Eluna Learns Acquisitions Session Q & A

Have you seen a decrease in confusion from the patrons?

Bridgett Bonar: Yes! It is sometimes hard to notice the lack of something, but I was discussing this with a coworker a week or so ago, and she mentioned that we have not gotten a single email from a confused patron since we edited the letter.

Can you go through the Alma demo again?

Bridgett Bonar: Sure! and if you have any more questions feel free to ask them directly: bridgett.e.bonar@dartmouth.edu

Is there a way to control when the letter is sent out? For example, after cataloging instead of after receiving the item?

Bridgett Bonar: Yes and no. You cannot individually control when a letter is sent out, but if you review an item you "keep in department" the letter will not be sent until you clear the task. Here is the Alma Knowledge center answer as well: https://knowledge.exlibrisgroup.com/Alma/Knowledge_Articles/Printed_%E2%80%93_Continuous_Order%2C_when_%E2%80%93_keep_in_Department%E2%80%9D_option_is_in_use%2C_when_an_email_notification_is_sent_to_interested_users%3F

How do you create different message for electronic and print resource?

Bridgett Bonar: I used a type of coding called conditional XML. It is an If/Then statement that says If there is a call number display this (print) message, if not, then display this (electronic) message. Here is an explanation of XML as a whole: https://www.w3schools.com/xml/ AND the XML "choose" tag: https://www.w3schools.com/xml/xsl_choose.asp

This use of logic in a letter seems very useful. Have you applied it to different communications?

Bridgett Bonar: I have not had the opportunity to apply this logic to additional communications yet, as my later projects have been internally focused, but I look forward to the potential too in the future.

How does PO and bill pay happen with Rialto? Do you assign your POs and Pay your invoices, or do you have a business office with another system that assigns the POs and pays the bills?

All the acquisition process occurs within Alma for us (even before the introduction of Rialto). We don't have another system that handle the monetary transactions, which makes Rialto into a natural addition.
POL and invoices are generated automatically and quite promptly. No complaints in this area from our Acquisitions Coordinator.

**Does Rialto give hits o previous editions or versions (e.g., different publishers, paperback vs. hardback) of items in your catalog? It would be good to know how many previous editions we have before ordering.**

Rialto certainly strives to do that and often it manages quite well. Not always. As I've mentioned in my talk - upwards of several editions per work often cause trouble for the Holdings Box and it can't retrieve everything. Also multiple across serviced libraries have proven to be problematic at times.

**If the wrong template is used for a set of orders, what can be done to update the orders? For example, wrong fund or wrong reporting code?**

The Acquisitions Coordinator always double-checks the order before approving and checkout. So, if Selectors use a wrong template, that error doesn’t usually go beyond the coordinator and is fixed quite easily in the system.

**Has your library ever worked with a book supplier (like GOBI) that handles both print and electronic titles, and if not, why?**

We have indeed worked with GOBI and still work with GOBI in certain cases. GOBI has proven to be more adept at providing proper thorough metadata, but for Subject Librarians it has proven to be too complicated a platform.

**Did your selectors use Alma prior to your institutions adoption of Rialto? If not, what sort of training/onboarding did you do?**

Our institution has switched to Alma and Primo back in 2018, so adopting Rialto was absolutely no problem. Training was short and questions/mishaps minimal. Alma itself takes some getting-used-to.

**Did you have any negotiated price discounts with individual vendors that you lost when you moved to Rialto because you no longer used the vendor's website for ordering?**

We do have negotiated discounts with separate/individual vendors and in cases where they’re relevant, we still use those vendors.

**Is there any database maintenance your library wished you had performed before implementation?**

Standardization of our catalogue's metadata would have been perfect. Our catalogue has been running since the 1970s, has gone through several systems, and exhibits lasting effects of those transitions.

**Are you paying Rialto or the different vendors you actually purchase the item from? Does the bill come from Rialto and paid to Rialto?**

The bill comes from Rialto, and we pay directly to Rialto for purchases that are made through them.
You mentioned there was issues with seeing items at multiple campuses. What information do you get (i.e., do you see local availability, can you see campus when it is pulled up)?

If there's a copy of the same edition in several locations, at times, Rialto might have trouble to pull up the full information properly in the Holdings Box. I have yet to discover a pattern I could point to in this case.

Can you see the status of an item? For example, can you see if an item has been marked missing?

Are you referring to the Holding Box in case I search for an item in Rialto marketplace and see that we already have an edition in our catalogue? If so, then yet, you do see information about Availability (and lack thereof) in the Holding Box.