Orbis Cascade Alliance
New Staff Training Group for Acquisitions - Final Report
January 26, 2016

Submitted by:

- Morag Stewart, Chair (University of Washington)
- Julie Gaida (Pacific University)
- Cheryl Morrison (University of Washington)
- Karen Spence (Portland Community College)
- Sion Romaine, TSWG Liaison (University of Washington)

Suggested Training Topics

The New Staff Training Group for Acquisitions was charged with outlining topics for developing training materials to meet the needs of member institutions when training new acquisitions staff, or staff taking on new acquisitions responsibilities. The resulting list is organized into Alliance-specific and more general topics. Topics within the general category are arranged roughly according to their appearance on the Alma menu under the Acquisitions functional area; however, Resource Management topics have been placed first due to their importance in learning to search and navigate throughout the system. It is suggested that priority also be given to topics that are Alliance-specific.

When designing training, it may be useful to consider sequence of topic coverage (i.e. Overview before Infrastructure before Orders for instance, and under Orders, progressing through bib record info before POL types). Hands-on exercises are recommended for all topics involving work in Alma; trainers may find setting up exercises a useful tool in learning the intricacies of Alma as well. Following the list of topics is a list of potential trainers [list of names not included in public report] or people who may be good sources of training materials based on previous experience/involvement in migration training.

Alliance-specific training

1. Overview of Alliance, contact points for expert advice

Description: Covers Alliance mission, organizational structure, membership, purpose of working in Alma/Primo, etc. as well as key training resources and help for working in Alma. Includes key contacts for Acquisitions (and other functional areas).

Audience: Anyone in the Alliance, new to Alma

Objectives: Understand Alliance organizational structure, know where to look for contacts or tools to answer questions

- Create contact lists, appoint someone to update with everyone in Alliance who works in Acquisitions

- Other resources for training and help
  - ExLibris Knowledge Center (including Alma Help)
  - Alliance TS Discussion List
  - Alma-L List

2. Areas of Alma that impact whole Alliance, not just one institution

Description: In conjunction with the overview training, this will act as an introduction to using Alma as a member of the Alliance. Topics will include: Alliance best practices and mandates, bibliographic record sharing, the structure of Alma's 3 zones, and some basic principles in regards to import profiles.

Audience: Anyone in the Alliance, new to Alma

Objectives: Understand the basic infrastructure of Alma's 3 zones, and where to find more information; Alliance best practices and mandates in regards to sharing bibliographic records and how to apply this to import profiles and record loads.

- Introduction to different zones (IZ, NZ, CZ and how they relate, interact)
  - Quick reference guide on zones
- Alliance best practices/mandates
  - Consider practices/mandates of allied work areas (such as bib mandates for cataloging)
- Record loads and import profiles (adding records to the NZ)

General training topics

Working in the Resource Management functional area:

1. Introduction to Repository searching

Description: Knowing what information is available via a Repository Search and how it is indexed is not always self-evident, but is important to understand in order to prevent duplication of records and efficiently manage tasks.

Audience: Anyone searching for bibliographic records, holdings, and item records in Alma

Objectives:

- Understand what fields are indexed in each search field.
- Understand how the type of search (Physical titles versus Physical Items for instance) affects which information and record links will be presented.

- Understand the differences in searching the IZ, NZ, and CZ
- Understand what the linking icons mean.
- Understand how the boolean operators vary between the different Advanced Search options.
- ADVANCED: Understand how to save queries into sets.
- ADVANCED: Know the difference between Logical and Itemized
- ADVANCED: Know how to combine sets
- ADVANCED: Know how to export/import set

2. Basic cataloging background

Description: An understanding of basic bibliographic description and the fields of a catalog record are necessary in order to accurately determine whether an institution or the Alliance already has access to a given resource, facilitates ordering new materials, and aids in preventing unwanted duplication.

Audience: Staff searching for or creating bibliographic records in Alma, creating orders, or receiving materials

Objectives:
- Be able to evaluate bibliographic records for quality based on presence or absence of record fields
- Recognize basic MARC fields (e.g. 020, 1XX, 245, 260/264, 300, 6XX, etc.)
- Understand how Alma interprets MARC fields (whether it determines something is a dead record or not; |z in ISBN fields)

Working in the Acquisitions functional area - Ordering

1. Bib records (see also Basic cataloging background under Resource Management topic)

Description: An understanding of bibliographic mandates, best practices, and how zones interact is important to the ordering process, whether one is using records loaded from a file, an individual export from OCLC, or creating a brief record.

