

The background of the slide is a panoramic view of Prague, Czech Republic, showing the dense red-tiled roofs of the city and the prominent Gothic spires of the Church of Our Lady before Týn in the center.

**Fulfillment:
Where Does it Hurt?
Diagnosing Critical and Chronic Pain Points**

Bettina Kaldenberg, Universitätsbibliothek Mannheim

Itai Veltzman, Ex Libris

Agenda

- Alma Fulfillment pain points that could be addressed through the continuous improvement process, such as circulation desk operations and the request lifecycle.
- We also hope there is time to brainstorm ideas to resolve some of these issues.
- Target Audience: People who have worked for at least 1 year with Alma in the relevant area.

Details needed

- The name of the person asking
- Institution name
- Who is it happening to?
- The specific workflow
- Problem
- What do you want to achieve?

Questions

- Can you indicate for which actions you are waiting the most?
- In which Alma workflows you feel you are making repetitive tasks, steps, filling redundant fields or forms?
- What kind of daily routine you have that you feel you can improve significantly with a few changes in Alma workflow?

Examples of know pain points

- In a borrower's record if there is something in one of the fields the top right hand corner of that tab is dark blue. However, in manage fulfilment activities option the tabs don't indicate when there is content, for instance returns. So we need to check them all just in case! It would be helpful if where there are tabs, and where there is content of those tabs, this was indicated clearly

Examples of know pain points - Requests

- Would be good in a patron's record to be able to see history of requests so we can help with enquiries about items they may have previously requested and cancelled the request or they didn't collect in time.
- Toggle missing - make it so items can be made missing from a 'physical item' search and not only from a 'physical title' search.

Examples of know pain points - Requests

- Would be great in Manage Patron services to be able to have a pop up message feature for really important messages we want to ensure staff see. At present we can only get this if we place a block on the account - which isn't always suitable. Seems a little odd that ... is used for 2 different scenarios - in the menus to indicate there are more options - too many to view at once, and every where else as the 'Action' button.

Examples of know pain points - Users

- Navigating from a user's record using the manage patron services link on the page should take you to all the same information as if you went in through the Alma menu. To be able to link to a user's record whenever there is information in the borrower's ID section



IGELU 2018
P R A G U E

bettina.kaldenberg@bib.uni-mannheim.de
itai.veltzman@exlibrisgroup.com


ExLibris[®]
a ProQuest Company