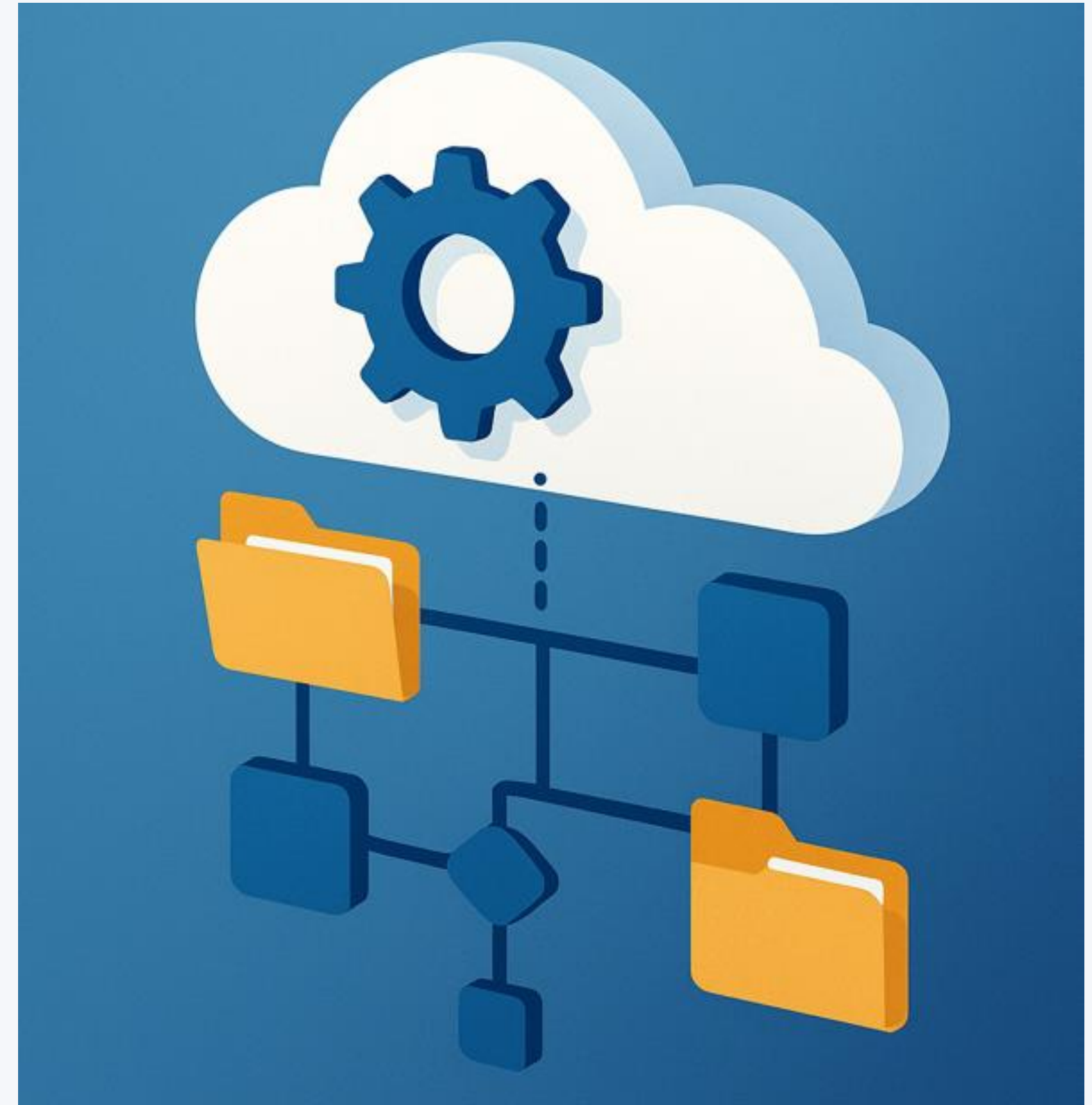


# Expanding Services for Alma

## *A WRLC Town Hall*

- WRLC's Strategic Direction
- Library Open Workflows (LibOW)
- Community Use Case Submission
- Questions & Answers
- Discussion & Brainstorm





**Aaron Krebeck**  
Deputy Director



**Angelique Carson**  
Shared Collections  
Librarian



**Jacqueline Saavedra**  
Consortial Network Zone Manager



**Joel Shields**  
Digital Services and  
Systems Librarian



**Jamie Kutzuba**  
Library Systems Supervisor





# Strategic Priority No.2

## *Leverage WRLC's Investment in Shared Library Technology*

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- Expand centralized support at WRLC HQ
- Enable automation across Alma workflows
- Reduce redundant effort across institutions
- Position WRLC for greater operational impact



# Your Role in Enhancing Alma

*What are your workflow challenges?*

---

- Identify repetitive or inefficient processes
- Submit ideas that could benefit others
- Focus on outcomes, not technical design
- Help shape development priorities





# What LibOW is:

## *A Platform for Enhancing Workflows*

---

- Adapting Alma to our needs
- Removing friction around Alma
- Streamlining processes and saving time on routine tasks
- Proactive improvement vs. reactive support



# What LibOW is *not*

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- Not an Alma replacement
- Not an interface change
- Not openly available



