Alma Update

LIBIS gebruikersdag 2022

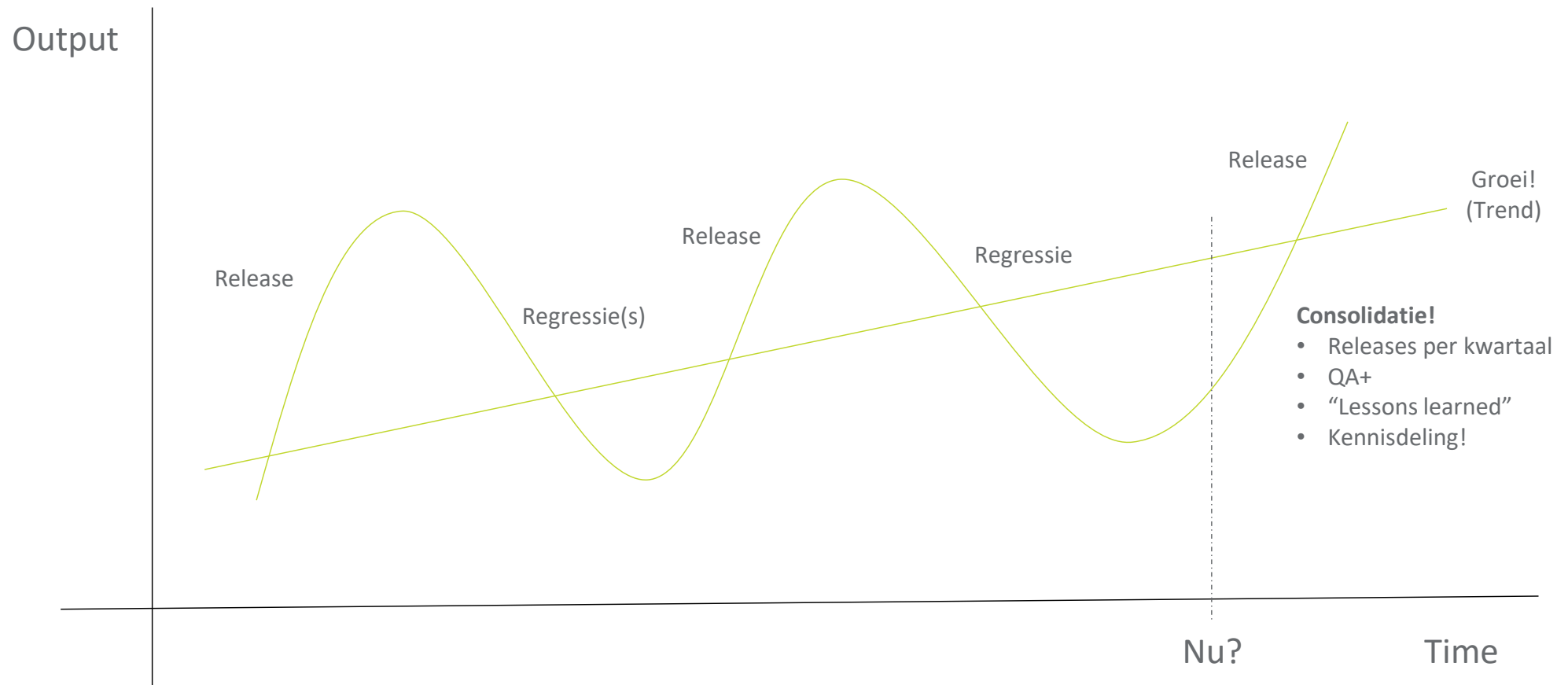**Gijs Noels**

Business Cycle

"Business Cycle" Alma

Output

Release

Regressie(s)

Release

Release

Regressie

Release

Groei! (Trend)

Consolidatie!
- Releases per kwartaal
- QA+
- "Lessons learned"
- Kennisdeling!

Nu?

