Using Rialto at National University of Ireland, Galway

At National University of Ireland, Galway, Rialto makes the ordering process very quick and efficient, saving librarians time and work. Rialto creates a complete workflow for purchase requests and ebook activations.

As part of ProQuest's UK Books Week, Neil O'Brien, Acquisitions Librarian, National University of Ireland, Galway, shared their experience with Rialto and the efficiencies they've gained.

NUI Galway joined the Rialto Early Adopter program in 2019, along with four other UKI libraries. They met with Rialto's product team over the next six months to contribute feedback and ideas to its development.

In July 2020, NUI Galway was invited to go live with Rialto despite being in full lockdown due to COVID. "The process for us was exceptionally easy, because the Rialto team did all the configurations for us," said Neil. "We felt very spoiled. It was a very smooth process."

By September 2020, they had transferred all direct ordering to Rialto. "It was very easy to train everyone. It's such an intuitive system to use. The rollout was really simple."

After using Rialto for more than six months, Neil and team experienced measurable benefits in three areas.

Clarivate

A complete workflow for purchase requests

Some time ago, NUI "democratized" their workflow to allow anyone to place an order for a book from the library's catalog. If a patron doesn't find the item they want, they can send a purchase request directly to the acquisition team from Primo.

"Before, with the help of ProQuest, we had a chewing gum and string workflow that functioned but was not efficient."

Once NUI Galway started using Rialto, they soon realized its ability to streamline workflows that were previously cumbersome. "Here is the beauty of Rialto for us. Rialto has made this workflow complete. We wanted users to be able to place an order for a book without the need for emails or scraps of paper. We just wanted to get the user to key in the order and away we go."

"Now we go into the purchase request task list within Alma. There's an option where you can search the market. That takes you straight into Rialto to do a search for that particular book. The Rialto workflow is working out really well."

A five second reading list workflow

Many of the requests that NUI Galway processes are for reading lists, so it was important to save time in this workflow as well. "Our second workflow is reading list orders. These are orders we place directly on Alma, behind the scenes. You would do a market search, which is what Rialto is. You do all the searching within Alma. You don't have to go to a third-party website. That's a huge time savings for us."

Overall, Neil finds the ordering process for Rialto to be very quick and efficient, with several tools available to save time and check out with ease. "Once you select a title you can send it off to the cart. There you have the option of applying a template or you can manually add information. Once you apply a template all you have to do is choose the fund."

The ordering process for Rialto literally takes about 5 seconds. It's a great product. It really, really is. I really do recommend that libraries consider rolling it out. The time savings is genuine.

Efficient ebook activation

NUI Galway acquires ebooks on 20 publisher-native platforms. Because of this, the Rialto team worked closely with NUI Galway to set up the activation of ebooks through the Alma Community Zone.

"This is a massive improvement for us because we were using EOD and UI to update inventory for our ebooks coming in from OASIS. They were coming straight off an 8x6 field. You had the option to tell your import profile they were part of a collection but then you needed to bulk activate all those titles in the Community Zone. It wasn't a very satisfactory workflow for us."

"With Rialto, the order comes in first, then when the inventory is updated, it overlays a Community zone activated record. It was a little tricky to set up as some platform providers don't lend themselves to do it very easily. With other platform providers, it's quite easy to do. It's worth putting the time into and completing the configuration with the Rialto team, who were very helpful."

"Another benefit of ebook activation is that Rialto has an API running in the background that picks up new titles almost immediately and pushes them into the discovery system. This works especially nice for Ebook Central titles."

Collection building with Rialto

In addition to processing direct purchase requests, Rialto has the capability to help libraries build their collections. Neil expressed that their "entire budget is focused on direct purchase for reading list and purchase requests," so "there's not much left for collection building." However, he still utilizes Rialto's collection building tools to help find alternatives to titles that the library cannot acquire.

"For libraries who do have the funds, Rialto offers great potential as a collection building tool. It's really simple to use. You can create a feed really easily. A feed I created last fall was to help an academic find an e-textbook for one we could not get. Rialto offers massive capability in looking for alternatives to etextbooks when you can't get a textbook someone wants for a course. We generated a list for the academic who narrowed it down to 3 titles to review, then chose one."

"Finally, as we move into a world where we need to find alternate textbooks when we can't supply the requested one and the ethos of changes in workflows we've brought in the last few years, one of the final areas we wanted to fix was the ability to provide data to academics. We wanted to provide data on available titles to freshen up their reading lists and to help us fill in weaknesses in our collections. Rialto gives us the ability to do just that."

Tip

Go with a community zone activation for ebooks. If you put records into the Community Zone, the link is safe, and you'll avoid future broken links.

About National University of Ireland, Galway

Founded in 1845, NUI Galway has earned international recognition as a research-led university with a commitment to top quality teaching.

Collectively, Library spaces and services are referred to as "NUI Galway Library" or just "the Library". The James Hardiman Library is the main Library for the University and is located at the heart of the campus. There is also a separate Medical Library in the Clinical Sciences Institute at University College Hospital. The Hardiman Building for Arts, Humanities and Social Sciences research, adjoining the James Hardiman Library, includes archives, special collections, exhibitions, and seminar spaces. The incorporation by NUI Galway of Shannon College of Hotel Management includes its Library.

The Library contains 540,000 printed books, with the total stock being nearer to 700,000 volumes. Learn more at nuigalway.ie

About Rialto

Rialto serves as a comprehensive selection and acquisition tool, helping over 500 libraries manage their collections more efficiently.

When it comes to purchasing ebooks, we know choice is essential. With Rialto, your library can search, select, and order from more than 20 leading publisher and aggregator platforms within a single, easy-to-use marketplace. Rialto eliminates the need to purchase separately from individual platforms to simplify invoicing and other workflows.

Rialto is expanding to support informed fulfillment powered by analytics and AI, with a holistic approach that incorporates resource sharing networks and open access. It is also evolving to include collection analysis workflows that help libraries better understand and develop their collections. For more information, visit our Rialto webpage.

Discover solutions at:

exlibris.clarivate.com