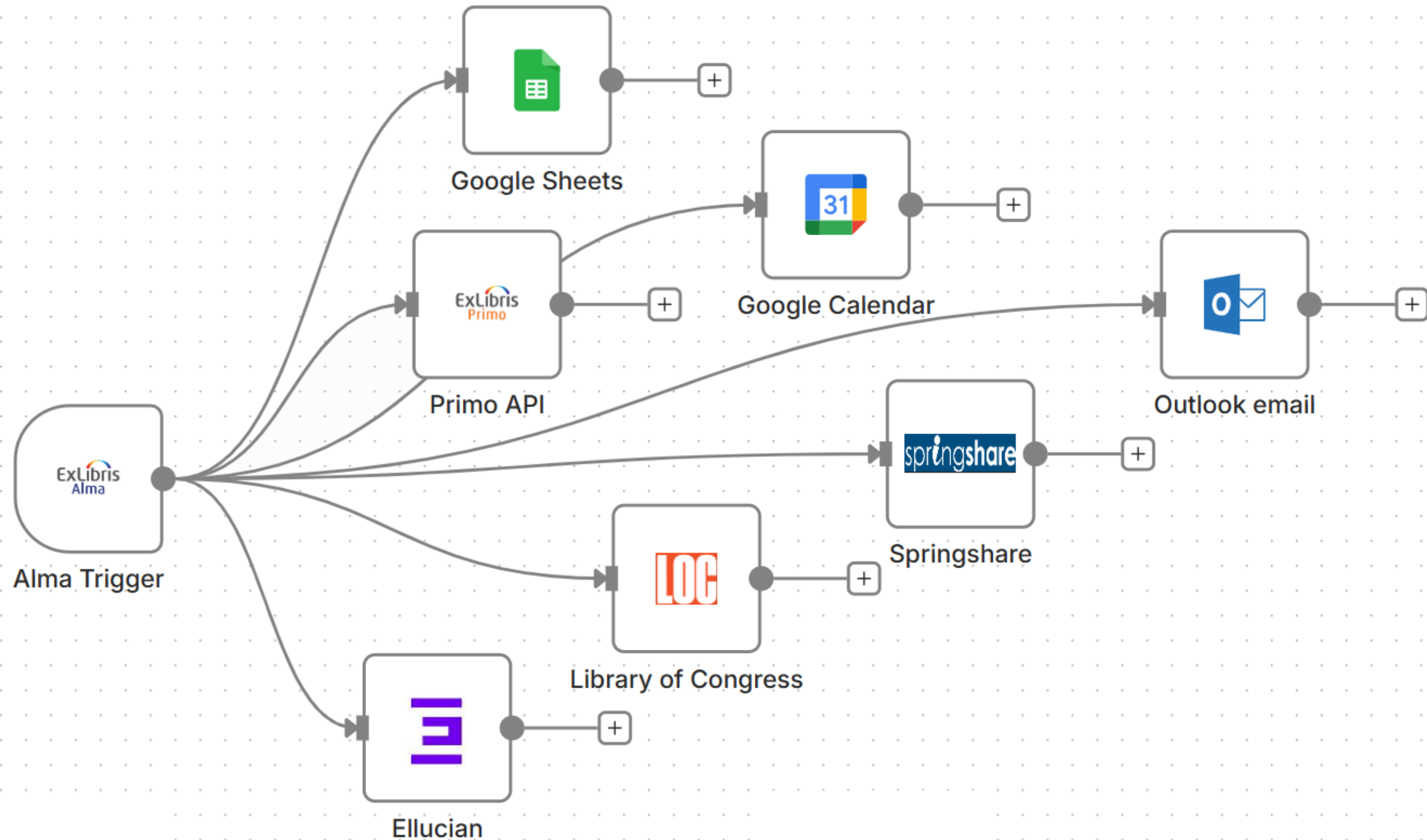


# What LibOW Can Do

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- Integrate
- Automate
- Orchestrate

