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## **Alma Resource Sharing Reviving dormant requests to enhance user experience**

Tokunbo Adeshina

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# Alma Resource Share Reviving Dormant Requests to Enhance User Experience

Tokunbo Adeshina  
Access Services Librarian  
IDS Project Conference, July 26, 2024





# BCC

## Background

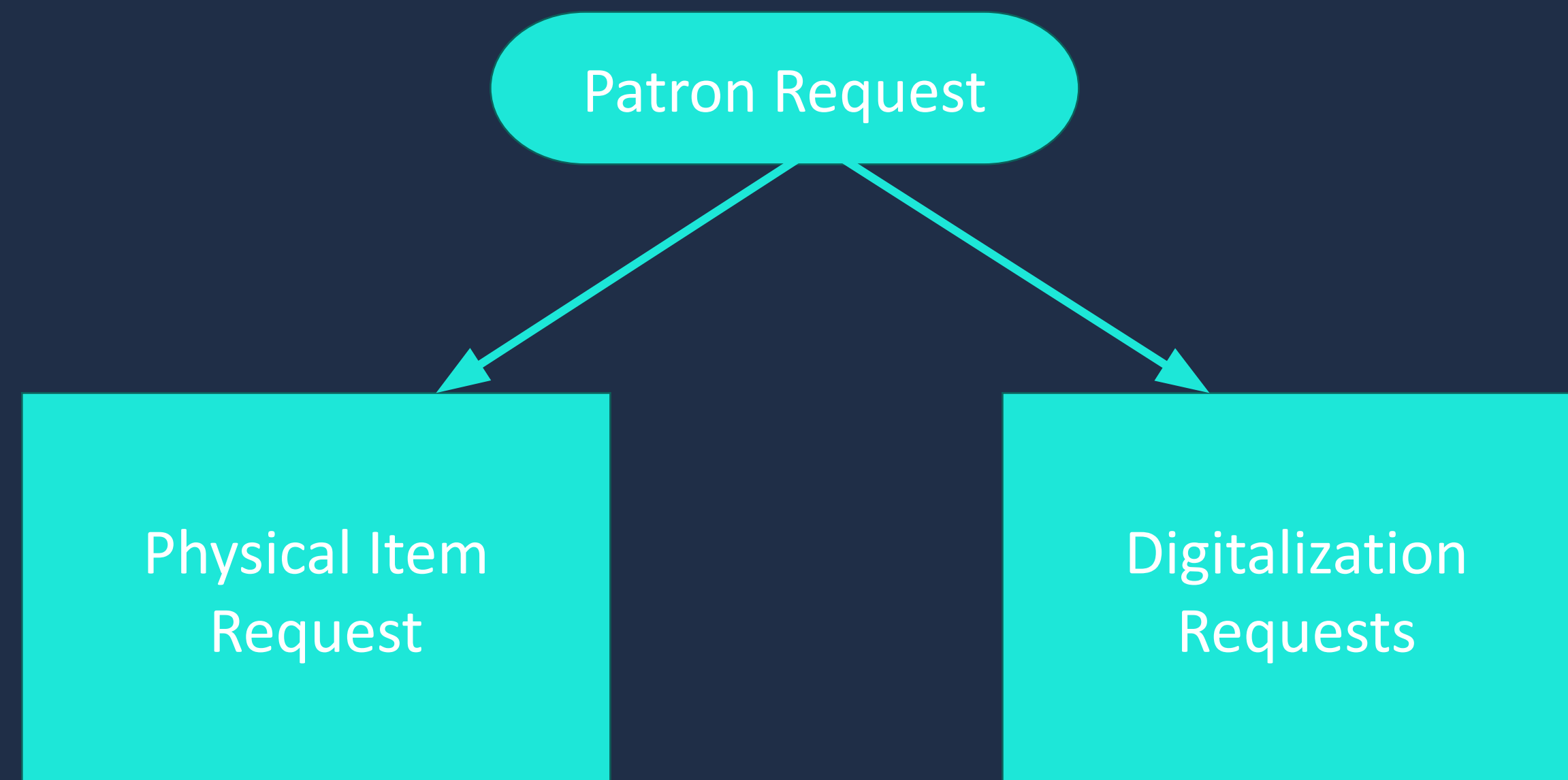
- Founded in 1957
- Located in Bronx, New York
- One of eight CUNY Community Colleges
- Hispanic Serving Institution (HSI)
- Over 40 academic majors/certificate programs
- 4,344 FTE as of Fall 2023

