



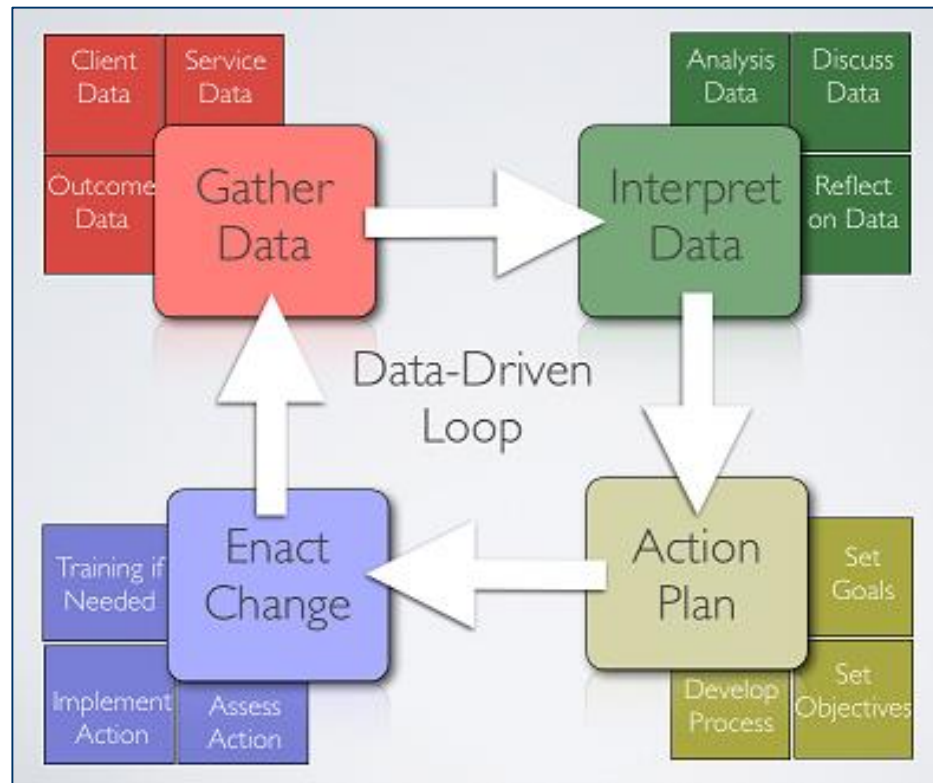
Using Alma Analytics to Increase Efficiency

Two specific business cases

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Overview

- Alma Analytics is more than just a “reporting tool”
- Alma analytics is a tool to make data driven decisions.



Case 1: Improve service at circulation desk

- Patrons complain that service is slow at the 2nd floor circulation desk of the Engineering Library in the afternoon hours.
- When asked about this by the chief librarian of patron services the staff at the desk state that they are way understaffed.
- Chief Librarian of patron services does not know how to improve the service – all staff are spread out among all 4 circulation desks (in 3 branch libraries).
- The staff turns to Alma Analytics for a solution

