

PALS UPDATE



Volume 2 / Issue 3

SCHEDULE

October:

- 21 – 1:30 pm – 2:30 pm
Meeting of the Minds
- 23 – 9:00 am – 3:30 pm
User Group Discussion
- 27 – 3 pm – 4 pm Resource
Sharing Training
- 28 – 1:30 pm – 2:30 pm
Meeting of the Minds
- 30 – 9 am – 3 pm User Group
Business Meeting (online)

November:

- 03 – 3 pm – 4 pm
Course Reserve Training
- 04 – 1:30 pm – 2:30 pm
Meeting of the Minds
- 05 – 10 am – 10:30 am
New MD Editor Show & Tell
- 11 – 1:30 pm – 2:30 pm
Meeting of the Minds
- 12 – 8:30 am – 12:30 pm
User Council/Executive
Committee
- 17 – 3 pm – 4 pm
Analytics Training

Alma Recent Highlights

November release on Sandbox October 18, on Production November 1, 2020.

Administration – the new Alma layout will be turned on automatically for all user in Alma.

Acquisitions – from the Idea Exchange, it is now possible to disable PO Line and Invoice Alerts.

Resource Management – another enhancement from the Idea Exchange, browsing by author, subject, series and title has been improved with the November release.

Resource Sharing – with the November the Send action on a borrowing request will be hidden once the request is with the active partner.

Dara – she will identify multiple bibliographic records with the same OCLC number in the 035 subfield a.

Primo VE – it will be possible to boost institutional records in search results over other member institution's records within a consortium environment.

Analytics – reminder on November 1, the platform Analytics runs on will get an upgrade. Copy reports from My Folder prior to November 1, to your institutional shared folder.

[See the complete list of enhancements and resolved issues](#)

[Primo VE list of enhancements](#)

In-Depth

Working with Ex Libris: We continue to work closely with Ex Libris Support. The PALS Support Team meets the Ex Libris Support Manager and team members once a month to discuss our high priority cases and any other concerns.

At this time, any indexing issues from Alma to Primo, the PALS office, and Ex Libris consider being a high priority issue. We continue to have

sporadic problems where changes or deletions to Alma's records/collections are not reflected in Primo within a reasonable timeframe.

A high priority issue with a resolution in the November release is a Resource Sharing problem that is confusing to staff when processing canceled requests. When a patron cancels a shipped request when a staff member receives the canceled item, an internal error message pops up. The message will be updated to be clearer.

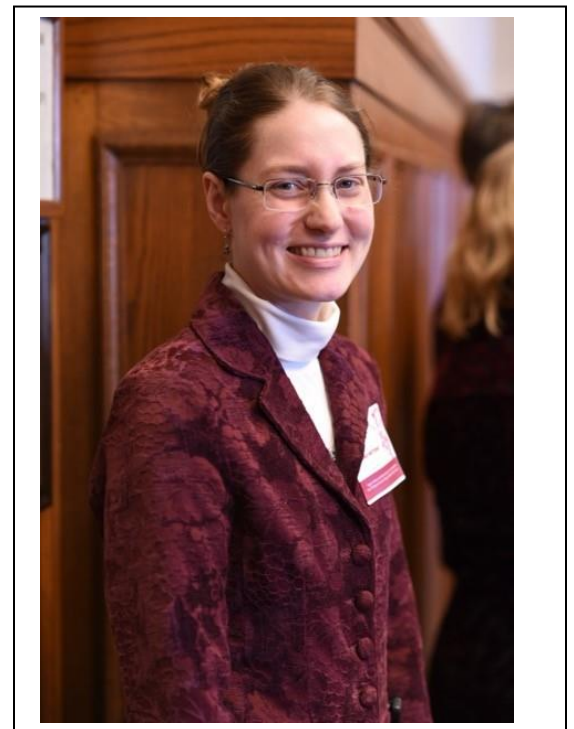
When a member of the PALS Support Teams opens a case on a member's behalf, we replicated the issue and provided documentation to Ex Libris. If we have the same problem reported multiple times, the case we open with Ex Libris will be a high priority case. The PALS Support Team will also open a case if we have questions about functionality or how-to questions.

Since January 1, 2020, we have opened 194 cases with Ex Libris. Currently, we have eight high priority cases open, three of the high priority cases have a tentative fix date, and three cases are scheduled for release in the upcoming months. Overall, currently, we have 22 cases with Ex Libris, where Ex Libris is actively working on fixing the software and 11 cases scheduled for release over the next couple of months.

Keep your questions about Alma/Primo coming. Asking questions, improving workflows, and noticing problems help make the software better for your end-users and library staff.

Member Highlight, Erica Nutzman **Minnesota State Law Library**

1. What is your current position, how long have you been at your current position? *I'm Head of Technical Services at the Minnesota State Law Library. I've been here for 5 years.*
2. What is your favorite function in Alma or Primo? Why? *My favorite function in Alma is the one I use the most Scan In Items – Restore. I use it to clear temporary item locations, particularly when it's time to shelve the New Books. It's much faster than having to change each one individually.*
3. What do you want to learn next? *I want to learn more about the early history of the State Law Library. I've been doing biographical research on some of the early librarians and it's very interesting!*
4. What are you currently reading or listening to? *Currently reading And Then There Were None by Agatha Christie (reading along with "The Librarian is In" Podcast) and The Mirror and the Light by Hilary Mantel*
5. What is your favorite snack? *My favorite snack is Cheez-its, although peanut butter-filled pretzel bites are a close second.*



Book a Consultation with PALS Support

Do you have Alma topics you would like to discuss? Perry, Etta, Carrie, and Dani offer consultation times to talk through workflow scenarios and use of the software to its full potential, functionality, or follow-up on a ticket.

Book a session:

New! Book time with [Perry](#)

[Etta](#) - scroll down to Course Reserve or Fulfillment

[Carrie](#) - see Acquisition and ERM sections

[Dani](#) - let's talk about anything Resource Management related

Contact Us

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[Support Center](#)

Resources

[Ex Libris Knowledge Center](#)

[Alma Release Notes](#)

[Primo VE Release Notes](#)

[Alma/Primo Idea Exchange](#)