PDA in Alma
Alma Best Practice Day 2016
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Log in to Alma

Welcome to our presentation on PDA in Alma.

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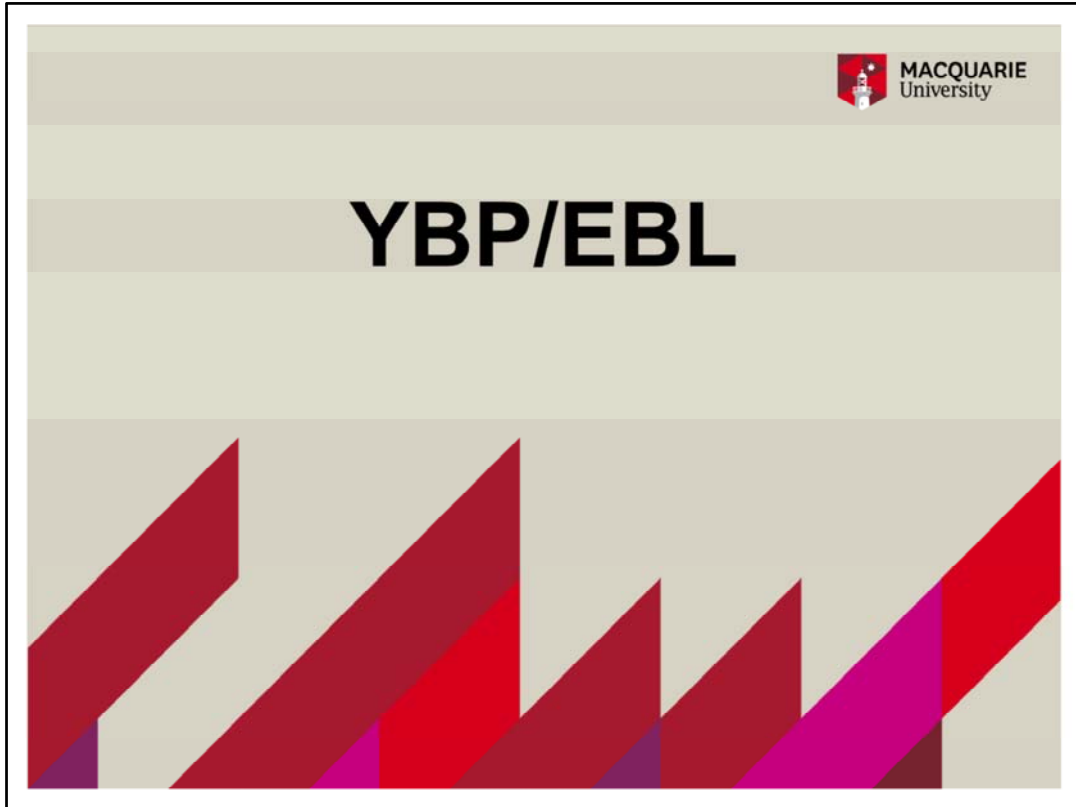
PDA at Macquarie University

- EBL titles purchased through YBP – outright purchases
- Kanopy titles – subscriptions

PDA at Macquarie:
Patron driven acquisition - where the library sets up a profile with a vendor, makes bibliographic records discoverable and then, after an agreed number of uses, will purchase/subscribe to materials. Payment depends on the agreement reached with the publisher/vendor (payment up front vs. payment at time of purchase)

This presentation will focus on the Alma Patron Driven Acquisition (PDA) functionality we are using for our YBP (EBL) titles. We will also discuss Kanopy PDA which we have, but do not use in conjunction with the PDA functionality in Alma.

What does PDA mean at Macquarie?
Patron driven acquisition is where the library sets up a profile with a vendor, uploads discovery records and then after a certain number of uses will purchase or subscribe to materials (depending on the model). Payment depends on the agreement reached with the publisher (whether the payment is up front vs. payment at time of purchase).

Our first example is YBP PDA for titles on the EBL platform.

YBP/EBL PDA

- Existing YBP PDA program for titles on the EBL platform
- Receive discovery records then order records upon purchase
- Successfully running in Voyager
- Migrated as stand-alone titles in Alma

This PDA program has been running since April 2014. The general parameters are 1 trigger purchases a title in perpetuity.

The PDA program consists of discovery records and, once purchased, order records that are provided by YBP on their FTP server to be retrieved by us.

These records already existed in Voyager and were migrated to Alma in late 2014 as stand-alone titles.

