ExLibris Alma Knowledge Center

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specific members who provided item details, titles, and recording institution. Note that some information may be available for members online and requires a login. Likewise, anyone is currently able to download a spreadsheet of titles from the database which begins immediately after clicking on the link. Lastly, the contributor guidelines (updated 07/2018) provide a great starting point before data entry or uploading files by members.

Finally, the News and Updates menu provides a chronological list of worthy ALVT happenings. The latest is a February 2019 webinar posted in March 2019. Links are available to the webinar recording and slides. As new content is added to this page, the News Archive month/year quick links with the indicated number of corresponding entries located at the top of the page will be helpful.

This website is fundamental to the success of the ALVT project. There is no need for any flashy website coding for members or potential users. Having a direct website approach can only add to the project’s value and to the video preservation community.

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ExLibris Alma Knowledge Center

https://knowledge.exlibrisgroup.com/Alma

The ExLibris Knowledge Center for Alma offers a wide range of information on using the Alma library system. The site is organized into several areas, each with a description and icon. Hovering with a mouse over these areas displays a few of the topics included and a link to Show all topics.

There are also a search box at the top of and Featured topics (including getting started information, new topics, and troubleshooting information) at the bottom of the Home page. Entering a search term in the search box and pressing the Enter key (or magnifying glass icon) displays a list of results on a new page. Each result entry includes an icon showing the type such as article, documentation, training, etc. A Show more results button appears at the bottom of the page to see more listings. Or, to further filter the results according to type, users can click on one of the icons such as Training, Product documentation above the results. Then only those types of results appear.

The Community knowledge area lets users access articles contributed by others in the Alma community and contribute articles to the area. The Featured articles are organized according to most popular, highest rated, recently updated, and recently added. There are also tabs for How to, Training materials, and Enhancements. Some of these areas are limited; for example, Training only has a few listings.

Content corner provides links to Knowledge articles, Release notes, and Supporting resources. The first two links are available on the Home page and thus there is some duplication with this area. The Knowledge articles list a few articles, but it is unclear why these articles were selected for display. Additionally, the release notes provide access to
Central Knowledge Base (CKB) notes from 2018 and 2019 only. And there are only two links currently in Supporting resources: Annual Collections 2019 and Content Enhancement Plans – Alma Community Zone.

Product documentation has links to the Alma online help in various languages including English, German, French, Chinese, and Spanish. The available help is organized by functional area, getting started information, and some configuration sections. The Alma glossary is included in this area. ExLibris should consider making the glossary more readily accessible from the Home page, as it provides a detailed list of important terms.

Training covers both basic and extended training. Included are modules by functional area, essentials, and workflows. Some of the material is offered in multiple languages. It would be helpful if there were more functional area links, so users do not have to click multiple times to access the desired information. Also, for some topics such as workflows, there are currently only links for Acquisitions and Electronic resource management. Most of the information is in video format; however, the Extended training section also contains presentations and documents.

Release notes contains links to the release notes since 2012 by month. Some years also include release schedule and weekly CKB updates. Knowledge articles offers help by the Alma team to commonly asked questions. The articles are organized in a question and answer format with a yes/no rating and the last edited date at the bottom of the page. For these sections, users may prefer the search box to locate specific information.

Implementation and migration offers guides and tutorials to assist in the move to Alma. The two sections are organized differently. The migration section groups related guides and tutorials together for a more friendly display.

Product materials provides a varied group of information to learn more about Alma solutions. Included are the product roadmap, solution overviews and white papers, customer success stories, Frequently Asked Questions (FAQs), Root Cause Analysis (RCA) reports, and uptime performance reports. These FAQs should also be directly available from the Home page instead being a level down. Plus, users may be confused what the RCA and uptime reports contain as there is no explanation of them.

Throughout the site, users can “search under current path” to locate specific information relating to that area. A breadcrumb trail across the top of site pages lets users easily navigate in the site. Individual site pages can be emailed, exported to Portable Document Format (PDF), shared via social media. Unfortunately, when accessing topic links, beginning users can easily highlight a topic, click on it, and be taken directly to that topic when they are trying to view the list.

The information included is extensive and could be organized better by functional area. Additionally, ExLibris documentation often runs many pages and may be outdated. However, this site is essential for all Alma users.

Rating: 4 out of 5

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