Time

- ➢ Vraag vanuit de Alma Community!
- ➢ Doel?
  - Minder overhead!
    - ○ QA+
  - Meer tijd / kennis /voorbereiding
    - ○ Sneak peaks (vroeger)
  - Complete E2E functionaliteit!
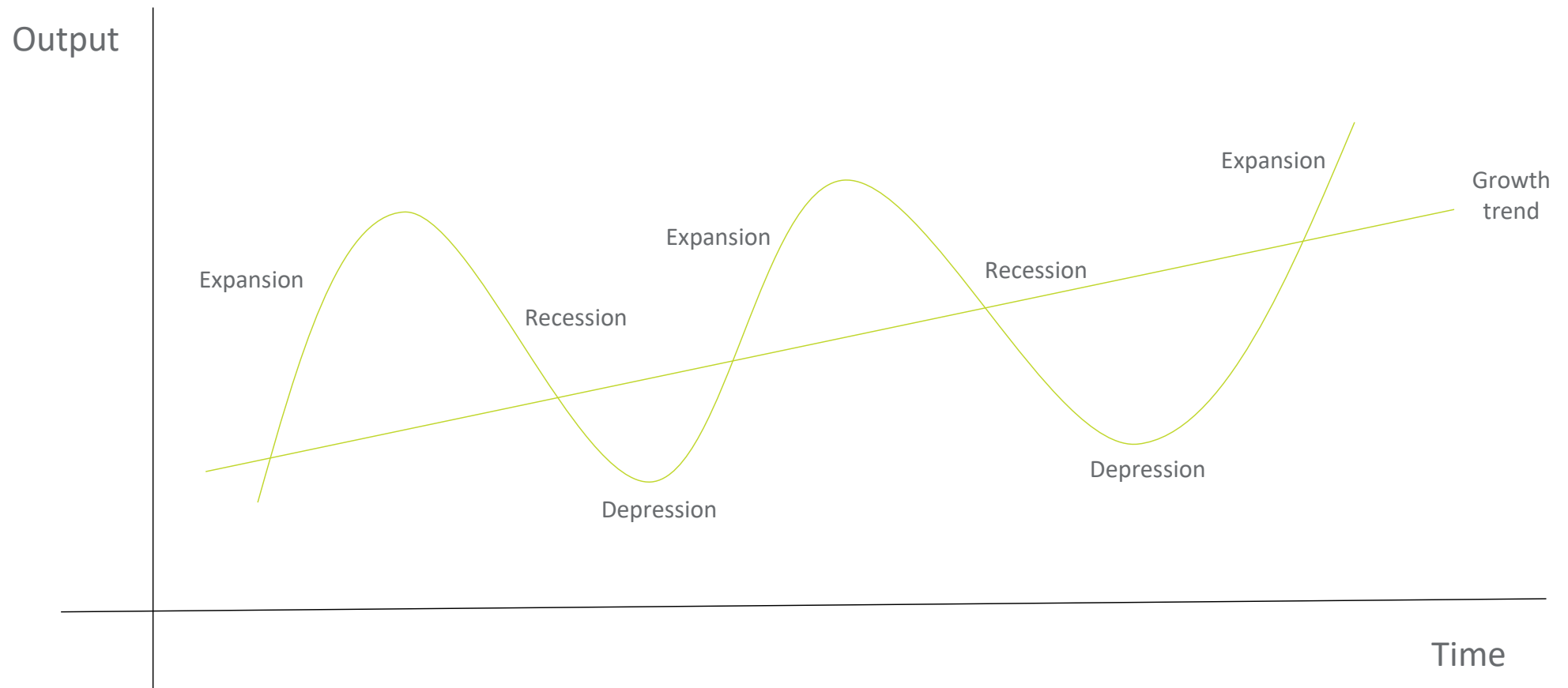
Alma Releases elke drie maanden!

Release Type	Release Date
Bug fixes and Performance Improvements	June 2022
Bug fixes and Performance Improvements	July 2022
Quarterly	August 2022
Bug fixes and Performance Improvements	September 2022
Bug fixes and Performance Improvements	October 2022
Quarterly	November 2022
Bug fixes and Performance Improvements	December 2022
Bug fixes and Performance Improvements	January 2023
Quarterly	February 2023
Bug fixes and Performance Improvements	March 2023
Bug fixes and Performance Improvements	April 2023
Quarterly	May 2023

Verbeterde QA – quality assurance

Slide van ExLibris:

➢ Alma development uses the Agile methodology in which we introduce new functionality **in quarterly releases and bugs fixes every month**

➢ Release preproduction tests (manual and automatic) are performed using a **replication of selected customer environments** on the cloud to ensure correctness of deployment procedures

➢ The scripts runs and is tested on **each database** clone as final step before releasing it to the customers.

➢ We have **~2370 daily automatic testing scenarios** running during the release QA period.

➢ The test scope (manual and automatic) is based on real customer scenarios and is **enriched every release.**

➢ We are running **lesson learn sessions** for each regression that we find internally or as well as for regression coming from production customers.

- We continue with the effort of improving quality in all design and development aspects.

- Reducing Regressions and time to resolution.

