Introduction to Resource Sharing

Moshe Shechter| Alma Product Manager

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Introductions

- Moshe Shechter
  Alma Product Manager

  With Ex Libris for 14 years. After a couple of years on the Aleph development team, I joined the Alma team in 2010 as business analyst and later as product manager.

  My focus is in Fulfillment, Resource Sharing, User Management and Integrations.

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Objectives and Target Audience

- By the end of this sessions you will:
  - Get a glimpse of Alma resource sharing workflows
  - Gain an understanding of resource sharing processes and how they fit scenarios at your library
  - Understand the basic configuration elements that make up Alma resource sharing
- Session Target Audience:
  - Resource sharing library staff, administrators, and technical people, new to Alma resource sharing

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Agenda

1. **Basic Terminology and Configuration Elements**
2. **Broker Workflows and Integrations**
3. **Peer to Peer Workflows**
4. **Fulfillment Network Workflows and Configurations**
5. **Next Steps, Support Resources and Survey**

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Basic Terminology and Configuration Elements

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Basic Terminology

- When setting up resource sharing, we will always be setting up configuration that describes
  - 'My' side of the process
  - The 'other' side of the process

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Basic Terminology

- For workflows in which I am the **borrower**:
  - 'My' side of the process is the **borrower** side
  - The 'other' side of the process is the **lender** side
- For workflows in which I am the **lender**:
  - 'My' side of the process is the **lender** side
  - The 'other' side of the process is the **borrower** side
- Any library may be implementing only a **borrower** workflow or only a **lender** workflow. Still, both the 'my' and the 'other' side must be configured

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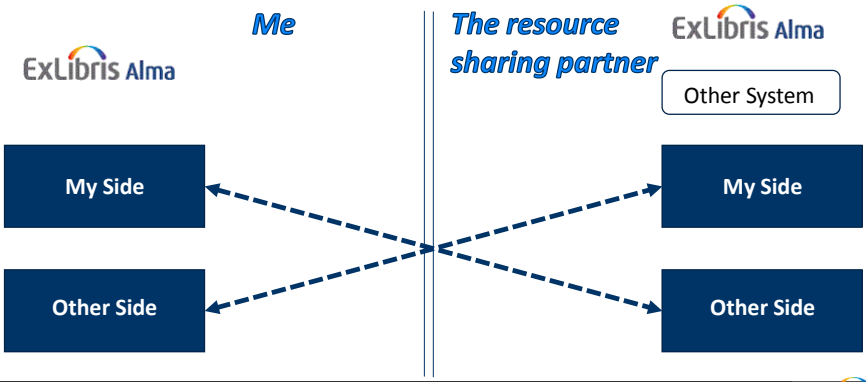
Basic Terminology

- Some coordination is required between how the 'my' and the 'other' side is configured **in my Alma system** and how the 'my' and the 'other' side is configured at **the peer (Alma or other) library**



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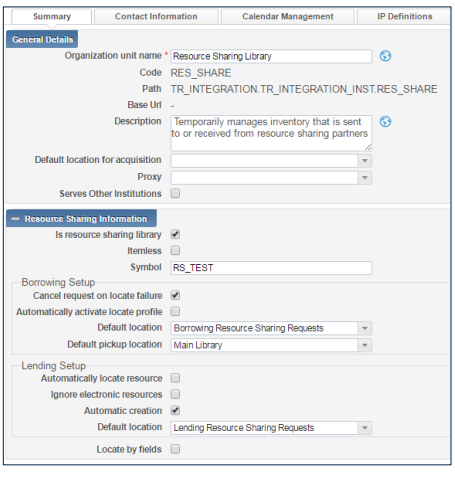
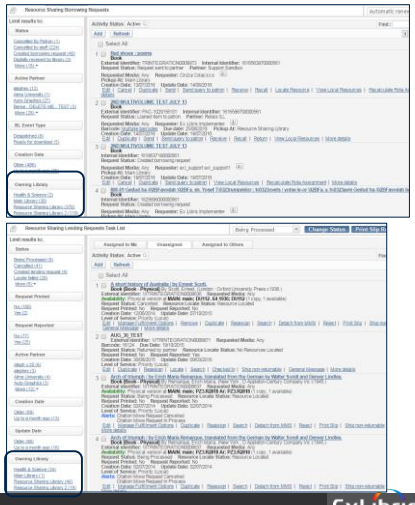
The Resource Sharing Library

- The 'My' side is the Resource Sharing Library. It owns:
  - The borrowing requests I manage as borrower
  - The lending requests I manage as lender





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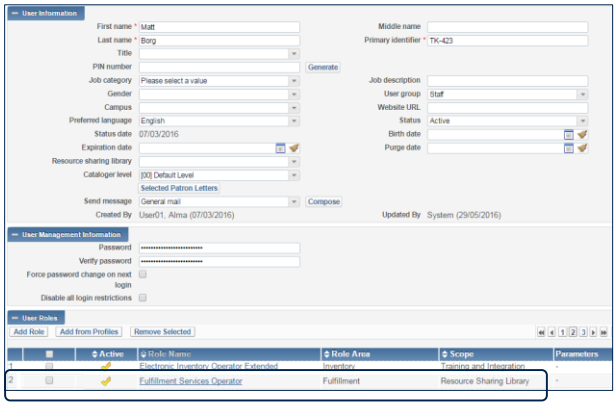
The Resource Sharing Library

- In order for staff to be able to view and monitor 'my' borrowing and lending requests, their user account must be linked to a Fulfillment Services Operator role, **at the scope of the resource sharing library**



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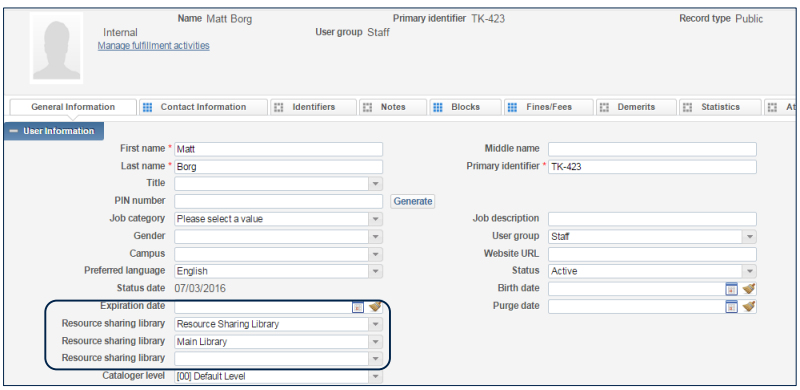
The Resource Sharing Library

- In order for patrons to be able to place borrowing requests, they must be linked to **one or more** resource sharing library(ies)



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The Resource Sharing Library

- An institution may manage **a single resource sharing library**, where all borrowing and lending requests are managed
- An institution may manage one resource sharing library **per every campus**
- An institution may manage **every 'regular' library as a separate resource sharing library** (e.g. the main library, the humanities library etc.)
- An institution may manage one resource sharing library **for a group of libraries** (one for the law library and one for the rest of the institution)

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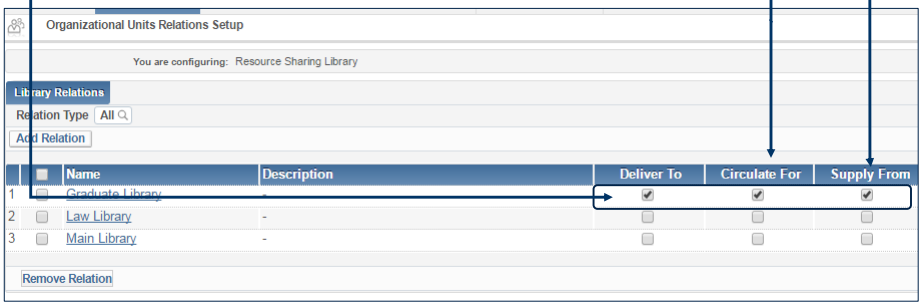
The Resource Sharing Library

- The resource sharing library has **relations** with other libraries, determining:
  - In what libraries the items requested for borrowing may be picked up
  - What libraries items may be taken from and shipped in order to fulfill a lending request



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The Partner Record

- The 'other' side is the partner record. It defines:
  - How the other side will be contacted , be defining:
    - The **Profile Type** (ISO/Email/SLNP/NCIP)
    - The partner's **Parameters**
  - How the locate process will be run, by defining:
    - The **Locate Profile** to use
    - The **Holdings Code**
  - How the workflow will be managed, be defining:
    - Whether the partner **supports borrowing and lending**
    - **Borrowing and Lending Workflow Profiles**

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The Partner Record

- The partner record may represent an 'other side' institution, or any subdivision of the 'other side' institution:
  - A specific library
  - A group of libraries
  - A campus
- This may be done by setting up the Holdings Code to match the code at the 'other side'

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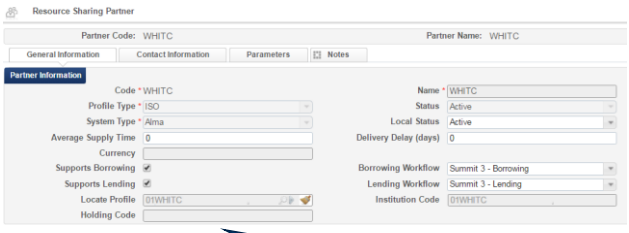
The Partner Record

- Partner represents an 'other side' institution:



There is no Holdings Code

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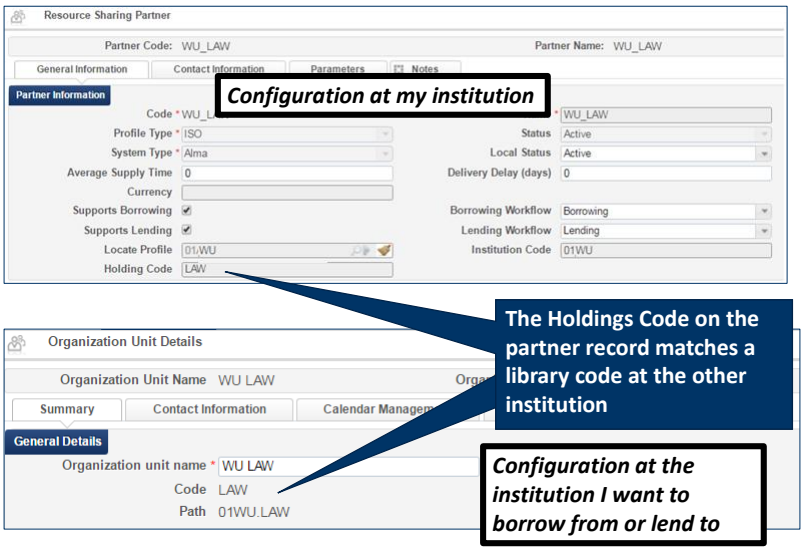
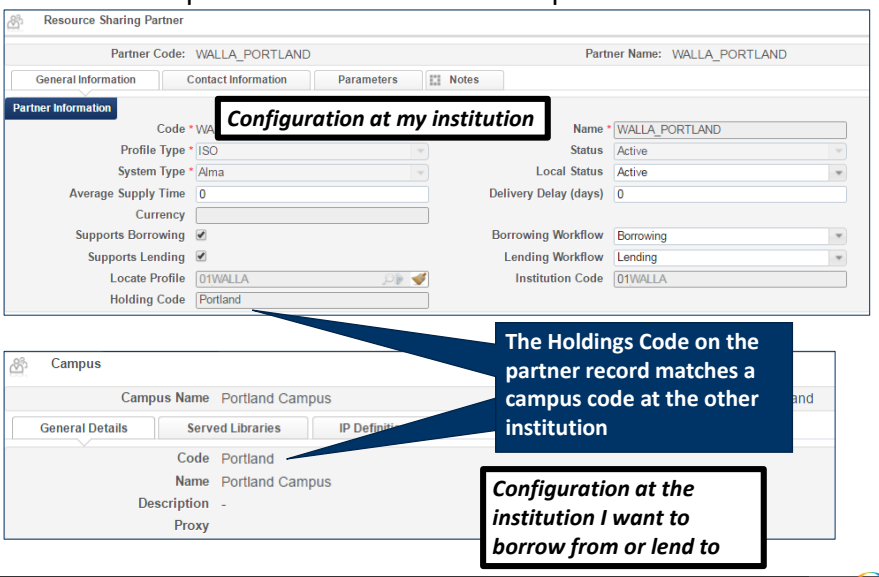
The Partner Record

