5th - 7th SEPTEMBER 2016, TRONDHEIM

INTERNATIONAL GROUP OF EX LIBRIS USERS

Yes we can! Implementing digitization requests in Alma

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Helen Brownlie, University of Otago Library
Simon Read, University of Otago Library
Chris Jones, University of Sheffield Library

Abstract

Enabling patron digitization requests is one of those (new) exciting services that end users appreciate! Alma allows patrons and staff members to request the creation of a digital file for any physical or electronic item. Alma digitization request workflow is configurable according to the library's requirements: created via Alma or Primo, partial or full, limited to some user groups, limited in numbers, with or without approval process, digitized materials added to collections and made accessible to registered and/or guest users via Primo, etc. So Alma libraries can deal with a lot of different options to satisfy their patrons' needs.

This session will present the development and launch of digital fulfillment from the perspective of 3 institutions (the University of Otago Library, the University of Liege Library, and the University of Sheffield Library) focusing on the strategic choices that were made, the implementation, and the final delivery of the services to their communities.

Yes we can! Implementing digitization requests in Alma

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Contents

- **Introduction**

- Implementation and Experience at:
  - University of Otago Library
  - University of Liege Library
  - University of Sheffield Library

- General Conclusions

Introduction

- Patron digitization requests ?
  - Just meeting end users' needs and expectations
  - Already largely implemented in many institutions

- Alma workflow configurable according to the library's requirements:
  - created via Alma or the discovery interface?
  - partial or full digitization requests?
  - limited to some user groups, limited in numbers...?
  - with or without approval process?
  - digitized materials delivered or deposited?
  - …

- Here is a description of the development and launch of digital fulfillment from the perspective of 3 institutions

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  - University of Liege Library
  - University of Sheffield Library

- General Conclusions

New Zealand
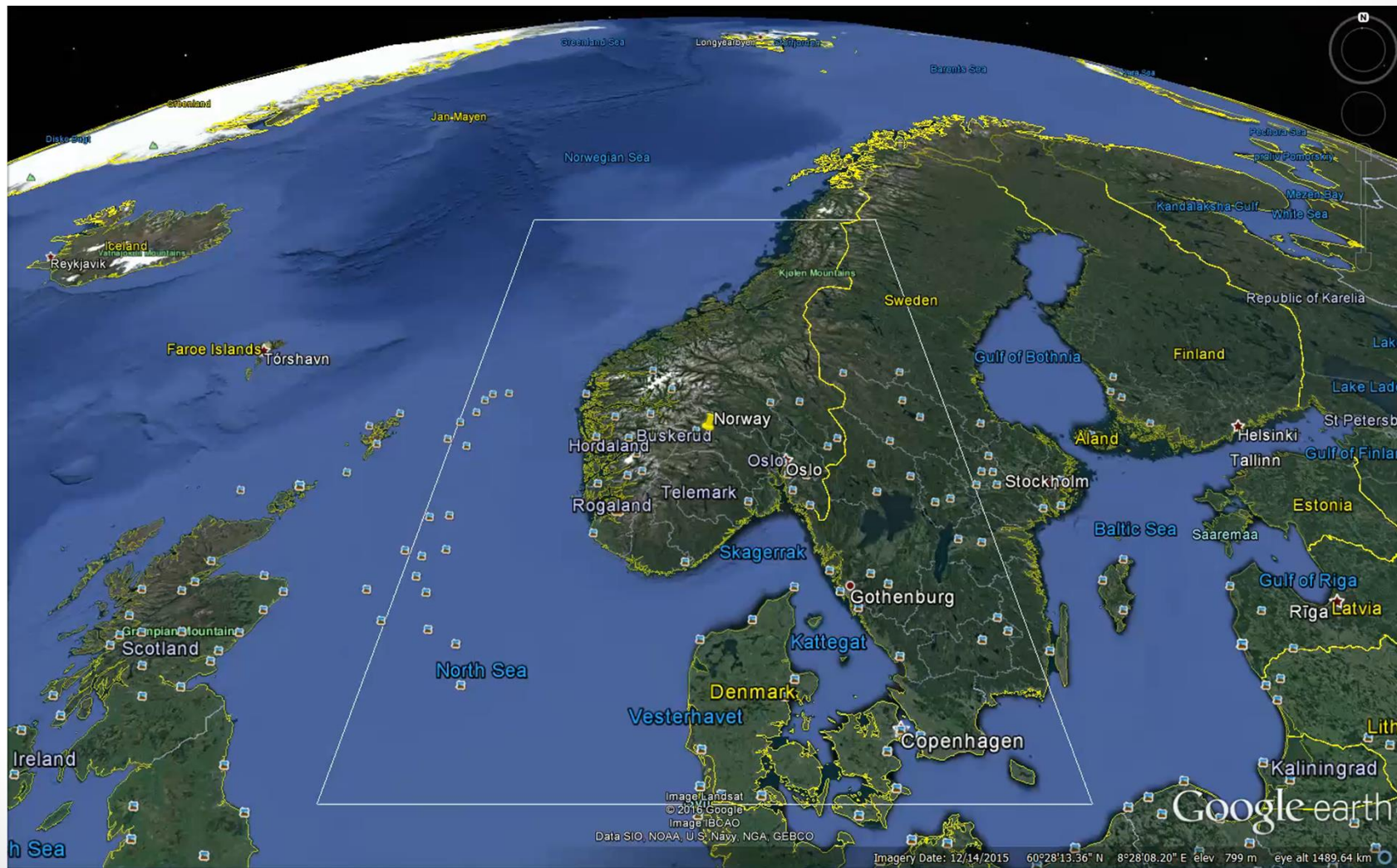
University of Otago

- Founded in 1869 – New Zealand's first University
- Four academic divisions: Humanities, Sciences, Health Sciences and Business
- 20,601 students (18,421 EFTS)
- 3,803 (FTE) staff
- More than 185 undergraduate and postgraduate programmes.

