



Library of NSW improves digitisation project workflow with Nintex

Australian Library streamlined and improved workflows for digitisation project with Nintex Workflow Cloud.

Organization

State Library of New South Wales

Website

www.sl.nsw.gov.au

Industry

Public Sector

Country

Australia

Business situation

The Library has a large collection of heritage materials including books, maps, images and several other formats. As part of the long-term program to digitise collection material for preservation and accessibility, the Library needed an effective workflow platform to manage digitisation projects.

Solution

The Library worked with Nintex Partner Antares to design a comprehensive digitisation workflow system based on Nintex Workflow Cloud, to integrate the workflow stages, catalogue systems, and streamline the way in which the digitisation process is carried out.

Benefits

Holistic workflow support
Reduced operating costs
Greater team productivity
Improved employee efficiency
70% improved efficiency estimated
Savings equivalent to 3 fulltime staff members

Putting historic collection online

Established in 1826, the State Library of New South Wales is the largest library in Australia. The collection comprises more than five million heritage items, many of which are multi-page or consist of multiple parts.

The Library's primary goal is to preserve historic items while also making them accessible to the general public. With this in mind, about 10 years ago a project began with the long-term objective of digitising the Library's massive collection so that it could be made available for viewing online.

To date the program has created more than 12 million digital files from newspapers, books, manuscripts, audio and video recordings, photographs, and more. "This is significant progress, however it represents less than 5% of the Library's original material collections. There is a lot of work still to be done," shares Raqib Sabur, Digitisation Project Lead, State Library of NSW.

When the digitisation work first began in 2012, the team was using a workflow solution called TeamTrack to log and track items as they moved through the process. While the solution served its purpose, it reached end-of-life in 2017 and a replacement was needed quickly. Raqib Sabur joined the team in 2017 as Project leader and one of his goals was to deliver a solution for replacing the TeamTrack system.

"The functionality of TeamTrack system couldn't service the program needs. Over the 5 years of the program, our requirements grew. A lot of information was being kept in team spreadsheets and there was no way of accurately tracking physical assets," says Sabur "We needed a management platform that could support all facets of our workflow."

A holistic workflow solution

“The system is now functional and Antares continues to help us add more capabilities as needed that further support our activities.”

— **Raqib Sabur**, Digitisation Project Lead, State Library NSW

Early in 2017, the Program Management team began the search for a new workflow platform. They were seeking a single solution that could integrate the entire digitisation process and meet the functional requirements of every team. “We were particularly keen to have a location and device independent solution that could serve as a one-stop-shop for all digitisation related information needs. The solution also needed to fully align with Library’s IT security policies and include auditing and reporting capabilities,” shares Sabur.

A range of options were evaluated and rated on a series of criteria including market share, ease of development and integration, and resource availability in Australia. A shortlist was drawn up that included Serena Business Manager, ServiceNow, Nintex, and Promapp (prior to its acquisition by Nintex), which is now Nintex Promapp®.

“Based on the assessment and comparative review by industry bodies, we could see that Nintex ticked all our boxes. We made the decision to adopt Nintex Workflow Cloud as our new workflow platform,” says Sabur. The Library engaged the services of integration partner Antares in April 2018 to assist with the design, development and implementation of the new solution. Antares consultants worked directly with the Library staff involved in the project to understand the workflows, functionality and data requirements. The first release of the new solution, dubbed internally “Bamboo Digitisation Workflow”, was achieved in a record time of just four months.

“The functionality evolved further as we started to use the system. We adopted an incremental delivery approach and have been adding additional features since then,” says Sabur.

“Thanks to the improvements delivered by the Nintex Workflow Cloud-powered solution, we are now saving the equivalent of three fulltime staff members each year. This has been possible because of significant functional improvements and batch processing capabilities of the solution.”

— **Raqib Sabur**, Digitisation Project Lead, State Library NSW



Nintex Workflow Cloud streamlines digitisation project

With the new Nintex solution in place, the Library’s digitisation team was quickly enjoying some significant benefits. They now have an end-to-end automated workflow linked to a central database in which data relating to all the steps in the process is stored. The central data repository significantly reduces data redundancy and discrepancies. The solution also provides the Library with real-time updates on digitisation projects, which wasn’t possible with the previous tool.

“Nintex Workflow Cloud has improved our reporting and auditing capabilities,” says Sabur. “We can now be confident that we know where every item is located as it moves through the various stages of digitisation.”

Another significant benefit has been a reduction in financial risk. The solution integrates with Westpac for online credit card payments for library members wishing to purchase digital images. Previously, library members would have to come to the Library to pay for digital images, but now the purchase requests can be complete without manual intervention as online payments are linked to digitisation workflow system authorising the processing and delivery of digital images – adding a convenience factor for staff and members.

With the help of Antares and Nintex Workflow Cloud, State Library NSW is confident that they now have a workflow management platform in place that will support their digitisation efforts well into the future.

About Nintex

Nintex is the global standard for process management and automation. Today more than 10,000 public and private sector organizations across 90 countries turn to the Nintex Platform to accelerate progress on their digital transformation journeys by quickly and easily managing, automating and optimizing business processes. Learn more by visiting www.nintex.com and experience how Nintex and its global partner network are shaping the future of Intelligent Process Automation (IPA).

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