- Partner represents an 'other side' library:



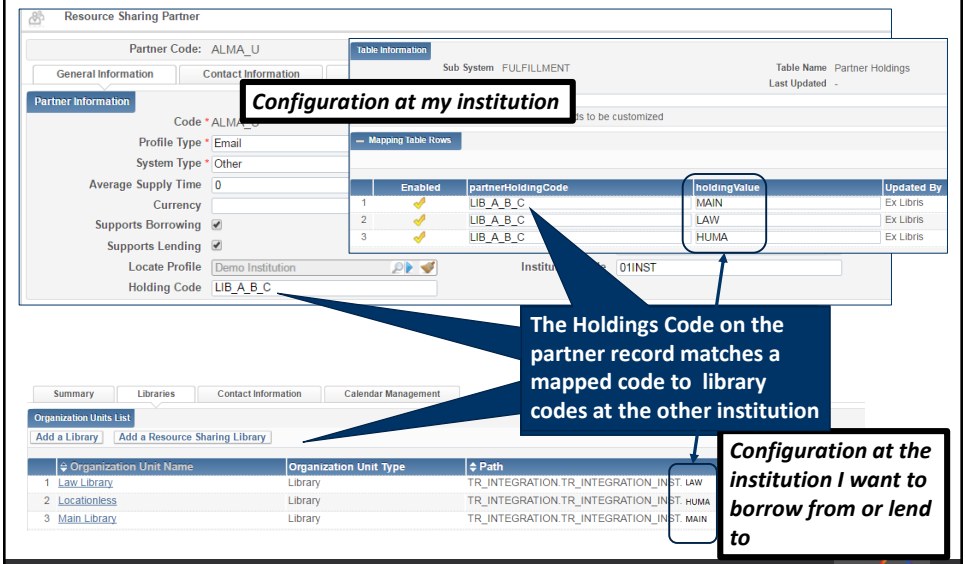
The Partner Record

- Partner represents an 'other side' campus:



The Partner Record

- Partner represents a number of 'other side' libraries:



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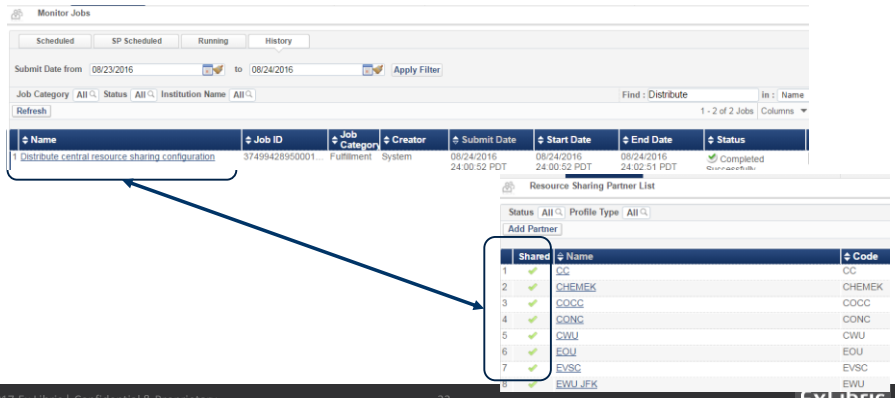
The Partner Record

- The list of partners is managed at the institution level
- Members of a Network Zone Collaborative Network may centrally manage the list of partners in the Network Zone. A job distributes the partners list to the member institutions.



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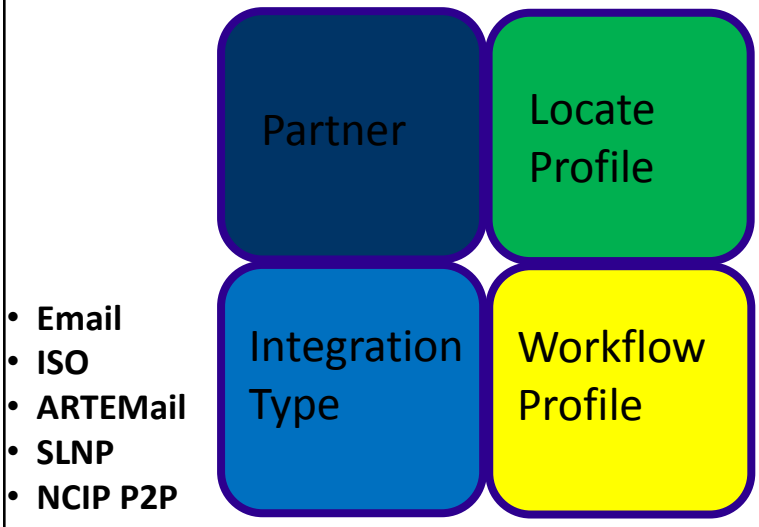
The Partner Record



- Alma
- Z39.50
- BLDSS
- Local
- Shared Catalog

- Email
- ISO
- ARTEMail
- SLNP
- NCIP P2P
- BLDSS

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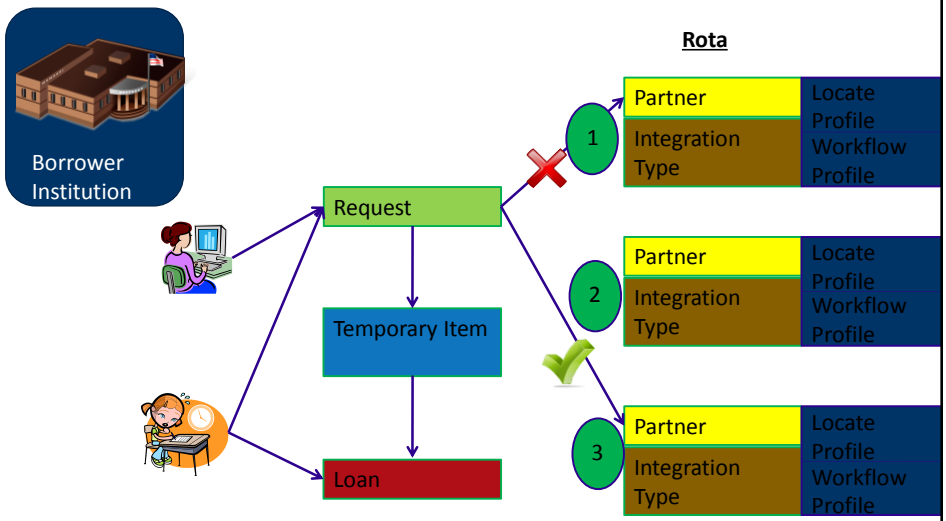
The Partner Record



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The Partner Record

Request

Item Moved to Temporary Location

Partner

Integration Type

Workflow Profile

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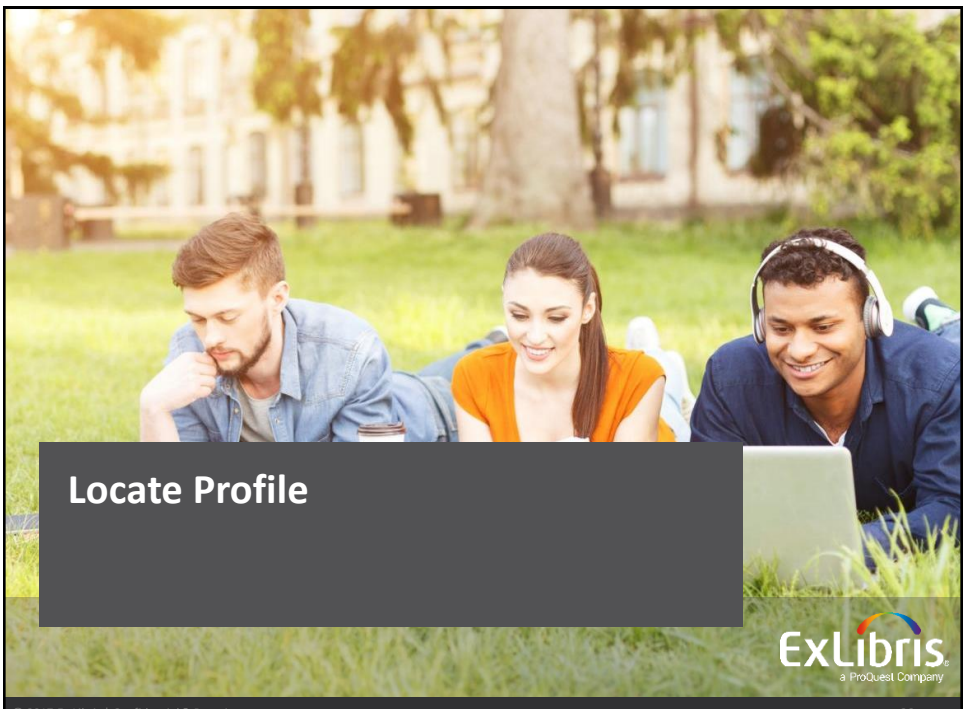

Locate Profile

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Locate Profiles

Locate Profiles:

- Define how to locate the resource in the partner's catalog

Locating Process:

- Locate the resource in partners' catalogs
- Partners that cannot fulfill the request are removed from the request's rota

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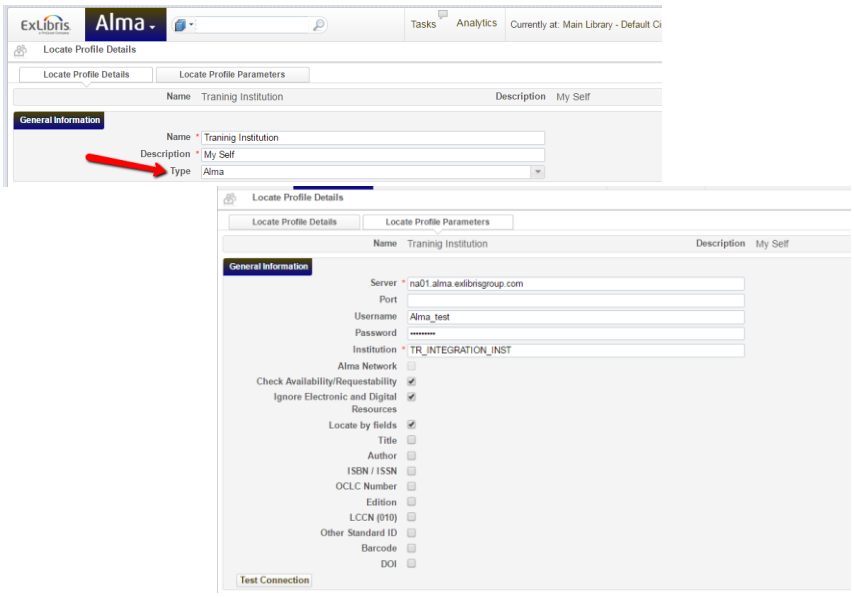
Locate Profiles



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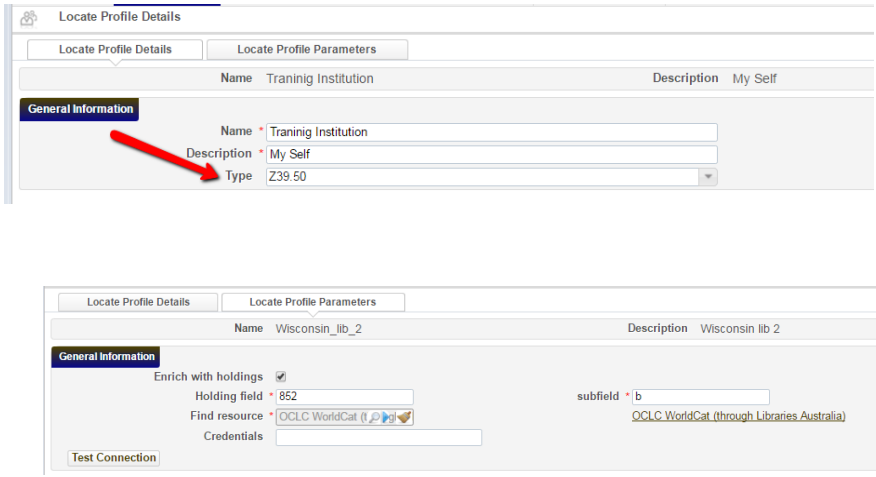
Locate Profiles



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User Roles

- **Resource Sharing Partners Managers** may *configure* resource sharing partners and rota templates
- **Fulfillment Services Operators** or **Managers** may *receive* and *supply items* and *manage borrowing* and *lending requests*
- **Fulfillment** or **General System Administrators** may *configure* general resource sharing related configurations (assignment rules, workflows etc.)