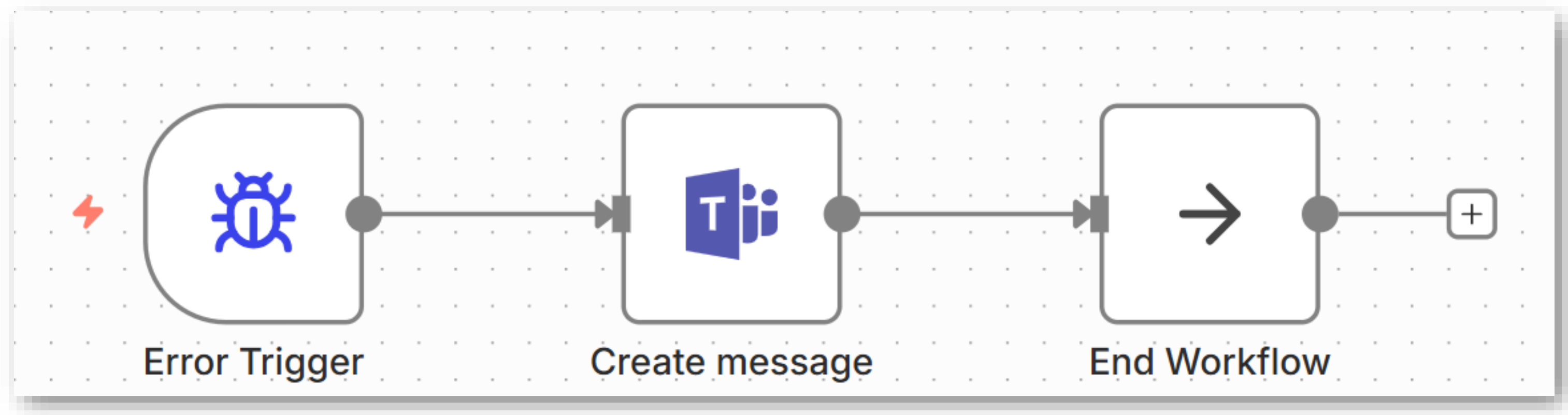
# Integrate: Connect Systems



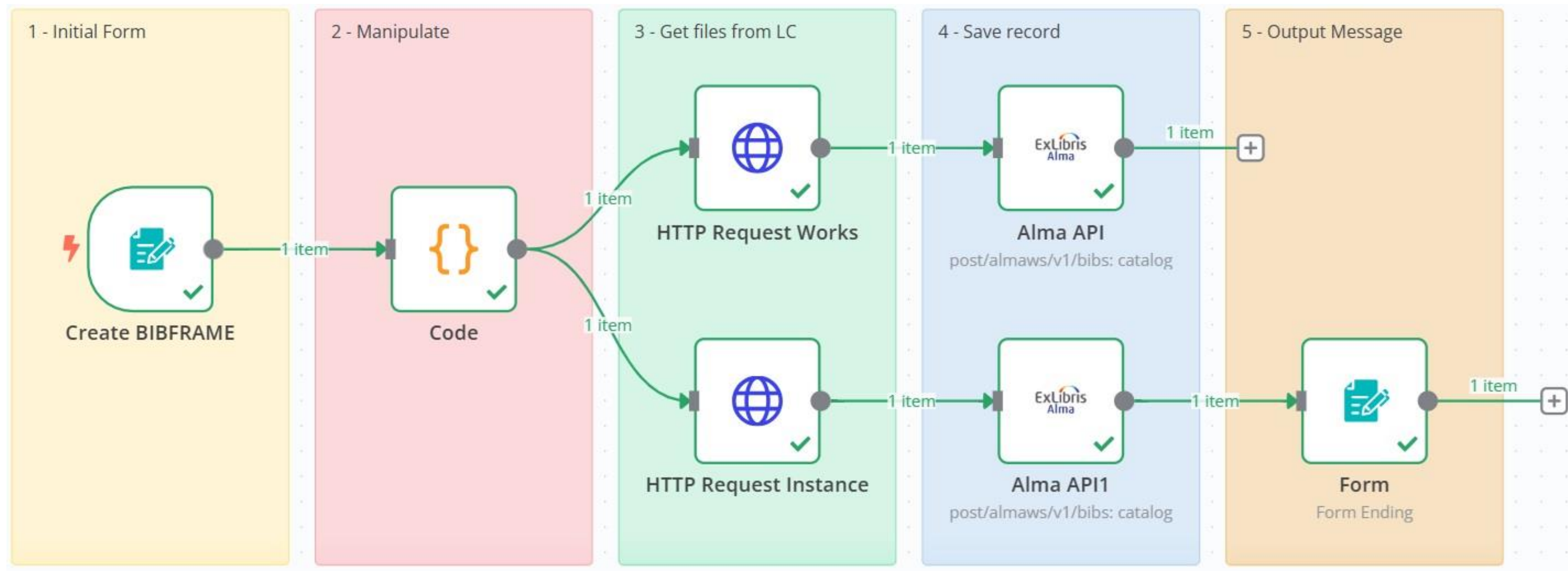


# Automate: Remove Manual Tasks

---



# Orchestrate: Coordinate Data & Actions

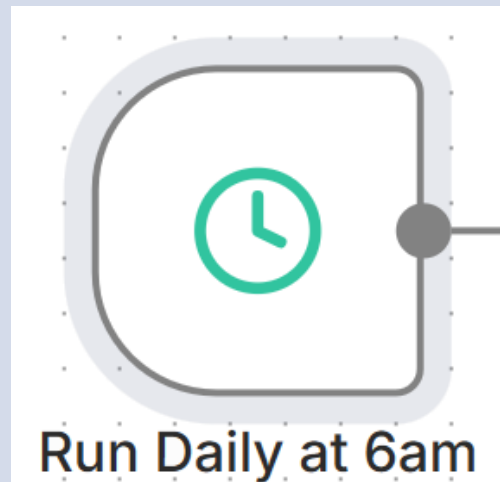




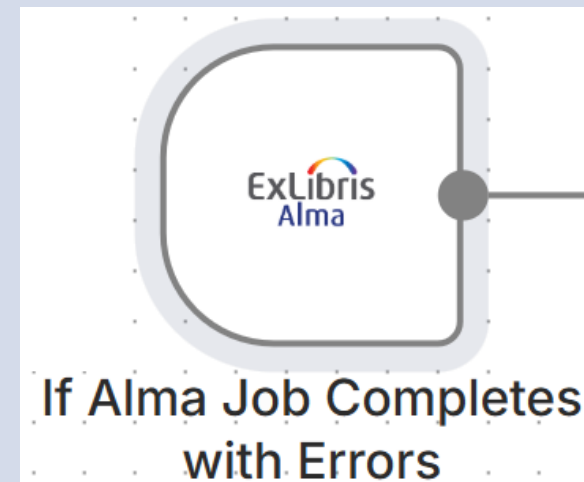
# Workflow Triggers

---

