

Native Alma RS Usability Issues

RS Functional Area	Element	Description
General	Layout	In the Resource Sharing Borrowing and Lending Request lists, far too much information is crammed on the left hand side of the screen
	Facets	<ol style="list-style-type: none"> 1. A new facet for Level of service is required so the request lists can be filtered by service level - Core, Rush, Express 2. The width of the facet navigation pane should be customisable 3. If a facet 'family' has been opened by clicking 'More', it should remain open so that the user can move freely from one facet element to another within the listed elements
	Request Notes	Should be easier to see in the request citation - coloured print?
	Navigation	Users should be able to move between the Borrowing and Lending lists without having to go back to the Alma menu
	Terminology	use the word 'back' to move out of a screen not 'cancel'
	Display NUC code	The NUC symbol should display in the request attributes screen for all requests
Borrowing	Add request Manually	Having selected that a manually created request will be an Article or Book that the relevant fields in the Resource Information section of the form automatically display and that the requested format in the Request Attribute section automatically defaults to a relevant default for the chosen citation type. EG Article - the volume/issue fields automatically display and that the request type is physical non-returnable.
	Add from search	When Adding a request : From search, if an institution is part of a Consortia using a NZ, that the institution name be a link to the institution's holdings (it is if the search is performed as a Repository search)
	Rota adjustment	When manually selecting a rota, the first library in the rota cannot be moved down the list.
	Finding a saved but not sent new Borrowing Request	If a request with status 'Created Borrowing request' is saved, the user is taken back to the list of other requests of the same status. There is no vertical bar indication to show which request was the one that the staff member was just working in.

Lending	Delivery Address	That the lending request screen be altered to output the full library name, NUC and delivery address/email address for the requesting library. This data is part of the ILL doc that is sent with every ILL Borrowing request but with Alma only product management have access to this). This information displayed for every Lending Request in Aleph and it should do so in Alma.
	Notes	These should be viewable from the Resource Sharing Lending Request list. Address information should not be output in the Notes field.
	Shipping Lender Cost	If an RS library has 90 reciprocal borrowing agreements and there are 1100 partners loaded, it is almost impossible to set up the shipping lending costs with any degree of accuracy.
	Request Assignment	Libraries should be able to have request assignment as an option and be able to opt to keep all lending requests in a common pool.
	Ship from Unassigned list	If a request is shipped from the unassigned list, the shipping slip is not sent to an email address for printing. If an assigned request is shipped, the shipping slip is sent to the email address of the assignee.
Repository Search	Return to selection	In the NZ tab, if staff search and have displayed the holdings detail for a citation and then step back to the list of citations, there is no indication (vertical bar) to show which was the record that the staff member had just viewed
Primo	Request forms	There is no ability to customise the blank ILL request form in the same way that the 'View on line - GetIt tab' form. Unwanted fields should be able to be removed and the form layout adjusted
Partners	comma in name	If there is a comma in a partner name, quote marks surround the library name and there are two different filing sequences for partners are created - one with commas and quote marks and one without a comma in their names.