Document Delivery patron digitization requests setup and workflow

Explanation and Live Demonstration

Yoel Kortick
Senior Librarian

ExLibris®
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International Group of Ex Libris Users

Introduction

Introduction

- A digitization request is a request by a patron to receive a digital copy of all or part of a physical item or electronic inventory.

- For example, the digitization request may be a specific article in a journal, chapter of a book, or an entire book.

- A digital version of what the patron is requesting does not yet exist, and therefore digitization needs to occur.

Introduction

- The digitization request may be supplied to the patron via either of the following methods:

  - Document delivery (as a link to the file or as an attachment)

  - Depositing the digital file in the repository and publishing it to Primo so that the patron (and other users) can access it. This option requires Alma-D.

Introduction

- The digitization request may be created either

  - By staff in the Alma interface on behalf of the patron. This is a "staff initiated" request.

  - By the patron in the Primo interface. This is a "patron initiated" request.

Introduction

- In addition to this presentation, it is recommended to see:
  - <u>Requests in Alma</u>
  - <u>Digital Configuration</u>
  - <u>Configuring Copyright Management</u>
  - <u>Configuring Digital Fulfillment</u>
  - <u>Digitization Processing</u>

The Digitization Department
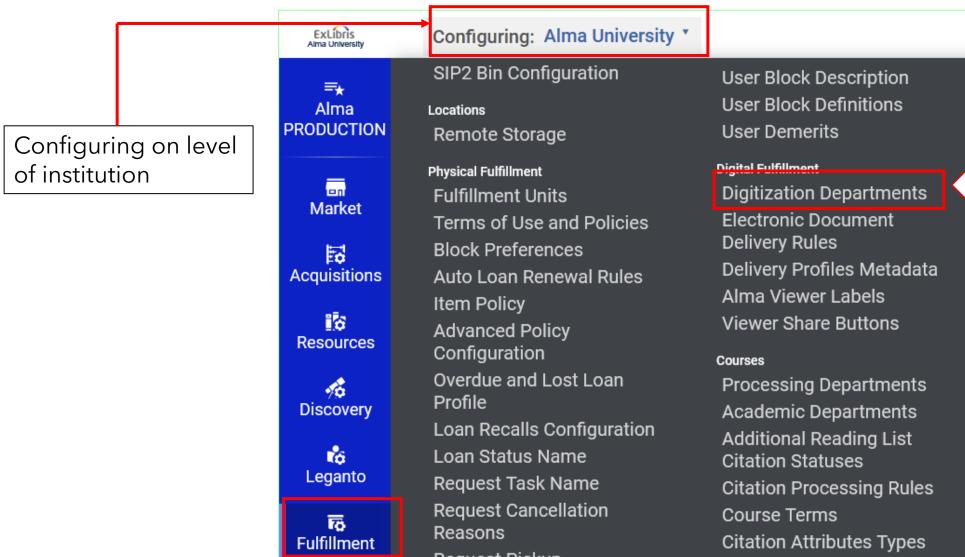
The Digitization Department

- Digitization requests in Alma are handled via the digitization department

- Digitization departments are available from the fulfillment configuration menu under "Digital Fulfillment > Digitization Departments"

- Multiple digitization departments may exist for various combinations of libraries.

The Digitization Department

Configuring on level of institution

The Digitization Department

- We have created one digitization department

The Digitization Department

- General Details tab

The Printer to where the slips will be printed

The amount of time the physical item will remain in the digitization department before it is expected to be returned to the location from where it came

The Digitization Department

- Served Libraries tab

We have defined that this department will serve the entire institution (and not just specific libraries)

The Digitization Department

- Served Libraries tab

We could have defined that this department will serve one or more specific libraries. Instead, we have it serve the entire institution (Alma University).

The Digitization Department

- Contact Information tab

The Digitization Department

- Operators tab

These are the staff users who can handle digitization requests in the digitization department.

Electronic Document Delivery Rules

Electronic Document Delivery Rules

- Electronic document delivery rules allow the institution to define under what circumstances a resources can be digitized.
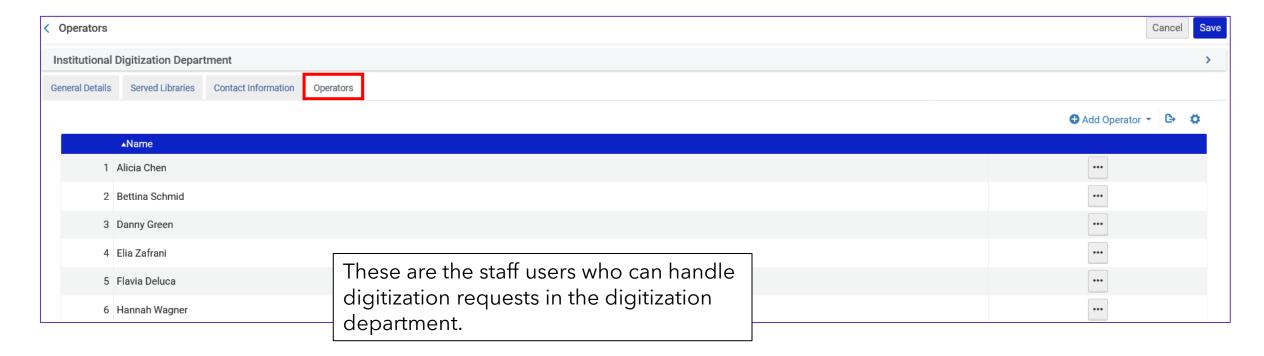- Electronic document delivery rules are available from the fulfillment configuration menu under "Digital Fulfillment > Electronic document delivery rules"