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Broker Workflows and Integrations

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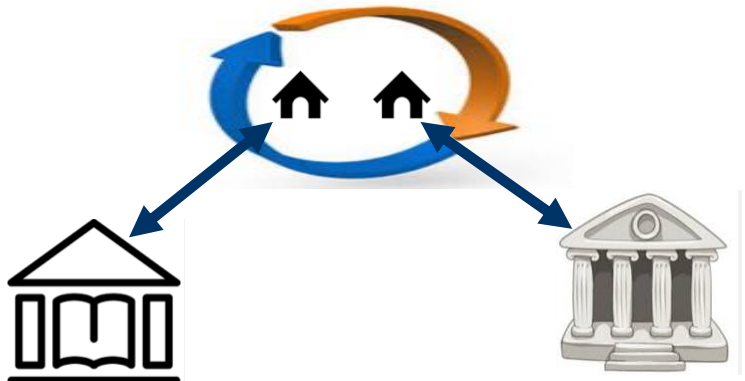
Basic Layout



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Basic Layout

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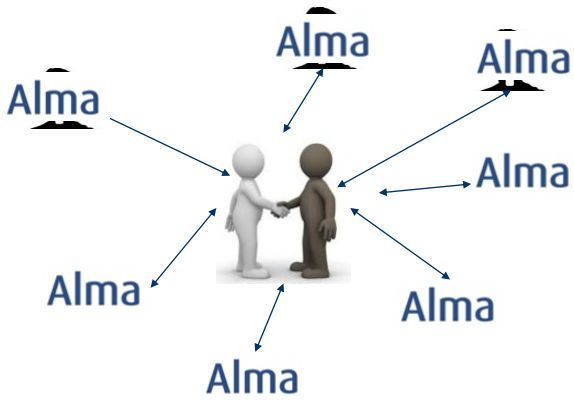
Basic Layout



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Basic Layout

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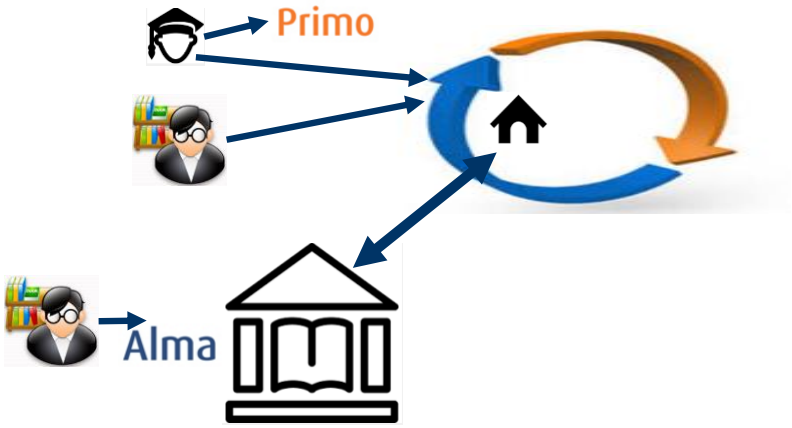
Borrower Side



Borrower Library

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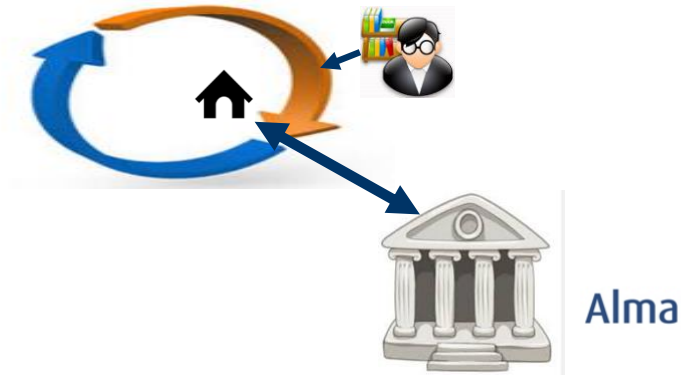
Lender Side



Lender Library

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Broker Integrations

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Integrations

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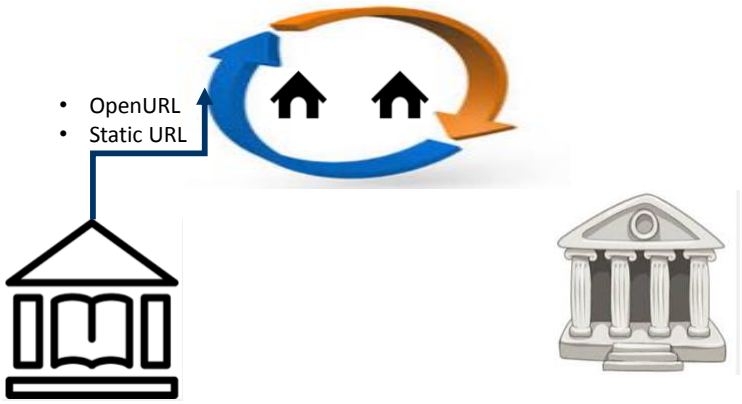
Integrations



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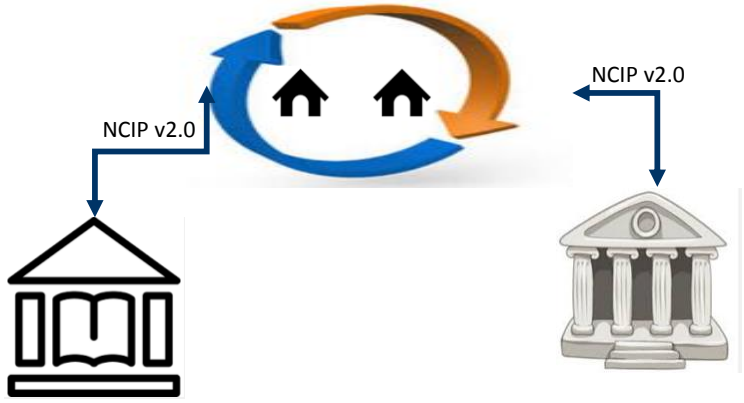
Integrations



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Broker Workflow

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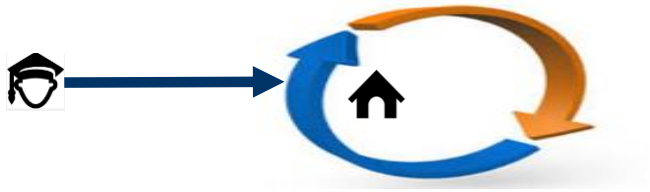
Requesting (1) - Direct



Borrower
Library

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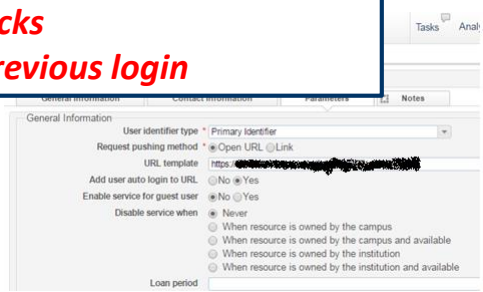
Requesting (2) – Partner Setup

Borrower
Library

- ***Sin***
- ***De***
- ***Checks patron blocks***
- ***May depend on previous login***



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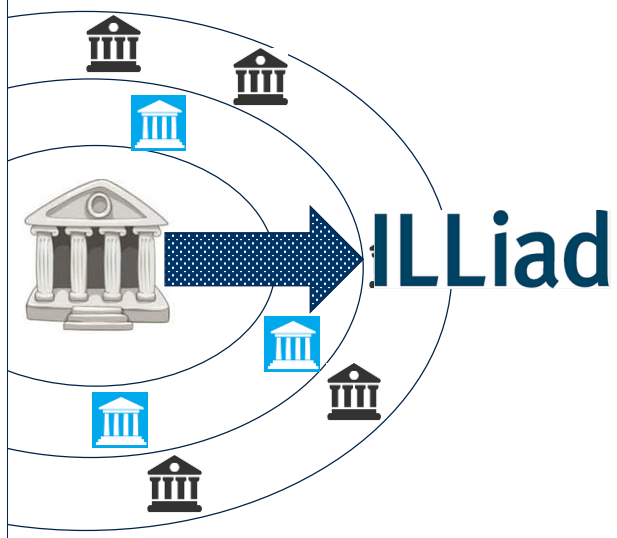
Requesting (3) - GES

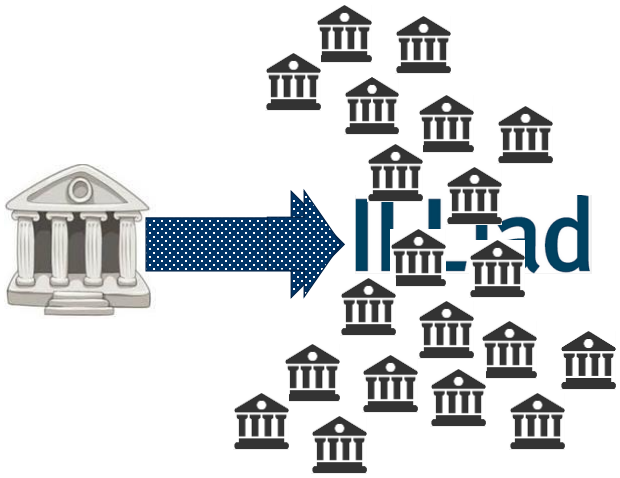
Requesting (4) - Push

Tue 7/14/2015 11:24 AM
nosuchemail@email.com
Request Id:EXLDEV10000023
To Moshe Shechter

Author: John F. McMiller
Title: Running your small business
ISSN: 0742-6550
LCCN: sn 84006046
OCLC Number: 10399453
Place of Publication: [Portland, Or. :
Publisher: The Business Journal of Portland Inc
Publication Date: c1984?-
Note: At head of title: Portland.
Issue: 10
Pages: 12-34
Journal Title: The Business journal.
Author of Article: John F. McMiller
DOI: 954111
PMID: 654321
Specific Edition Only: true
Requester: exl_impl
Requested Format: PHYSICAL
Requested Media: Any
Allow Other Format: false
Preferred Send Method: MAIL
Date Needed By: 2015-07-30
Requested Pickup location: Main Library
For Reading-Room Use Only: false
Shipping Cost: 35
Willing to Pay: true
Agree to Copyright terms: true
Needs Patron Information: false
External ID: EXLDEV10000023
Institution: Main Campus