- Campuses located in
  - Invercargill
  - Dunedin (Main campus)
  - Christchurch
  - Wellington
  - Auckland
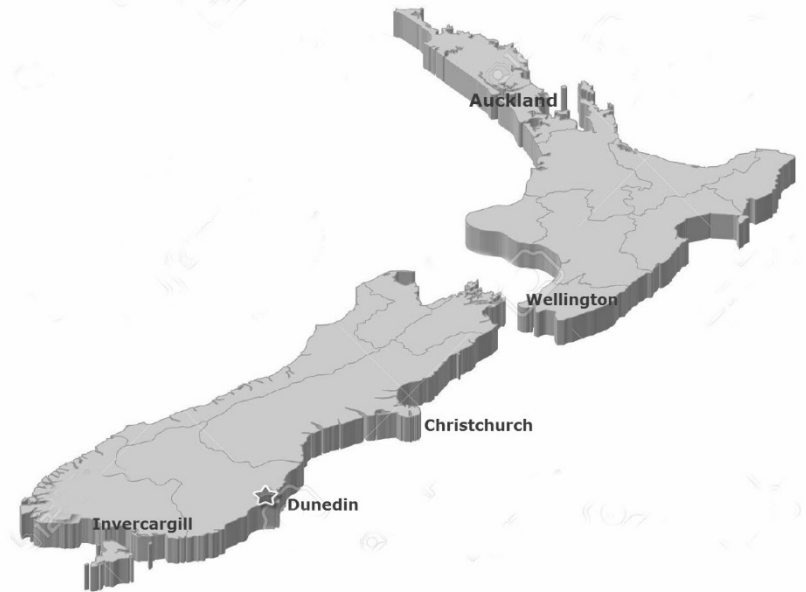
University of Otago Library

- Dunedin campus
  - 6 libraries and 2 storage buildings. One includes the bindery
  - Education Library is a joint library with the Otago Polytechnic
- Libraries at
  - Southland campus
  - Christchurch Medical campus + 2 branch libraries at the District Health Board
  - Wellington Medical campus
- Library systems
  - 1988 Dynix
  - 2003 Voyager + Serials Solutions products including Summon
  - 2013 Alma + Primo + Primo Central
- Library services to
  - University staff and students,
  - Otago Polytechnic
  - 2 district health boards

Vision for Digitisation Requests

- One process for requesting items irrespective of:
  - Format
    - Physical
    - Digital
  - Location
    - On campus
    - Off-campus
- Streamline staff workflows

Where we came from

- Web forms used to enable digitisation requests for:
  - Distance students
  - Staff
  - Items in Storage

- Library staff retrieve the items from shelves, scan and deliver via email
- Different teams were responsible for different workflows

Alma Implementation Phase

- Decision was made to
  - Focus on core functionality only
  - Other services to be implemented at a later date

- Good decision
  - Implementation and post go live was a very busy time – there was no time to look at value added services
  - Digitisation functionality not fully formed at go live (late 2013)

Testing Round One (2014)

- Major issue quickly found
  - Digitisation requests could not be placed on titles with multiple holdings (of which we have many)
- Showstopper
- Testing stopped until issue resolved in August 2015

Testing Round Two (August 2015)

- Testing resumed in August 2015
- Another issue found
  - Unable to place requests on titles with holdings but no items
- Not a show stopper
- Moved into implementation phase

Go Live (December 2015)

- Despite all testing another problem was discovered
  - Overnight job was cancelling some requests
  - Turned digitisation functionality off while it was investigated
  - Decided to turn job off until bug could be resolved – back up and running two weeks later
  - Bug resolved in February 2016 release

Setup – Keeping it Simple

- Chose to keep the process very simple.
- Not implemented:
  - Approvals
  - Copyright
  - Specific citation fields in Primo request form

Request details:

Citation:
(article or chapter title, and page numbers)

NZ copyright allows us to scan a reasonable proportion of a publication for research or private study.
As a guide one chapter, one article per journal issue or up to 10% of a publication is generally considered reasonable.