## VWB

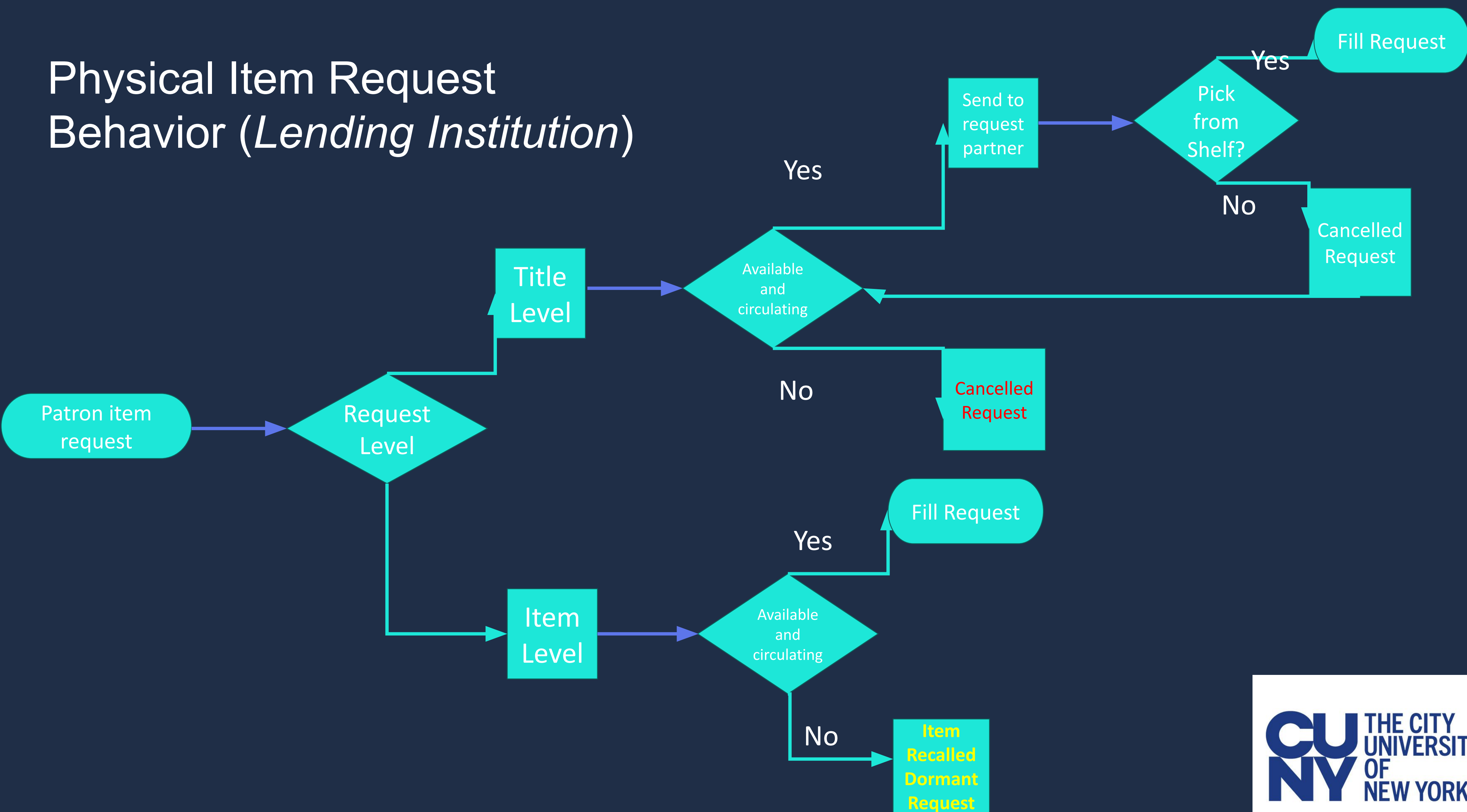
## Staffing Level

- Thirty-two (32) library workers
  - 12 FT Faculty Members, including Chief Librarian
  - 3 Adjunct Librarians
  - 1 Chief College Lab Technicians
- Access Services Team
  - 2 Senior College Lab Technicians
  - 4 FT Office Assistants
  - 7 PT College Assistants

# Patron Borrowing Requests










# Physical Item Request Behavior (*Lending Institution*)



# Patron Requesting Issue

- Requesting allowed at item level for materials that were not available.