Case 1: Improve service at circulation desk

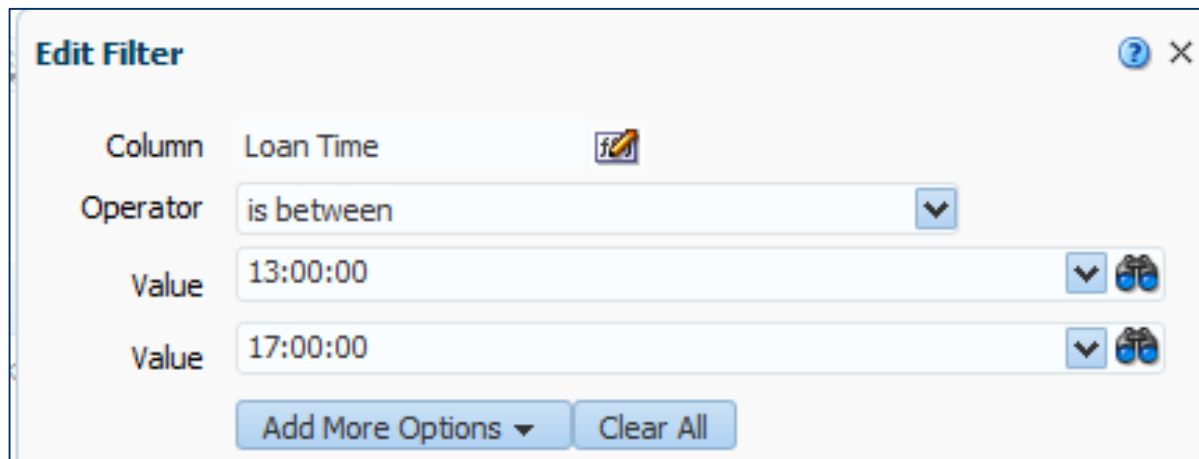
- The analytics librarian makes a report using the fulfillment subject area:
“Percentage of Loans by Circulation Desk from 1:00 PM to 5:00 PM (last 30 days)”
- The report:
 - A. Filters for number of loans for the last 30 days by filtering with date SQL query
 - B. Filters by loan time between 13:00 and 17:00
 - C. Displays the circulation desk and number of loans
 - D. Presents the information in pie chart form with the percentage of loans for each circulation desk

Case 1: Improve service at circulation desk

A. The SQL query to filter for number of loans for the last 30 days is:

```
"Loan Date"."Loan Date" >=
TIMESTAMPADD(SQL_TSI_MONTH, -
1, CURRENT_DATE)
```

B. The filter by loan time between 13:00 and 17:00 is:



The screenshot shows a dialog box titled "Edit Filter" with a close button (X) and a help button (?). The dialog contains the following fields:

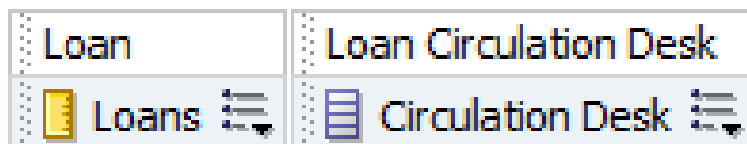
Column	Loan Time	
Operator	is between	▼
Value	13:00:00	▼ 🔍
Value	17:00:00	▼ 🔍

At the bottom of the dialog are two buttons: "Add More Options ▼" and "Clear All".

Case 1: Improve service at circulation desk



- Here is the criteria tab of the report

Double click on column names in the Subject Areas pane to add them to the analysis. Once added, hovering over the button next to its name.



