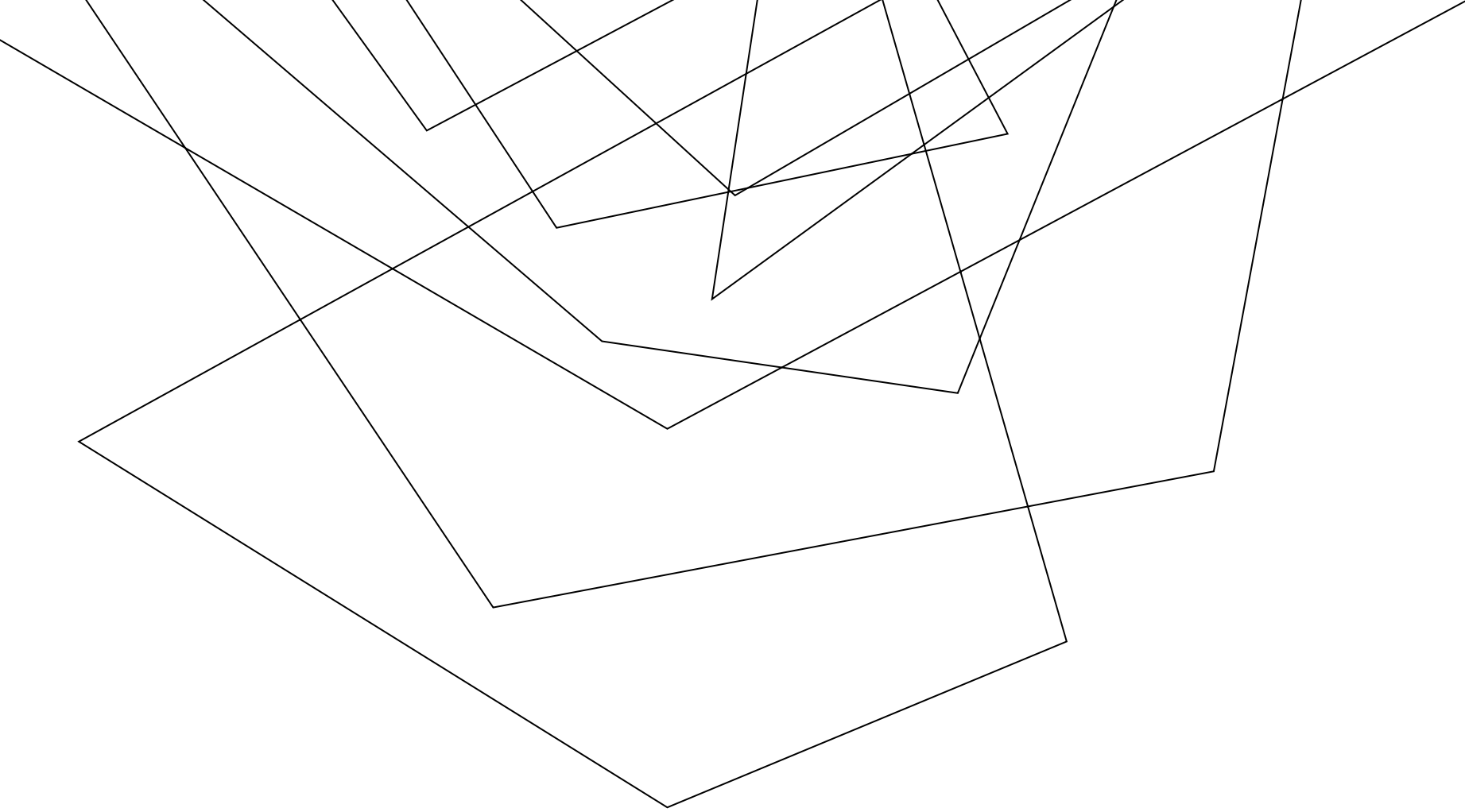
COMPLETE 17 TASKS

	ASSIGNEE	DATE CREAT...	DEADLINE	CREATED BY	LATEST COMMENT	LAST CONTACTED	ATTACHMENT (IN...	VENDOR CONTACT	VENDOR	BUDGET CODE
Send Springshare check request form to Business Office		Jul 12	—	DE	—	—		—	SPRINGSHARE	—
Sign Springshare check request form		Jul 12	—	DE	—	—		—	SPRINGSHARE	—
Review Springshare check request		Jul 12	—	DE	I did, here is the SpringShare check request....	—		—	SPRINGSHARE	—
Create Check Request		Jul 11	Jul 31		College Software @Devon Elixson	—		—	SPRINGSHARE	02-223-192



CONCLUSION: BENEFITS OF STREAMLINING

1. Efficiency
2. Improved Accuracy
3. Faster Approval & Payment
4. Streamlined Auditing
5. Resource Allocation



QUESTIONS



CONTACT US

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