Request   Cancel

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Setup – Setting Policy

- Supporting 4 institutions across 12 Libraries
- Wanted to enable most types of users to request as much of the collection as possible
- Needed to prevent some material from being requested
  - Audiovisual (Videos, CDs, tapes etc.)
  - Maps
  - Special Collections (rare books)
  - Small branches without scanning capability

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Setup

- Each branch that is able to scan is setup as a Digitisation Department – no need to transit to a Centralised Digitisation Department

Setup – Fulfillment Policies

- Principle of setting up Fulfillment policies straightforward in theory but difficult in practice due to all our exceptions

Name	Operator	Value	
1 Location	Not In List	Canterbury Medical Library - At Bindery, Canterbury Medical Library - Audiovisual, Canterbury Medical Library - Mending, Canterbury Medical Library - Missing from shelf, search in progress, Canterbury Medical Library - Pre-Display, Central Library - AV:Distance Services, Central Library - At Bindery, Central Library - Computer Files, Central Library - Mending, Central Library - Misc (Serials Ledger), Central Library - Missing from shelf, search in progress, Central Library - Pre-Display, Cromwell Campus Library - At Bindery, Cromwell Campus Library - CDROMs, Cromwell Campus Library - Journals, Cromwell Campus Library - Main, Cromwell Campus Library - Mending, Cromwell Campus Library - Misc (Serials Ledger), Cromwell Campus Library - Missing from shelf, search in progress, Cromwell Campus Library - Video, Z OLD Dental Library - Z OLD At Bindery, , Z OLD Dental Library - Z OLD Missing from shelf, search in progress, Hillmorton Hospital Library - HML CDROMs, Hillmorton Hospital Library - HML Journals, Hillmorton Hospital Library - HML Lending, Hillmorton Hospital Library - Mending, Hillmorton Hospital Library - Missing from shelf, search in progress, Hocken Library - At Bindery, Hocken Library - Mending, Hocken Library - Missing from shelf, search in progress, Law Library - At Bindery, Law Library - Mending, Law Library - Misc (Serials Ledger), Law Library - Missing from shelf, search in progress, Health Sciences Library (Dunedin) - At Bindery, Health Sciences Library (Dunedin) - CDROMs, Health Sciences Library (Dunedin) - DVD Videos, Health Sciences Library (Dunedin) - Mending, Health Sciences Library (Dunedin) - Misc(Serials Ledger), Health Sciences Library (Dunedin) - Missing from shelf, search in progress, Burwood Hospital Library - At Bindery, Burwood Hospital Library - CML BWL Journals, Burwood Hospital Library - CML BWL Lending, Burwood Hospital Library - Mending, Burwood Hospital Library - Missing from shelf, search in progress, Burwood Hospital Library - Recent Arrivals, Robertson Library - At Bindery, Robertson Library - Mending, Robertson Library - Missing from shelf, search in progress, Robertson Library - Poly:Maps, Robertson Library - Poly:Misc (Serials Ledger), Robertson Library - Uni:Games, Science Library - At Bindery, Science Library - Maps:Folded on Shelves, Science Library - Maps:Unclassified, Science Library - Maps:Unclassified:Folded, Science Library - Mending, Science Library - Misc (Serials Ledger), Science Library - Missing from shelf, search in progress, Southland Campus Library - At Bindery, Southland Campus Library - Mending, Southland Campus Library - Misc (Serials Ledger), Southland Campus Library - Missing from shelf, search in progress, , Southland Campus Library - Posters and Pictures, Storage - At Bindery, Storage - Cen:Slides, Storage - Cen:Sound Recordings, Storage - Mending, Storage - Missing from shelf, search in progress, Storage - Sci:Maps, Storage - Videos, Wellington Medical Library - Mending, Wellington Medical Library - Missing from shelf, search in progress	Delete
2 User Group	In List	CDHB & CCDHB, Staff, Student, Student - Distance	Delete
3 Material Type	Not In List	Audio cassette, Blu-Ray, Blu-Ray And DVD, CD, CD-ROM, Case, Computer Disk, DVD, DVD-ROM, Equipment, Filmstrip, Flash Card, Game, Headphones, Keys, LP, Other Visual Material, Realia, Remote Control, Slide, Sound Recording, Video Game, Video cassette	Delete

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Workflow

- User places request (Primo or Alma)

Workflow II

- Request goes into Pick List at holding branch

8 ☐   **I am in fact a hobbit : an introduction to the life and works of J.R.R. Tolkien / by Perry C. Bramlett ; with a reflective chapter by Joe R. Christopher.**
    Main   **Call Number:** PR6039.O32 Z5 BT24
Requests: 1   **Author:** Bramlett, Perry C.
ISBN: 086554851X (alk. paper)   **Edition:** 1st ed.
Imprint: Macon, Ga. : Mercer University Press 2002.
Print Slip | Edit | Cancel Request | Update Expiry | Mark as Missing | Convert to Resource Sharing | View title in search

- Item retrieved and scanned through returns or scan in items

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Workflow III

- Request goes to the Manage In Process Items queue while the Article/Chapter is being scanned
  - At this point we determine if there are any copyright issues

Workflow IV

- ## Request filled – email sent to user

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End Result

- Mission accomplished
- Simplified workflows
  - Common process for physical and digitisation requests
  - Standardised workflow for staff for physical and digitisation requests
  - All staff activity happens within Alma
- Uptake of service is manageable
  - Approx 200 filled requests per month

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University of Liege (ULg)

- Founded in 1817 by William I of the Netherlands
- 10 Faculties and 1 School
- More than 20,000 students
- 3,300 lecturers and researchers
- 38 bachelor and 193 master degrees

- 4 campuses:
  - Liège Sart-Tilman (main campus)
  - Liège City centre
  - Gembloux
  - Arlon

+ Library services to the University Hospital

University of Liege Library

Infrastructure

- 5 Main Libraries
  - = 15 library branches spread on the 4 campuses
- + 1 Remote Storage

Staff

About 115 people
(ca 82 FTE)