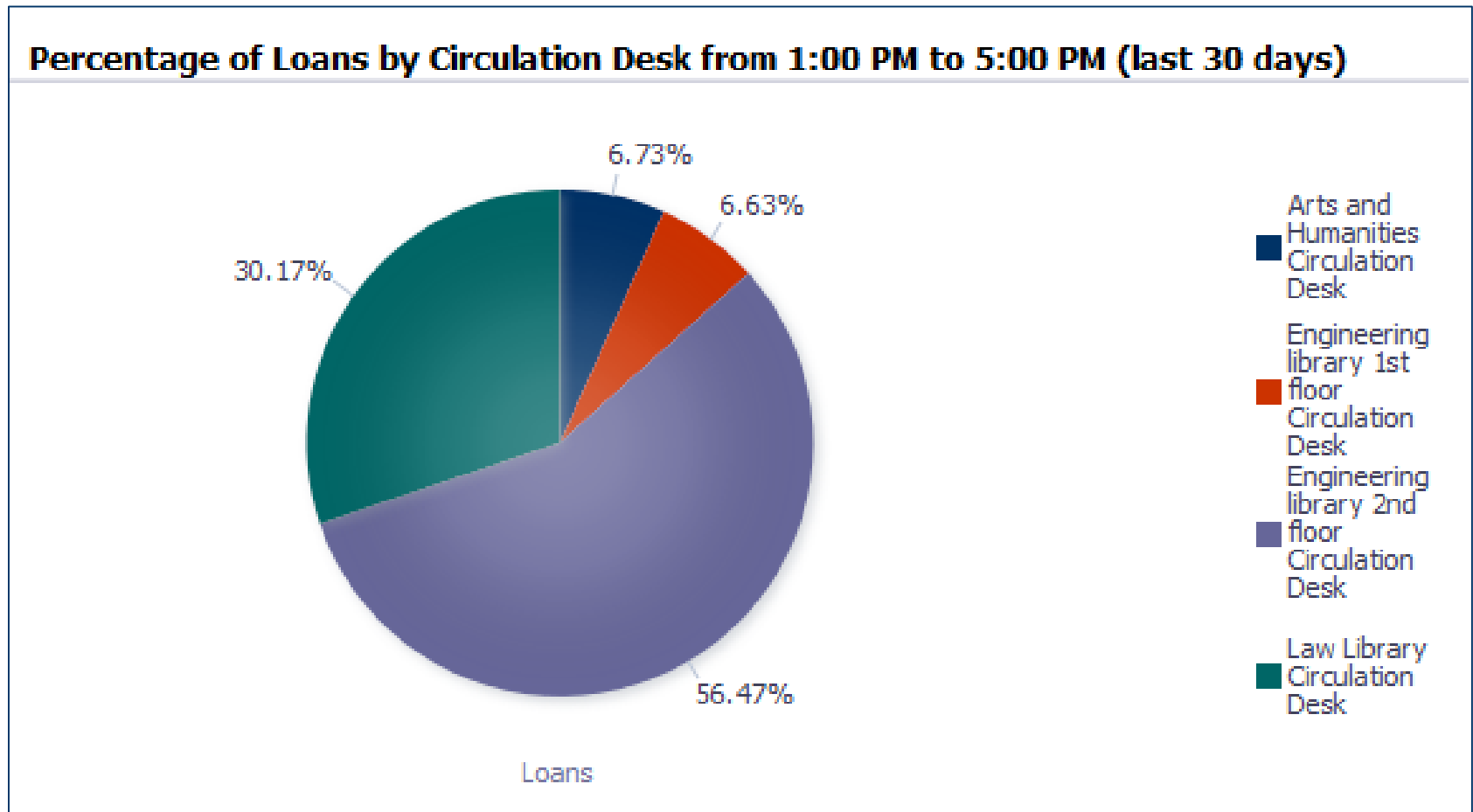
Filters

Add filters to the analysis criteria by clicking on Filter option for the specific column in the Selected Columns pane, then selecting its name in the catalog pane.

 "Loan Date". "Loan Date" >= TIMESTAMPADD(SQL_TSI_MONTH,-1,CURRENT_DATE)
AND  Loan Time is between 13:00:00 and 17:00:00