Audience: Anyone placing orders

Objectives:

- Understand and be familiar with bib mandates/best practices, especially check NZ before importing record/creating brief record
- Discuss use of CZ vs. NZ bibs for e-resources (no Alliance policy on this currently)

- Understand how to use OCA brief bib templates
- Understand consequences of using NZ “Order” vs. link to IZ before ordering (i.e. greater choice of material types, POL types)
- Suppression of records
    - when to do so, in the IZ vs. NZ

2. PO Line Types: what each type does, and what PO Line type links to what inventory type

Description: Understanding the differences between the available PO types and how they function is necessary in order to avoid unwanted ramifications to workflows down the line. After completing this training the student will be able to choose an appropriate PO type based on the type of inventory being ordered.

Audience: Anyone creating or importing an order into Alma; anyone relinking a POL

Objectives:

- Understand the Alma PO Line types: one-time, continuous, and standing order
- Understand the Alma inventory formats: physical, electronic and (optionally) digital
- Understand what type of inventory each particular PO Line type can be attached to
- Understand what steps need to be taken with each PO Line type in order to complete the workflow
- Understand what fields in each PO Line type impact the steps involved in the PO Line type’s workflow

3. POL creation and life cycle

Description: Understanding the Alma POL life cycle and the downstream implications for not following prescribed Alma workflows is necessary in order to avoid duplicate work.

Audience: Anyone creating an order

Objectives:

- Understand the Alma POL life cycle (create, package, send, claim/renew, receive/activate, pay, close/cancel)
- Using POL templates--how to create or how to use if already available
- Print monograph POL
- Print serial POL

- Options for Comes with/Membership POL
- Electronic monograph POL
- Electronic serial POL
- Collections & databases POL
- Other POL types (Microform, Visual, Access Service, Other etc.)

4. Standing Orders/Continuations/Subscriptions

Description: This training will explain the different subscription-type orders and the workflows each type impacts.

Audience: Anyone creating or importing continuous or standing orders

Objectives:

- Understand the difference between continuous and standing order in Alma
- Understand the various PO fields
- Understand which PO fields are required at minimum.
- Understand what workflow steps each PO field impacts (or doesn't impact)
    - For instance, understand the difference between the Subscription Date versus the Renewal Date
- Understand how to manually and automatically renew a POL
- Prediction patterns
- ADVANCED: Understand how to configure the description template
- ADVANCED: Understand how to configure prediction patterns
- Renewals
    - Manual/Automated
- Subscription Dates (entry) vs. Renewal Date (entry)

5. Relinking:

Description: Moving or relinking orders and inventory from one bibliographic record to another is a common practice. Alma presents the option in both order and holdings records and it is important to know when to employ each.

Audience: Staff working with orders and inventory

Objective:

- Be familiar with different methods of relinking (holdings vs. orders)
- Understand difference between “Relink” and “Change bib reference”
- Be able to recognize common issues and troubleshoot (e.g. complications when an order is canceled, when an item has a hold/request)

Working in the Acquisitions functional area - Record Imports:

1. Import profiles

Description: Training should provide an overview of import profiles in Alma. Understanding how import profiles work, how to make changes to them, and the ability to read reports generated in the import process are important for loading order and cataloging data and troubleshooting load problems, as well as aiding in identifying issues in the Network Zone (unwanted duplication, etc.)

Audience: Staff responsible for setting up or editing import profiles

Objectives:
- Understand the different types of import profiles (new order vs. repository)
- Understand information presented on tabs of the Alma Import Profile Details screen and how this may vary depending on vendor
- Be able to create and edit profiles in the Acquisitions functional area
- ADVANCED/SELECT AUDIENCES: profiles in Resource Management
- ADVANCED/SELECT AUDIENCES: PDA profiles

2. Record loading process

Description: This training would provide an overview of the record import process, when this process is necessary, what to do when “manual handling” is required, and how importing records affects other Alliance schools and the Network Zone, including mention of best practices/mandates.

Audience: Staff who import order and/or brief bibliographic records, staff who overlay brief bibs with full bibs

Objectives:
- Understand what an import profile is
- Know the different types of import profiles and when they are used
- Learn about how imports interact with the NZ and what to do when “manual handling” appears
- ADVANCED/SELECT AUDIENCES: know how to create an import profile
- ADVANCED/SELECT AUDIENCES: learn about shelf-ready imports

Working in the Acquisitions functional area - Receiving/Activating

1. Receiving/activating - Alma Receiving Workbench & Manage E-Resource Activation

Description:

Receiving ONE-TIME PRINT/PHYSICAL: Understanding how to receive one-time print/physical materials is important for making sure item availability is accurate for the individual institutions and for Summit lending

Activating ELECTRONIC: Understanding how to activate electronic materials (either ebooks, ejournals or databases) is important for making sure item availability is accurate for the individual institution

Receiving CONTINUOUS/STANDING ORDERS: there are various methods of receiving continuous orders depending on the local institutional setup. Receiving standing orders is very different from receiving other types of orders.

Audience: Any staff who receive and invoice for any materials. Any staff who approve invoices.