High Issues Backlog:
~30% Reduction

Open High Issues trend:
~35% Reduction

Regressions:
~20% Reduction

All Issues Backlog:
~20% Reduction

QA – Performantie

Specific Screens / Specific Customers

- Screen Overall Average/95% is good
- Specific Key Screens are in our plans to be improved during 2022:
    - Loan
    - Scan Item
    - PO Lines
    - Staff Search

- Certain institutions Average/95% are above KPIs
- Monthly Review of performance metrics and improvements accordingly.

Lessons learned: support ExLibris

Case 06334560 "URGENT - Linking to many digital documents not working"

Event Timeline

- **Apr 4th 2022 Late afternoon– Case 06334560 "URGENT - Linking to many digital documents not working" opened by KUL team (High priority)**
- **Apr 5th (noon)– Tier 1 handed over case to Alma Tier 2**
- **Apr 8th – Escalated by KUL via Escalate button in Support Center**
- **Apr 11th – Jira URM-171064 opened by Tier 2**
- **Apr 11th – Update from Tier 2 to customer: "we found that your problem here could have already been resolved with the release update (the root cause of other issues could have fixed yours as well)"**

Discovered Problems

- QA tests didn't find this regression before April Release.

- Case was internally not flagged as "Regression". This caused follow up issues (including the automatic update sent from Salesforce on April 27th).

- It was overseen that the May Release was already built when the fix on April 28th was done.

Kerntaak LIBISnet - Kennisdeling!

PARTICIPATIE!!

Minder mensen moeten **meer** kennis 'vergaren' om **efficiënter** te kunnen werken! = **TIJD Creëren!**

Kerntaak LIBISnet - Kennisdeling!

- ❑ Participeer in LIBISnet Werkgroepen!
  - ➢ Resource Managment LIBISnet WG
  - ➢ Fulfillment LIBISnet WG
  - ➢ Acquisition LIBISnet WG

- ❑ Participeer in deelwerkgroepen RM!
  - ➢ Beheer E-bronnen!!
    - ➢ **WEINIG RESPONS??**
  - ➢ Onderwerpsontsluiting
  - ➢ Tijdschriften: 'Analytische catalografie'

- ❑ Participeer aan Webinars
  - ➢ Output van (deel)Wg'en!
  - ➢ Nieuwe Functionaliteit : cloud app's

- ❑ Raadpleeg libis.helpdocs !

- ❑ Reminder: Maandelijkse opleidingen !! (**OOK voor vrijwilligers/Jobstudenten!?**)

PARTICIPATIE!!
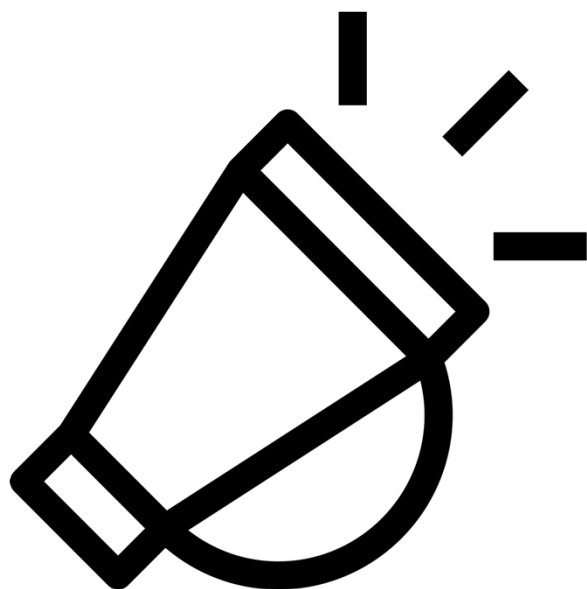
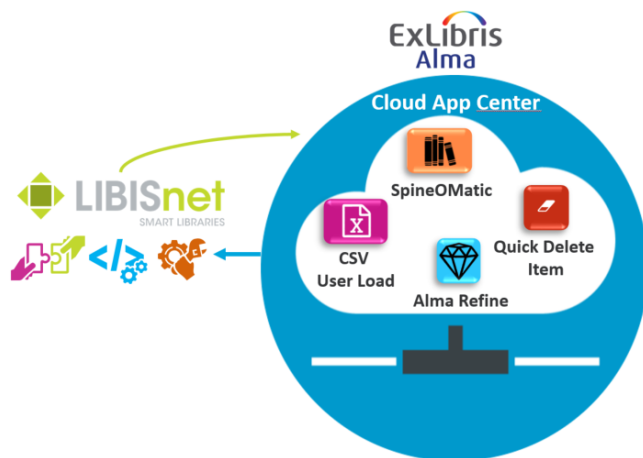# En dan nu...