Electronic Document Delivery Rules

Configuring on level of institution

Electronic Document Delivery Rules

- If all the input parameters of the rule are fulfilled (are true) then the output parameters section will be applied.

- The output parameters sections can be "true" or "false"
  - True = Document delivery is allowed

  - False = Document delivery is not allowed

- On the next slide we have a rule which states "if the user group is 'guest' then document delivery is not allowed"

Electronic Document Delivery Rules

Electronic Document Delivery Rules

- This is the default rule which means "all cases true" (document delivery is allowed)

Electronic Document Delivery Rules

- The rules are read top to bottom

Electronic Document Delivery Rules List

The only time document delivery will not be allowed is if the user group is "Guest"

	Enabled	Move Up	Move Down	Rule Name	Description	Updated By	Update Date	
1	⬤		▾	If user group guest then not allowed	Document Delivery not allowed for user group guest	Hannah Wagner	05/05/2022	...

Default Rule

	Rule Name	Description	Updated By	Update Date	
1	Default Electronic Document Delivery Rule	Default Electronic Document Delivery Rule	Hannah Wagner	05/04/2023	...

Digitization and Copyright Rules

Digitization and Copyright Rules

- When digitization requests are created Alma checks digitization and copyright rules to determine how to handle the request.

- The Digitization and Copyright Rules are accessed at "Configuration > Fulfillment > Copyright Management > Digitization and Copyright Rules"

Copyright Management

Digitization and Copyright Rules

Access Rights

Copyright Declaration

Copyrights Statements - Digital

Digital Watermark

Resource Sharing Copyright Declaration

Copyright Publishers

Citation Default Copyright Status

Leganto Copyright Settings

Copyright approval reasons

Copyright reject reasons

Digitization and Copyright Rules

- The digitization and copyright rules determine whether:

A. The request requires manual approval or is automatically approved.

B. The request requires manual copyright clearance, or the copyright is assumed to be automatically approved.

C. The delivery to the requester will be:

 A. By a link in an email

 B. By an attachment in an email

 C. By adding the digitized document to the library's inventory (and then sending a link to the inventory by email)
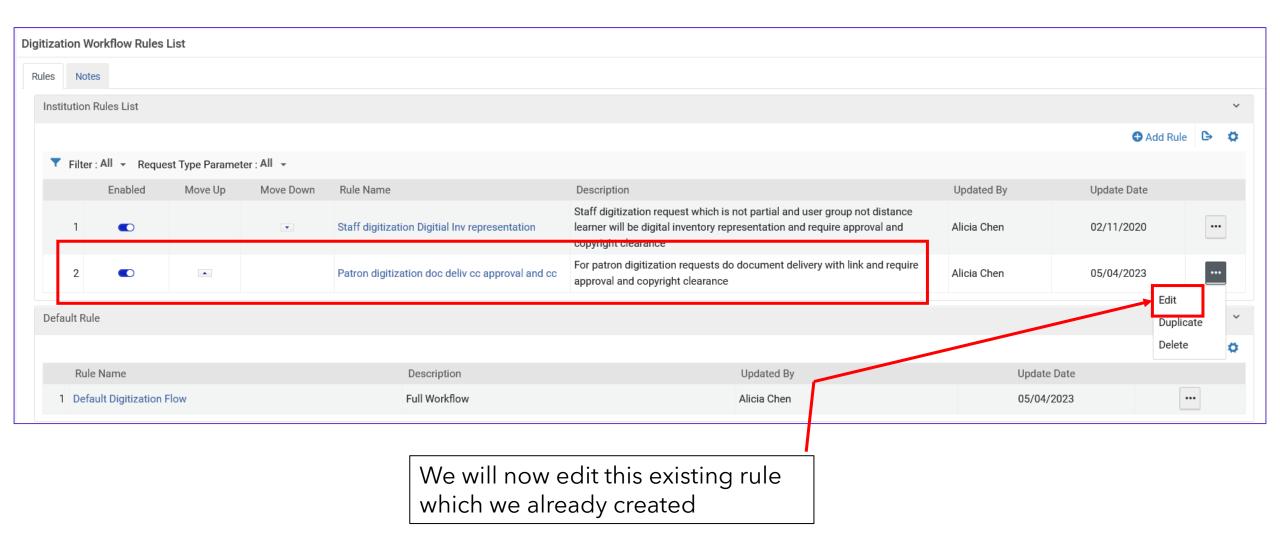
Digitization and Copyright Rules