Print Collections

- Largest academic print collection in French-speaking Belgium
  - More than 2,000,000 books
    - Still ca 700,000 older books which are not catalogued
  - More than 5,000 print subscriptions
  - More than 50,000 ceased print subscriptions
  - More than 50,000 maps

- More than 1,450,000 items in Alma (books, maps, theses, issues…)

The Alma Adventure

- Live with Alma in February 2015 (Alma-P and Alma-E)
  - Using Aleph and SFX since 2006 and Primo since 2013

- Some priorities in the implementation phase:
1) Going live with all <u>existing services</u>
2) Adding <u>some new Alma related services</u> at the very beginning
   - **Physical item requests** prepared by the library staff (Pick from shelf)
     - When we moved to Aleph in 2006, the idea of such a service was not really appreciated by the library staff (extra load of work, etc.) -> finally not launched
     - 10 years later:
       - Times and librarians' conceptions of services have changed!
       - Picking up items from the shelf on behalf of the patrons highly supported by library & staff
3) Progressively launching <u>new additional services</u> for end users
   - **Patron digitization requests with Alma**
   - *(Patron digitization requests already existed, but only in a limited context)*

Many questions before starting

Internal analysis of what could be done with the Alma digitization processes:

What service?

- **Partial** digitization request or **full** digitization request, or both?
- Digitized Content Management? **Delivery** or **deposit**, or both?
- Any **publication date** limit (only public domain)?
- Any **material type** ?

Users?

- For which **users**?
- For what **cost** for the end user?
- Any concurrent digitization requests **limit**?
- **Request type**: only internal or also for RS requests?

What workflow?

- **Staff** digitization request or **Patron** digitization request, or both?
- Working with **institutional Digitization departments** (Work Orders) or at the **Library/Circulation desk level** ('Supports Digitization' checkbox), or both?
- Implementing **Copyright clearance** or not?
- Implementing **Approval processing** or not?

External factors

- Consistent with the Belgian and European **authors' rights**?
- Situational analysis of the **existing scanners** in the libraries (buying new ones?)
- Conflict with the existing **digital repository DONum** (http://donum.ulg.ac.be) harvested in Primo?
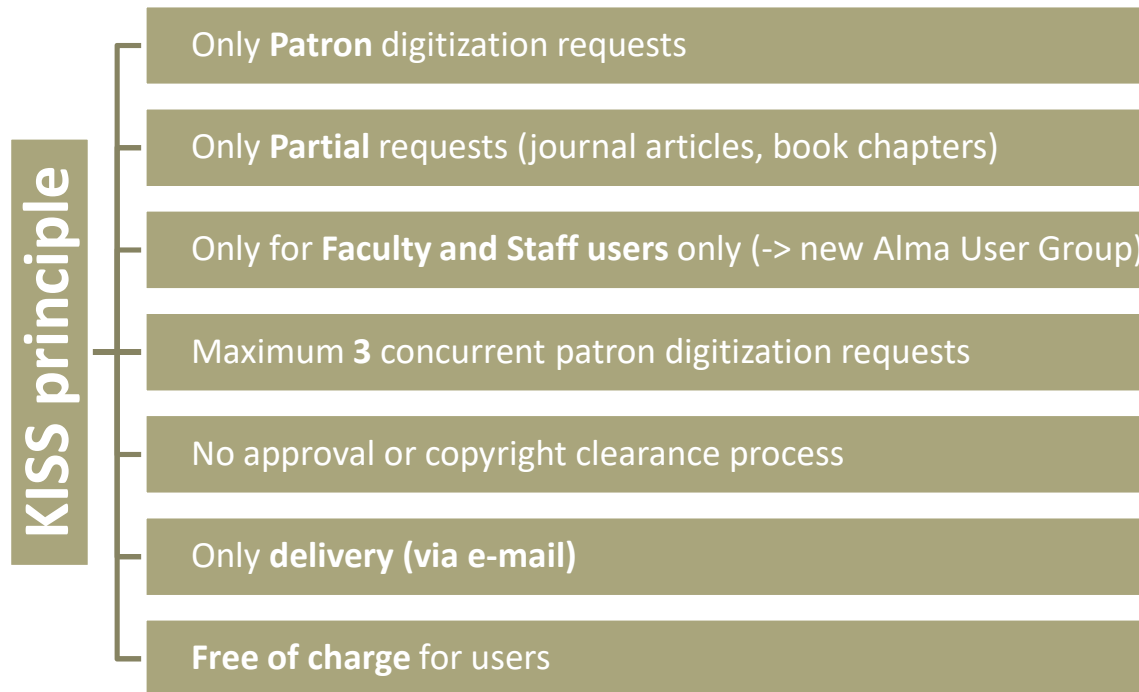
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Thanks to Hassan Bougrine for this analysis!

Testing

- Beside the analysis, several tests made on Alma Sandbox (not Premium) and on Alma Production

- Tests were important:
  - Being sure the workflow is understood
  - Experimenting what would be "the best" <u>for us</u>
  - Configuration
    - What new configuration is necessary? (Letters…)
    - Any rethinking of the existing Alma configuration? -> User groups
  - Discovering any limit or issue in the digitization process
    - Not an Alma-D customer!
      - Deposit may not be a real option
    - Issues led to SF cases

Finally

- Final report and test results discussed within the Alma Project Team before submission to the Board of Directors

KISS principle

- Only **Patron** digitization requests
- Only **Partial** requests (journal articles, book chapters)
- Only for **Faculty and Staff users** only (-> new Alma User Group)
- Maximum **3** concurrent patron digitization requests
- No approval or copyright clearance process
- Only **delivery (via e-mail)**
- **Free of charge** for users

+ Also used within the RS framework
+ For large files (>10 Mo), use of the institutional transfer system *Merci*
+ Within a pilot phase from March 2016 until end of 2016

- Proposal approved by the Library Board of Directors (Sept. 2015)
- <u>Unknown</u>: any extra load of work for the library staff?