Objectives:

- Learn to operate/navigate the receiving workbench
    - One-time and continuous tabs, depending on what type of resource the staff member deals with
    - Barcoded versus unbarcoded
- Learn to receive/create inventory outside of the receiving workbench
- Learn to operate/navigate the Manage Electronic Resource Activation Task List
- Understand mono (one-time) receiving process (including one-time serial receiving)
    - Basic print monograph receipt
    - shelf-ready
    - E-book activation (or could be a separate section for e-resources of various types)
    - serial (continuous)
        - Receiving Print Serials
    - Standing orders/mono series

Working in the Acquisitions functional area - Invoicing

Description: Invoicing for all materials types is important for making sure things are paid for and accounted for.

Audience: Anyone who creates or approves invoices

Objectives:

- Learn the Alma workflow for invoicing and its effect on PO Lines (i.e., a PO Line with a PO type of purchase must be invoiced in order to close)
- Learn how to create an invoice:
    - Manually
    - From PO
    - From file (EDI or Excel)
- Learn basic steps to approve an invoice
- Export to a Financial system

Working in the Acquisitions functional area - Acquisitions Infrastructure:

1. Vendor file overview, how to add vendors

Description: This training will cover vendors and vendor records in Alma. Understanding how to add, edit, and search for vendors is important for all levels of acquisitions staff.

Audience: Staff who need access to vendor records, or create/edit vendor records and interfaces

Objectives:

- Learn how to navigate/search/add vendors, including contact information
- Learn how to create vendor accounts
- Creating nested vendor accounts
- Creating vendor interfaces
- ADVANCED: setting up EDI

2. Introduction to structure of funds & ledgers

Description: Understanding funds and ledgers, how to allocate/transfer funds, and how to read a given fund's balances are important to all levels of acquisitions staff

Audience: Staff who use the funds and ledgers (allocations, transfer, viewing balances)

Objectives:

- Learn how to navigate/search funds
- Learn to how allocate/transfer funds

- ADVANCED: creating funds/ledgers AND fiscal rollover

3. Licensing (Advanced--suggested training once familiar with ordering, vendor records, and working with inventory)

Description: The license record in Alma provides, in conjunction with vendor records, POLs, electronic collection records, and portfolios, information otherwise stored in an Electronic Resource Management system.

Audience: Acquisitions staff working with electronic resources, licenses, ILL

Objectives:

- Be able to understand information presented in Alma license records, especially on the License Terms tab.
- Be able to link inventory, and POLs to license records.
- ADVANCED: be able to create license records and code License Terms tab.

Working in the Administration functional area

1. Alma Analytics

Description: Alma Analytics can be a powerful tool to retrieve information about acquisitions activities

Audience: Acquisitions staff who gather statistics or need aggregate information

Objectives:

- Understand when to use Manage sets vs. Alma Analytics
- Be able to create/edit basic searches using Analytics

2. Running Jobs (on POLs) (Advanced)

Description: Alma provides the ability to update a set of POLs by running a job

Audience: Acquisitions staff with an Alma role that allows them to run jobs on POLs

Objectives:

- Understand the various POL update jobs and what can be updated/changed

3. User Management for Alma Acquisitions and Resource Management (Advanced)

Description: Alma privileges and roles determine what areas of Alma operators can access and what operations they can perform

Audience: Acquisitions staff with a manager or administrator role

Objectives:

- Understand the difference between Alma privileges, roles and profiles
- Understand the privileges contained in each Alma Acquisitions role
- Understand what Alma Resource Management privileges/roles may be required in order to perform Alma Acquisitions tasks
- Be able to create an Alma profile (if local policy allows Acquisitions managers to access User Management)

General areas:

1. Task List

Description: the Task list in Alma helps to track what actions need to happen in order to continue various workflows.

Audience: Anyone ordering, invoicing, activating resources, renewing, or claiming.

Objectives:

- Understand what POL types can create claiming tasks
- Understand what POL fields will create claiming tasks
- Understand how to remove a claim from the Order Lines with Claims task list
- Understand what POL types can appear on the Order Lines - Waiting for Renewal task list
- Understand POL status values, how they relate to the Order Lines - Waiting for Renewal task list, and what fields impact them.
- Understand how to troubleshoot POLs In Review
- Understand how Purchasing Review Rules affect which POLs appear on the POL- In Review task list
- Understand how to remove an order line from the Waiting for Renewal task list.
- Understand what items appear on the Items - in department task list and what actions can be taken.
- Understand what invoices appear on the various invoice task lists and what actions can be taken.
- Understand how Invoice Review Rules and Invoice Approval Rules affect which Invoices appear on the Invoice - Review and Invoice - Approval task lists

- Understand how to manage EDI tasks
- Understand how to manage the Manual Handling tasks that can result from batch record importing
- Understand the Electronic Resources Activation tasks
- Claiming overview -- how it works in Alma
- Renewals
- Manage EDI tasks (order status reports)