- In the example on the next slide, we have defined as follows:
- If the request is type "patron digitization request" then:
1. Document delivery will be via a link in an email
2. Approval of the digitization request is required
3. Copyright clearance for the digitization request is required

Digitization and Copyright Rules

Digitization Workflow Rules List

Rules | Notes

Institution Rules List

⊕ Add Rule

▼ Filter : All ▾   Request Type Parameter : All ▾

	Enabled	Move Up	Move Down	Rule Name	Description	Updated By	Update Date	
1	⬤		▾	Staff digitization Digitial Inv representation	Staff digitization request which is not partial and user group not distance learner will be digital inventory representation and require approval and copyright clearance	Alicia Chen	02/11/2020	⋯
2	⬤	▴		Patron digitization doc deliv cc approval and cc	For patron digitization requests do document delivery with link and require approval and copyright clearance	Alicia Chen	05/04/2023	⋯

Edit
Duplicate
Delete

Default Rule

	Rule Name	Description	Updated By	Update Date	
1	Default Digitization Flow	Full Workflow	Alicia Chen	05/04/2023	⋯

We will now edit this existing rule which we already created

Digitization and Copyright Rules

Digitization Workflow Setup

Cancel   Save

Digitization Workflow Rule Editor

Name* Patron digitization doc deliv cc approval and cc

Description For patron digitization requests do document delivery with link and require approval and copyright clearance

Created By Alicia Chen   Created On 05/05/2022

Updated By Alicia Chen   Updated On 05/04/2023

If the request type = patron digitization

Input Parameters

⊕ Add Parameter ▾

	Name	Operator	Value	
1	Request Type	=	Patron Digitization	...

Workflow Setup

DIGITIZED CONTENT MANAGEMENT

Select digitization target Document delivery - link

Maximum views 5

The file will be delivered via a link in an email. Other options include "Document delivery – attachment" and "Digital Inventory – representation". Note that "Digital Inventory – representation" requires "Alma D".

The patron will be able to view the link 5 times

Digitization and Copyright Rules

The request will require approval before it can be "done", and it will appear in the "Approval Requests List" task list

APPROVAL/COPYRIGHT CLEARANCE PROCESSING

Approval ☑

Copyright clearance ☑

Approval/Copyright Clearance Management
- In parallel to digitization workflow
- Blocks digitization workflow
- Automatically approved

The request will require copyright clearance before it can be "done"

Define the Digitization Request Copyright Declaration

Define the Digitization Request Copyright Declaration

- To configure the copyright notice, navigate to "Configuration > Fulfillment > Copyright Management > Copyright Declaration"

Copyright Management

Digitization and Copyright Rules

Access Rights

Copyright Declaration

Copyrights Statements - Digital

Digital Watermark

Resource Sharing Copyright Declaration

Copyright Publishers

Citation Default Copyright Status

Leganto Copyright Settings

Copyright approval reasons

Copyright reject reasons

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Define the Digitization Request Copyright Declaration

- When a staff member makes a digitization request on behalf of a patron, he or she needs to check a box "Copyright Declaration Signed by patron".

- When a patron makes a digitization request in Primo for himself or herself, he or she must agree to the copyright declaration.

- The text of the copyright declaration which the patron agrees to in Primo can be defined in Alma and point to an external copyright-related page.

Define the Digitization Request Copyright Declaration

- Edit the "Digitization Request Copyright Declaration"

Define the Digitization Request Copyright Declaration

- Put desired text in the "Content" section and save. This can also be a hyperlink to an external page.

Create a patron digitization request in Alma (staff initiated)

Create a patron digitization request in Alma (staff initiated)

- In the example here a staff member will create a patron digitation request for patron Lillian Müller

- The request will be for an article titled "An evaluation of Taiwan's Library and Information Science Academic Journals" by Li-kueu Hsueh.

- The article appears in the "Journal of Library and Information Science Taipei", Vol 21 Iss. 2 Oct 1995 pp 61-80

Create a patron digitization request in Alma (staff initiated)

- We locate the item in the Alma repository and create a request

Create a patron digitization request in Alma (staff initiated)

For a specific patron

Specify that this is a partial digitization

This is the digitization department which will process the request

We will see that when the patron created this on his or her own in Primo, he or she confirms this by himself / herself.

Create a patron digitization request in Alma (staff initiated)

Click "Submit" to complete the request

Create a patron digitization request in Alma (staff initiated)

- The request is submitted:

The request was successfully submitted : request id = 7506762550000121

☐ Collapse by default

Create a patron digitization request in Alma (staff initiated)

- The resource request slip letter is printed

Destination: Institutional Digitization Department

Request Type: Patron digitization request

Expiration Date: 12/04/2023

System Notes:Specific item is requested.