Case 1: Improve service at circulation desk

- Here are the results



Case 1: Improve service at circulation desk

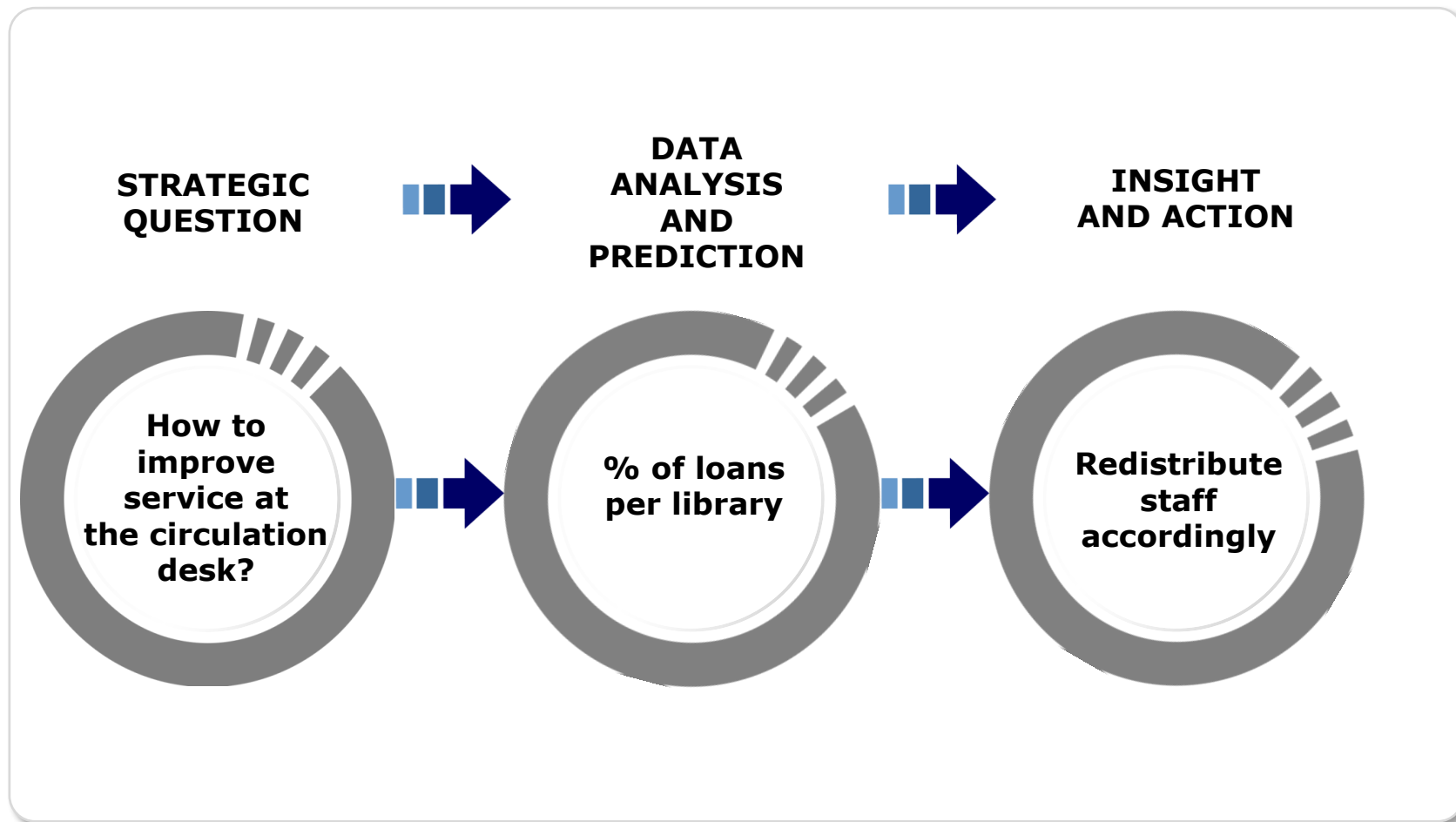
- From the report it is discovered that the vast majority of loans (56 %) are at the Engineering Library 2nd floor. The 2nd highest amount of loans (30 %) are at the Law library.
- The other 2 desks have a nearly equal amount of loans.

Case 1: Improve service at circulation desk

- Therefore the chief librarian of patron services concludes that instead of distributing staff evenly among the desks it would be more efficient to split the staff as follows:
- 50 % at the Engineering library 2nd floor desk.
- 30 % at the Law Library desk.
- 10 % at the Engineering library 1st floor desk.
- 10 % at the Arts and Humanities 1st floor desk.

Case 1: Improve service at circulation desk

- We can see here how we went from a strategic question to data analysis and to a solution.