Issue #1

Placing digitization requests on holdings without items in Primo

(SF #00178623)

- Titles with no inventory for their holdings do not provide a title-level Digitization Request option in Primo.
- -> Very problematic because older physical journal holdings where there is no item information cannot be requested with the Digitization service.
- Gap in the functionality also raised by Univ Otago and Univ Sheffield

Long-term solution:

- Adding an option for *General Digitization Requests* is in the current Alma roadmap
  - But Ex Libris cannot give a timeline for this enhancement

Short-term (and local) solution:

- Adding a dummy item to SE holdings with no item
- -> More than 48,000 dummy items created
- Not always clear for end users... ☹

Issue #2

Sending e-mails from Alma with an attachment

(SF #00162795)

- When sending emails from Alma to patron/staff with attachments (Analytics reports, digitization results, fees reports…), attachments are accessible on the webmail (Zimbra), but not when using e-mail desktops like Thunderbird or Outlook
  - Outlook: attachment visible when "Attached Security by Mode" is checked and set to "Default"
  - Thunderbird: "Show All Body Parts" and associated plugin activated
  - -> Clearly not a behavior we can expect from the end users!
- → Vey problematic: New Digitization service cannot be launched!

Solution:

- Long discussion with Ex Libris
- Issue prioritized and fixed in Q1 2016 (Feb 2016 release)

Issue #3

Digitization requests

By default, digitization requests are considerered as "Full". We would like customers to be able to choose between "Full Digitization" and "Partial Digitization" by default when creating a Digitization request. Alma administrators should be able to define a default digitization request type.

Partial Digitization Requests (#00184475)

- By default, when creating a patron Digitization request in Alma, the request is considered as FULL
- → One has to add a "Partial Digitization" request attribute
- = additional action required from staff (Alma) or patrons (Primo)

- We would have liked…
  - Customers to be able to choose between "Full Digitization" and "Partial Digitization" by default when creating a Digitization request
  - Alma administrators able to define a default digitization request type

- Submitted on Idea Exchange
- Completed by Ex Libris for Primo FE (Alma FF General Config > Other Settings > `uresolver_partial_digitization_default_value` = true) and effective with Alma May release 2016

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Alma configuration

- Existing configuration updated (December 2015):
  - User Groups were revised to better isolate Faculty and University staff users
  - 'Update/Notify Users' job

- New configuration (February 2016):
  - Digitization Workflow Rules
  - New Fulfillment Unit to allow non-holdable and non-circulable items to be digitally requested
  - Digitization departments managed by Circulation Desk
  - *FulDigitizationNotificationItemLetter.xsl* strongly customized
  - Alma skin for the GetIt tab

- Digitization Request Copyright Declaration (May 2016 release)

Trainings & Communication

- Training sessions given to the staff in March 2016
  - Not all Circ Desk Ope's are in charge of digitization request fulfillment

- Internal communication
  - Putting the library staff's mind at rest about the new service:
    fear of extra load of work among some colleagues

- External communication
  - First to the 5 libraries' management board members
  - Then to the University Faculty and staff
  - News on the library website
  - Link to a **User Satisfaction Survey** in the Digitization Notification letter

- Finally launched on March 23, 2016.

c.uresolver.request.part_to_digitize

A Shaping of connections : Commonwealth literature studies, then and now : essays in honour of A.N. Jeffares.
Maes-Jelinek, Hena, 1929-2008 [éditeur intellectuel] ; Petersen, Kirsten Holst [éditeur intellectuel] ; Rutherford, Anna, 1932-2001 [éditeur intellectuel]
; Jeffares, A. Norman (Alexander Norman), 1920-2005 [dédicataire]
1989 ; ISBN : 1871049164
● Item(s) at: ALPHA-Germanique - Libre accès (E.CGc/MAE)

book

Locate & request + details   Virtual Browse

ULg Library   Actions⌄

Details for the title you are requesting:

Only **partial digitization**:

--> Pages/Chapter to digitize*   Pages 232-242; chapter: The Muse's Progress: 'Infinite Rehearsal'

Copyright:

Copyright declaration: Je m'engage à n'utiliser la version numérique demandée qu'à des fins personnelles, de recherche ou d'enseignement et à ne pas la communiquer à des tiers.

☑ *I have read the above statement and agree to abide by its restrictions.