Requesting (4)



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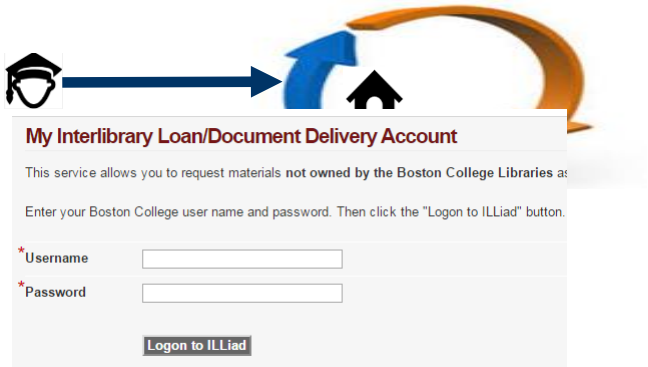
Requesting – Authentication (1) – Independent Auth



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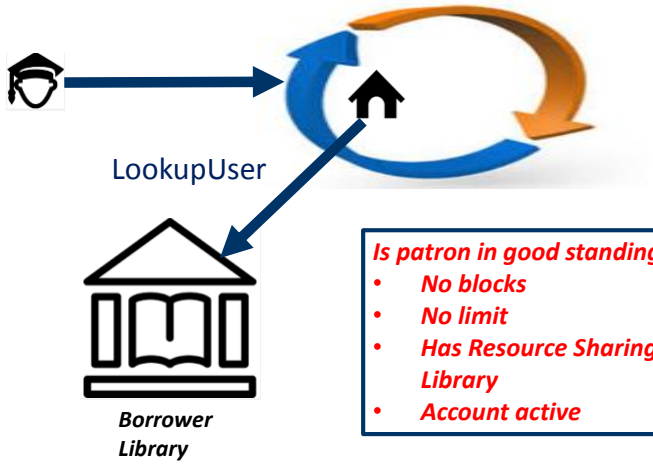
Requesting – Authentication (2) – Rely on Alma



Is patron in good standing:
- *No blocks*
- *No limit*
- *Has Resource Sharing Library*
- *Account active*

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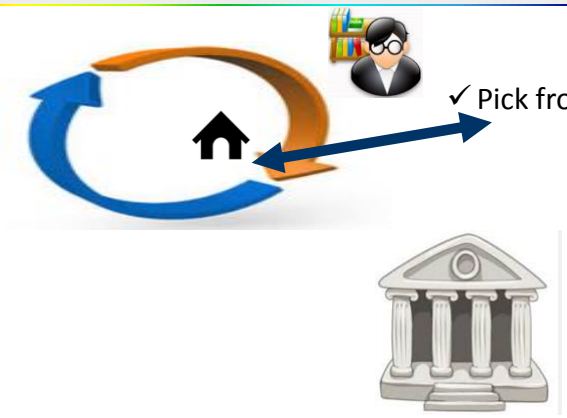
Lender Requesting – (1)



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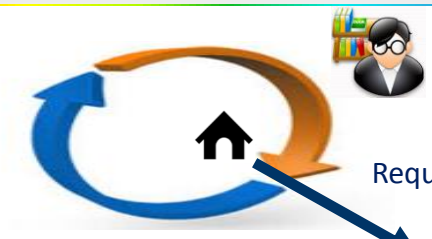
Lender Requesting – (2)



RequestItem

Message may include:
- ***ISBN/ISSN***
- ***OCLC Number***
- ***MMS ID***

✓ Pick from shelf slip

Lender Library

- ✓ Move request may be automatically placed, or using Manage Fulfillment Options
- ✓ Pick slip may be automatically printed based on circ desk configurations

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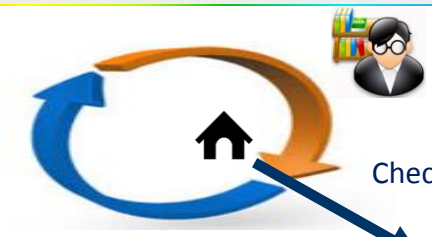
Lender Shipping



CheckOutItem

Message may include an indication that the shipment is digital.

In this case, the request will be closed

Lender Library

CheckOutItem is used to:
- ✓ **Notify** Alma that item has been shipped to borrower
- ✓ Item is identified as in a resource sharing process
- ✓ If no RequestItem message was sent, lending request will be created at this point

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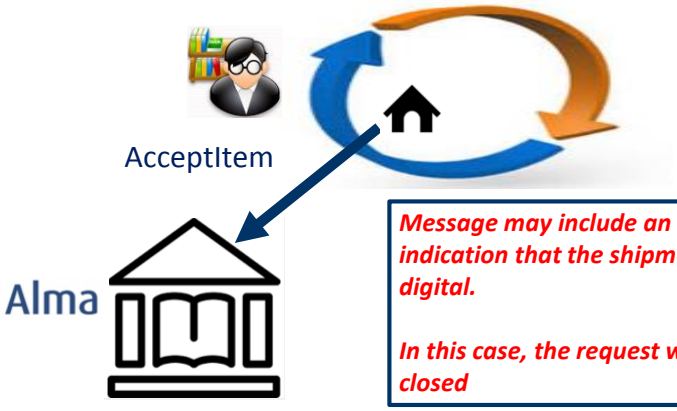
Borrower Receiving



Message may include an indication that the shipment is digital.

In this case, the request will be closed

AcceptItem is used to:

- ✓ **Notify** Alma that an item has arrived
- ✓ **Temporary item is created** in Alma, with a request that is linked to the external request ID
- ✓ Hold Shelf notification is sent

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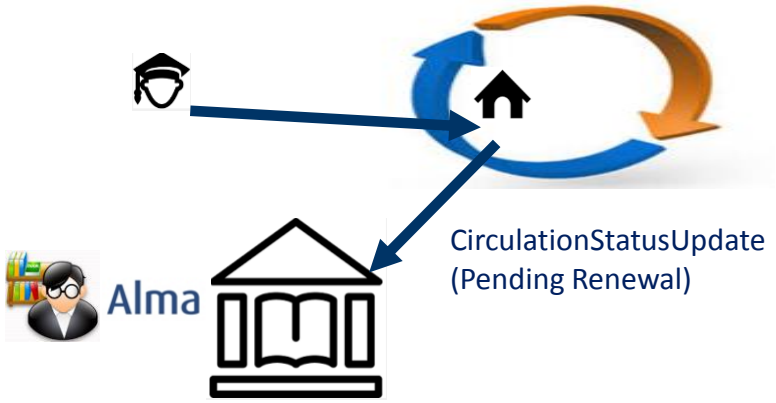
Borrower Renew Request (1)



Borrower Library

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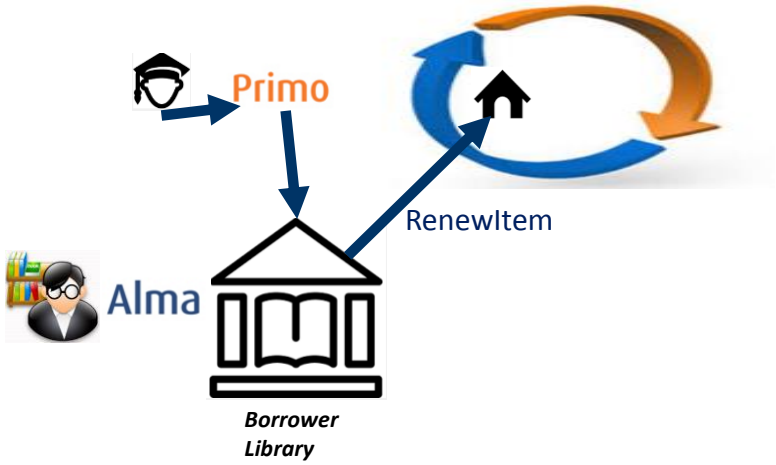
Borrower Renew Request (2)



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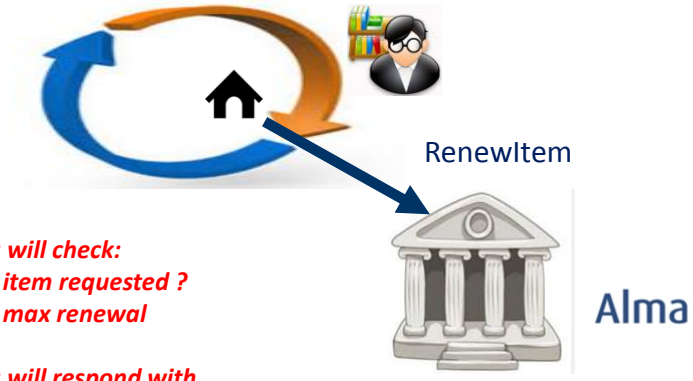
Lender Renew Request



Alma will check:
- ✓ ***Is item requested ?***
- ✓ ***Is max renewal***

Alma will respond with calculated date, or use broker supplied date

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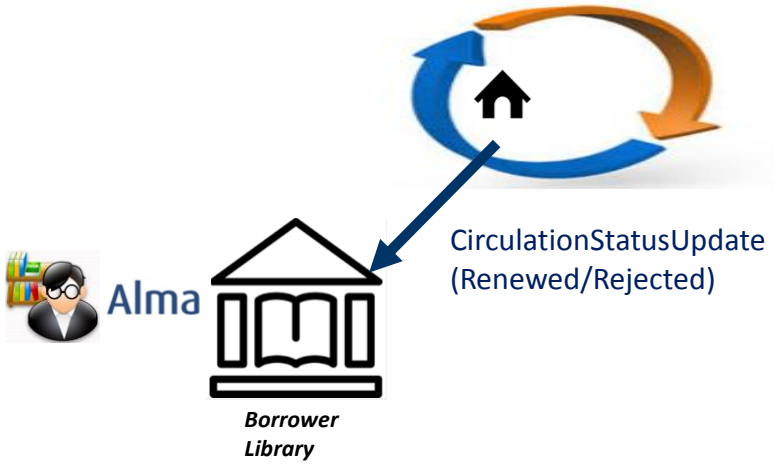
Borrower Renew Request Status



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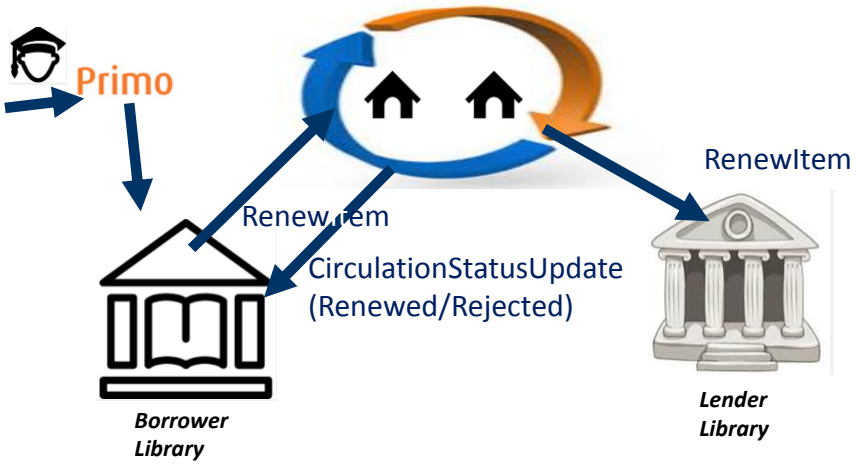
Renew Process



