



Reflections: Resource Sharing on the ULMS:

April 7, 2017

By: Anya N. Arnold, MLIS
Library Consortia Consultant

I rejoined the Resource Sharing Governance Team in early March. At that time there was not a written schedule or clearly defined project plan with priorities.

Over the last few weeks we have jointly created the following high level timeline:

April 3-7

- Test plan created and approved as of April 7
- Workflow document created and approved as of April 7
- Printing instructions documented created and approved as of April 7

April 10-14

- Hold up to 6 one hour testing sessions that could be open to all.
 - Three morning sessions and Three afternoon sessions
 - Be clear that they are testing sessions and not official training sessions
 - Any issues are logged right away in Salesforce
 - Could use this time to test full process with Vanguard

April 17-21

- Hold up to 6 one hour training sessions that could be open to all
 - Three morning sessions
 - Three afternoon sessions
 - Be clear that these are training sessions.
 - If any issues are found log them right away

April 24-28

- Hold up to 6 one hour training sessions that could be open to all
 - Three morning sessions
 - Three afternoon sessions
 - Be clear that these are training sessions.
 - If any issues are found log them right away

May 1-5

- Catch up week - re testing of fixes

May 8-12

- Testing and final config agreed to



July 10

- Go Live on Peer 2 Peer

In addition to this timeline we have created a testing the training script that can be used at each library for both testing and training.

The vanguard libraries will be testing and trying out a common workflow. Our goal is for all libraries to use the same steps and procedures to process the Peer 2 Peer requests. That way training and future troubleshooting can be done in a methodical way.

In order to build trust and a collaborative environment data driven policies and procedures will need to be created and constantly assessed and reassessed for up to 24 months after go live of Peer 2 Peer Resource Sharing.

Appendix A

This section was created after I left I-SPIE in 2016. I think it is important to reminded people of this, especially as we get closer to go-live and stress and tension is on the rise , this can serve as a calm reminder of why we are going through this.

| Win | Drawback | Hope | Dream |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ~Potential cost savings ~Standard Policies ~Decreased work load ~More consistency ~ Staff mobility between campus ~leveraging powers ~the power of 23 campuses ~better communication ~more access for patrons to all CSU collections ~shared discovery ~Improved turnaround | ~lack of support staff ~ resistance to change ~loss of local control ~learning curve challenges ~ fear of change ~Increased workload during transition ~ too many clicks ~to be nicked and dimed to death ~complexity of alma ~patron confusions ~multiple systems ~fear of unknown | ~ shared policies ~improved consistent patron experience across campuses ~ExLibris might improve ALMA navigation before we go live ~better button management ~centralized configurations ~Strengthened relationships ~streamlined | ~Culture of increased communication ~one big happy family ~easier work flow ~perfect ILL ~floating collections ~retire with riches ~Rewarding career ~Single integrated systems loans and articles ~streamlined process ~can't imagine life without : all systems getting along |



| | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>time ~Consistency ~better collaboration ~Increased communication for the CSU's already happenings with groups and committees ~Time : opportunities ~new different challenges</p> | <p>~learning curve ~ lots of tweaks that effect works flows ~frequent changes slow learning curve ~independence - lack of uncertainty ~ extra effort to communicate to local non-ILL stakeholders about policy changes ~ retaining staff ~monthly updates</p> | <p>systems/processing ~ we are going to love it ~ smaller workload ~model for others libraries ~more time for complex requests ~good work ~efficiencies ~work smarter ~more robust analytics ~ better patron experience ~ fewer cancellations ~more time for I-SPIE committees ~consortium grows to local public libraries community colleges ~ tech support : patients and knowledge ~better customer service ~efficiency and speed ~ improved accuracy</p> | <p>communication and sharing ~Alma marries Intota the proquest / ex Libris combination will result in an improvement in Alma font nod Navigation ~ILL by telepathy ~Stronger leverage with the UC systems ~better relationship ~better patrons and libraries ~no mistakes ~patrons feel they are more connected to the CSUs ~opportunities for national mentorship ~Perfect : courier service ~more time for prof. Development ~staff ~better CA consortia young CSU ~more time to work on other projects ~that ILL adopts these types of streamlined processes locally ~perfect citations</p> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

I recommend following up on everything in the “drawback” column.

How will the ILL staff be supported at the CSU campuses?

What methods are put into place to help the staff through change management?

Do they feel included in this change?

Even if the staff are losing local control, what are they gaining from that loss?

How will communications be managed?