Request!   Cancel

digitizationRequestCopyrightDeclaration.html is not language sensitive

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Digitized file

Reminder of the
Copyright Declaration

Survey link

Avis de numérisation partielle

Expéditeur : ULg Library - Service au lecteur

À : Francois Renaville

24 Juin 2016 14:27

Maes_Muse-Progress_1989.pdf (2,6 Mo) Télécharger | Supprimer

ULg Library

Avis de numérisation partielle

24/06/2016

Monsieur Renaville,

Votre demande du 24/06/2016 visant à recevoir une reproduction numérique partielle du document décrit ci-dessous a été traitée :

> A Shaping of connections : Commonwealth literature studies, then and now : essays in honour of A.N. Jeffares / edited by Hena Maes-Jelinek, Kirsten Holst Petersen, and Anna Rutherford. - Pages 232-242; chapter: The Muse's Progress: 'Infinite Rehearsal' in J. M. Coetzee's Foe"

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https://edc.ulg.ac.be/merci/Maes_Muse-Progress_1989_39fe325ee1f55b598a98_.pdf

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Cordialement,

Les Bibliothèques de l'ULg

Nous contacter

MyLibrary

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Usage Statistics

Number of Completed Digitization Requests

Bar chart showing: April 2016: 100, May 2016: 69, June 2016: 65, July 2016: 25, August 2016: 47. Y-axis from 0 to 150.
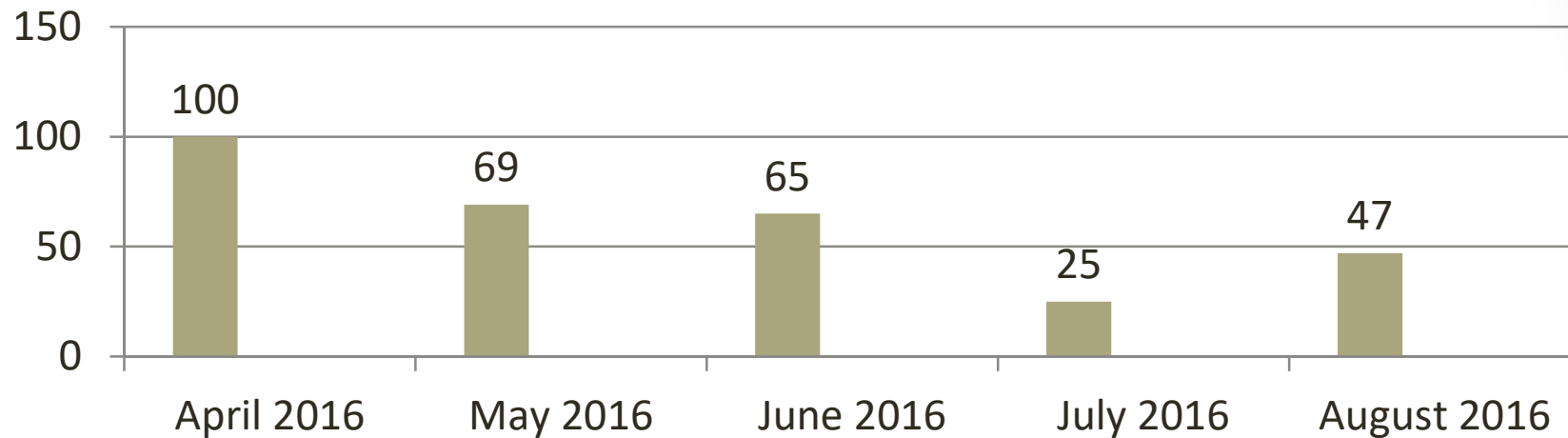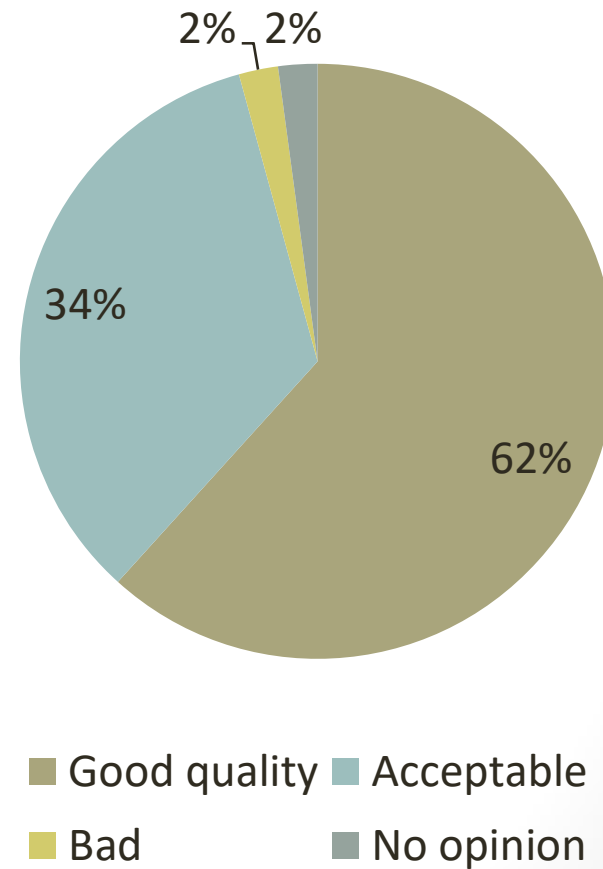
- Only **306** Completed Digitization Requests in 5 months
- Compared to **4,340** physical item requests for the same period of time
- For journal articles in ca 85%

- **No real extra load of work!!**
- More Digitization Requests are expected from mid-September (new semester)

Usage Statistics from the survey

Speed delivery?

0%

9%

91%

- ■ Excellent
- ■ Acceptable
- ■ Slow

Scan Quality?