## Scheduled



## Event-driven



## On-demand



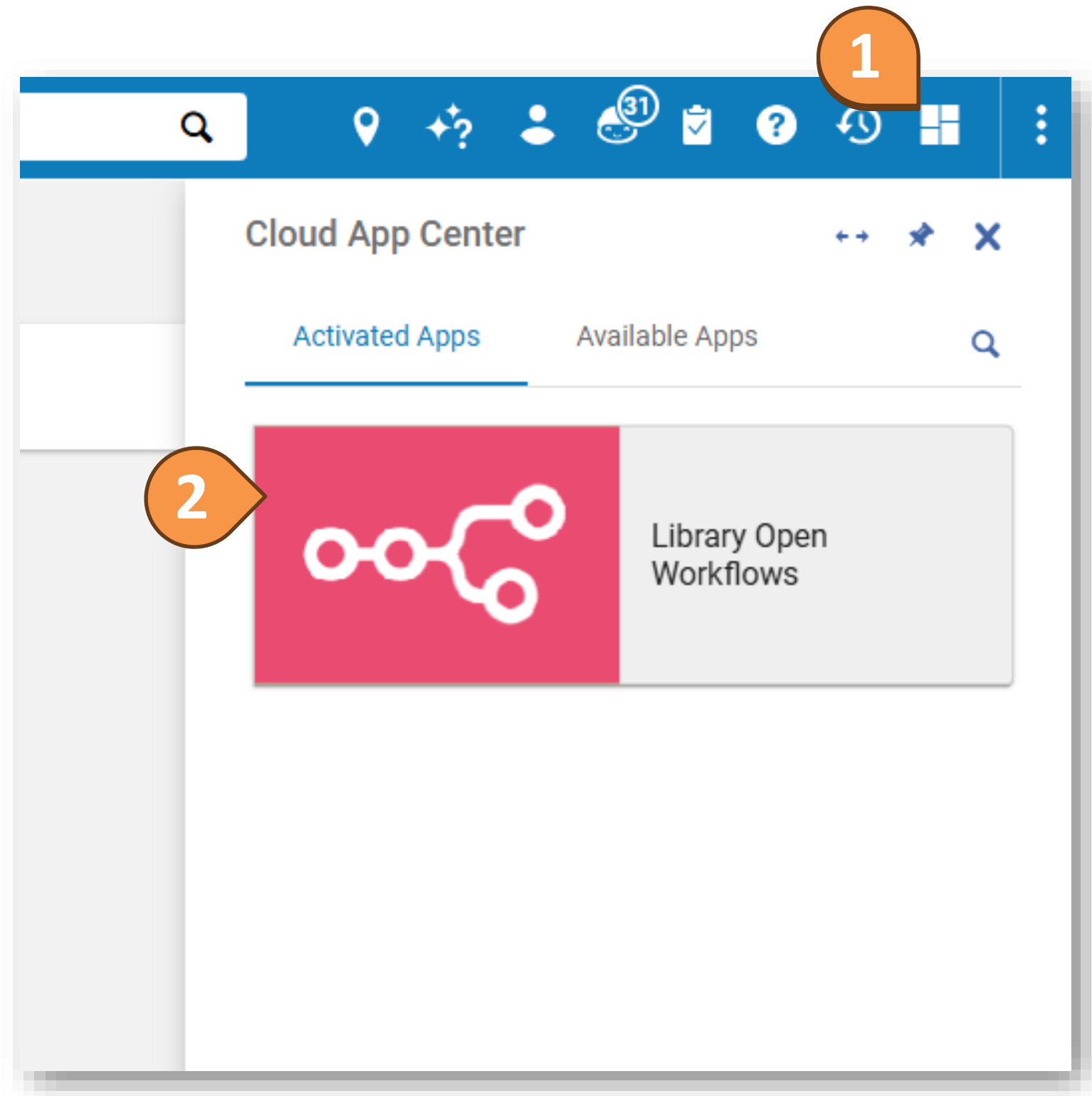


# Community Use Case Suggestion Form

---

- Primary channel for proposing workflow improvements
- Accessible from inside Alma
- Sent directly to WRLC HQ staff
- Turns operational pain points into structured proposals