Case 1: Improve service at circulation desk

- The service improves greatly and the library users are satisfied



<http://www.ultimateessays.com/images/ue2.png> 20150604

Case 2: Speed up acquisitions process

- Faculty from the Department of Engineering often request from the library staff to order electronic resources.
- They are now ‘complaining’ that in the past year it has often taken much too long for the resources to become available (activated).
- Library wants to improve this process by identifying which vendors are taking “too long” to make the resources available and which vendors “quickly” supply the resources and make them available.

Case 2: Speed up acquisitions process

- The library turns to Alma analytics and creates a report showing the average vendor speed for acquisitions orders for electronic portfolios activated in last 6 months.
- This report analyzes the acquisition orders for electronic resources which have become activated in the last six months.
- The report gets the average time for each vendor from the time of sending the order to the time of resource activation

Case 2: Speed up acquisitions process

- The analytics librarian makes a report using the e-inventory subject area:
“Average vendor speed for order sent date to resource activation for last 6 months”
- The report:
 - A. Filters for orders sent in the last 6 months with date SQL query
 - B. Computes the average time from order sent to resource activated, average per vendor
 - C. Displays the vendor name and average time from order sent to resource activated
 - D. Presents the information in bar chart form ascending

Case 2: Speed up acquisitions process

- The SQL query to filter for orders sent in the last 6 months is

```
"Portfolio PO Line"."Sent Date"  
BETWEEN TIMESTAMPADD(SQL_TSI_MONTH, -  
6, CURRENT_DATE) AND  
TIMESTAMPADD(SQL_TSI_DAY, -  
0, CURRENT_DATE)
```

Case 2: Speed up acquisitions process

- The computation of average time per vendor for days from order sent to resource activated is done in the “edit formula” with this syntax:

```
Avg(TIMESTAMPDIFF(SQL_TSI_DAY,"Portfolio PO Line"."Sent Date","Portfolio Activation Date"."Portfolio Activation Date"))
```

Column Formula

```
Avg(TIMESTAMPDIFF(SQL_TSI_DAY,"Portfolio PO Line"."Sent Date","Portfolio Activation Date"."Portfolio Activation Date"))
```


Case 2: Speed up acquisitions process

- Here is the criteria tab of the report


Selected Columns

Double click on column names in the Subject Areas pane to add them to the analysis. Once added, drag-and-drop columns to reorder them. Edit a column's properties by hovering over the button next to its name.

Portfolio PO Line	Portfolio Activation Date
Vendor Name	Days from order sent to portfolio activation