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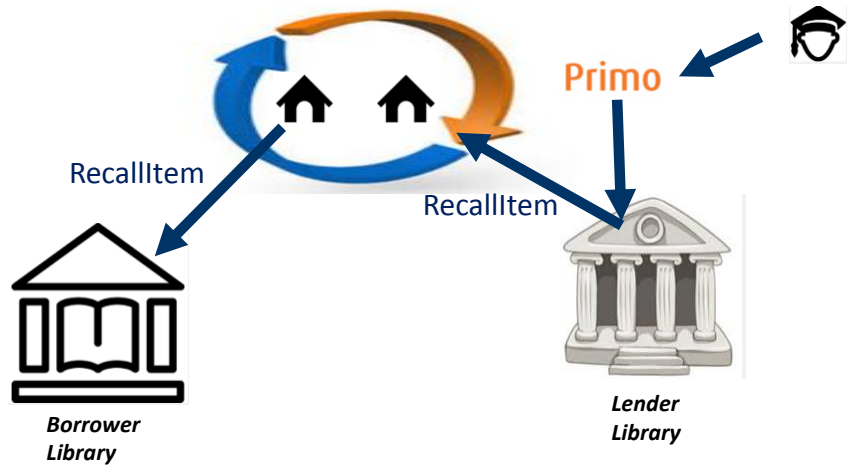
Recall Process



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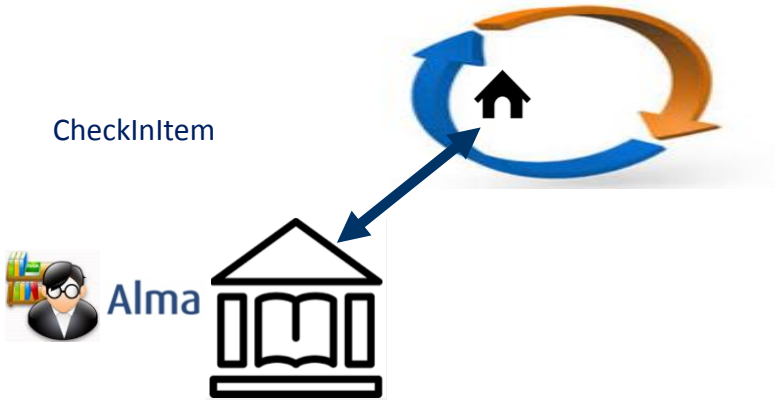
Borrower Return Item



CheckInItem is used to:

- ✓ **Notify** Alma that temporary item has been shipped back to lender
- ✓ **Temporary item is deleted** in Alma, and the loan is cancelled (if has not been cancelled before)

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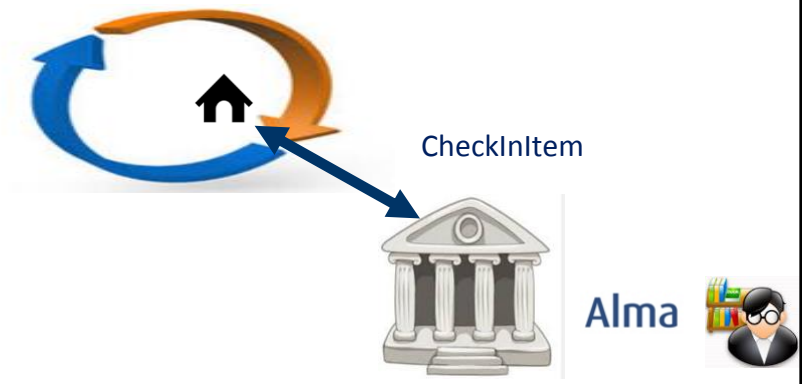
Lender Check In



CheckInItem is used to:

- ✓ **Notify** Alma that item has been returned by borrower
- ✓ Item is processed back for shelving at original location

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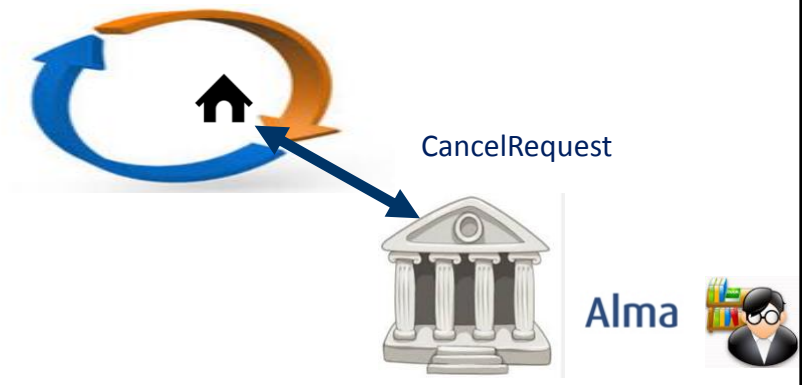
Lender Cancel Request



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Peer to Peer Workflows

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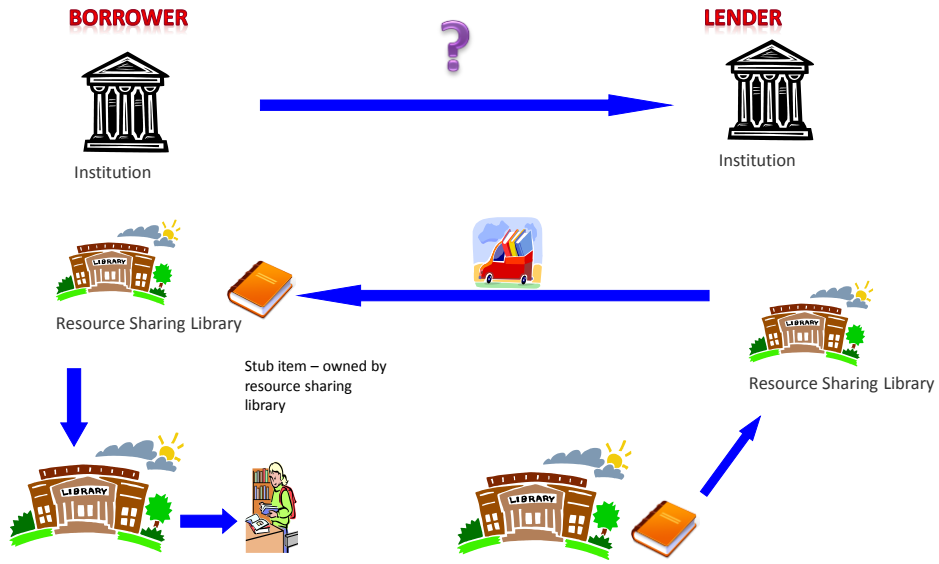
Resource Sharing in Alma



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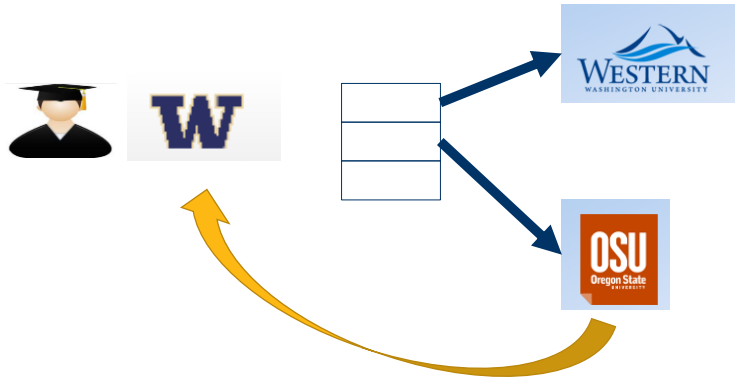
Resource Sharing Network

Resource Sharing Network



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Resource Sharing in Alma

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Fulfillment Network Workflows and Configurations

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Resource Sharing Network

- The patron's home institution is the patron's service provider.
- The patron's home institution staff uses its own availability information, priorities and workflow considerations
- The patron's home institution is accountable for the loaned item from the perspective of the resource owning library
- The home institution may activate a load balancing process to select the appropriate supplier
- The pickup location is always at the patron's home institution.

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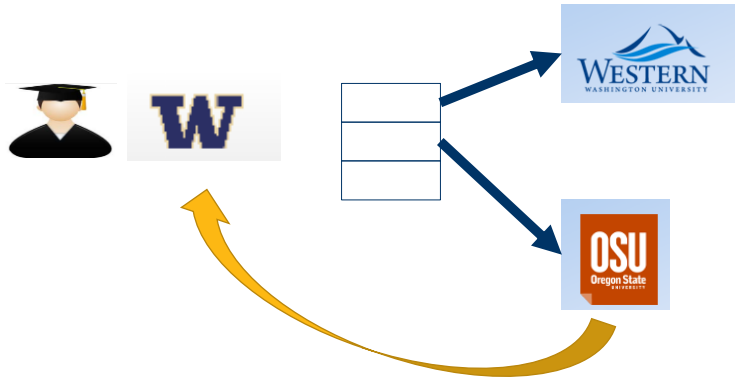
Resource Sharing Network

Resource Sharing Network



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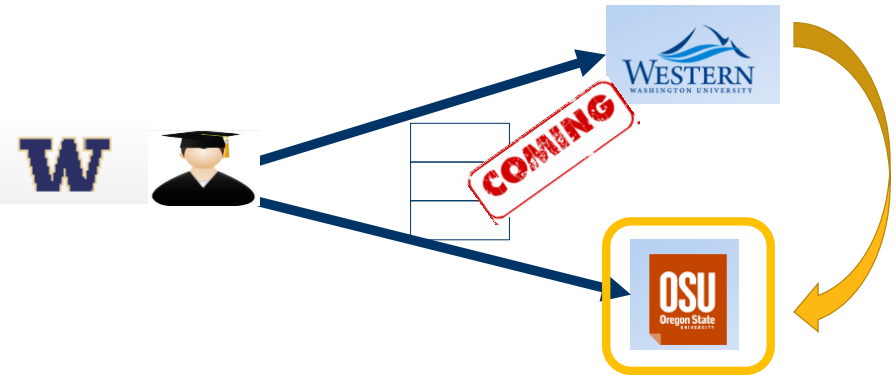
Fulfillment Network

Fulfillment Network



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Fulfillment Network

- The resource owning library is the patron's service provider. The patron directly requests the resource from the remote member institution.
- The resource may be picked up anywhere
- The resource owning library directly manages all aspects of the loan cycle with the requesting patron, including
  - Loan management (overdue, lost, renew etc.)
  - Fine/fee related issues

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Fulfillment Network – User Value

- The Fulfillment Network lowers the library involvement in terms of configuration, maintenance of supplier lists and in terms of staff mediation of the requests.
- The responsibility for obtaining the resources is levied on to the end user, leaving library staff out of this process.

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Fulfillment Network – Considerations

- Patron information may be freely shared between the institutions of the network.
- Institutions can agree on the policies by which their resources will be lent to different patron types of other institutions
- The member institutions inventory is discoverable by patrons of all network members.