Macquarie University went live with Alma in December 2014. We set up the Alma PDA functionality to manage our YBP/EBL PDA program in March 2015.

YBP/EBL PDA

Workflow outline

MACQUARIE University

How we did it:
1. Liaised with vendor to set up PDA on platform
2. Chose profile parameters
3. Loaded discovery records to Voyager
4. Loaded order records to Voyager
5. Paid invoices in Voyager
6. Migrated data
7. Set up PDA tool in Alma
8. Deleted migrated Voyager discovery records
9. Left previously purchased titles as stand-alone titles in Alma
10. Imported discovery records into Alma (including Voyager titles previously deleted)
11. Imported order records into Alma
12. Loaded EDI invoices
13. Processed invoices
14. That's all so far – more to come

If we had started in Alma:
1. Liaise with vendor to set up PDA
2. Choose profile parameters
3. Set up PDA tool in Alma (create collection, import profiles)
4. Import discovery records into Alma
5. Import order records into Alma
6. Load EDI invoices
7. Process invoices

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We have outlined an overview of our workflow.

The column on the left explains the steps we took from the beginning until now. *Click through steps*
Steps 1-5 were pre-Alma. We already had PDA working in Voyager.
Steps 6-9 are the steps we took in Alma to set up the PDA configuration.
Steps 10-12 are automated in Alma once the configuration has been correctly set up.
Steps 10-13 will be repeated for as long as the program runs.
As the program is still running we have not yet done any clean ups or deletes but we have done testing on this in the Sandbox – this will be discussed later.

The column on the right outlines the steps we would take if we had started this once we were already Alma clients.

Go to demonstration of set up in Alma. Show: PDA entry, two profiles, collection, discovery record, order.

In our Alma we have one program set up for PDA. We entered the mandatory fields in the PDA details section.
We set up the two import profiles. We used our existing YBP import profiles to inform many of the fields selected.

The first profile is our repository profile – it runs daily and loads the discovery records into the PDA collection.

The second profile is the order profile – it also runs on a daily basis and uses the 024/035 match method to match on the EBL identifier in the 035 field. When a match is found it merges with the existing record and overlays all fields but local. If there is not a match we do not import the record. The POL is created upon load.

How this looks in Alma is the discovery record is loaded into Alma the morning after the record is placed on the YBP server.

The record is then made discoverable in Primo that day and a user can access the title on the EBL platform.

Once the title is triggered the order record is sent from YBP and picked up by our order import profile.

This record overlays the existing discovery record and creates a POL.

The invoice is created by EDI and processed by staff.

Staff involvement

Workflow outline

Vendor liaison (setting up agreement): Associate University Librarian

Profile decisions: Liaison Librarians & Collections and Discovery Services department

Alma set up (Voyager record deletes, import profile creation, testing & importing files): Associate University Librarian & HEW 7 Discovery Services & Systems Librarian

Alma monitoring (monitoring of imports and investigation of issues as they occur): HEW 6 Librarian, Discovery Services & Systems portfolio

Process invoices: HEW 4 Library Officer, Collections & Content Development portfolio

Staff from all over the library have been involved with the PDA program. The initial work to set up the program was carried out by staff from our Information Access and Advisory Services department in conjunction with the Collections and Discovery Services department.

The Alma configuration was carried out by Fiona and myself.

The ongoing monitoring of the imported records is carried out by a librarian in the Discovery Services & Systems portfolio. They check <u>all</u> of the daily imports and investigate if records or orders were not loaded correctly, including titles in the PDA profiles.

The payment is processed by Library Officers in the Collections & Content Development portfolio. Treated like any other invoice.

Overall we are happy with the PDA functionality in Alma.

The import profiles were very easy to create as we already had YBP profiles we could copy from.
Now that the loading is set up it runs automatically and we have run into very few issues.

The discovery records are imported into the PDA collection in Alma and stay there once the order records have overlay them.

In terms of success, staff are only needed to pay invoices and check the profiles are working correctly.
The records are available to our clients in the discovery layer within hours of the records loading.
35% of titles in the PDA collection have been purchased. We have seen the benefits in usage with 45% of purchased titles having 2 or more downloads.

Dependencies/overlap with other related workflows

MACQUARIE University

Discovery: the collection name in the Primo View It tab identifies the title as an EBL title

EDI invoicing: similar to standard invoicing for YBP

Import profiles: similar import profiles for regular YBP ebooks

PDA is now integrated into our existing practices on both the client and staff side. Clients are informed that the title is available on the EBL platform when they view the link in Primo as the collection 'Public Name (Override)' is set to EBL. There is no indicator the title is part of a PDA program.

