



Use of Uniflow statistics:

Presented by Ingrid Nieuwoudt at
the Unisa Library Technology Event.
Sept 2011

What is Uniflow?

- System used in processing of requests
- Requests are downloaded from Millenium, fax to e-mail, scanned or captured by hand.

The request process

- Records downloaded or recorded in Uniflow are indexed according to format
- The Processors then check the catalogue for availability and add call numbers to record
- The unflow record is passed on to shelveers for retrieving the physical items

The request process (continued)

- Once the items are retrieved the document is passed on to Delivery on Uniflow and the physical item with a search slip inside is taken to Delivery to despatch.
- The Delivery officers add the track and trace number on Uniflow and the document is then archived on the system.

Both

ARTICLE	GET_BOOK	LIBRARY_DESPATCH	WAIT_BOOK
ARTICLE_RESERVED	INDEX_RECORD	LIBRARYCAT	
BOOK_AUDIO	INTER_LIB_LOAN	PRINTING	
BOOK_EXCERPT	LETTERSNEMAIL	QUERY	
COLLECT	LIB_PEND	SMS_COLLECT	
DEVELOPER	LIB_SUPERVISOR	UNISAARCHIVELIB	

Count

Results Display

Limit 100

Skip 0

Display 50 Items Per Page

Filter View

☒ Field View ☐ Builder View ☐ SQL View

Status	Stud. / Staff No	Case No	Lib Document Type	Title of Book or Journal	Author
Open	34286489	09072ID01487C15	ARTICLE	Journal of chemical education	
	31480411	11067NX01301	BOOK_AUD	Writing at university : a guide for students	Creme, Phyllis, 1
Open	30090393	11130NX02397	BOOK_AUD	An introduction to communication studies	Steinberg S
	34333320	11150NX06819	EXCERPT	WHARTON'S CRIMINAL PROCEDURE	TORCIA CE
	43742130	11175NX02564	BOOK_AUD	Enhancing the study reading skills of distance education students	Hugo, Anna Joh
	45519919	11180NX03197	BOOK_AUD	Quality management, organization and strategy / James R. Evans.	Evans, James R
	45289808	11181NX02469	BOOK_AUD	Teacher education and training for multicultural education in a	Squelch, Joan M
	32490593	11182NX11742	BOOK_AUD	Dewey decimal classification and relative index	Dewey, Melvil, 1
	8296162	11185NX10200	BOOK_AUD	Anglo-American Cataloguing rules. 2002.2nd Ed.2003	AACR
	48208515	11185NX10242	ARTICLE	Musing about mathematical problem solving research.Journalfor Research in Mathematics Education	Lester,FK.
	5483735	11185NX25015	BOOK_AUD	Teaching Adults	Rogers, A.
	45174601	11187NX05755	BOOK_AUD	Basic principles and calculations in chemical engineering	Himmelblau, D. M
	48117609	11187NX06575	BOOK_AUD	Manual on theories of intelligence and cognitive development : the teaching of thinking	
	7607857	11187NX28393	BOOK_AUD	Project management:a system approach to planning,scheduling and controlling	Kerzner,H
	43984096	11188NX02628	BOOK_AUD	The Royal Horticultural Society new encyclopedia of plants and	Christopher Brick
	33299684	11188NX02898	BOOK_AUD	Keys to educational psychology / editors, Irma Eloff, Liesel	Irma Eloff, Liesel
	36852716	11188NX09162	BOOK_AUD	Introduction to employment relations management : a global	Slabbert,JA and
	35863056	11190NX01401	BOOK_AUD	Microsoft Office Professional 2010 : step by step / Joyce Cox,	Cox, Joyce, 194
Open	8419531	11193NX02572	BOOK_AUD	Schools and special needs : issues of innovation and inclusion	Alan Dyson and
Open	49573128	11194NX16849	BOOK_AUD	Precalculus : mathematics for calculus	Stewart, James,
	42443776	11194NX26782	BOOK_AUD	The information brokers:how to start and operate your own fee based service	Warnken, Kelly
	34510982	11197NX02842	BOOK_AUD	Fiction Factor	Herman Charles
	45227454	11199NX08382	EXCERPT	The psychology of attitudes	Eagly,A H
	33231931	11200NX00622	BOOK_AUD	Dewey decimal classification and relative index	Dewey, Melvil, 1
	46558462	11202NX02924	BOOK_AUD	Anglo american cataloguing rules 2002	AACR
	46824499	11203NX09459	BOOK_AUD	Analytical Chemistry	Skoog, Douglas
	4107802	11203NX09971	ARTICLE	The Blackwell Handbook of Strategic Management , Blackwell Publishers, Oxford, UK	Fombrun , C . J .
	1104586	11206NX01511	BOOK_AUD	Engineering drawing N1 / C.G. Brink, P.J. Gibbons, A.E. Theron	Brink, C.G. (Ch