Appendix C

Resource Sharing Library

- Each library in an institution that is configured as a Resource Sharing Library, Meaning that items are received and shipped from, should be configured as a RS library with a unique ISO Symbol.
- Resource Sharing Library must have a **preferred** email address.
- The default Location should be the Long Loan location (preferred). Setting locations will be explained below.

Adding Resource Sharing Libraries to Users :

When a Request is placed, the patron is validated against the Resource Sharing Library before the request can continue. This ensures that the patron has Group rights within the system.

Resource Sharing libraries can be set up the following ways

- **One Resource Sharing Library that also acts as a Circulation Desk**
- **One Resource Sharing Library that also acts as a Circulation Desk with a Law Library**
- **One Resource Sharing Library that also act as a Circulation Desk that manages geographically different different campuses**
- **A Member that might belong to a sister consortia that also uses ALMA**
- **Stand alone Resource Sharing library**

To Use the Default table settings:

Enter your Resource Sharing Library Code in the Customer Parameters table (Fulfillment Configurations-> Other Settings-> ill_Item_Creation_lib_Code):

The Resource_Sharing_Library_Code is the Library Code as defined by Alma for your Resource Sharing Desk. If you have any questions about your Resource Sharing Library Code, please contact ExLibris.

Nota bene:

ExL might be developing future functionality that would require that all users were assigned to a Resource Sharing Library. If at any point you want to assign the Resource Sharing Library please follow the instructions below.

For Libraries with the following set up:

- **More than one Resource Sharing Library that also act as Circulations Desks that are geographically in different locations**
- **Resource Sharing Library that does not also act as a Circulation Desk**

In order to set up all current patrons and new patrons with the correct Resource Sharing Library you will need to do the following:



For new patrons : the following element needs to be added to the SIS XML:

```
<resourceSharingLibraryCode>Resource_Sharing_Library_Code</resourceSharingLibraryCode>
```

If you have more than one you will need to repeat this line of code including the other Resource_Sharing_Library_Code name. *

*This is up to the institution whether to list all their RSL now, future development might need all RSL listed but currently that is not the case.

The Resource_Sharing_Library_Code is the Library Code as defined by Alma for your Resource Sharing Desk

For Existing Patrons : use the following steps to update all patrons currently in your system

1. Create a set of users in Alma for all the users that should be affiliated with the same RS library.
 - GO to Users Administration -> User Management -> Manage Sets -> Add Set.
 - Add Content to the set. Use the filters in the users list to get the list of users you want to work on.
 - When done press on "Add Selected".
2. Run an "Update user information" Job on the defined set:
 - Go to Administration -> Manage Jobs -> Run a Job.
 - Select the "Update user information" job.
 - Select your set of users.
 - On the third step – select the RS Library you want to add to the user:

Locations

Create two locations in each Resource Sharing Library which will be used for Lending and Borrowing. The locations should be called:

- Long Loan (long)
- Short Loan (short)

If the same locations are already configured in your institution, create a new pair of locations specifically for Group Borrowing .

- Assign the new locations to the Circulation Desk at the RS library.

Item Policies – the same item policies (short and long) can be configured in the Institution level for later use upon receiving.

Fulfillment Unit

- Create a Fulfillment Unit **in the scope of each RS library**, for example:



- Add the RS Locations to the Fulfillment Unit you just created

Loan TOU

1. Create the due date policies for the Group Loans. These are the due date policies that will be used when issuing the loans to the patrons.

It is advisable to create the policies in the resource sharing library.

- a. Use the Fulfillment Configuration Menu > Physical Fulfillment > Advanced Policy Configuration option to create a ‘Long’ due date policy, and a ‘Short’ due date policy.
 - b. Use the Fulfillment Configuration Menu > Physical Fulfillment > Terms of Use and Policies link to bind these policies into ‘Long’ and ‘Short’ **Loan** terms of use.
2. Configure the Resource Sharing Library Fulfillment unit to use these terms of use. The ‘Long’ Terms of Use is to be used to the ‘Long Loans’ location, and the ‘Short’ Terms of Use is to be used for the ‘Short Loans’ location.

Use the Fulfillment Configuration Menu > Physical Fulfillment > Fulfillment Units link when the ‘You Are Configuring’ is set to the Resource Sharing Library to select the library level Fulfillment Unit and adjust the Loan Rules, as below.

