

Fulfillment Networks

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History

- 3 Universities in Adelaide
 - Long history of collaboration – Alma, Voyager, and Dynix.
 - Joint Library store (URRSA). Contains low-use material from all 3 universities run from one service point.
 - Material transported by courier run between all 3 universities across metropolitan Adelaide.
 - Reciprocal borrowing arrangements – all 3 universities allowed material to be borrowed since Dynix. Used to charge a fee between libraries based on net final transactions.
 - Demerit points – way to discourage overdue items. Not without issues. Waning relevance since Alma.
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History

- Dynix = Reciprocal Borrowing
 - Voyager = Universal Borrowing
 - Alma = Fulfillment Network

 - Fulfillment networks allow greater flexibility for:
 - Walk-in loans
 - Direct requesting
 - Return anywhere in the network
 - Pick up anywhere in the network
 - A network patron card in Primo
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History

- Fulfillment networks generated issues with:
 - User registration, and maintenance of user records
 - (in)ability to request from within Primo
 - Return anywhere in the network – issues with tracking loans, and logistics
 - Pick up anywhere in the network – logistical issues
 - A network patron card in Primo – being able to see all activity across 3 institutions.

Some of these were configuration issues. Others were just how the fulfillment network seemed to operate as functionality matured. Possible dependencies on which APAC server each institution was situated.

Alma Configuration

- Are they the same in each institution ?
 - Do they need to be the same ?
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Alma Configuration

Ex Libris sets up in the first instance

Go to [FF Network configurations](#)

Loans and borrowers 2018

Borrowed from

<i>Borrowers home institution</i>	ADELAIDE		FLINDERS		UNISA	
	Users	Loans	Users	Loans	Users	Loans
ADELAIDE	-	-	36	242	49	181
FLINDERS	91	639	-	-	28	165
UNISA	55	379	31	182	-	-

- Total of 1788 loans by 290 users

Issues and Comments

A few issues:

- Patron lookup – search must be exact match and return only one result
 - Patron role expiry date – edit record to change role expiry
 - Expired patron – pull down record again
 - Varying levels of personal patron data at different institutions – can configure
 - Errors from invalid data – e.g. symbols in patron phone numbers
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Issues and Comments

The good bits:

- Once configured, importing and maintaining records is straightforward
- Patrons can see their loans on their home library account

Next steps:

- Review support model
 - Continue to work together to optimise configuration and resolve issues
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Questions?

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Thank you