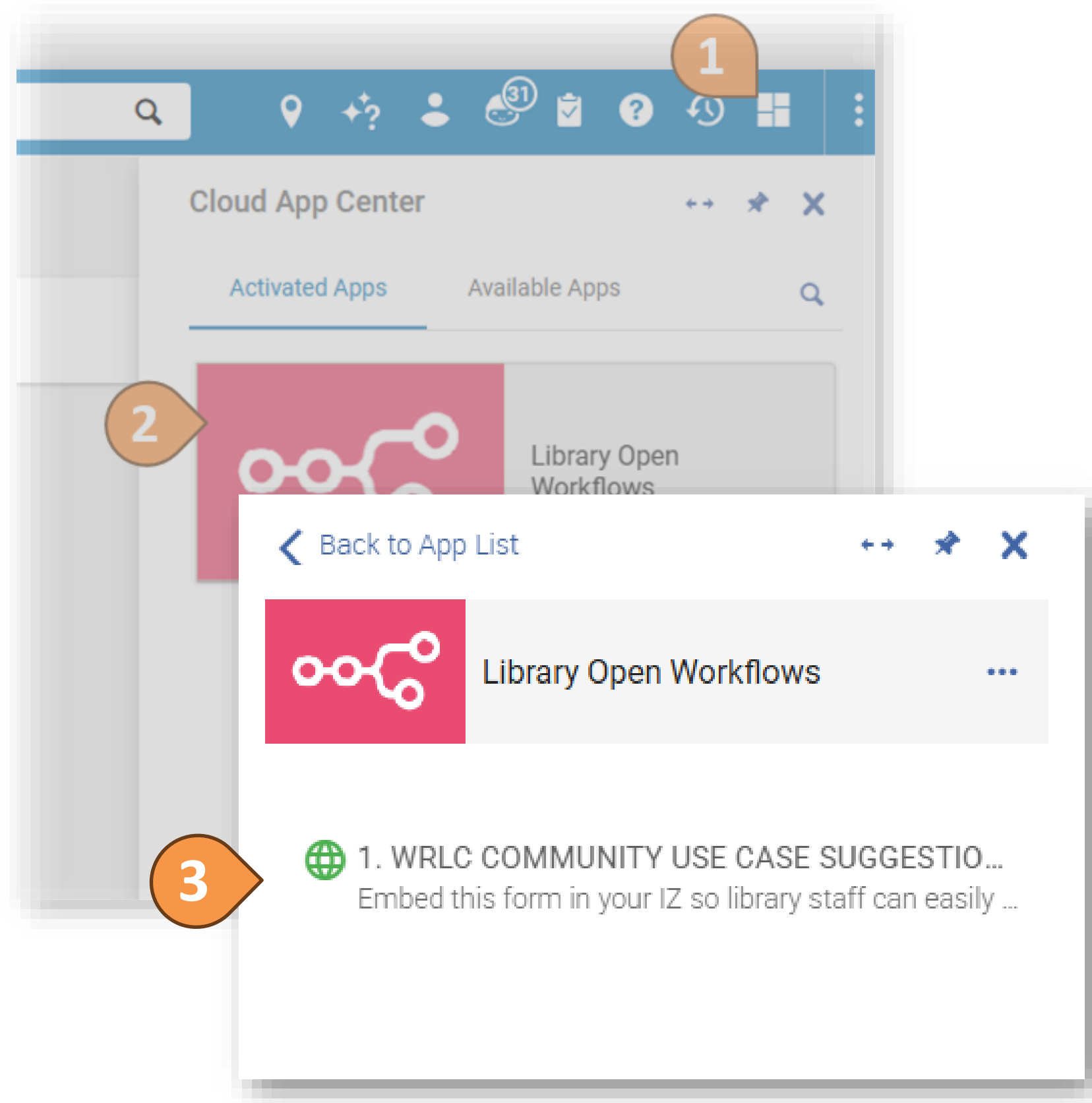
# Finding the Form

---

1. Alma Cloud App
2. Library Open Workflows

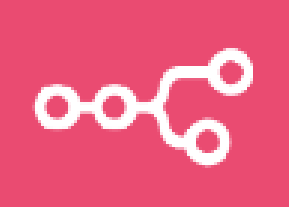
# Finding the Form

1. Alma Cloud App
2. Library Open Workflows
3. WRLC Community Use Case Submission Form





[← Back to App List](#)



Library Open Workflows

...

LIBOW COMMUNITY USE CASE S...

← Home

Library Open Workflow Use Case Suggestion Form

You may upload **supporting documentation** (such as screenshots, notes, or process descriptions) if that helps explain the issue. Attachments **MUST be smaller than 4 MB.**

Explore the [How to](#) Wiki page for more on this process.

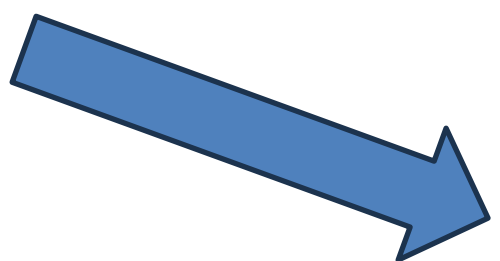
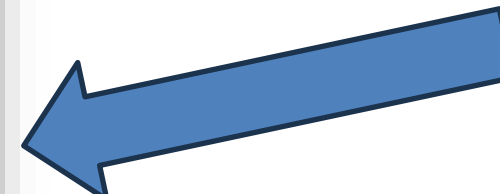
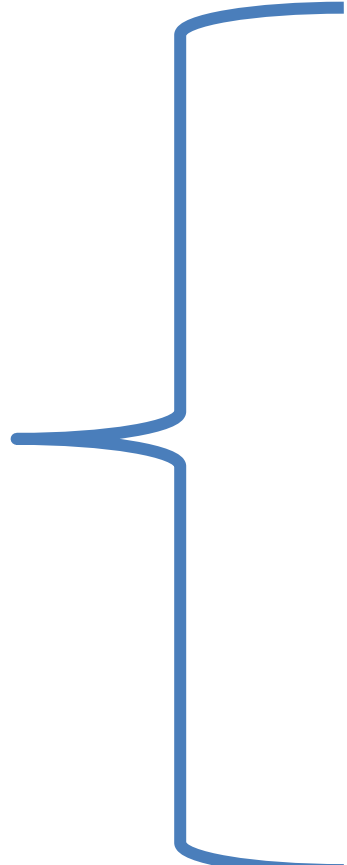
Your name: \*

Your institution: \*

# Using the Form

---

**Example Submission :**  
Email sent to Library Staff when Alma receives ILL request



**Your name: \***

Dorothy B. Porter

**Your institution: \***

Marymount

**Your email address (so we can follow up with you if more information is needed): \***

dbporter@marymount.edu

**Briefly describe the workflow issue, challenge, or opportunity you've identified: \***

When faculty or student patrons request an interlibrary loan through our form in Primo, it creates a Borrowing Request in Alma, but

**What is the goal or desired outcome of changing this process? \***

It would be faster and more efficient for Alma to send a notification via email when a new ILL request is submitted. Our librarians would



Describe the steps you currently take as part of this process: \*

co-opening Alma multiple times per day.  
Sometimes there are no new requests, other  
times a request have been sitting in the list  
not yet started for several hours.

How often do you use the current process? \*

Daily

Approximately how much time does this process take currently? \*

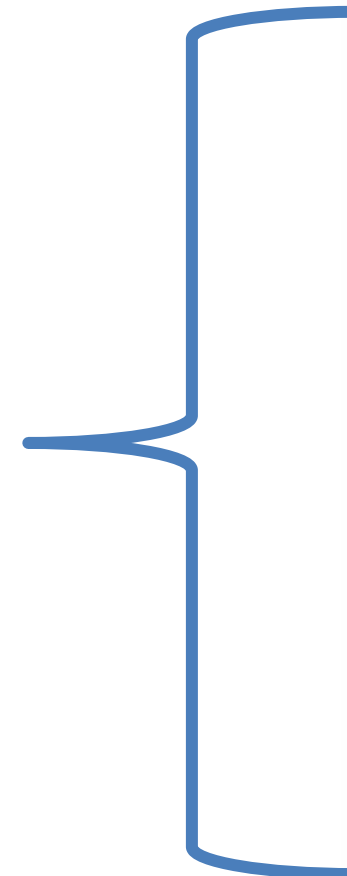
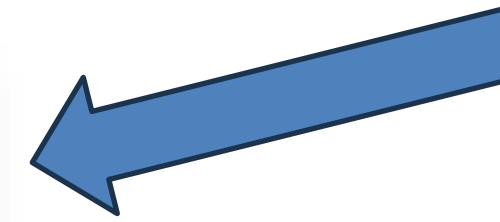
30 minutes or more per day to periodically log into Alma and

