

Alma Essentials: Fulfillment

DIGITIZATION REQUESTS

Hello, in this tutorial you will learn what digitization requests are and how to create them, as well as the difference between full and partial requests.

A digitization request is when a patron requests a digital copy of a physical item. The request can be for part of an item such as a chapter of a book or specific pages, this is called a partial digitization, or the entire item, which is a full digitization.

Digitization requests can be fulfilled via document delivery by sending the digitized file to the requester, or by depositing the file in your institution's repository, and then if desired, publishing it to Primo. Please watch the "Digitization Request Management" tutorial for more information on how to fulfill a digitization request.

Requesting digitization is very similar to physical item requests. You'll use the persistent search bar to locate the item... and then open the row action tool and select "Request".

In the Request Type dropdown, you'll choose "Patron digitization request". After being selected additional fields will be displayed. Enter the patron's name into the "Requester" field, and then choose the "Managing Department". The managing department is where the digitization will be completed, some libraries have one department that serves all libraries within the institution, while others may have several digitization departments. Sometimes this may happen at the circulation desk as well. This is all configurable in Alma. In this case, we'll choose the digitization department.

You can click the "Calculate Digitization Fee" to see how much the patron will be charged.

Since your patron only needs a particular chapter of the item, you'll check the box next to "Partial Digitization", and additional fields will be displayed. Enter in the pages to be digitized, and you can mark that they need a full chapter.

Once you're done, click "Submit" ... and the request has now been submitted successfully.