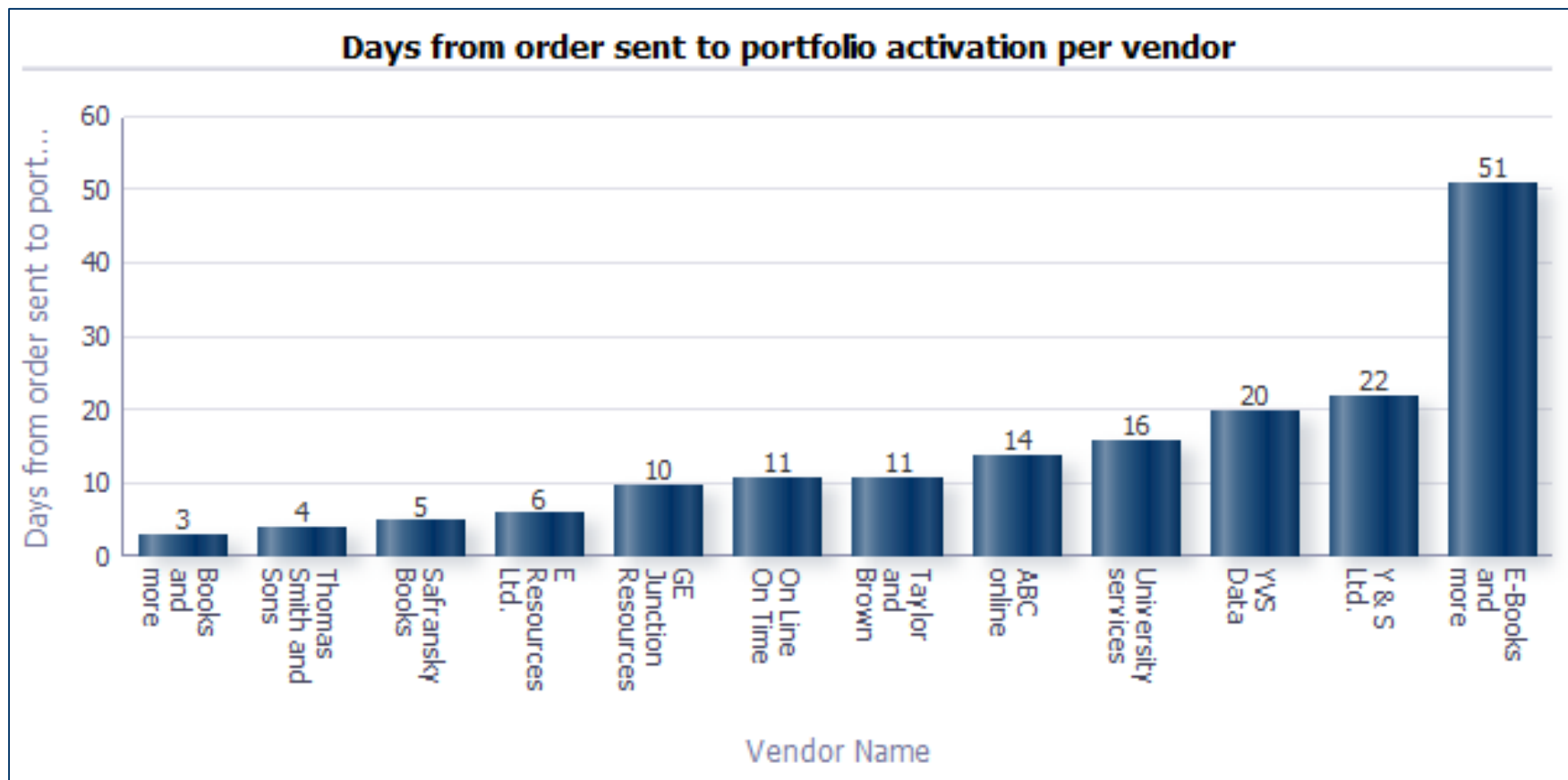
Filters

Add filters to the analysis criteria by clicking on Filter option for the specific column in the Selected Columns pane, or by clicking on the filter button in the Filter pane or selecting its name in the catalog pane.

 "Portfolio PO Line". "Sent Date" BETWEEN TIMESTAMPADD(SQL_TSI_MONTH,-6,CURRENT_DATE) AND TIMESTAMPADD(SQL_TSI_DAY,-0,CURRENT_DATE)

