

How simple-to-implement technologies are elevating the visibility of the library

A unified, cloud-based platform, anchored by Alma and Primo, enables your library to operate more effectively, deliver stronger services to users and increase its impact across the institution.



Jennifer's library has built on its **Alma** and **Primo** foundation.
Read about the impact to her team and their users.

ExLibris
Part of **Clarivate**

The Alma + Primo Edge

Today's leading academic librarians are stepping beyond internal reports on service and resource usage and demonstrating the library's role in research, teaching and learning. They're redefining their libraries, focusing staff energy on strategic initiatives that engage users and improve experiences. To support this powerful work, they are adopting technologies that streamline processes, improve transparency and deliver insights about the library's pivotal role on campus.

Libraries with Alma and Primo have a leg up. This flexible foundation enables them to easily add-on technologies that improve service to users, embed the library in campus workflows and automate labor-intensive processes, resulting in measurable time savings for library staff and showcasing the value of the library in driving student success and institutional value.

It's easier to move forward

Introducing new technologies can be a daunting experience. However, **Alma libraries** are already prepared: they've built the foundation and **can now easily implement technologies that modernize the user experience and extend the library into the workflows of faculty and students.**

Over a few months, a library with Alma and Primo can:

- **Simplify the acquisition process** for librarians to get the right books, to the right patrons at the right time
- **Increase collaboration** with faculty, decreasing student costs and generating analytics that demonstrate the library's contribution to teaching and learning
- **Streamline resource sharing** and create an intuitive experience for students to request library materials
- Create and embed a **personalized library experience** in their users' mobile devices.

To explore the positive impact new library technologies have on the daily life of students and librarians we would like to introduce you to university student Cassandra and library leader Jennifer.



Meet Cassandra, a 3rd year university student majoring in computer science.



Cassandra is nearly halfway through her third year at university, preparing for a career in software development. She wonders about her future employer. A big, stable corporation flush with resources or a startup full of excitement and energy? Decisions that will affect the trajectory of her post-graduate life...

But first she needs to get ready for class tomorrow.

Meet Jennifer, Head of Collection Management & Access at the university library.



After years of research, presentations and poster sessions Jennifer made tenure at the university library. More than a decade later she remains curious and hasn't fully set aside research projects.

Embracing data to tell the library story

She has taken on more responsibility and a leadership role at the library. Jennifer is now the Head of Collection Management & Access. In this role she fully embraced data as part of her decision-making process after taking an introductory data science MOOC through her university.

Adding new, time-saving technologies with no drama

In a more influential position, Jennifer is always looking for solutions to the time-consuming processes and workflows she and her team have suffered through.

With Alma and Primo as a strong foundation for new, time-saving technologies, Jennifer introduced Rapido, the Library App, Leganto and Rialto to the library's leaders. They asked about the implementations of each, but Jennifer had done her due diligence: talking with peer libraries that had adopted the services, she learned that implementations were simple and relatively quick.

Proving the library's impact on research, teaching and learning

Excited about the possibilities, the library invested in the technologies, empowering the staff to meet the goals of the new university librarian who is focused on definitively proving the role of the library in research, teaching and learning to the provosts.

Jennifer and her colleagues use the data and analytics from these solutions to justify the ongoing investment and value to the library, faculty and students which can then be packaged and presented to the university administrators.

A Day with Cassandra and Jennifer



Cassandra eases into her morning...

She's scanning her Instagram when a calendar reminder pops up on her phone: "Find book for final project in Software Development."

Turning her attention to the laptop, she visits the **library's website to find a book** she needs for her project.

The money she earns at her part-time job in a campus computer lab doesn't seem to go as far these days. She has always gone to the library to study, but her books are more expensive this term.

To be more responsible with her money Cassandra is taking advantage of the library's resources. Before the term started, she saw a poster in the library and an Instagram post about getting the books and articles on her syllabi through the library, for free!

Cassandra begins searching the library's "Find It Now" tool for the title she needs for the software project. She does not find it. Although the library doesn't own the item, she's immediately presented with another option: "**Search beyond our library.**" There it is. She doesn't have a week to wait for the entire book. She orders just the chapter she needs. It will be **delivered within 24 hours**.