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Fulfillment Network - Workflows

- A single institution may participate in multiple fulfillment networks
- Functional Highlights
  - Walk-In Loans
  - Direct Requesting
  - Pick up Anywhere
  - Consortial patron card in Primo

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Fulfillment Network - Workflows

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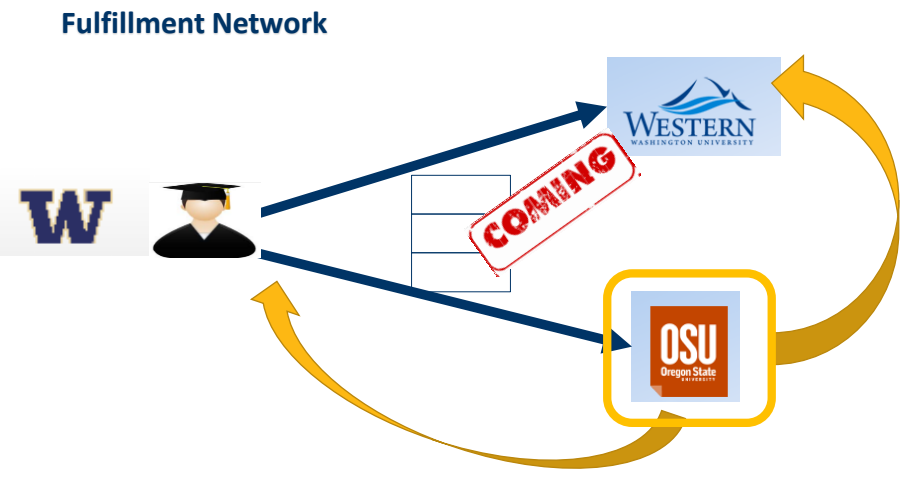
Fulfillment Network



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Fulfillment Network Workflow

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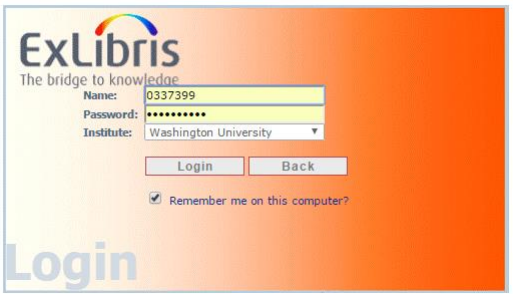
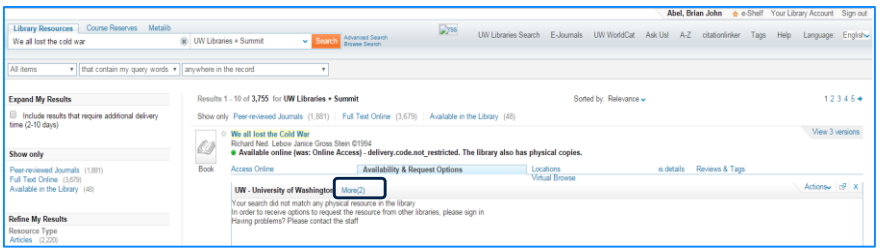
Patron Logs In at U of Washington





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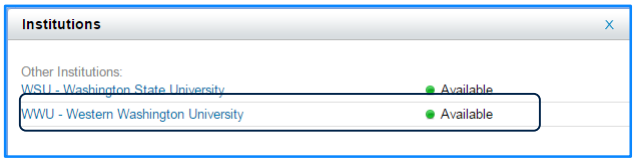
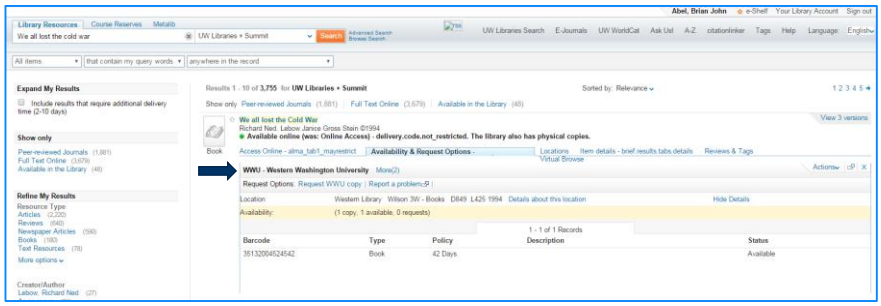
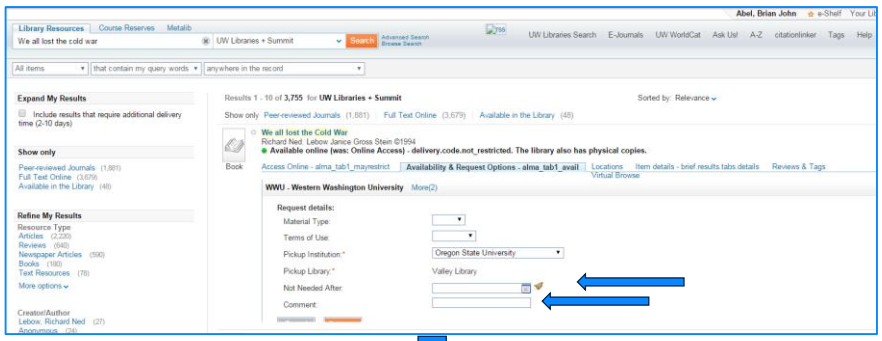
Patron Changes to View Western Washington Holdings

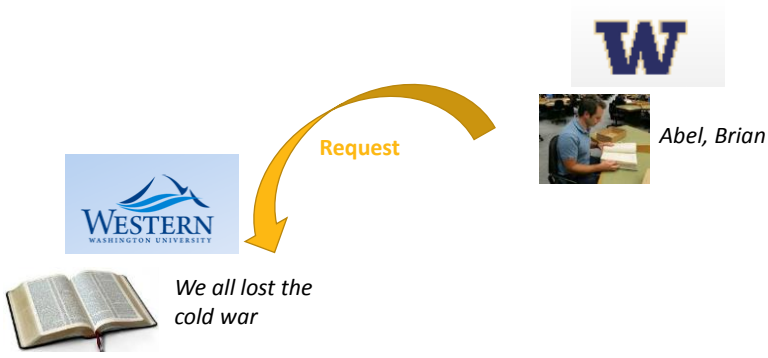




Request is for Pick Up at Oregon State



Fulfillment Network Workflow



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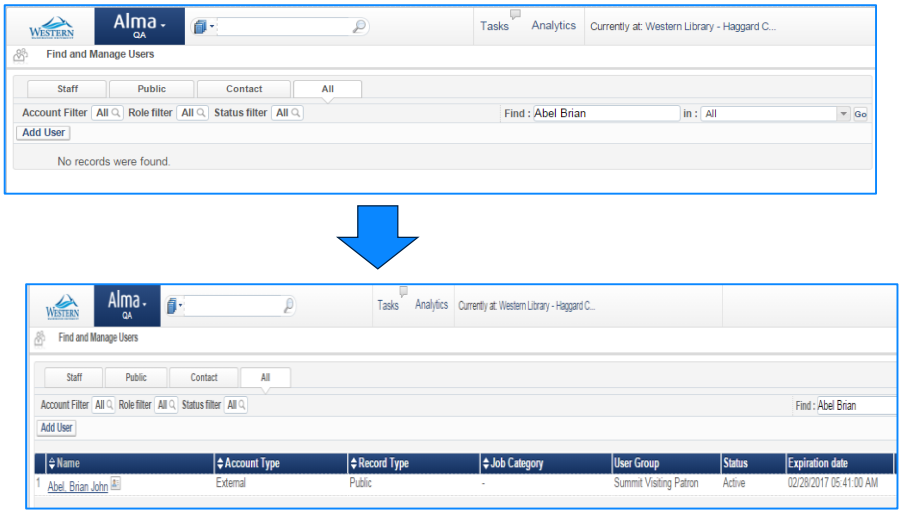
Patron Information is Copied !



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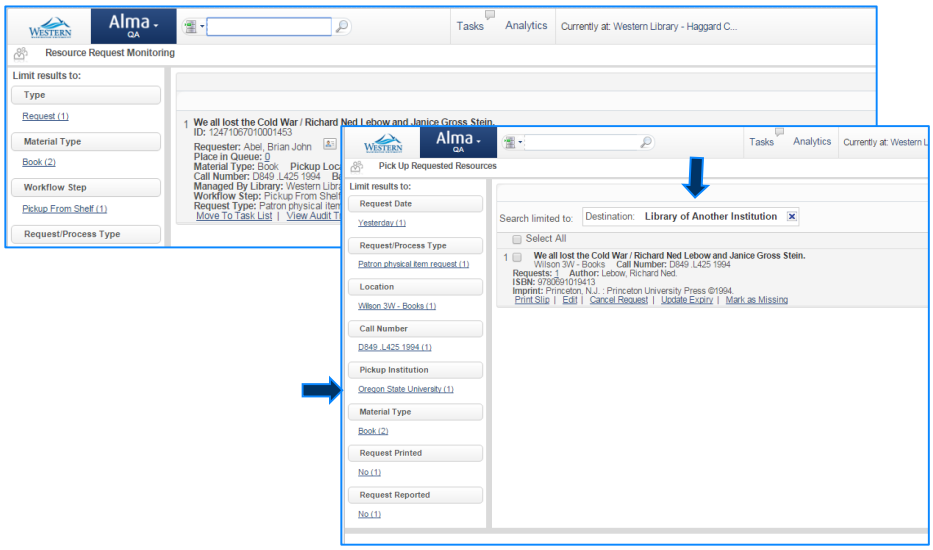
Request is Registered at Western Washington …



… and Pick Slip is Printed

Requested For : Abel, Brian John

WESTERN WASHINGTON UNIVERSITY

Resource Request Slip Letter

Please note: A specific item is specified in this request.

Request ID: 12471067010001453

Item Barcode: 35132004524542

Requested For: Abel, Brian John

We all lost the Cold War /
By: Lebow, Richard Ned.

ISBN: 9780691019413

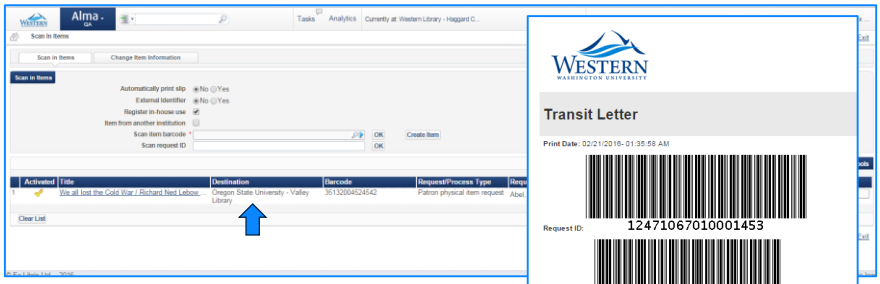
Imprint: Princeton, N.J. : Princeton University Press ©1994.

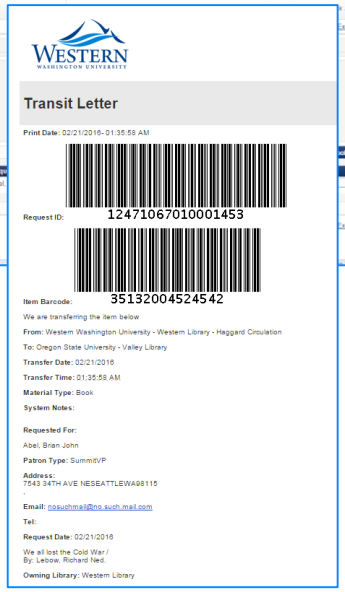
Location: Wilson 3W - Books **Call Number: D849 .L425 1994**