Patron\Indexing Data Memo History

Patron No 43984096

Surname MAGAGULA

Initials MISS N E

Adress

Postal Code

Email Address 43984096@mylife.unisa.ac.za

Telephone +27730591000

Degree Code ND: HORTICULTURE

Course Code

Delivery Mode Mail

Collection Point

Track & Trace No

Request Type BOOK_AUD

Index Date 13/09/2011

Not Required After 11/08/2011

Reserve Order No

Shelf Number 635.903 ROY

Item Number

Location Florida Open Shelf

ISBN

Book Author Christopher Brickell.

Book Title The Royal Horticultural Society new encyclo

Publisher Dorling Kindersley,

Place London :

Date/Edition 1999

BIB No b22014469

☒ Available ☐ E-Reserve ☐ ILL

Developer N

Florida/Science

Patron Status

Documents

Original Request Data

2011/07/07 09:04:45

2:53 AM Library Item entered

3:23 AM Email message

2:38 AM SMS message

7:45 AM Book Aud

Book Aud on 2011-09-13 at 10:18:16 by MABENJ

3:19 AM GetBook

Book on 2011-09-13 at 10:21:27 by RAOPHNP

Data : MISS S NDLOVU

42:36

Performance measures

- Individual performance
- Team performance
- Overall service performance
- Other

Individual performance

worklist	username	action	
GET_BOOK	MAHLAPK	Close	9
GET_BOOK	MAHLAPK	Forward	180
WAIT_BOOK	MAHLAPK	Close	56
WAIT_BOOK	MAHLAPK	Forward	199
0	0	0	444

Individual performance (cont.)

Worklist	Username	No of items	Closed	Forwarded	Average	No. of items Pending	Patron status changed	No. items Filed	Performance %	Escalation %
WAIT_BOOK	BUTHENL	4062	38	110	145	0	0	3	2 %	3 %
WAIT_BOOK	LELAKAM	4062	72	83	145	0	2	0	2 %	2 %
WAIT_BOOK	MAMABSV	4062	11	41	145	0	0	0	1 %	2 %
WAIT_BOOK	MORASKS	4062	12	253	145	0	0	6	6 %	0 %
WAIT_BOOK	SITHOMC	4062	24	466	145	0	2	4	11 %	2 %
WAIT_BOOK	MTHOMFZ	4062	32	249	145	0	0	3	6 %	3 %

Team performance

Work list	Time Range	Total Items per range
SMS_COLLECT	16 and more days	19
SMS_COLLECT	4-9 Four to nine days	61
SMS_COLLECT	10-15 ten to fifteen days	57
SMS_COLLECT	2-3 two to days	4
WAIT_BOOK	2-3 two to days	410
WAIT_BOOK	1 day and less	314
WAIT_BOOK	10-15 ten to fifteen days	744
WAIT_BOOK	4-9 Four to nine days	1144
WAIT_BOOK	16 and more days	235

Overall Service Performance

Start=2011-08-01 07:00:00.0	
End=2011-08-31 17:00:00.0	
Time Range	Total Items per range
1 day and less	16916
2-3 days	219
4-9 days	866
10-15 days	1173
16 and more	530
0	19704

Other - Items in all worklists at a specific time:

WORKLIST	TOTALS
ARTICLE	78
ARTICLE_RESERVED	0
BOOK_AUDIO	576
BOOK_EXCERPT	1
COLLECT	2
DEVELOPER	166
GET_BOOK	109



Thank you

Ingrid Nieuwoudt
Supervisor: Shelf Maintenance