RECLAME!

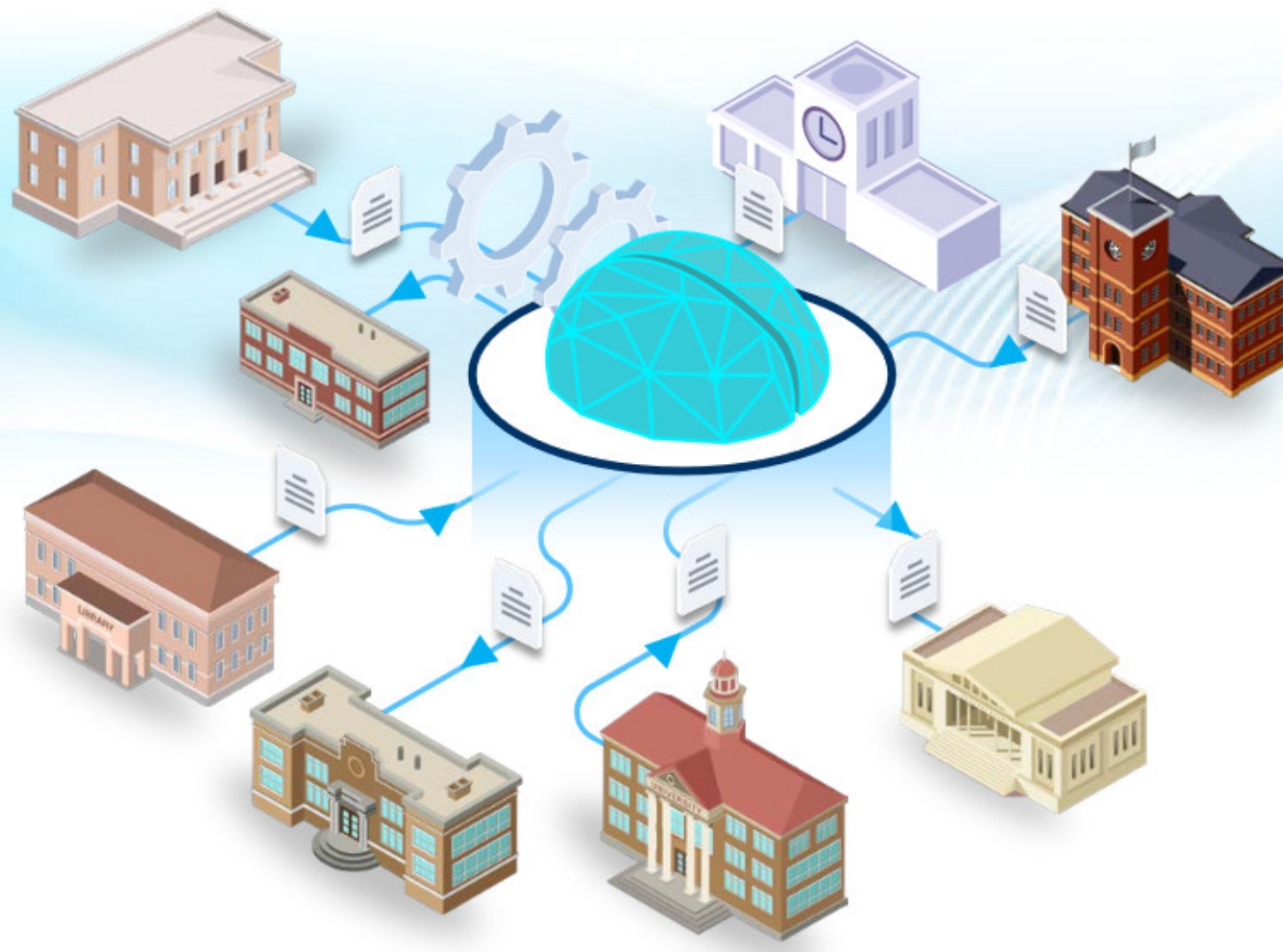# Groei: "Nieuwe" Functionaliteit?