2% 2%

34%

62%

- ■ Good quality
- ■ Acceptable
- ■ Bad
- ■ No opinion
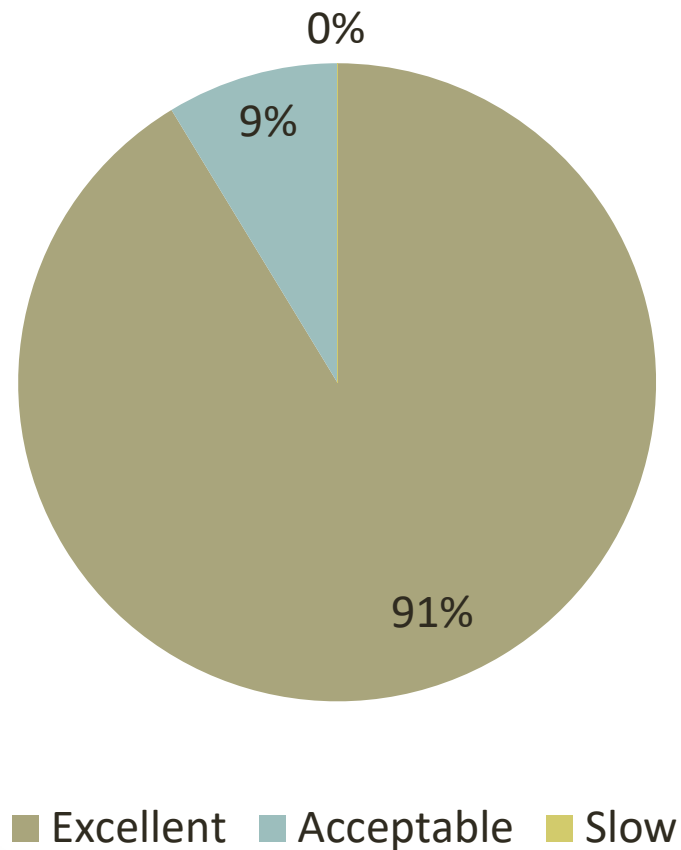
Conclusions & Perspectives

- (Major) issues had to be fixed before launching the service

- Not so difficult to implement (at our level)

- Fear of extra load of work unfounded

- Service much appreciated by the University community

- Pilot phase is not finished:
  - Expanded to other User groups?
  - Expanded to Full digitization?
  - …

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University of Sheffield

University of Sheffield, England, United Kingdom

University charter in 1905; Firth College founded in 1879 with origins to 1828

6 Faculties: Arts and Humanities; Engineering; Medicine, Dentistry and Health; Science; Social Sciences; and International Faculty, City College, Thessaloniki, Greece.

Students	Staff

27,000 students:
    19,000 Undergraduate
    2,700 Postgraduate Research
    5,300 Postgraduate Taught
	7,802 total
	1,366 Academic

CITY OF SHEFFIELD

The University Of Sheffield.

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University of Sheffield Library

Vision

*"The University of Sheffield Library is a world class, dynamic research library
inspiring intellectual discovery and learning, and the creation of new knowledge within the
complex information universe. We offer engaging experiences with people and content that
enrich the University's learning and research communities in both physical and digital spaces.
We connect with the city and the region, and through our networks, advance global
scholarship."*

Library network:
- Western Bank Library
- Information Commons
- The Diamond
- Royal Hallamshire Health Science Library
- Northern General Health Science Library

Print Collection
- 1,300,000 volumes

Our Services

Service and collection ethos:
- Request-led service (at shelf requesting) for many years
- Dynamic variable loan (demand reflects loan length)
- Content strategy favouring e-first
- Active print management (ZNCG)

Alma Go live June 2013 (Early Adopter)
- Implemented auto-renewal
- Requests drives availability (recall)
- Launched *No More Fines 2015*

Digitisation on Demand

- **Prior to and following Alma go live, we reviewed all potential uses of demand-driven digitisation and delivery for our content, including all service stakeholders/collection holders:**

  - **University Library**
    - Customer Services Team (myDocuments)
    - Learning Resources Section (Eoffprints – course readings)
  - **National Fairground Archive** (NFA)
  - **Special Collections and Archives**

  - ➢ facilitated by *Digital Services & Systems Team*

Review Outcomes

Excluded:

➢ **Deposit workflow (Alma-D)** - Digitisation on demand was focused on *direct delivery to customers*

➢ **NFA, Special Collections** – collection discoverability and item condition assessment workflow challenges not easily addressed for a mass service. Their customer requirements were established and different, so not a core requirement.

➢ **Eoffprints** – UK Copyright Licensing Agency provides institutional licence for course readings required by course leaders. Alma did not have necessary reporting/course request management. Though potential overlap with student demand on course materials remains.
  - Sheffield became development partner in CLA/DCS.
  - (Reviewing course reserves/reading list).

Service proposal
(Initial, Autumn 2014)

myDocs - Existing "MyDocuments" service identified as best match to Patron Digitisation Request functionality. Complements existing Customer Services Team work for Patron physical item requests.