Case 2: Speed up acquisitions process

- Here are the results



Case 2: Speed up acquisitions process

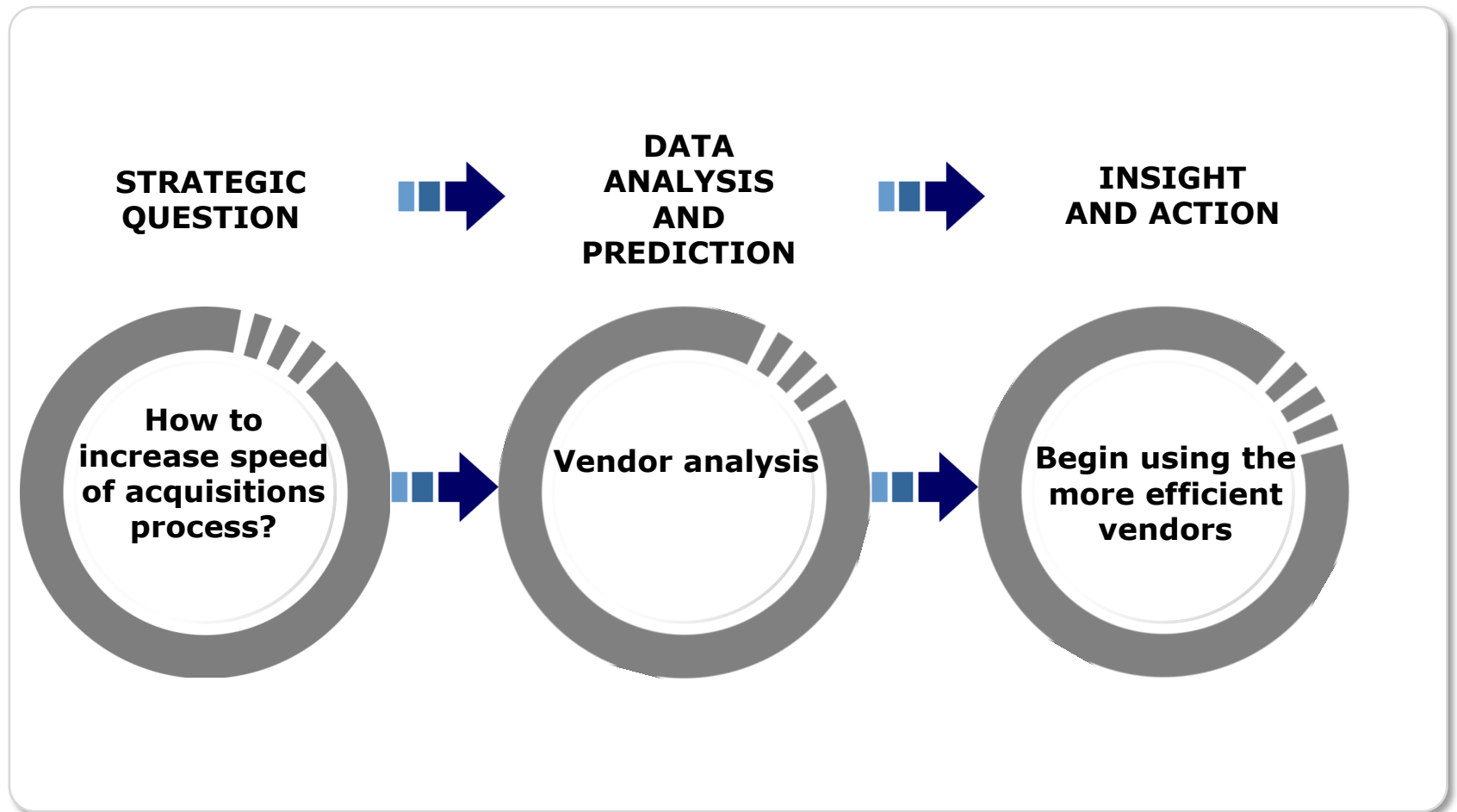
- From the report it is discovered that there is a wide range of performance among the vendors, ranging from an average of 3 days to 51.
- It is decided to start using the 5 fastest vendors more often: Books and more, Thomas Smith and Sons, Safransky Books, E Resources Ltd., and GE Junction Resources
- The slower vendors will be used only if either the resource is not available elsewhere or the resource is considerably more expensive elsewhere.