What other groups or individuals would benefit from an improved workflow? \*

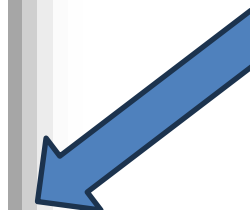
Faculty and student patrons - would receive their ILL reques

How would you rate the urgency of this request? \*

Medium (would save noticeable time)



- Low
- Medium
- High



1 File  
smaller  
than 4 MB

Anything else to share?

send the email to our shared ILL inbox at  
Loans@marymount.edu

⚠ Attachments must be smaller than 4 MB ⚠

Supporting documentation

Choose File No file chosen

Submit

Thank you for taking the time to share your ideas and help improve library workflows for everyone.

Your submission will be reviewed as part of the Library Open Workflow initiative.

You may be contacted for clarification or follow-up questions if additional information is needed.

Not all submissions will result in immediate changes, but all ideas will help inform future workflow improvements and priorities.

Want to share more information about your submission or have a question? Simply [enter a ticket](#) to get in touch with us!





# What Happens Next?

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- Logged and reviewed by the WRLC LibOW Team
- Follow-up if clarification is needed
- Prioritized based on:
  - Urgency
  - Time savings
  - Number of institutions impacted
  - Feasibility
  - Alignment with initiatives
- Progress shared via outreach, like the WRLC newsletter updates and the Alma Wiki

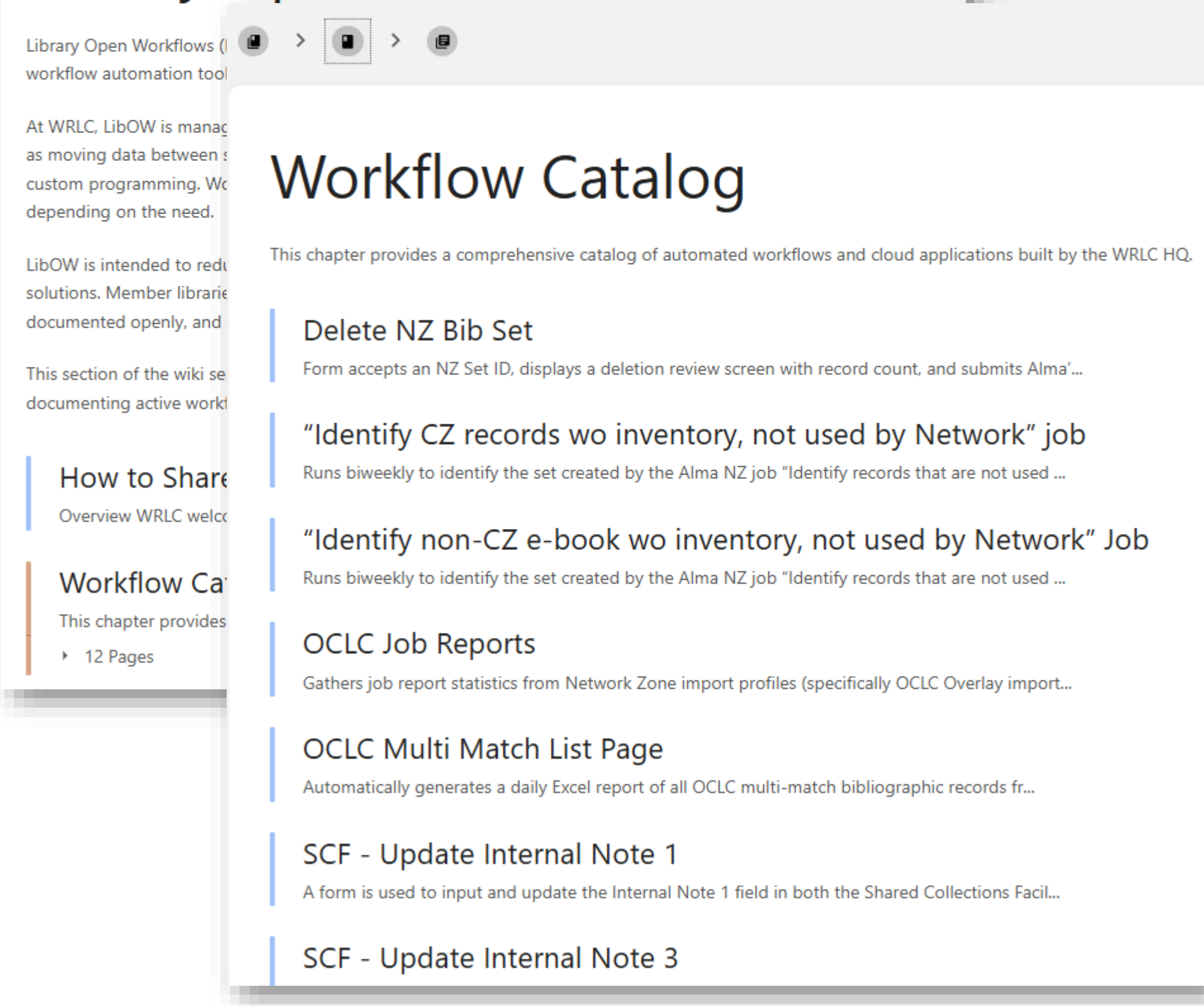
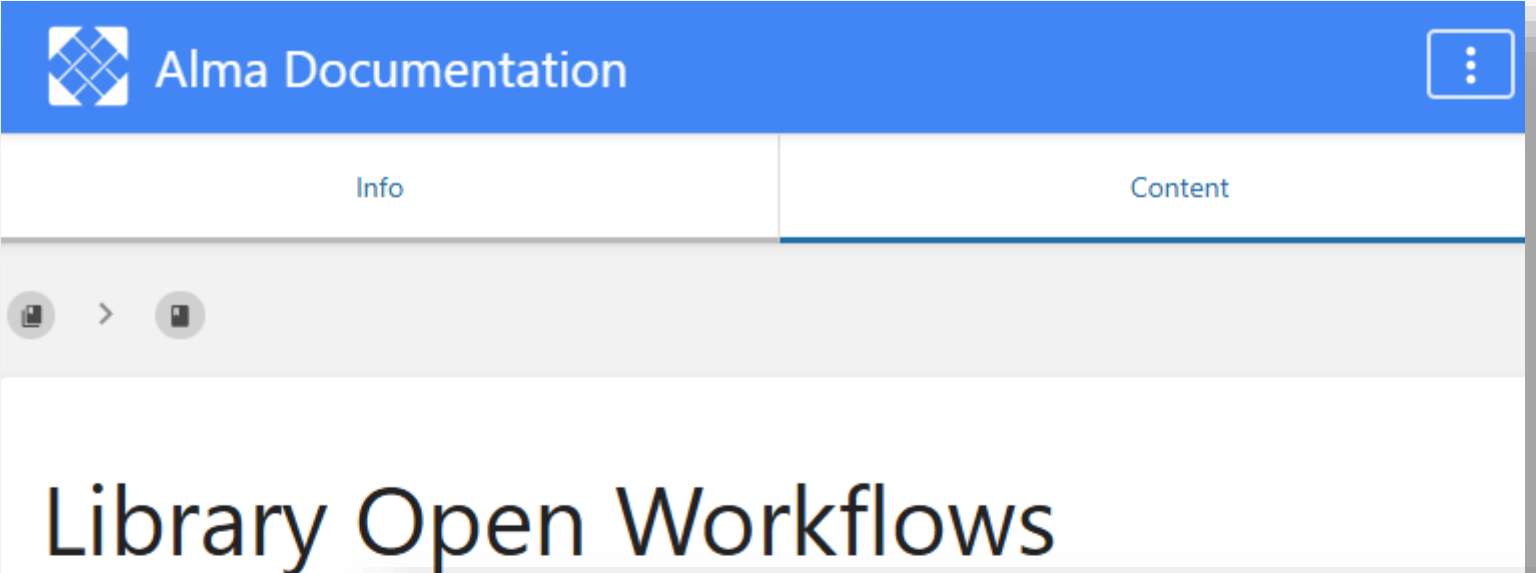