Activity Status : Active   Include Pending Resource Sharing Requests : Yes   Clear all

1		<b>An introduction to African philosophy / Samuel Oluoch Imbo.</b> Request Type: Patron physical item request   Place in Queue: 1 ID: 2950412920006123   Call Number: B5305 .I43 1998 Creator: System   Request Date: 04/04/2024 MMS ID: 990040336940106123 Requester: [REDACTED]  Pickup Location: Lehman College - Leonard Lief Library	Cancel   Edit   ...
2		<b>An introduction to African philosophy / Samuel Oluoch Imbo.</b> Request Type: Patron physical item request   Place in Queue: 2 ID: 3004204050006123   Request Date: 05/01/2024 Creator: VERBOVETSKAYA, ALEVTINA  MMS ID: 990040336940106123 Requester: ADESHINA, TOKUNBO  Pickup Location: BCC Library	Cancel   Edit   ...
3		<b>An introduction to African philosophy / Samuel Oluoch Imbo.</b> Request Type: Patron physical item request   Place in Queue: 3 ID: 3004204330006123   Request Date: 05/01/2024 Creator: System MMS ID: 990040336940106123 Requester: VERBOVETSKAYA, ALEVTINA  Pickup Location: BCC Library	Cancel   Edit   ...

# Issue with Fulfillment Unit Rule

- At the time, patron requests were allowed for any item process type except for items on order (Acquisition).

You are configuring: Bronx Community College

General >

Fulfillment Unit Details | Fulfillment Unit Locations | Fulfillment Unit Rules

Rule Type: Request

Institution Rules List

+ Add Rule

Filter: All

Enabled	Move Up	Move Down	Rule Name	Description	Output	Updated By	Update Date	
<input type="checkbox"/>			General Request Rule: No Paging	Patron picks material from shelf	General Request TOU: Local Patron	VERBOVETSKAYA, ALEVTINA	04/01/2023	...
<input checked="" type="checkbox"/>			General Request Rule: Not On Loan	Process type is empty (i.e., not on loan)	General Request TOU	VERBOVETSKAYA, ALEVTINA	05/01/2024	More actions
<input checked="" type="checkbox"/>			General Request Rule	Process type != Acquisition	General Request TOU	VERBOVETSKAYA, ALEVTINA	05/01/2024	...

Look-up or select

- Acquisition
- Claimed Returned
- Hold Shelf
- In Process
- In Transit to Remote Storage
- Loan
- Lost
- Lost Resource Sharing Item
- Lost and paid
- Missing
- Requested
- Resource Sharing Request
- Technical - Migration
- Transit



# Identifying Potential Dormant Requests

**Pathway:** Fulfillment > Resource Sharing > Monitor Requests & Item Processes

Use the multi-select facets, select the following

“request/Process Type” = Patron Physical Item Request

& “Workflow Step” = Undefined

*Undefined within workflow step = Item location cannot be determined.*

## **IMPORTANT:**

Not all undefined requests are item level requests that are dormant. Transactions can include “item in transit” and “digitalization requests”

Library Level Workflow:

- Manually investigated requests individually.
- Covert dormant requests to resource sharing requests.
- Delete initial dormant request to clear queue.



# Physical Loan Item-Level to Title-Level Requesting Configuration > Fulfillment > “Physical Fulfillment”: Fulfillment Unit Rules

← Fulfillment Unit Rules Editor Back

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Fulfillment Unit Rules Editor