Staff are only aware that titles are part of PDA as we have an indication in the collection name and the portfolio contains the PDA details.

The processing of the PDA invoices are very similar to other YBP invoices, however the invoice lines are not linked as we do not send the POL numbers back to YBP. The only indicator on the invoice itself is the vendor account code that indicates the titles are part of PDA.

The import profiles for PDA are housed separately from the other profiles but in terms of monitoring them they are shown in the same list of jobs.
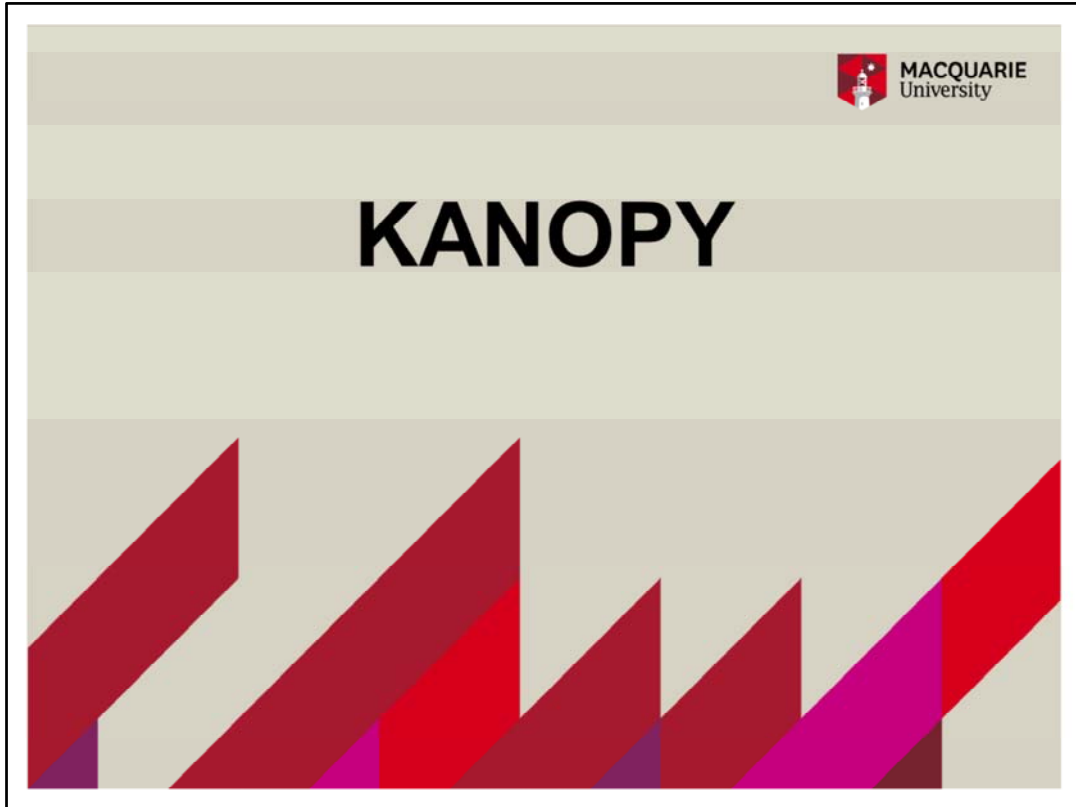
1. The biggest issue we originally encountered was the timing for the loading of the import profiles. We receive the discovery files from YBP once a week, usually on a Monday. The order files are generally provided within the first 10 days of the month with an occasional mid-month file provided. We had originally intended to load the files as soon as they were available then realised we only had specific times to choose from in the import profiles, e.g. every day, the 2nd of the month or every Saturday. At first we didn't want to run both profiles every day knowing that most days there would be nothing to collect. However, the issue we wished to avoid was having an order file available before the corresponding discovery record was loaded. We originally set the order records to load daily at 6am and the discovery records to load Saturdays at 6am and we had a staff member monitoring the loads to make sure any issues were picked up. We have now changed both profiles to load every day at 6am to ensure no order records are rejected because the discovery record is not yet there to match against. We would like Ex Libris to consider allowing us to choose when the import profiles can run to set the timing up to suit the times we receive the records from our vendors.
2. An issue we inherited from the migration was that not all PDA purchased titles were included in the PDA collection in Alma. The titles that were purchased pre-Dec 2014 came across from Voyager as stand-alone titles. A task for us as a library was to identify these titles and create a set for them, then run a job to move them to the PDA collection. Currently most titles have been moved but there are still some outstanding.
3. Analytics does not have any PDA specific fields, despite the portfolios containing a PDA details field. The only way we have found to run reports on the titles in the PDA

program is to ensure they are in a PDA-specific collection. You can then build your reports on the collection. We would like all titles linked to a PDA program to be reportable despite the collection they are housed in.