Destination: Oregon State University - Valley Library

Request Type: Patron physical item request

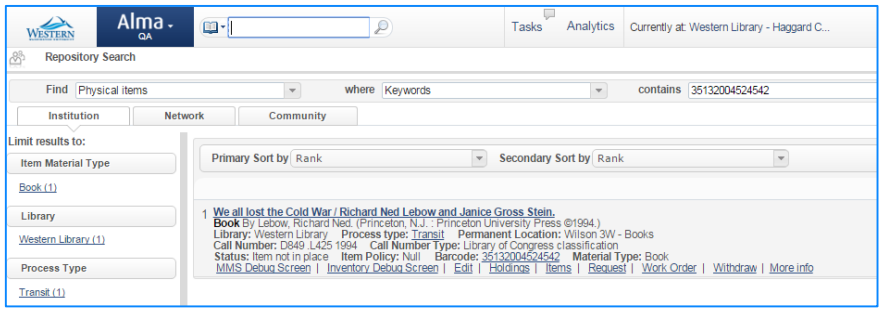
Item is Wanded in …

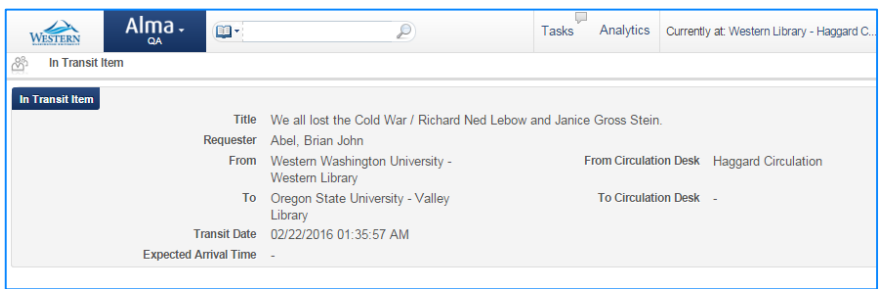




… and Put in Transit

Item is in Transit





Fulfillment Network Workflow

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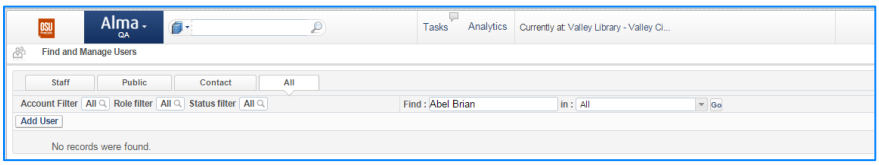
The Requester is not known at Oregon State …



But that is about to change …

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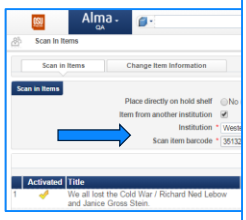
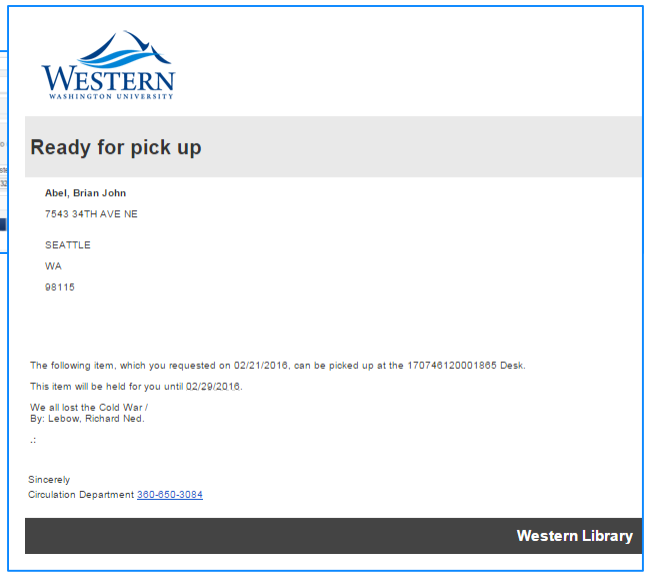
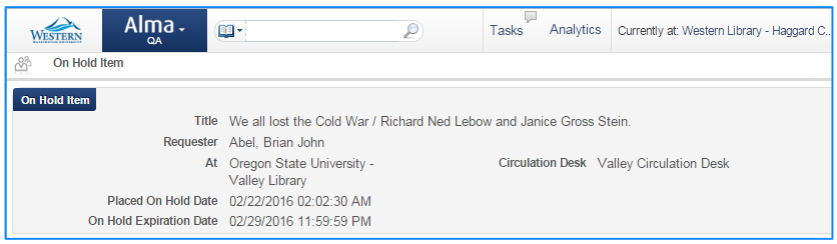
Item is Wanded in at Oregon State …



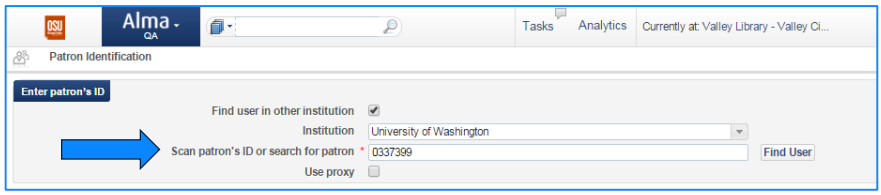
… and Put on Hold Shelf



Back Home, Item is Tracked



Patron Comes to Collect the Item …



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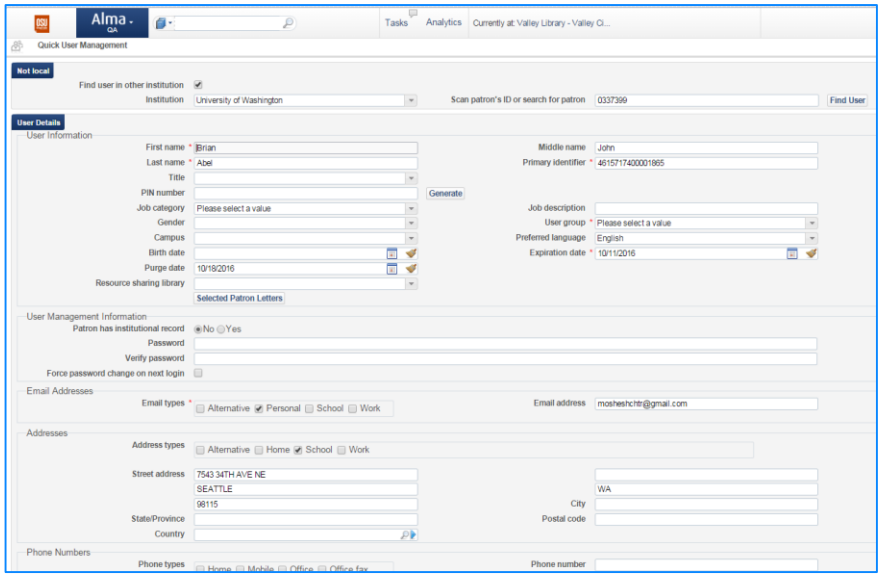
… and is Automatically Registered



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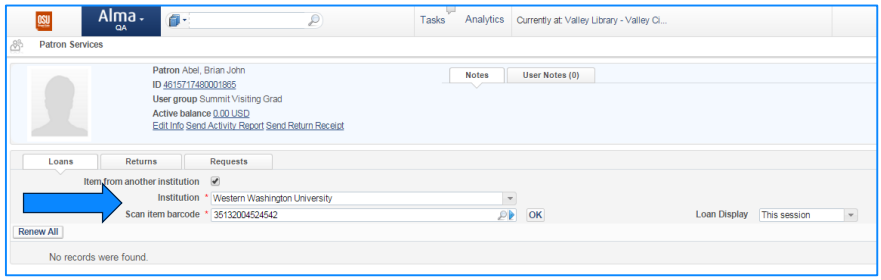
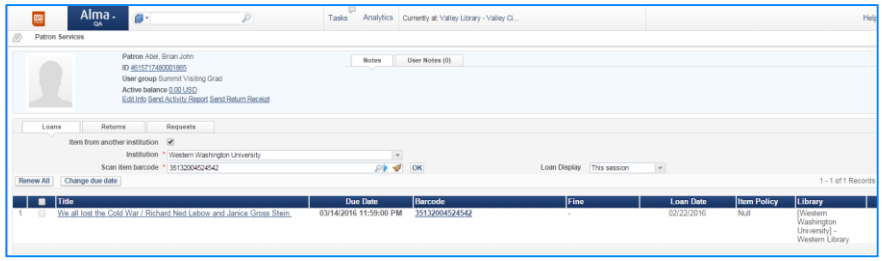
Loan Can Go On (with Western's Item !)





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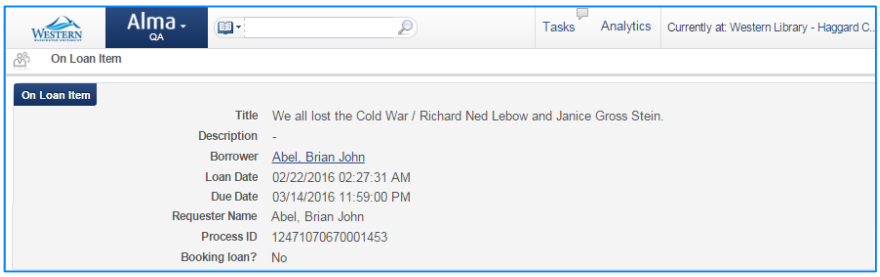
Back Home, Item is Tracked



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Fulfillment Network Workflow

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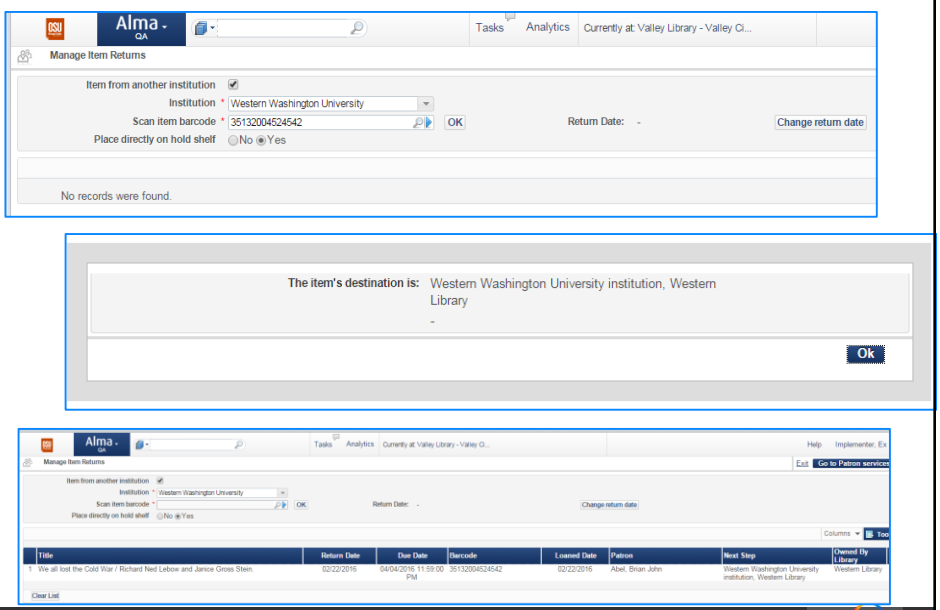
Patron Can Return Where Picked Up ! …



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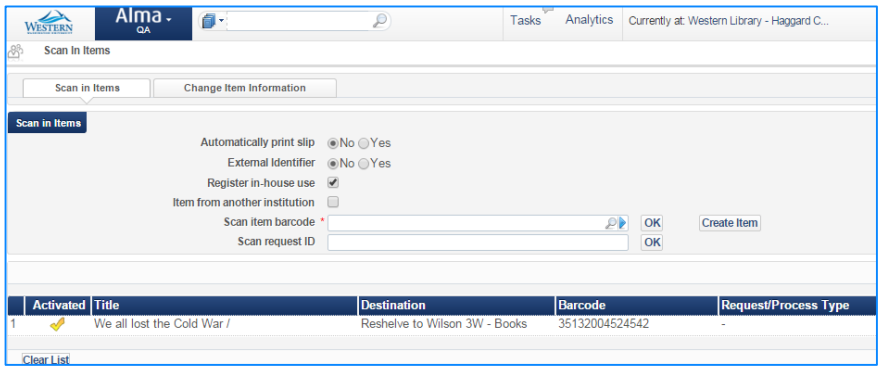
Item is Finally Home !