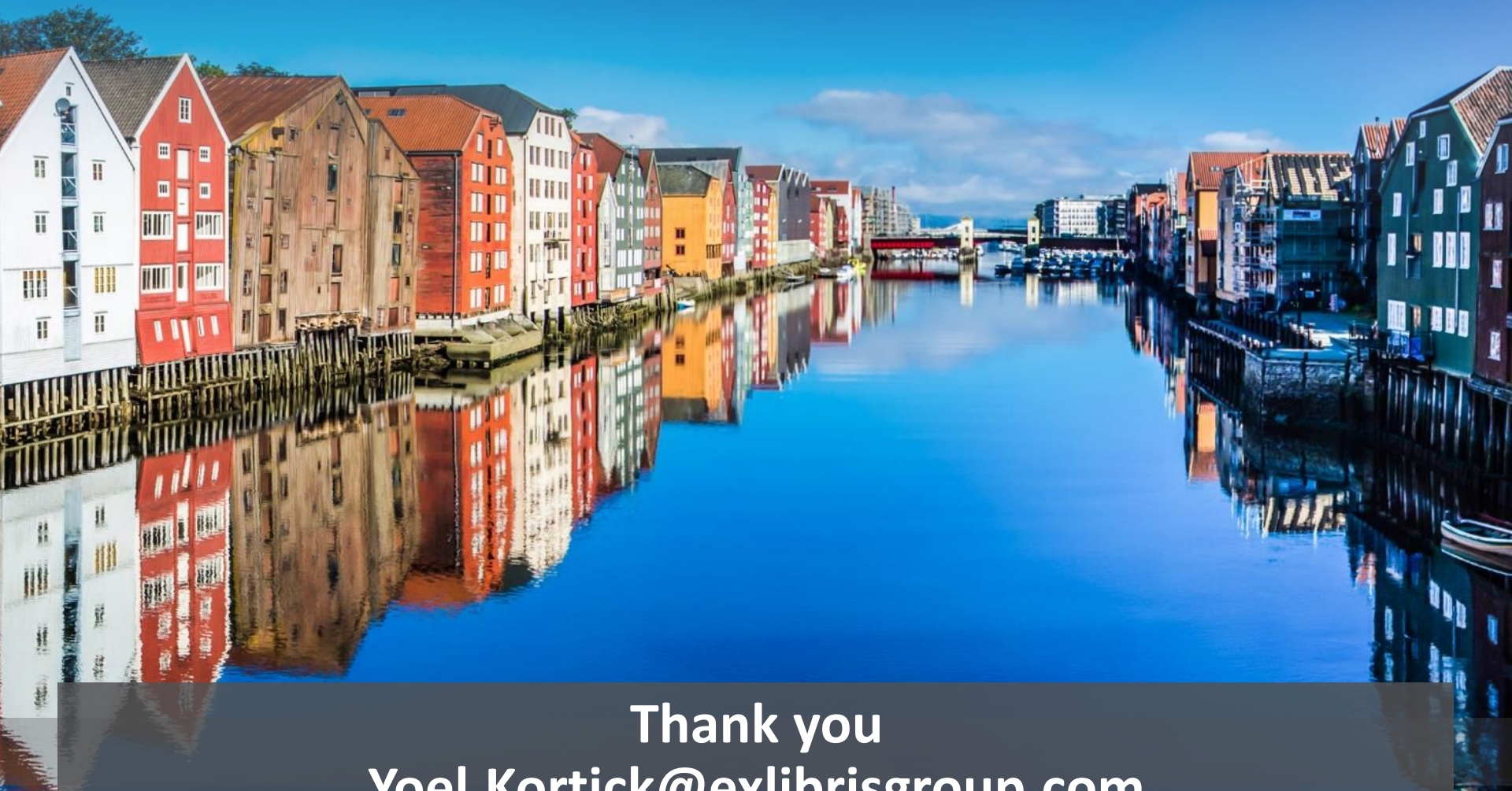
Case 2: Speed up acquisitions process

- In order that the library will be able to see if there will be an overall change:
- Another report is made with the time from order sent to resource activation for the entire institution (not be specific vendor).
- It is run again 6 months later and a significant improvement is seen.

Case 2: Speed up acquisitions process

- We can see here how we went from a strategic question to data analysis and to a solution.





Thank you
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