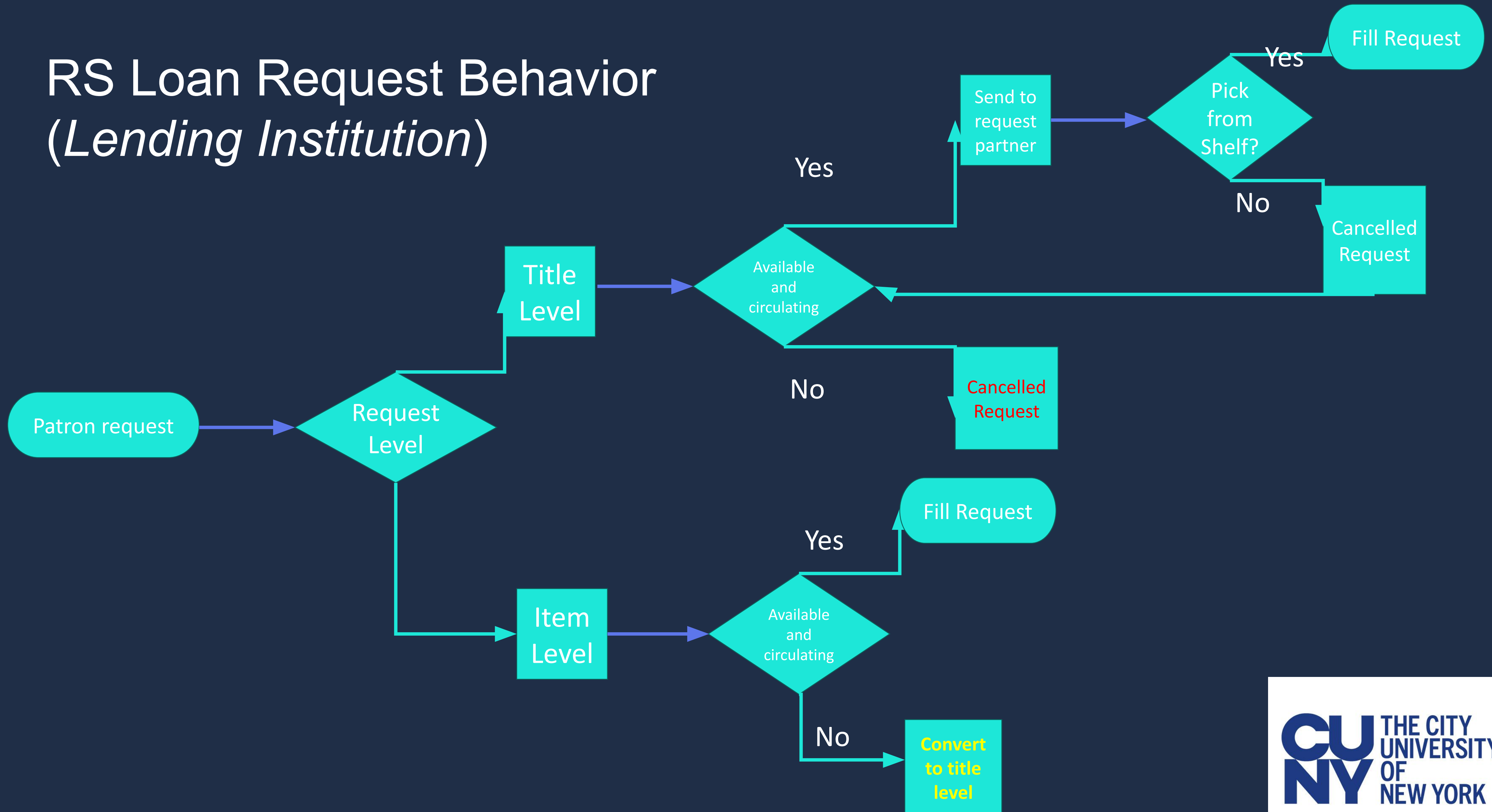
Name	General Request Rule: Not On Loan		
Description	Process type is empty (i.e., not on loan)		
Created By	VERBOVETSKAYA, ALEVTINA	Created On	05/01/2024
Updated By	SAMIESKE, ROLAND	Updated On	07/02/2024

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Input Parameters

Name	Operator	Value
1 Process Type	Is Empty	-

# RS Loan Request Behavior (Lending Institution)



# Patron View: Request Forms

## Title Level

**REQUEST:** Request a physical copy

[BACK TO ITEMS](#)

### Request a physical copy

- If this is a multi-volume set:
  - Enter the volume you are requesting for quicker turnaround time.
  - Enter only one volume per request.
  - Place additional requests for other volumes you need.
- If a copy is not available at *any* CUNY library, the request may be filled by a library outside of CUNY. In that case, the item will need to be picked up at **this** requesting library (and not the preferred pick-up location you select).
- You will receive an email when your item is ready to be picked up.

Title  
\* Atomic habits : tiny char

Volume (if multiple volumes; 1 request ...)