Fulfillment Network Workflow

Services are Exposed in Primo

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Configuring the Fulfillment Network

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Members (possible in NZ)

You are configuring: Orbis Cascade Network Zone

Table Information

Sub System	FULFILLMENT	Table Name	Fulfillment Members
Updated By	exl_impl	Last Updated	02/06/2015
Managed in Network	No		
Table Description	Fulfillment Members		
Customization mode:	Entire table needs to be customized		

Mapping Table Rows

	Enabled	Customer Code	URL	Display Name
1	✓	01ALLIANCE_WU	na01.alma.exlibrisgroup.com	Willamette University
2	✓	01ALLIANCE_WWU	na01.alma.exlibrisgroup.com	Western Washington University
3	✓	01ALLIANCE_PU	na01.alma.exlibrisgroup.com	Pacific University
4	✓	01ALLIANCE_MRY	na01.alma.exlibrisgroup.com	Marylhurst University
5	✓	01ALLIANCE_LINF	na01.alma.exlibrisgroup.com	Linfield College
6	✓	01ALLIANCE_PCC	na01.alma.exlibrisgroup.com	Portland Community College
7	✓	01ALLIANCE_EWU	na01.alma.exlibrisgroup.com	Eastern Washington University
8	✓	01ALLIANCE_SPU	na01.alma.exlibrisgroup.com	Seattle Pacific University
9	✓	01ALLIANCE_WSU	na01.alma.exlibrisgroup.com	Washington State University
10	✓	01ALLIANCE_UID	na01.alma.exlibrisgroup.com	University of Idaho
11	✓	01ALLIANCE_WPC	na01.alma.exlibrisgroup.com	Warner Pacific College
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13	✓	01ALLIANCE_EVSC	na01.alma.exlibrisgroup.com	The Evergreen State College
14	✓	01ALLIANCE_CONC	na01.alma.exlibrisgroup.com	Concordia University
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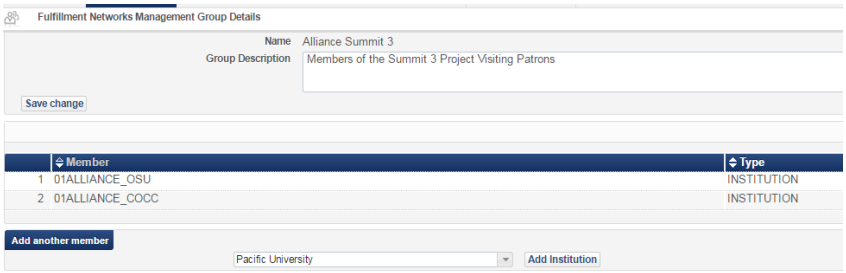
Groups (possible in NZ)



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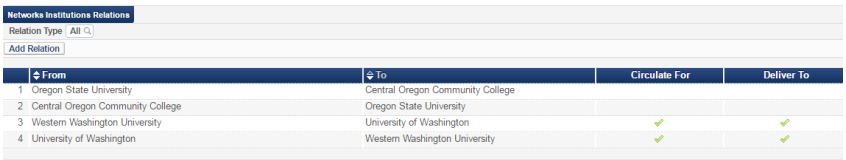
Relations (possible in NZ)



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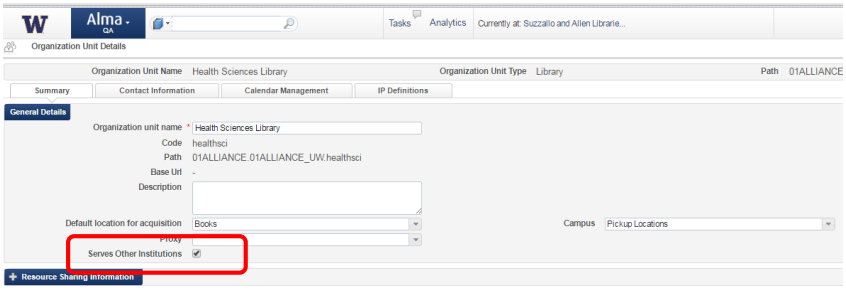
Library Serves Other Institution



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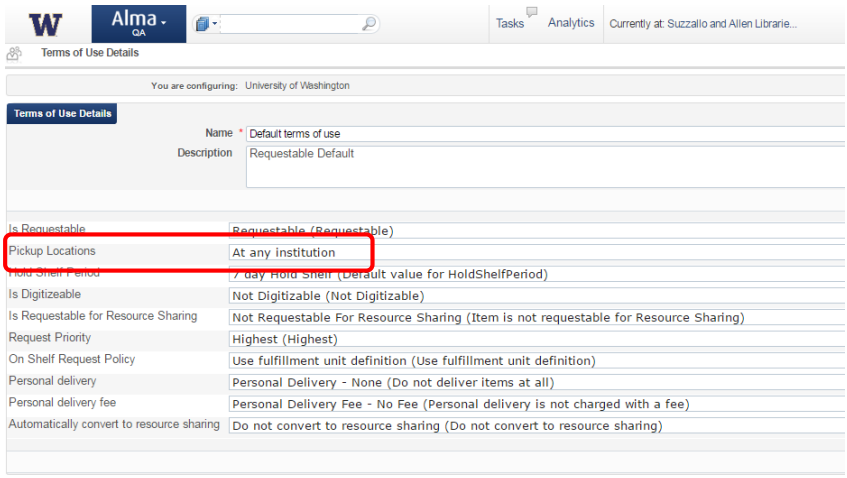
Pickup at Any Institution



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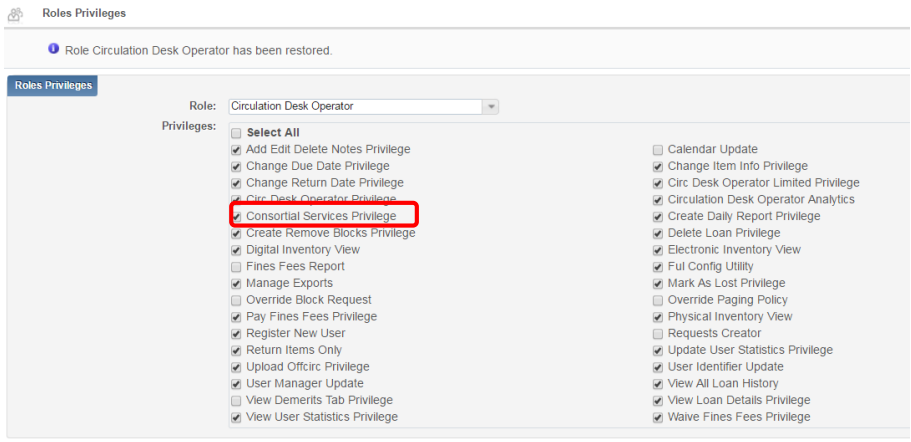
Consortial Services Privilege



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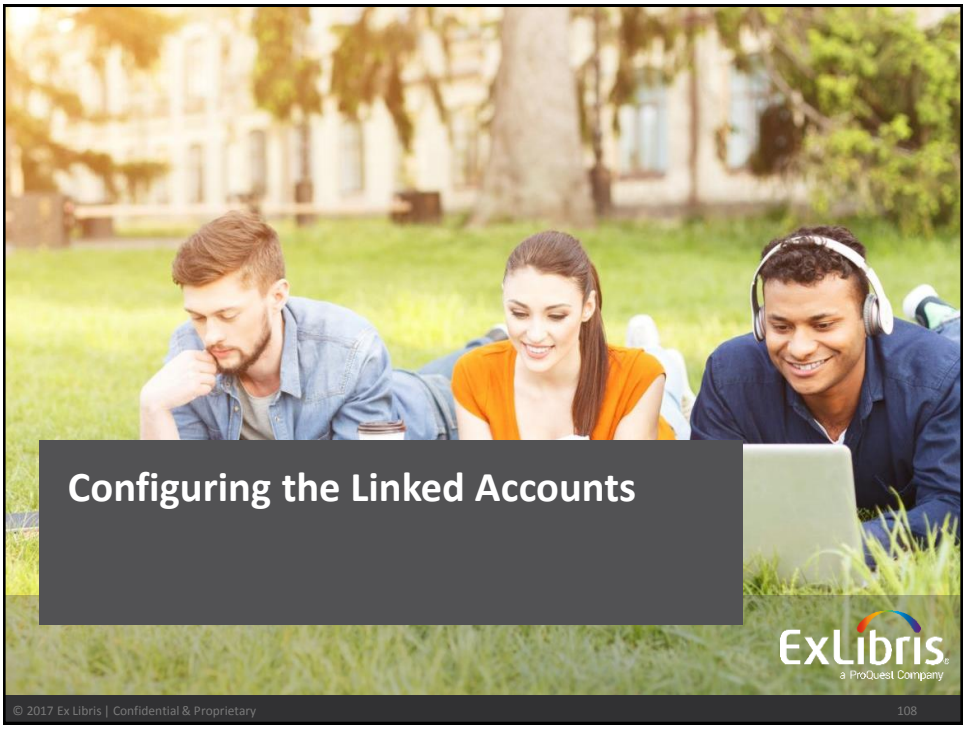

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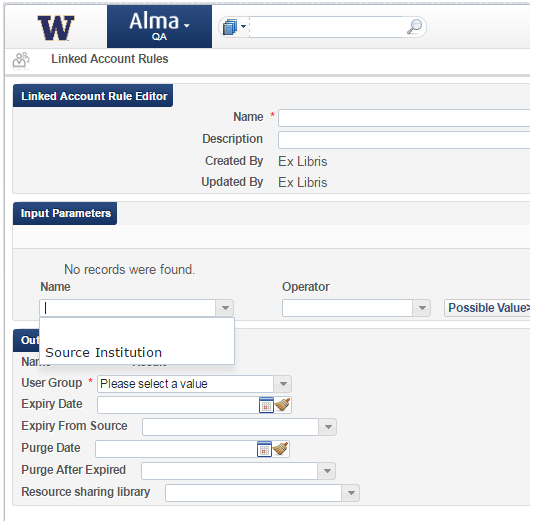
Linked Account Settings



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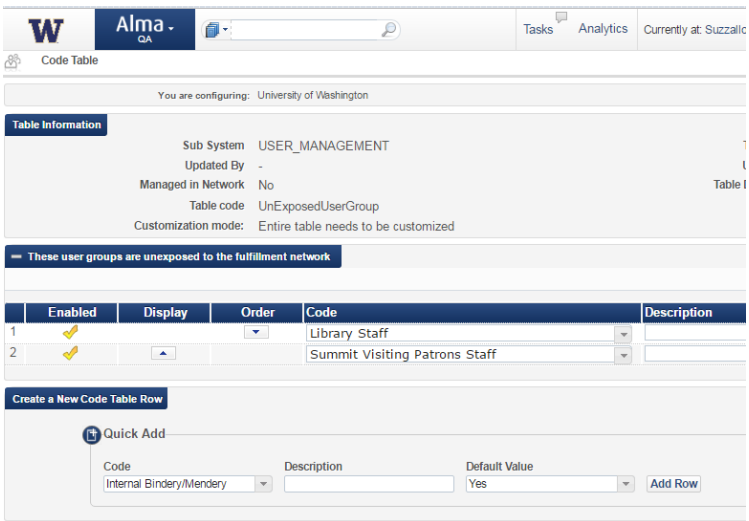
Restricted Users



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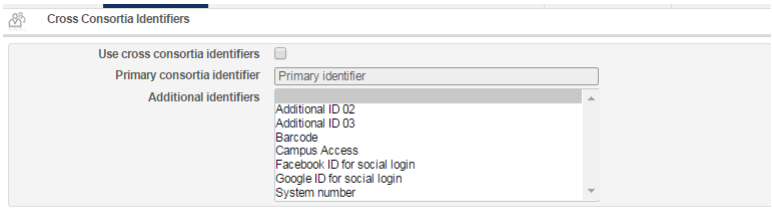

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Next Steps and Support Resources

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Q & A

Any Questions?

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Session Survey Evaluation

Please use the following link **https://www.surveymonkey.com/r/techsem2017** to provide feedback on your sessions.

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