Get it from other locations



Get a physical copy

Delivered in **5 days**

Keep for **120 days**

GET IT

OR



Need a chapter?

Delivered in **24 Hours**

by email

GET IT



It's a new day and Jennifer's inbox seems to be exploding...

Not quite ready to get started she goes to the breakroom for a cup of coffee. Jacob and Madison from the interlibrary loan team are chatting about Rapido.

Despite a heavy load of ILL requests that came in overnight, the team's work on an important library outreach initiative isn't interrupted: **the requests are being handled automatically by Rapido**.

As Jennifer returns to her desk, she feels new confidence in Rapido and the other new technology investments. "It's so refreshing to focus on supporting my team and library initiatives rather than untangling ILL requests."

Rapido

Extend your collection without extending the budget

Rapido is an intuitive borrowing solution designed for modern library experiences.

- For users, **Rapido** provides an intuitive digital borrowing experience that blurs the lines between the library collection and the collective collection. Instead of looking for an item on the web, searching it on the library's site, filling a form, and waiting for an update, students manage the borrowing experience in a few clicks, without ever leaving the library's interface. Its transparent delivery dates let users know whether items will arrive in time for their paper or exam, giving them more control.
- For libraries, **Rapido** extends their collection without extending the budget with automated access to the collections of the **Rapido** community. In addition, with its integration into the library's ILS and its automation of the borrowing and lending processes, staff manage a higher volume of requests with less effort.



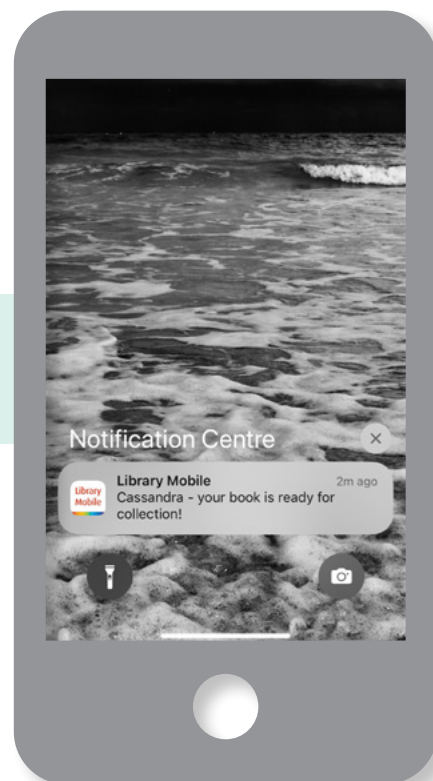
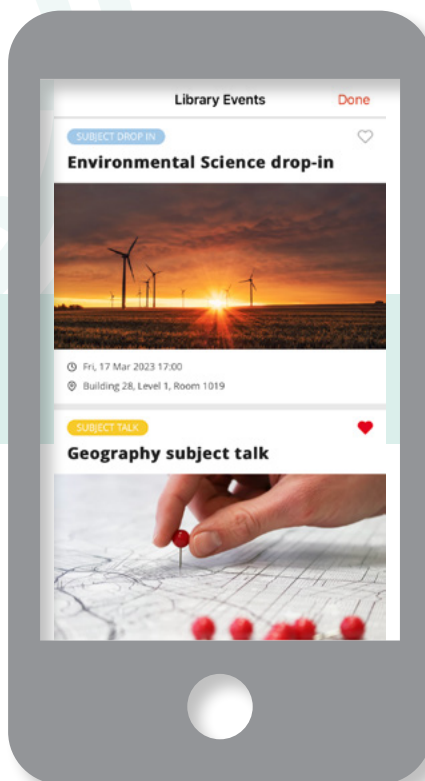
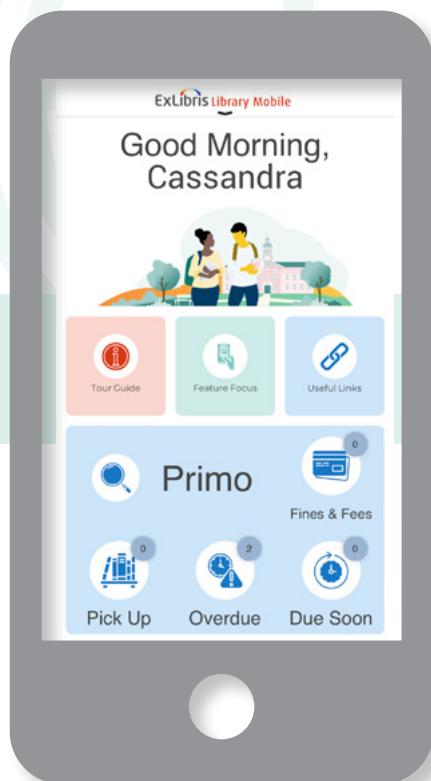
Rapido helps researchers and students get the items they need, just in time for all their projects. **Bond University Library Acting Manager, Digital Library Services Jessie Donaghey** found