Charging model - myDocuments charging model, i.e. £3.00 per request up to 30 pages. → <u>The new service would be free</u>

Approval required; scans to be processed and delivered

Customer usergroups - **for pilot parallel service**
Part-time Undergraduates
Postgraduate Taught students
Distance Learners

Material types included
Monographs at IC/WBL/RHH/NGH/SGL.
Excluding Special Collections and National Fairground Archive holdings

Digitisation on Demand

Dependencies in 2014 - **Alma functionality enhancements**

1. Primo/Alma Request dialogue - Customer Experience
(high priority enhancement case 101137)

Original Primo 'Get it' request dialogue is unclear to potential customers and provided no guidance about the service they may be using, terms of use, etc.

Digitisation on Demand

2. Monitoring - the legal and administrative framework
(high priority enhancement case: 102441)

Monitoring tools are important to a fully integrated workflow which is copyright compliant and avoids duplication of effort in approval/clash with CLA course readings digitisation.

Initially the level of monitoring/alerting on other requests was very basic, and did not allow a digitization request approver to make a fully informed decision about whether a given request can be approved. The 'copyrights clearance' workflow not relevant to UK CLA workflows.

Analytics reporting could to support some checking of requests being received, but this is not an integrated workflow.

Digitisation on Demand

3. Approval - Workflow practicalities
(high priority enhancement cases: 101113 & 101122)

As a physical-request driven service, it was important to prevent requests proceeding to the pickup from shelf stage before being approved; and also good practice - avoiding wasted staff effort for inadmissible requests.
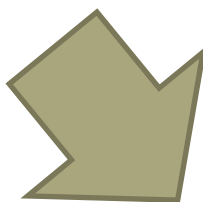
We considered that successful piloting of patron digitisation would be dependent on working with Ex Libris to make the above enhancements live in the system.

Enhancements and fixes
(2015-2016)

<------------------------Feb 2015 wider staff testing------------------------------>

February 2015
– Dedicated 'part to digitise' field

August & November 2015, & May 2016
-*Digitization Profile Rules* and options

A. Digitized Content Management
- Deposit
- Document delivery
- Remote digital storage

B. Approval/Copyrights Clearance Processing
   i) Approval
   ii) Copyrights Clearance

March 2016 - Enhanced form for Partial Digitization Requests

- *display_additional_digitization_attributes*
  - Chapter/Article Title
  - Chapter/Article Author
  - Start Page
  - End Page
  - Full Chapter

May 2016 - Request form customization

- *Fulfillment config/Discovery Interface Display Logic*

May 2016 – Default to partial requests in Primo

- *Fulfillment config/General/Other settings/ row 61 - **uresolver_partial_digitization_default_value***

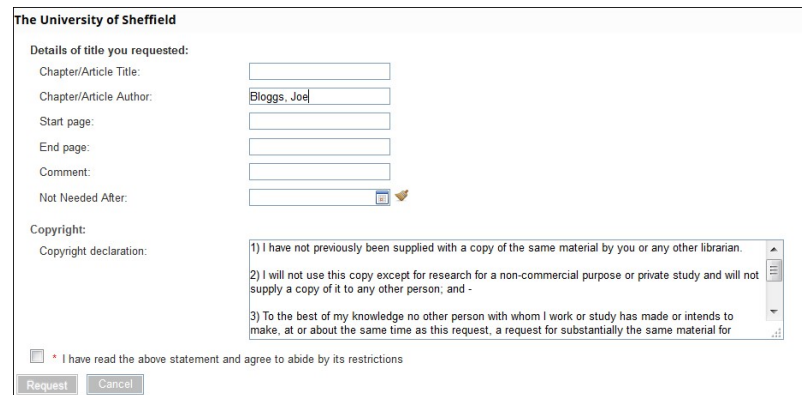## May 2016 - Requesting Copyright Agreement for Digitization Requests

- *DigitizationRequestCopyrightDeclaration.html*

The way forward...

After final staff testing, the service is ready to pilot in academic year 2016-17, from 1 October 2016. Review after Christmas.

Service aims: added value service to our users
Staff time: keen to innovate; we are seeing a trend of decreasing physical item requests

Outstanding Issues

- Major drawback that titles with no physical items cannot be requested – this prevent opening up our journal collections to requests which is a major use case for a research-led institution.

- The alerting for approval and the reporting could be much better for trying to detect potential copyright issues/ not needing analytics.

Contents

- Introduction

- Implementation and Experience at:
  - University of Otago Library
  - University of Liege Library
  - University of Sheffield Library

- **General Conclusions**

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General Conclusions

- Appreciated service and added value service to the users!

- Flexibility in Alma for different scenarios and workflows (even if not Alma-D)

- Not that difficult to implement, not much to configure, but configuration setup can be complicated depending on the options being implemented

- Implementation phase longer than expected because of issues
  - Many exchanges with Ex Libris (and on Alma-L)
  - Issues had first to be fixed by Ex Libris
  - Or bypassed by the library

- Some experience shows no real extra load of work for the staff

Useful references

- Ex Libris Knowledge Center - Digitization Processing
  - http://knowledge.exlibrisgroup.com/Alma/Product_Documentation/Alma_Online_Help_(English)/Fulfillment/040Resource_Requests/070Digitization_Processing
- Ex Libris Knowledge Center - Digitization Presentation:
  - http://knowledge.exlibrisgroup.com/@api/deki/files/41894/Fulfillment_-_Digitization_Requests_Flow.pptx
- Ex Libris Knowledge Center – May 2016 release notes
  - http://knowledge.exlibrisgroup.com/Alma/Release_Notes/01_2016/08May_2016/May_2016_Release_Notes

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