Worksheet 1
Define the Process and Parameters

Process Name Return Library Materials (Verb) (Noun)

Core X **Support** ____ **Management** ____

Process Owner Circulation Supervisor

Direct Customer(s)	Direct Customer's Needs (What)	Value Added by Process
Patrons	Items discharged, shelved & availab	make materials available

Stakeholder(s)	Stakeholder(s) Needs (How)	Value Added by Process
General Public	Items discharged on time in tact	Check for damage, charge fines
Broward County Library	Charge fines & fees, return items to circulation.	Items in circulation or paid for and replaced

Process Start Point (owner's)	Process End Point (owner's)	Process Output (#yr)
Items dropped in drop box	Items on shelf	Circulation of 180,000 per year