Resource Request Slip — https://eu00.alma.exlibrisgroup.com/infra/downloadFile?printout=true

Requested For : Lillian Müller

ExLibris
Alma University

Resource Request Slip Letter   05/04/2023

Please note: A specific item is specified in this request.

Request ID: 7506762550000121

Item Barcode: AU65415

Requested For: Lillian Müller

Tu shu guan xue yu zi xun ke xue. Journal of library & information science.
By: Guo li Taiwan shi fan da xue. She hui jiao yu xue xi.
Description: Vol. 21, Iss. 2, (Oct. 1995)

ISSN: 0363-3640

Imprint: [Taibei], Guo li Taiwan shi fan da xue, she hui jiao yu xue xi 1975

Location: General   **Call Number: Z671 .T79**

Destination: Institutional Digitization Department
Request Type: Patron digitization request
Expiration Date: 12/04/2023
System Notes: Specific item is requested.

Main Library

Create a patron digitization request in Primo (patron initiated)

Create a patron digitization request in Primo (patron initiated)
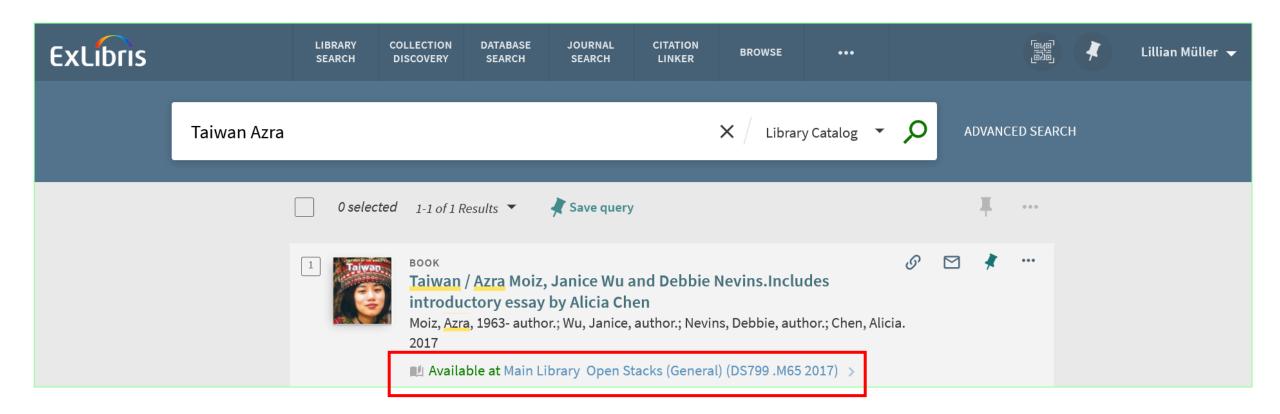
- In the example here patron Lillian Müller will log into Primo and create a digitation request for herself

- The request will be for a chapter in a book titled "Taiwan" by authors Azra Moiz, Janice Wu and Debbie Nevins.

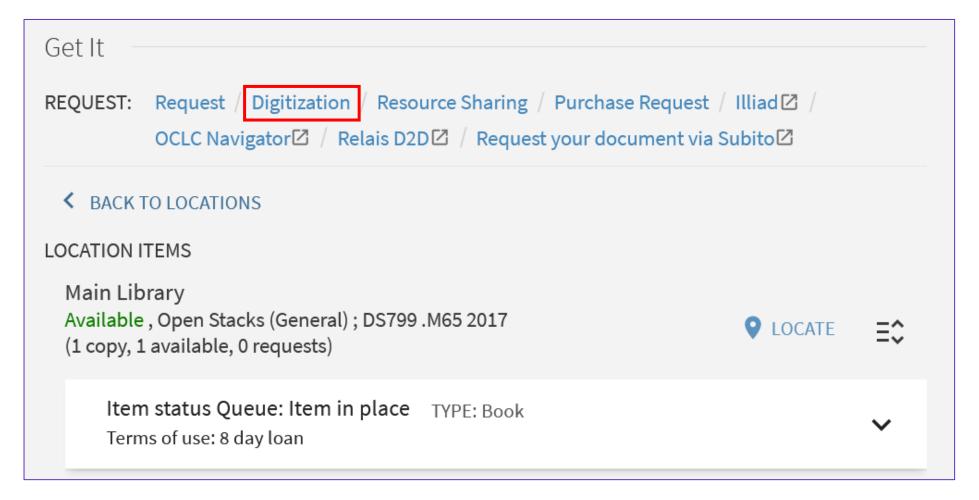- The chapter which the patron wants digitized is called "Lifestyle" and appears on pages 66-77.

Create a patron digitization request in Primo (patron initiated)

- The patron logs in and locates the record and checks availability.