Email  
tokunbo.adeshina@bcc.cuny.edu

Preferred Pick-up Location (Campus)  
\* Bronx Community College

Pick-up Location (Requesting Campus)  
\* BCC Library

\* Look beyond CUNY?

[RESET FORM](#)

[SEND REQUEST](#)

## Item Level (Available & Requestable)

**OTHER CUNY LIBRARIES** ▾

[BACK](#)

**REQUEST:** Request a physical copy

[BACK TO ITEMS](#)

### Request a Physical Copy

Preferred Pick-up Location (Library)  
BCC Library

- If a copy is not available at *any* CUNY library, the request may be filled by a library outside of CUNY. In that case, the item will need to be picked up at **this** requesting library (and not the preferred pick-up location you select).
- You will receive an email when your item is ready to be picked up.

Preferred Pick-up Location (Campus)  
\* Bronx Community College

[RESET FORM](#)

[SEND REQUEST](#)








# Patron request not matching resource type – Item Level Request

- Institutional Zone not configured for digitalization request in Alma. Yet, we receive them!


< Borrowing Requests (1 - 17 of 17)

Author  Sort by: Update Date

1	<input type="checkbox"/>		The internet gang of violence: Trend of cyberbullying on the internet / AIP conference proceedings. by Arifin, Ridwan;Wedhatami, Bayangsari;Alkadri, Riska;Nte, Ngaboawaji Daniel; Cancelled by staff	Requested: Article (Digital) ISSN: 0094-243X Created: 04/02/2024 06:05:17 PM	View ...
2	<input type="checkbox"/>		Data-driven DEI : the tools and metrics you need to measure, analyze, and improve diversity, equity, and inclusion / by Pinkett, Randal, Cancelled by staff	Requested: Book Chapter (Digital) ISBN: 9781119856870 Created: 04/01/2024 09:14:02 AM	View ...
3	<input type="checkbox"/>		Effects of Static and Dynamic Stretching on Injury Prevention in High School Soccer Athletes: A Randomized Trial / Journal of sport rehabilitation by Zakaria, Robert B. Cancelled by staff	Requested: Article (Digital) ISSN: 1056-6716 Created: 03/13/2024 09:42:24 PM	View ...
4	<input type="checkbox"/>		Shining a light on UEFI – the hidden memory space being exploited in attacks / Network Security by Morley, Connor Cancelled by staff	Requested: Article (Digital) ISSN: 1353-4858 Created: 02/18/2024 07:54:23 PM	View ...
5	<input type="checkbox"/>		Use of Music Therapy to Improve Cognition in Older Adults With Dementia: An Integrative Review / Research and Theory for Nursing Practice by Domínguez-Chávez, Claudia Jennifer;Salazar-González, Bertha Cecilia;Murrock, Carolyn J; Cancelled by staff	Requested: Article (Digital) ISSN: 1541-6577 Created: 03/27/2024 11:26:10 AM	View ...

# Digitalization Request Workaround Manual Workflow

Regarding Article Request ▼

 articlerequest.pdf  
692 KB ▼

Hi Ceesay ,

We received your request for the following material:

Title:  
Request Date: 04/2/2024

Upon further investigation, it was determined that the request submitted was for an article within ResearchGate. Please know, interlibrary loan submission is required for article request you need assistance locating. For more information on interlibrary loan, visit the link below

<https://www.bcc.cuny.edu/library/library-faculty/library-faculty-illiad/>

For your convenience, attached is the pdf file of the article needed. This is a one time courtesy. Submission of article request must be made through interlibrary loan in the future. Do feel free to reach out should you have any questions.

**Department of Interlibrary Loan**  
North Hall Library, 2nd Floor  
Bronx Community College  
Bronx, N.Y. 10453  
P: (718) 289-3591/5441  
F: (718) 289-6063

# Digitalization Requests appearing as Patron Physical Item Request

## *Integration*

**Alma/ILLiad Integration Works! VWB is fully integrated.**

- ILLiad as a resource sharing partner of last resort.
- Configured lending workflows
- Configured borrowing workflows

# Thank You!

**Tokunbo Adeshina**  
Access Services Librarian  
CUNY Bronx Community College  
[tokunbo.adeshina@bcc.cuny.edu](mailto:tokunbo.adeshina@bcc.cuny.edu)