“Rapido makes it easier to reach different users, like undergraduates, who weren’t drawn to use resource sharing before. The [Primo] interface makes it so enticing to click on the button and simply download the documents once supplied.”



Cassandra is a planner...

During the bus ride to campus, she uses **the Library App to book a study room at the library** to work on her software development project. Then checks out the upcoming events at the library.



Jennifer hurries to the conference room...

...where the Student Engagement Committee meeting is about to start. Michelle, the Associate University Librarian for Communication and Learning, begins with a recap of the committee's charge: deliver on the new University Librarian's vision to **improve student engagement** and the library user experience and to show the library's impact on research, teaching and learning. The committee is getting ready to report on **one of their first initiatives – the Library App** – fully implemented last term.

- Early data from App usage reports is positive. Library is on the right track! The Quick Poll results show students using the App are happy about the consolidated experience. Recommendation: continuing Quick Polls to understand student sentiment in addition to usage data.
- App is saving time and money. Push notifications have shortened student response time over email. No need for SMS notifications – that budget will be available for other library services.
- Systems administrators pleasantly surprised with App. Easy to update and support.

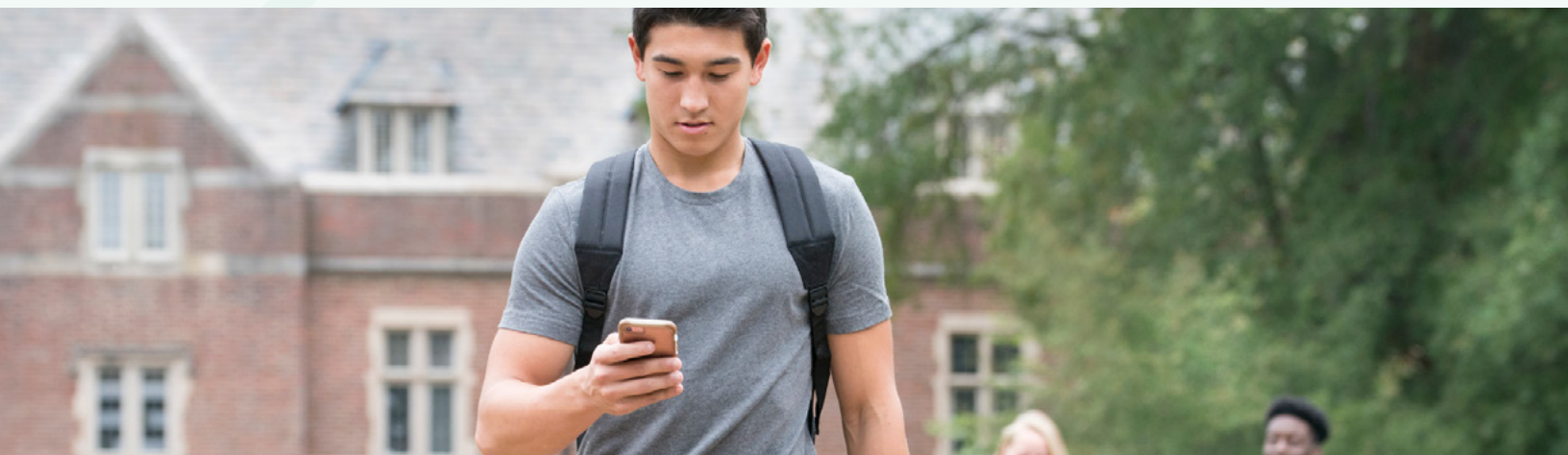
Library Mobile

Meet users where they are

Provide students, faculty, staff and alumni with a branded, personalized library experience through a modern, native app. A particularly effective way to elevate the library, this app enables librarians to engage with users through their mobile devices. Its seamless integration between Alma, Primo and Leganto brings the power of the library to the palm of the user's hand.