Create a patron digitization request in Primo (patron initiated)

- From the "GetIt" tab the patron clicks "Digitization"

Create a patron digitization request in Primo (patron initiated)

Digitization Request

☑ Partial

Chapter/Article Title
Lifestyle

Chapter/Article Author

Start page
66

End page
77

☑ Full Chapter?

Comment

Not needed after

📅 Pickup Date ▾

You must read and acknowledge the following statement before submitting your request.

★ ☑ *************** Copyright Notice **************
I **officially** hereby agree to abide by all rules of the copyright laws as they apply to **Alma University**.
The terms were agreed upon **5 April 2023**.

↻ RESET FORM

➤ SEND DIGITIZATION REQUEST

Patron fills in details and sends digitization request

In the "Digitization and Copyright Rules" in the section "Approval / Copyright Clearance Processing" we checked the box "Copyright Clearance", so this is mandatory.

This is the "Digitization Request Copyright Declaration" that we defined

Submit the request

Create a patron digitization request in Primo (patron initiated)

- The request has been submitted

Processing the patron digitization requests in Alma

Processing the patron digitization requests in Alma

- Patron Lillian Müller sees the requests in her Primo Library Card

Processing the patron digitization requests in Alma

- In Alma, at the circulation desk which is associated with the location of the items in which the requests were made, the requests appear in the "Pick from shelf" task list

Resource Requests
Pick From Shelf
Scan In Items
Expired Hold Shelf
Active Hold Shelf
Manage In Process Items
Deliver Digital Documents
Approval Requests List
Monitor Requests & Item Processes

Processing the patron digitization requests in Alma

Pick Up Requested Resources (1 - 2 of 2)

☐ Select All   Sort by : Call Number - Asc ▾

1 ☐   **Taiwan / Azra Moiz, Janice Wu and Debbie Nevins.Includes introductory essay by Alicia Chen**
      Author: Moiz, Azra, 1963- author.
      ISBN: 9781502618467
      Imprint: New York : Cavendish Square, 2017

      Location: General
      Call Number: DS799 .M65 2017
      Requests: 1

2 ☐   **Tu shu guan xue yu zi xun ke xue. Journal of library & information science.**
      ISSN: 0363-3640
      Imprint: [Taibei], Guo li Taiwan shi fan da xue, she hui jiao yu xue xi 1975

      Location: General
      Call Number: Z671 .T79
      Description: Vol. 21, Iss. 2, (Oct. 1995)
      Requests: 1

Processing the patron digitization requests in Alma

- Note that from the pick from shelf list the request can be edited and, for example, the "Managing Department" can be changed

We will choose "Institutional Digitization Department"
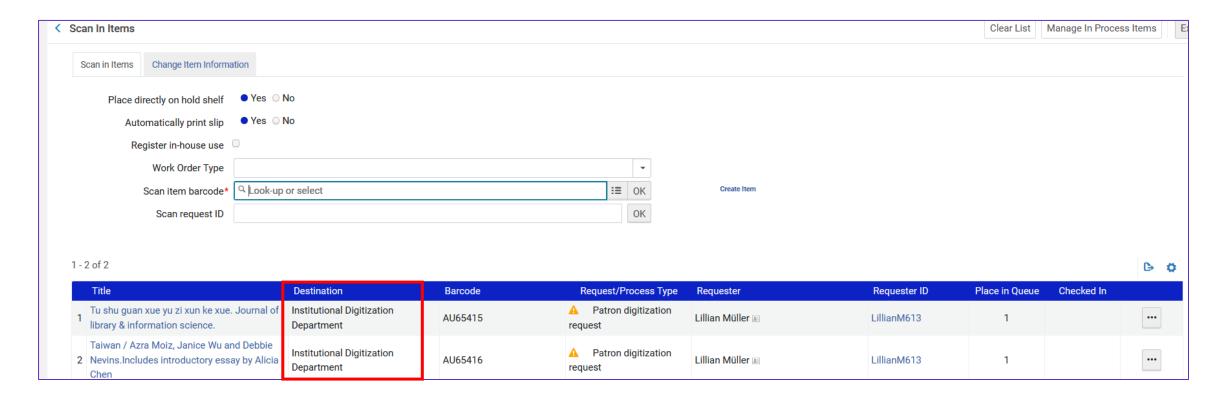
Processing the patron digitization requests in Alma

- At the circulation desk both items are scanned in and automatically changed to "in transit" to the digitization department.
- At the digitization department the items arrive from the circulation desk and are scanned in.
- The requests will be approved and checked as conforming to copyright clearance.
- The relevant part of the resource will be scanned and attached to the request
- The staff will change the requests to "done" and the patron will receive notification that the request is done and get a link to the resource.
- Finally, the items will be transited back to the permanent location and reshelved.