3. Group Examples wide policies will be defined according to the following table. The policies that are marked Group wide will be the default. All the others can be modified by each institution.

| Policy Type | Policy Value | Summit wide? Y/N |
|-------------------------|--------------|------------------|
| Is Loanable | Yes | Y |
| Is Recallable | No | Y |
| Due Date | 6 weeks | Y |
| Requested Item Due Date | none | |
| Recall Period | none | Y |



| | | |
|----------------------------------------|-------------------------------|---|
| Renew Fee | none | Y |
| Lost Item Fine | 15\$ | Y |
| Lost Item Replacement Fee | 75\$ | Y |
| Lost Item Replacement Fee Refund Ratio | 100% | |
| Maximum Fine | 90\$ | N |
| Overdue Fine | 0.5\$ per day | N |
| Recalled Overdue Fine | none | N |
| Grace Period | 5 days | N |
| Is Renewable | not renewable | Y |
| Maximum Renewal Period | no maximum | Y |
| Closed Library Due Date Management | move to upcoming closing time | N |
| Cancelled Recall Due Date | Keep due date | N |

Make sure you are configured to use your Terms of Use for setting the borrower's due dates, and not using the lender set due dates. This is configurable in the Fulfillment Configuration Menu > General > Other Settings > ignore_lender_due_date parameter.

Lending Policies

1. In the Resource Sharing Library Fulfillment Unit, create due date policies for long Summit loans and for short Summit loans.
 - a. Create due date policies, like is done in 3.a above. For example, a 'Long Summit Loans' policy of **67 days** and a 'Short Summit Loans' policy of **25 days**.
 - b. Bind these policies into **Lending Resource Sharing Terms of Use (not Loan)** using the Configuration Menu > Physical Fulfillment > Terms of Use and Policies link when 'You Are Configuring' is the resource sharing library
 - c.
2. In the Resource Sharing Library Fulfillment Unit, configure **Lending Resource Sharing rules** for loan summit loans and for short summit loans. These rules will set items that are moved to the Long Summit Loans location to get a 'long summit' due back date (6 weeks) and items moved to the Short Summit Loans location to get a 'short summit' due back date (6 days).

Borrowing Policies



Set a default policy to be **RS Allowed** and Pickup anywhere (or according to local pick up policies). The availability of the RS link in Primo will be based on the Borrowing TOU (If the user has a patron role in the scope of the RS library).

Temporary Item creation rules

1. Create two temporary Item Creation Rules (Fulfillment Configuration menu > Library > Temporary Item Creation Rules. Note that this link appears only when you have the Resource Sharing Library selected in the 'You Are Configuring' drop down.

Below are two rules, one that will create received items that have a long loan period in the 'Long Summit Loans' location, and another that will create received items that have a short loan period in the 'Short Summit Loans' location.

Set the **RS_Auto_Request_Lending** parameter to be "True" – this will place a "ship physically" request automatically on lending requests when there items that can fulfill the request (Fulfillment Configurations -> Other Settings):

Multiple Holds – "Requested Unavailable Item" mapping table:

In order to avoid multiple requests on a single item you should configure the following table to change the item to status "requested":

The item becomes unavailable only if there is only a single copy. Alma will create the Ship Physically request even if there are a couple of copies, but marking the item as 'Requested' is only if there's only one copy.

Z39.50 configurations:

The Z39.50 integration profile in each institution must be set up and active. If you have a user name and a password set up in your Z39.50 profile. The same should be configured in the Locate Profile for this member.

"Supply From" Relations:

All the RS libraries should have a "Supply From" relations with all the libraries they can get items from for RS:



Terms of Use and Policies for allowing RS on items:

1. Items that are available for RS should have a policy in the Request TOU to allow Resource Sharing Requests:

Special Cases:

Using Partner Holding Mapping table

In case when there are multiple libraries under the same holding code and they are assigned differently than the libraries assigned to Campuses (For example where there is Law and all other libraries) a Partner Holding Mapping table should be configured:

In the Partner Locate profile add the Partner Holding Code.

Member with a sister consortia :

1. On the Institution level the member has another Rota.
2. Item Creation Rules are separated for the two Rotas where if none of the Summit members can fulfill the request Alma will try to locate the resource in the sister consortia Rota:
3. Rota Assignment rules are separate between the two Rotas:

Fulfillment Network:

Linked Account Rules

- Create a designated User Group for visiting users (some institutions already have it).
- Create "Linked Account Rules" to assign these User Groups to the Walk-In Patrons:
- Set Display Logic Rules to hide the Request options for the Summit Visiting users