

Re-engineering Archives: Business Process Management (BPM) and the archival quest for efficiency

GORDON DAINES

Abstract: Over the course of the last several years the L. Tom Perry Special Collections has been in the process of rethinking and redesigning the workflows related to the management of archival collections. We have systematically examined the way that we acquire, arrange and describe, and store archival material. We have adopted concepts from the field of business process management (BPM) in re-engineering our workflows. This presentation will examine how the Perry Special Collections has utilized BPM concepts to improve efficiencies in caring for archival materials. It will also explore how BPM concepts can be applied to other archival institutions enabling them to better meet the needs of their patrons.

About the author:

J. Gordon Daines III is the Brigham Young University Archivist and the Assistant Department Chair, Manuscripts in the L. Tom Perry Special Collections at Brigham Young University. He holds an undergraduate degree in history from Brigham Young University, a master's degree in history from the University of Chicago, and a certificate in archives and records management from Western Washington University. He has worked for the Oregon Historical Society and the Utah State Archives and Records Service. Since joining the BYU library faculty in 2001 he has taken the lead in developing numerous projects aimed at better serving patrons. These include initiatives aimed at improving archival workflows and integrating Web 2.0 technologies into existing services.