Processing the patron digitization requests in Alma

- Both items are scanned in at the circulation desk and have destination "Institutional Digitization Department"

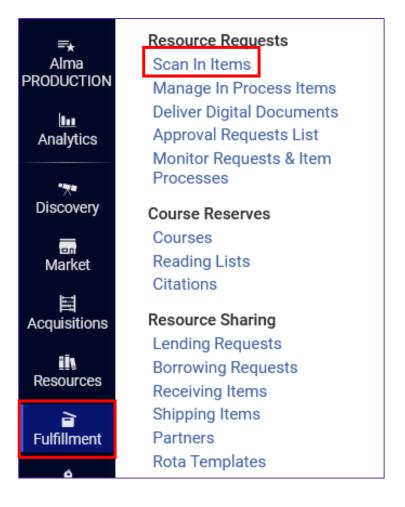# Processing the patron digitization requests in Alma

- Both items are scanned in at the circulation desk and are now in "Transit"

After being scanned, in the items become in transit to the digitization department

Processing the patron digitization requests in Alma

- At the digitization department the items arrive from the circulation desk and are scanned in.

Processing the patron digitization requests in Alma

- Each item has been scanned in at the digitization department

Processing the patron digitization requests in Alma

- In Primo the items appear as not available

First example in Primo

Processing the patron digitization requests in Alma

- In Alma the items appear as not available

First example in Alma

Processing the patron digitization requests in Alma

- In Primo the items appear as not available

Second example in Primo

Processing the patron digitization requests in Alma

- In Alma the items appear as not available

Second example in Alma

Processing the patron digitization requests in Alma

- The requests will be approved and checked as conforming to copyright clearance.

- This is done from the Approval requests task list.

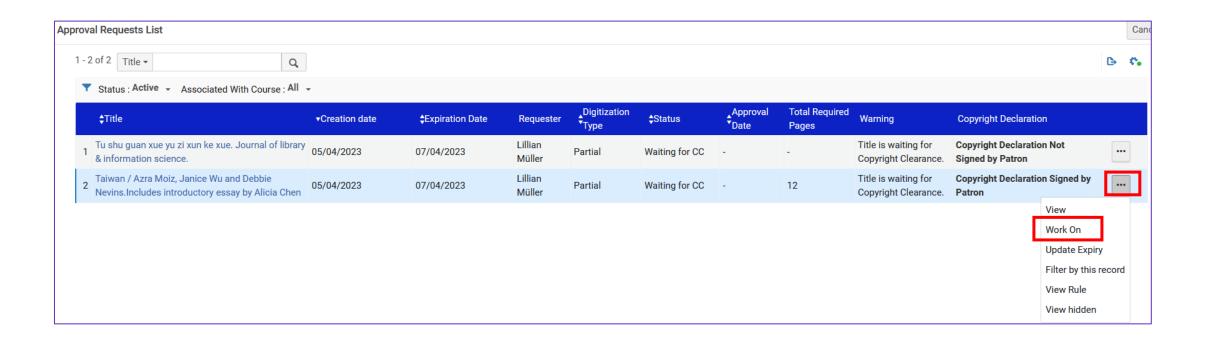- This is accessible from both the circulation desk and the digitization department.

Processing the patron digitization requests in Alma

- Here are the two digitization requests waiting for approval.
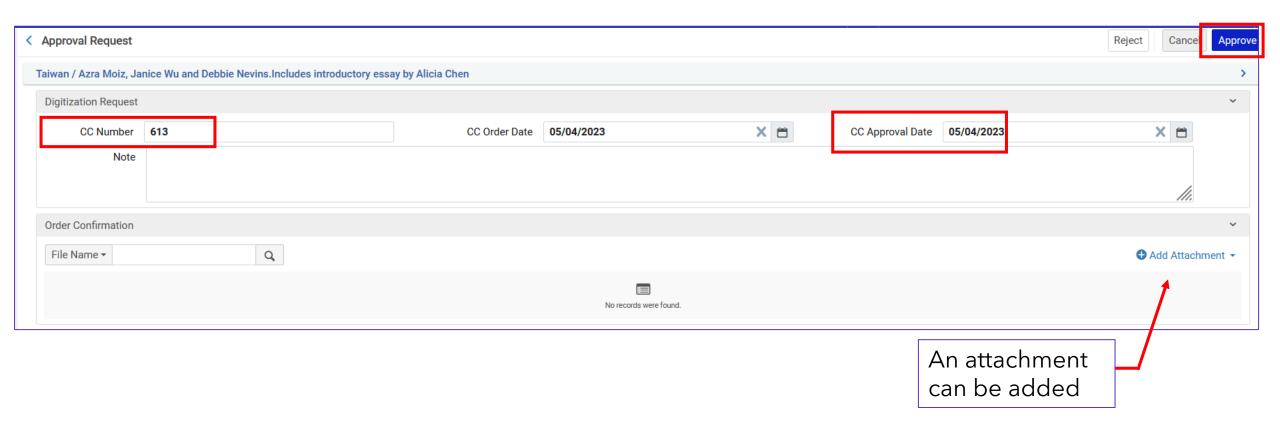- The requests will be approved and checked as conforming to copyright clearance.