# Who Can Access the Form?

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- Alma users with standard **administrator**, **manager**, and **operator** roles





# LibOW Wiki & Example Workflows

<https://alma.wrlc.org/books/library-open-workflows>








# Example 1

---

CU Law  
New Borrowing Request  
Notification

Back to App List



Library Open Workflows

UPDATE INTERNAL NOTE 1

Update Internal Note 1

Use this form to add a tray location to the internal note 1 field

Barcode \*

32882021180222X

Submit

Back to App List



Library Open Workflows

UPDATE INTERNAL NOTE 1

Update Internal Note 1

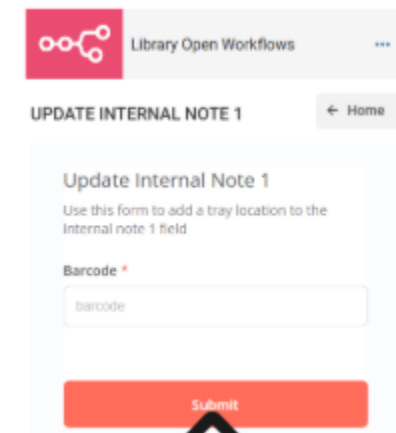
Tray / Shelf Location

Editing Star chasm /

Submit

# Example 2

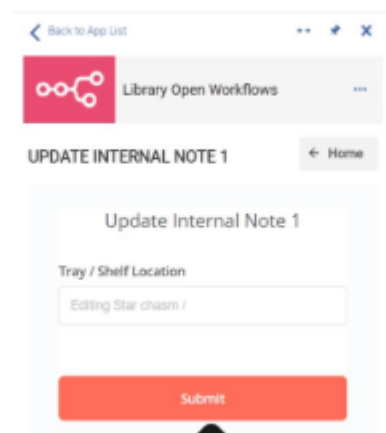
Update Internal Note 1  
in two Institution Zones  
at once



