University of Central Lancashire's Rialto Implementation Journey
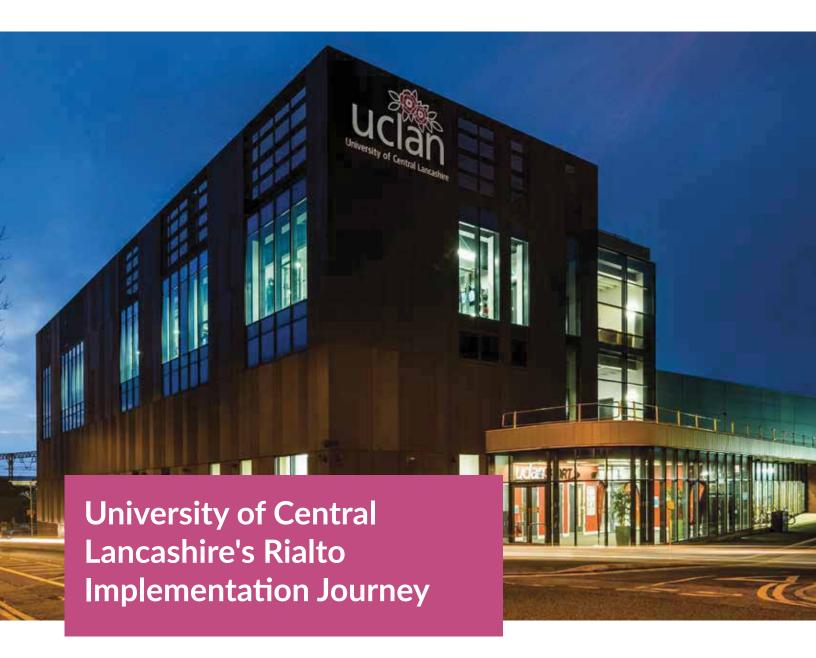
University of Central Lancashire selected Rialto as the "obvious next step" to create time-savings in their acquisitions workflows and were quite pleased to experience the implementation process as simple and easy.

As part of ProQuest's UK Books Week, Juliet Ibbotson, Senior Information Officer, Acquisitions, Eresources & Serials, University of Central Lancashire (UCLAN) shared their experience with implementing ProQuest Rialto in early 2021 while pandemic lockdowns continued.

As a university that focuses on teaching, the majority of UCLAN's monograph budget is directed to supplying the reading list titles academics have chosen for the semester. Ebooks are prioritised when available at a reasonable price. Requested ebooks are added to the DDA (demand driven acquisition) pool to purchase only when triggered by patron use.

UCLAN already implemented Ex Libris Alma and Leganto, so "Rialto was the obvious next step," said Ibbotson

Reduce time spent ordering

"We hoped Rialto would reduce the time taken to complete our purchasing of books. We have a team of five staff who do the ordering but also handle ILL, cataloguing, reading lists, digitization, e-resources queries and more."

"When we get sudden influx of reading lists that have been changed at the beginning of a school year, it's really important that we put those through as quickly as possible. We are flexible enough to be able to put in the maximum number of hours but need to do it efficiently. We were really excited about installing Rialto and seeing the time savings it could give us."

A simple implementation

"We had a very quick initial meeting and filled out two forms. The ProQuest team went away to set it up. It was incredibly simple. We set up a project team with acquisitions staff but the only decision we had at this stage was whether to have our ebooks to go into community or local collections. We chose local collections."

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Excellent communication throughout journey

"We really thought communications were excellent throughout. Rialto is much easier to implement than other products because all the work is done before you start the process."

As part of the Rialto implementation, libraries are assigned a dedicated project manager who attends all meetings. After the initial meeting, weekly meetings ensure the library is well supported with answers and guidance. Basecamp is used to manage the implementation, so the library has any time access to the Rialto team.

> *What we liked was that there was no pressure to move off to the next stage before we were ready. We felt very much in control of the process.*

Tip

Have all your staff to watch the online introduction to Rialto videos in the Knowledge Center.

"In one meeting, we were introduced to the support team who would be looking after us once the project was finished. That really gave us a lot of confidence to know that when you are moved off a project you won't receive less support. We felt we had the support available when we wanted to add or change something. It was comforting to know that you don't have to do everything all in the initial project stage."

"We definitely liked that everybody was involved in testing and you can ask as many questions as you like. No question was too small to be taken on board."

Quick problem solving

"One thing that is really different about Rialto is that it goes live immediately. Although we were unsure at first about this, it actually worked really well for us."

UCLAN started using Rialto by placing ebook orders. Since Rialto is live, all users can see orders and activity. "We were in our weekly meeting and staff raised some orders that didn't go through. Jennifer (our ProQuest Project Manager) was on the call and immediately addressed our concerns."

"We found being live was better because when things went wrong, they were fixed right away. Print books went a bit wobbly at first, but other things went perfectly right away."

Easy to learn

The UCLAN team involved staff early in the implementation. "We wrote up some instructions and asked staff to place orders, so from the beginning we were training people to use Rialto." Because the library is learning and using Rialto in a live environment, "it wasn't like other implementations where you use it and fix it, then have to roll out to the rest of the staff. We were pretty much all using Rialto by the end of the project. It was that easy."

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Opportunity for change

UCLAN used the Rialto implementation to improve the workflow for ad hoc book purchases. Before Rialto, emails and spreadsheets were used to place and track orders for this process. Rialto offered a great opportunity to make changes. It was decided to use the Selector role in Rialto so the subject librarians could create requests which were turned directly into an order for later approval. "It must be an easy product to use because all they did was watch the videos and come in to use the Selector role, like 5 minutes later."

> Implementing Rialto "was an opportunity to change practices and procedures, to look at how we did things. We were very supported. We all felt very included and empowered by the whole process.

"In conclusion, the whole process has managed to give us significant improvement in the time it takes to order books, which is what we were looking for. We can see that already and we're only part way there (to fully using Rialto). There's so much more we can do, so many more things we can get out of it, so much more we can investigate to further improve our ordering."

About University of Central Lancashire Library

The University Library supports around 20,000 students across two campuses [Preston and Burnley] and some also studying as distance learners. The Systems and Acquisitions Teams are part of the wider Library Services team. It is comprised of our Systems Librarian, Cataloguer, Acquisitions and Eresources Team lead, and the excellent team of 6 staff [mostly part time] who cover Inter Library Loans, document delivery to support group research, cataloguing, complete all book ordering, process all digitization requests, update and maintain Reading lists, support Eresource purchase, renewal and access, and still have time to take on new ways of working and positively approach change.

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 mor information, visit our Rialto webpage.