Approval Requests List

1 - 2 of 2 | Title ▾ | 🔍

▼ Status : **Active** ▾ Associated With Course : **All** ▾

	⬍Title	▾Creation date	⬍Expiration Date	Requester	Digitization Type	⬍Status	⬍Approval Date	Total Required Pages	Warning	Copyright Declaration	
1	Tu shu guan xue yu zi xun ke xue. Journal of library & information science.	05/04/2023	07/04/2023	Lillian Müller	Partial	Waiting for CC	-	-	Title is waiting for Copyright Clearance.	**Copyright Declaration Not Signed by Patron**	⋯
2	Taiwan / Azra Moiz, Janice Wu and Debbie Nevins.Includes introductory essay by Alicia Chen	05/04/2023	07/04/2023	Lillian Müller	Partial	Waiting for CC	-	12	Title is waiting for Copyright Clearance.	**Copyright Declaration Signed by Patron**	⋯

Processing the patron digitization requests in Alma

- We will work on them

Processing the patron digitization requests in Alma

- Give each a CC Number and CC Approval date and approve

An attachment can be added

Processing the patron digitization requests in Alma

- Choose a reason, optionally add a note, and submit the approval

Processing the patron digitization requests in Alma

- After approving the requests, in the Digitization Department we will "Manage In Process Items"

Processing the patron digitization requests in Alma

- We will move both requests to "Next Step"

Typically, this is done when the request is being scanned or has been scanned.

Processing the patron digitization requests in Alma

- The status has changed from "Digitization" to "Document Delivery"

		Title	Requester	Status	Request/Process Type	Notes	Date received for department	End of Activity	
1		Taiwan / Azra Moiz, Janice Wu and Debbie Nevins.Includes introductory essay by Alicia Chen	Lillian Müller	Document Delivery	Partial	Chapter article title:Lifestyle; Start page:66; End page:77.	05/04/2023	07/04/2023	...
2		Tu shu guan xue yu zi xun ke xue. Journal of library & information science.	Lillian Müller	Document Delivery	Partial	Chapter article title:An evaluation of Taiwan's Library and Information Science Academic Journals;	05/04/2023	07/04/2023	...

Processing the patron digitization requests in Alma

- The staff of the digitization department has already scanned the documents and they are ready.

Name	Date modified
📄 An evaluation of Taiwans Library and Information Science Academic Journals	4/5/2023 12:05 PM
📄 Taiwan Azra Moiz p 66-77 chapter Lifestyle	4/5/2023 12:04 PM

Processing the patron digitization requests in Alma

- So now we can "Attach documents" to each request.

Processing the patron digitization requests in Alma

- Add the attachment and click "Done" (or click "save" now and "done" later)

Processing the patron digitization requests in Alma

- After clicking "Done" the item goes into transit back to the owning library

Processing the patron digitization requests in Alma

- Lillian has received a letter with a link to the document

Processing the patron digitization requests in Alma

- Lillian clicks the link and logs in

User Name:

LillianM613

Password:

••••••••

LOGIN

Processing the patron digitization requests in Alma

- The file automatically downloads (how it downloads or automatically is viewed may depend on browser settings)

Processing the patron digitization requests in Alma

- The items get transited back to the owning library circulation desk, scanned in and reshelved

Taiwan / Azra Moiz, Janice Wu and Debbie Nevins.Includes introductory essay by Alicia Chen

Book By Moiz, Azra, (New York : Cavendish Square, 2017)
Barcode: AU65416
Library: Main Library
Creation Date: 12/04/2020 11:31
Modification Date: 05/04/2023 12:36
Expected Arrival Time: -
On Hold Expiration Date: -
Due Date: -
Needed By: -
Until: -
Permanent Location: General

Other details

Call Number: DS799 .M65 2017
Call Number Type: Library of Congress classification
Status: Item in place
Due back:
Material Type: Book

Item ID: 2355379950000121
Holdings ID: 2255379970000121
MMS ID: 99257111100121

Edit Item   Request   ...

Reporting on digitization requests

Reporting on digitization requests

- As we have seen there is no need for the staff user to manually run a report of all items which require copyright clearance and approval, because Alma automatically puts these items in the task list.

- There is also no need to manually run a report of all items which are in the digitization department and awaiting processing, because Alma automatically puts these items in the "Manage in process Items" list when at the Digitization Department

Reporting on digitization requests

- It is also possible to use Alma Analytics.

- On the next slide, for example, we state that we retrieve all requests which are active and the "request type" is "Digitization".

- This is done in the "Requests" subject area.