The **Library Mobile** app integrates key library systems for patrons and includes features such as Search, My Account, Favorites functionality, Automated and scheduled push notifications (replacing outdated and costly SMS services), Information pages, guides, maps and more.

- According to Ex Libris' 2021 State of Academic Libraries' Survey Report, 76% of respondents stated that "student engagement" was of high importance to their library's mission.
- 76% of respondents stated that "providing an excellent patron experience" was of high importance to their library's mission.



"My developers and my sysadmins have been super happy with [App Administration], they find it very simple.

I love that we talk about tweaking things while I'm in a meeting and as we're talking, they're like, 'yep, done it.'"

Abigail DiPaolo

Senior Executive Director of Administration & Technology at the Rutgers University Libraries



The final project for Cassandra's intermediate software development course is looming...

She's close to having everything she needs... just one last book needed. She catches her professor after class.

"Professor, I can't find *Software Development Today* at the library. I'd like to use it for my final project."

"I'll request the book through our course resource list," he says. "It should be available by tomorrow."

As her professor hurries off, Cassandra thinks,

"Wow! The library is so quick this term..."

I'll have the all the books I need and plenty of time to finish up my final project."



Jennifer is covering for the technology subject selector who is on sabbatical...

Taking a break from email she opens Rialto to check her Task List and sees **a purchase request from a computer science professor**.

"No problem," she thinks as she clicks through to the Rialto marketplace. She orders the ebook at the lowest price and the best terms. Simple.

The screenshot displays the ExLibris Alma University Rialto interface. On the left is a navigation sidebar with icons for Alma PRODUCTION, Market, Acquisitions, Resources, Fulfillment, Admin, and Analytics. The main content area is titled 'Manage Purchase Requests (1 - 1 of 1)'. It features a 'Facets' panel on the left with filters for Status (In Review (1)), Citation type (Book (1)), Material Type (Physical (1)), Requester (rialto admin (1)), and Created from reading list (Yes (1)). The main list shows one request: 'Software Design : A Comprehensive Guide to Software Development Proj'. The request details include: Citation type: Book, Request status: In Review, PO Line Reference: -, and Requester: rialto admin. On the right, a metadata box shows 'Created on: 03/24/2023', 'Updated on: 03/24/2023', and a 'Requester note: Required for course No Course Assigned (EXLIBRIS_DEFAULT_COURSE), number of participants: 0, Number of total copies: 0'. Action buttons like 'Edit' and 'Search in market' are visible.

Rialto

Simplify the acquisitions workflow

Rialto is a comprehensive academic marketplace that creates a seamless workflow for selection and acquisition librarians. With Rialto, librarians have the information they need at their fingertips to streamline the entire book-buying experience.

Rialto...

- Saves staff time – no redundant steps or entries, everything happens in a single workflow
- Helps build stronger internal teams with transparency around the library's activities, so everyone stays in sync
- Supports collaboration with faculty on purchasing decisions through an embedded workflow to suggest titles to faculty, reducing back-and-forth emails and streamlining the process for acquiring faculty-recommended titles.
- Simplifies course material acquisition with the ability to search for and purchase titles directly from faculty reading lists in Leganto and Alma, eliminating the need for a separate purchase request.

Here's how it works.

- Delivers results in fewer steps through an intuitive design that makes it easy for staff to quickly find the right titles.



“The ordering process for Rialto literally takes about 5 seconds.
It's a great product. The time savings is genuine.”

Neil O'Brien

National University of Ireland at Galway



After lunch, Cassandra heads to the library study room...

... she reserved this morning. Her software project is a priority but first she reads the next article for one of her elective courses. **From the course list, the professor expects students to comment and pose questions** throughout the text. It's part of the grade so Cassandra does not want to wait until the last minute.