4. The issue we still haven't resolved is how to clean up the collection without removing all discovery records. Alma does provide 'Clean up' functionality in its PDA actions. However, this process removes all discovery records. It also requires that the PDA is terminated before this clean up can be performed, meaning repository records are no longer imported and the PDA status is set to Cancelled. What we would like to be able to do is remove certain PDA records in bulk in the middle of a PDA program, e.g. discovery records imported more than 12 months ago or the oldest 300 discovery records. We developed a workaround by testing in our Sandbox environment and we were able to delete certain records in the collection if we built an import profile, loaded a file of the titles to be removed which runs but does not delete, we created a set of the failed titles then ran a delete job on the set. Unfortunately, Alma does not allow deletion of PDA bib records through an import profile if the PDA is active, nor does it allow deletion of portfolios through an import profile if they are in a collection. What we would like from Ex Libris is the ability to create import profiles within the PDA setup where we can build delete profiles to remove records, even if there are portfolios attached but not if there are orders attached.

Our second example of PDA is for Kanopy. Kanopy is a streaming service that provides access to videos through subscriptions.

Kanopy

Overview

- Selected packages opened
- Title triggers after specific number of uses
- Library subscribes to title for a year
- Title goes back to PDA pool once subscription ends

We are an existing Kanopy customer and have recently signed up with Kanopy for PDA. We have selected specific packages only for PDA, not their whole library.

We previously held a lot of subscribed titles and already had bib records for these titles in our discovery layer.
These subscribed titles are now going into the PDA pool once their subscription ends (if part of the opened packages).

Kanopy
Workflow outline

- PDA agreement signed with Kanopy
- PDA invoice paid
- PDA packages selected and activated (ongoing)
- MARC records imported to Kanopy collection in Alma along with other Kanopy titles
- Titles triggered on platform
- Quarterly report received of titles subscribed
- After year's subscription title goes back to PDA pool

Our existing titles in Alma were moved into a Kanopy collection.

We worked with Kanopy to set up PDA and open up subject packages.

Over time Kanopy was able to provide bibliographic records for the majority titles in our collection but were unable to provide files separated into purchased or PDA titles. Therefore we made the decision to have one Kanopy collection in Alma with all titles.

Currently on a fortnightly basis we run the import profiles: as Kanopy initially provided brief records we run an import that overlays the existing records with matches in the file. We also run a second import for the new titles, we don't use the same profile as we don't want inventory created for the record updates.

The initial work was carried out by Fiona and I in Alma – setting up imports, created order.

HEW 6 to be trained to do record loading.

Most work in Kanopy is carried out by HEW 5s – reviewing clients' interested titles & advising on package opening, invoicing.

Issues

- Cannot use Alma PDA functionality to manage Kanopy program
- Order details are not sent in Kanopy records
- Triggered titles become subscriptions
- Subscribed titles added to PDA pool at end of subscription period
- PDA fees paid in bulk on large POL not per title
- Cannot identify Kanopy PDA titles in Alma to report upon

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We were unable to use Alma's PDA functionality due to Kanopy's PDA model.

Kanopy could originally only provide MARC records for titles in our collection in bulk meaning that PDA discovery records could not be split from our existing subscribed titles. They were all loaded to one collection.

Order records are not sent from Kanopy meaning we would need to manually create POLs for triggered titles. Also, the PDA fee is paid up front so we do not need POLS for individual titles as the invoice is for the whole program.

Triggered titles are only subscribed to, not purchased, meaning after one year the title goes back to being a discovery record. Had we used portfolio notes to indicate which titles were triggered we would need to be updating them throughout the year.

We receive quarterly reports from Kanopy on triggered titles and we attach the reports to the invoice so we have some record about which titles were triggered. We are not able to report on Kanopy PDA titles in Alma. Reporting must be done from the Kanopy platform which can be quite time consuming.

Thank you

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