- We display the title, barcode, enumeration a, chronology i and the description

Reporting on digitization requests

Reporting on digitization requests

- Here is part of the results in Alma Analytics

Title	Barcode	Enum A	Chron I	Description
At the crossroads of art and religion : imagination, commitment, transcendence /	AU31705			
Historical demography,	1109-10			
Jane Austen /	3014-10			
Taiwan /	AU65416			
Tu shu guan xue yu zi xun ke xue. Journal of library & information science.	AU65415	21	1995	Vol. 21, Iss. 2, (Oct. 1995)

Addendum: Patron digitization requests sent as an email attachment

Addendum: Patron digitization requests sent as an email attachment

- Due to audience requests we will also add here an example whereby the document delivery is done with an email attachment.

- In the example previously used here the patron digitization request was sent to the patron as a link.

- It is also possible to send the request as an email attachment.

Addendum: Patron digitization requests sent as an email attachment

- Previously when we defined the Digitization and Copyright Rule called "Patron digitization doc deliv approval and cc" we defined the "Digitization target" as "Document Delivery - Link".

- See the section "Digitization and Copyright Rules" for the example.

Addendum: Patron digitization requests sent as an email attachment

- We will now change the "Digitization target" to "Document Delivery - Attachment".

Addendum: Patron digitization requests sent as an email attachment

- Now we will go through the same flow whereby a patron digitization request is created, approved and completed.
- We will then check the email which the requester receives from Alma.

Addendum: Patron digitization requests sent as an email attachment

- Lillian Müller logs into Primo and makes a digitization request on item "A book that was lost and other stories by S.Y. Agnon".

Addendum: Patron digitization requests sent as an email attachment

- Lillian requests a digitization of the short story "Fable of the goat" from page 199 to 202 and checks the copyright notice
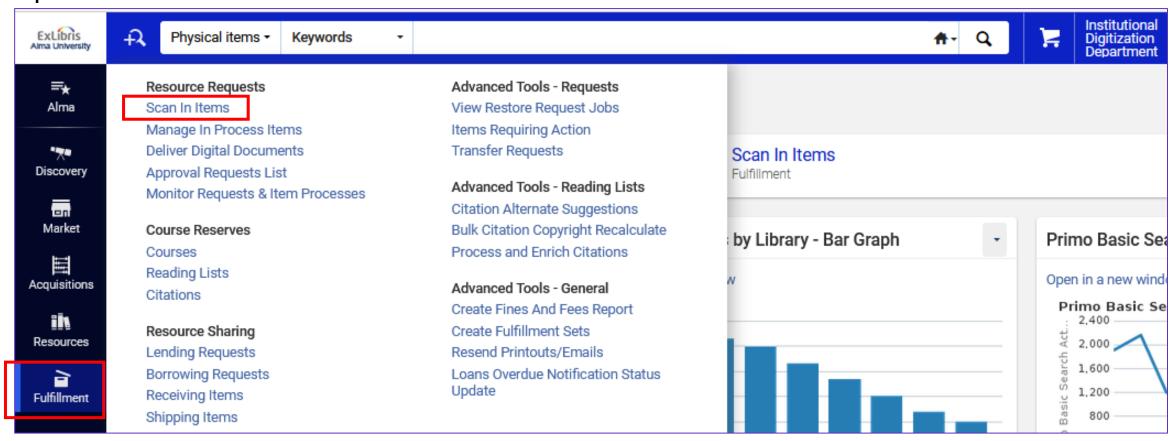
Digitization Request

☑ Partial

Chapter/Article Title
Fable of the Goat

Chapter/Article Author

Start page
199

End page
202

☐ Full Chapter?

Comment

Not needed after

📅 Pickup Date ▾

You must read and acknowledge the following statement before submitting your request.

★ ☑ *************** Copyright Notice ***************
I hereby agree to abide by all rules of the copyright laws as they apply to **Alma University**

↻ RESET FORM

➤ SEND DIGITIZATION REQUEST

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Addendum: Patron digitization requests sent as an email attachment

- The request is placed and appears in the "Pick from shelf" list.

Addendum: Patron digitization requests sent as an email attachment

- The item (barcode AU65512) is scanned in at the digitization department.

Addendum: Patron digitization requests sent as an email attachment

The item is scanned in, and we will "Manage In Process Items". We can also "Manage In Process Items" from the "Fulfillment > Resource Requests" menu.

Addendum: Patron digitization requests sent as an email attachment

- Now we will choose "Next Step" and scan the item.

Addendum: Patron digitization requests sent as an email attachment

• Now we will choose "Attach Documents".

Addendum: Patron digitization requests sent as an email attachment

- File is attached and we will click "Done"

Addendum: Patron digitization requests sent as an email attachment

- From the "Approval Requests List" we will approve the request

Addendum: Patron digitization requests sent as an email attachment

- We give it a "CC Number" and a "CC Approval Date" and Approve

Addendum: Patron digitization requests sent as an email attachment

- Item has been scanned in at the circulation desk and is back in place

Addendum: Patron digitization requests sent as an email attachment

- Now Lillian gets an email with an attachment instead of a link

Yoel Kortick
Yoel.Kortick@clarivate.com