**Submit**



**Retrieve**



**Prompt**



**Update**

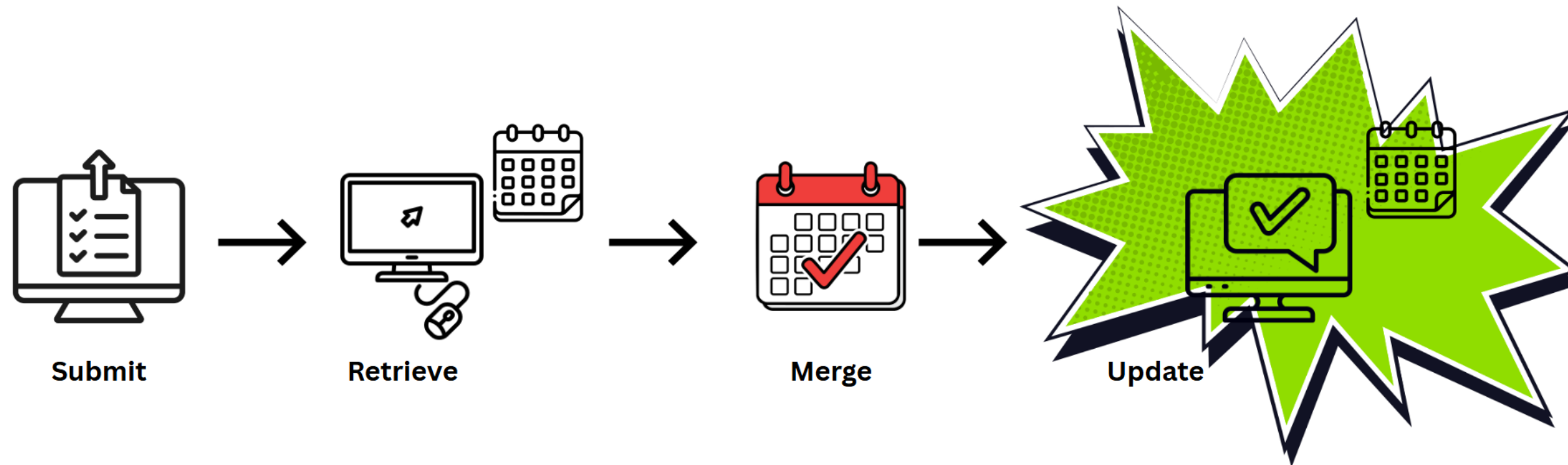


**Confirmation**

# Example 2

Update Internal Note 1  
in two Institution Zones at once





# Example 3

Calendar Update  
University of Kentucky



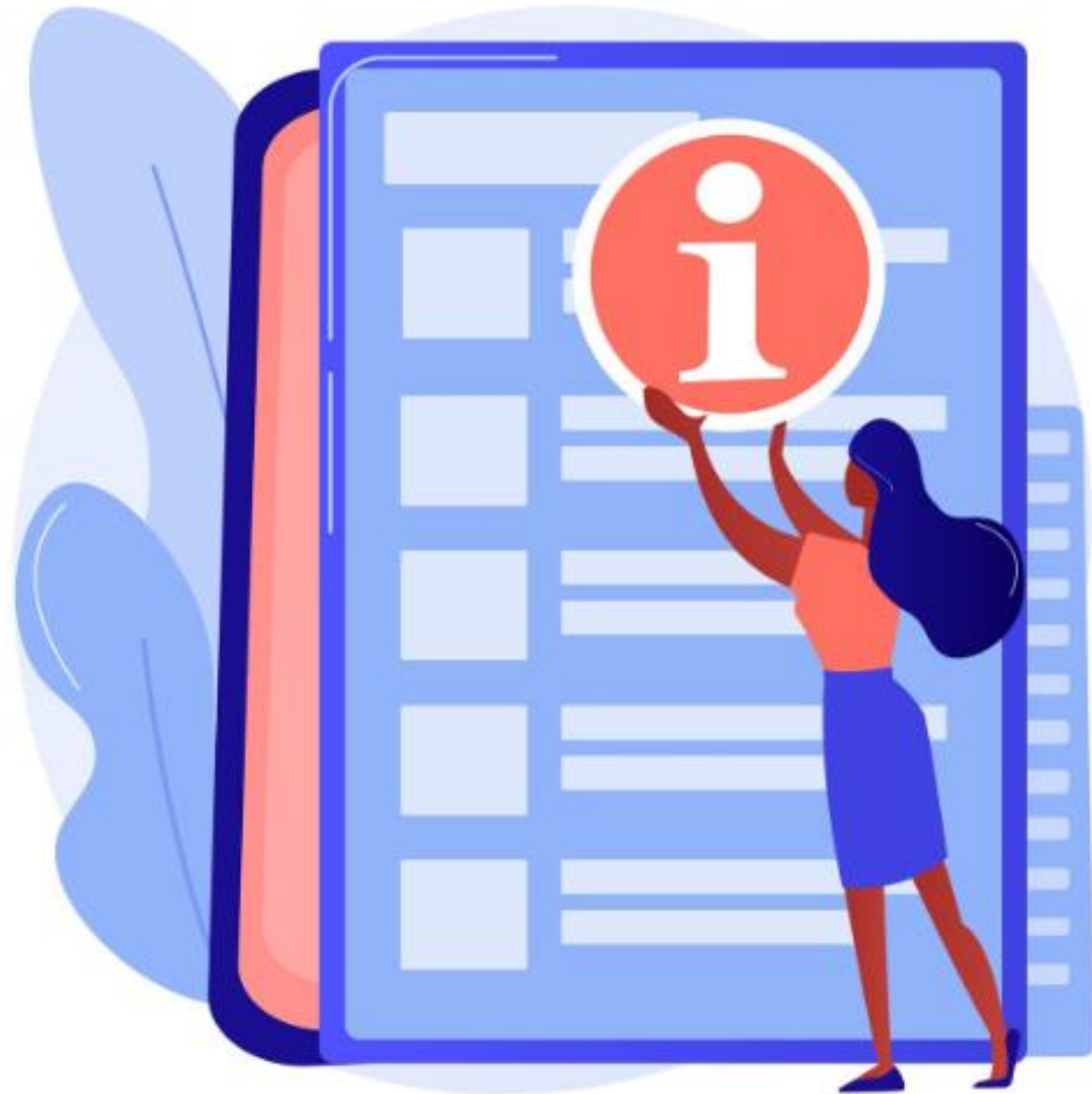




# Let's Discuss...

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- What workflows feel overly manual?
- Where is effort duplicated across institutions?
- What improvements would create the most impact?
- What should WRLC prioritize next?



# Resources

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- [WRLC LibOW Wiki](#)
- [How to Share a Use Case with WRLC HQ](#)
- [Workflow Catalog](#)
- [Reporting an Issue \(WRLC Service Desk\)](#)
- [BIBFRAME Workflow Example Details](#)
- [Additional Workflow Example: DDA at Los Rios](#)