Alma UX

CDL

Set Unavailable Physical Items Process Types

May 2022 Resource Management · Idea Exchange · NERS Enhancement (ID #7177 7350)

Library staff now have better control over process types: placing and removing institution-level work order types using the **Change Physical items information** job, searching by work order type and excluding a specific work order type from discovery. The work order types were enhanced to streamline workflows, allowing handling in bulk and without scanning items in. This is especially useful when the library needs to mark a large set of items as unavailable in a way that's reflected in discovery, such as due to renovations or COVID restrictions.

LIBISnet
SMART LIBRARIES

KEY COMPONENTS
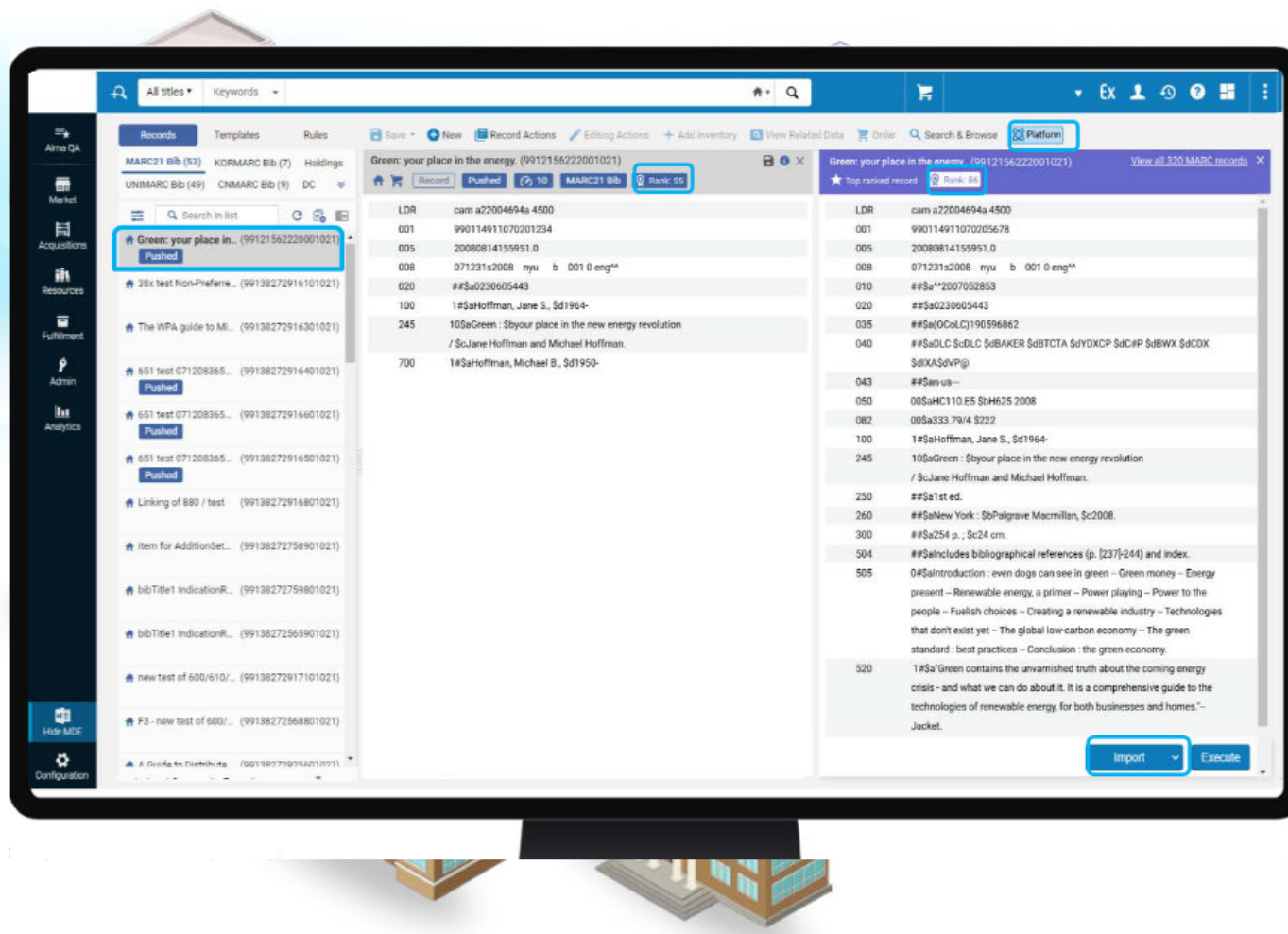
Community records

Global index

Preferred Record Service

Open platform via APIs
and Web interface

Automated workflows

ExLibris

LIBIS
INTO INFO

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Nieuwe Functionaliteit – Metadoor!

Mediatheek

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