To-do list:

Today: 1. Final project 2. Assigned reading 3. Reserve study room for tomorrow.

Tomorrow: 1. Shift at computer lab 2. Final project

ExLibris Leganto

Principles of Education > Section 1: History and Theories

Log in

Section 1: History and Theories (Citation: 14, Pages: 52) ...

Determining price and value: BATNA; zone of agreement; focal point; the canonical distributive bargaining case

Lecture reading

Filter Search

☒ **Nursing diagnosis handbook : an evidence-based guide to planning care**
Ackley, B. J. ; L., Ackley, B. J., Ladwig, G. B., & Makic, M. B. F. (2015). Nursing diagnosis handbook : an evidence-based guide to planning care / [edited by] Betty J. Ackley, Gail B. Ladwig, Mary Beth Flynn Makic (Eleventh edition.). Elsevier.
Note: We will use this book as an introduction to the course as a whole. As you read, pay attention to the information presented in the first chapter
Book • Due: Jul 29, 2021 • Lecture reading Purchase
Available at Main Library General: RT48.6. A35 2017

☒ **Sport Psychology Service Delivery Training: The Value of an Interactive, Case-Based Approach to...**
Tashman, L. S., & Tenenbaum, G. (2013). Sport psychology service delivery training: The value of an interactive, case-based approach to practitioner development. Journal of Sport Psychology in Action, 4(2), 71-85.
Article • Due: Jul 29, 2021 • Lecture reading Purchase
Download View View Online More options

☒ **What we're learning from online education**
Daphne Koller, (2012, June) What we're learning from online education [video]

Cassandra finishes up her last comment on the article and checks the notifications on her phone. She is excited to see the chapter she requested for the software development project is ready.



Jennifer crosses campus for a 1:00 meeting...

...with Dr. Gomez, the Education Department Head. It's so hard to get on the department heads' calendars! His department became avid users of the library's course resource lists this term. Jennifer wants to make the most of this meeting to understand how the faculty is leveraging course resource lists.

Jennifer learns that **faculty are using Leganto to hold students accountable for assigned readings**. They can see which students are doing the assigned readings and have noticed a difference in their grades. Plus, faculty report saving time managing course materials and syncing grades. Dr. Gomez promises to share data after finals.

Leganto

Build the library's connection to the classroom

The Ex Libris **Leganto**® course resource list solution helps libraries foster meaningful learning and enhance student success in online, on-campus, and hybrid learning environments.

- Libraries can streamline access to course materials and reduce their cost to students by making use of library collections, librarians' expertise, and library services.
- Instructors can easily build lists of resources that include all material types and leverage resources for active learning.
- Students can access all course materials in one place and from any device.
- Librarians can provide resources efficiently and scale up to support more courses.



"In our first year of moving to Leganto, we managed to increase the number of resource lists we were supporting by 67%"

Sarah Ames

Library Learning Services Support Officer, University of Edinburgh



In the library, Cassandra checks off the last item on her to-do list...

...and decides to catch the bus home. She'll read the book chapter before her roommates return. Despite her workload, **she feels on top of things**.



Jennifer returned from the meeting with Dr. Gomez...

...and adds his comments to a report for the University Librarian. Jennifer is grateful for the time saved from the old manual processes she spent so much time troubleshooting. She turns her attention to the report. With fewer loose ends to chase, she can focus on how to tell **the library's increasingly positive story about impact**.

Elevate your library's role across campus

New technologies that streamline library workflows and provide patrons with an integrated experience across services results in positive impacts behind the scenes and on campus. Building on the foundation of Alma and Primo and capitalizing on the familiarity of those services to both librarians and patrons, the library can seize the opportunity to elevate the role of the library.

Adding advanced technologies that have quick, easy implementation enables:

- More efficient resource sharing that gives users more control, transparency and lifts burdens off librarians
- Course materials management that integrates the library into the classroom and provides faculty with insights into the drivers of student success
- Acquisition that saves time and money
- Libraries to take an active part in keeping researchers and students on track by sending reminders and notifications to their phones

Enable your library to deliver stronger service to users and increase impact across the institution. Let's talk.