Carnegie Mellon University
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We've Got 99 Problems, but Reporting Ain't One

Big Data with LibWizard Ticketing Systems Embedded in Alma/PrimoVE

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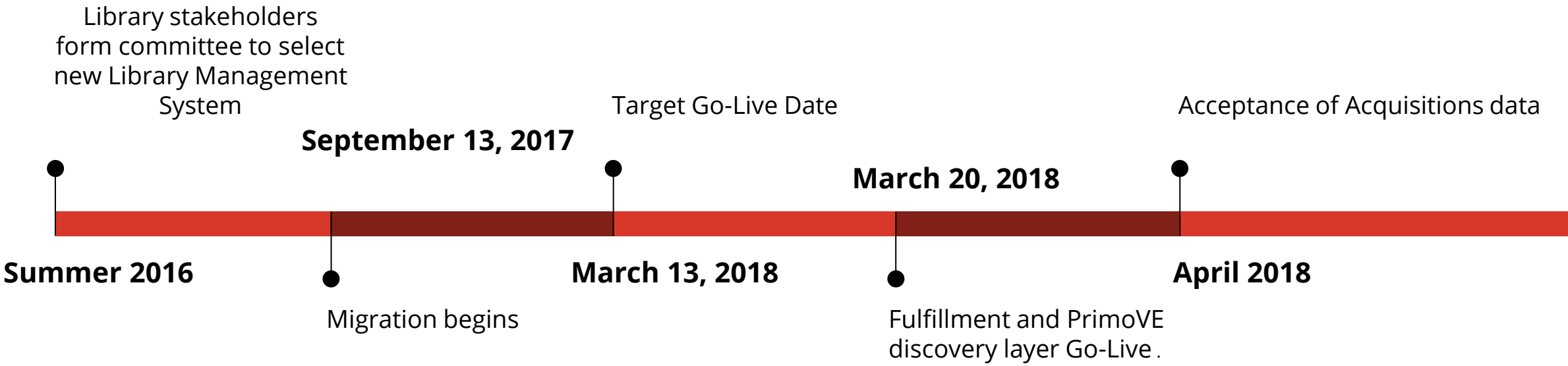
Migration


Library stakeholders form committee to select new Library Management System
Summer 2016
September 13, 2017
Migration begins
Target Go-Live Date
March 13, 2018
March 20, 2018
Fulfillment and PrimoVE discovery layer Go-Live .
Acceptance of Acquisitions data
April 2018

Migration Fallout

- P2E could not account for different record types
- 856 fields created portfolios on print records
- Duplicate records from Community Zone (CZ) based on 360 Link activation
- PCI activation was not well understood
- All Free/Open Access resources activated by default
- Portfolio access ranges did not migrate
- Proxy configuration conflicts
- Record freeze dates were miscommunicated

Reporting Mechanisms

Erseource Mailbox

- Pros: Easy to use | Accessible
- Cons: Difficult to organize | Tracking challenges | Metadata provided by reporter | Internal

Bascamp

- Pros: Easy to use | Ticketing/Tracking enabled
- Cons: Project oriented | Internal

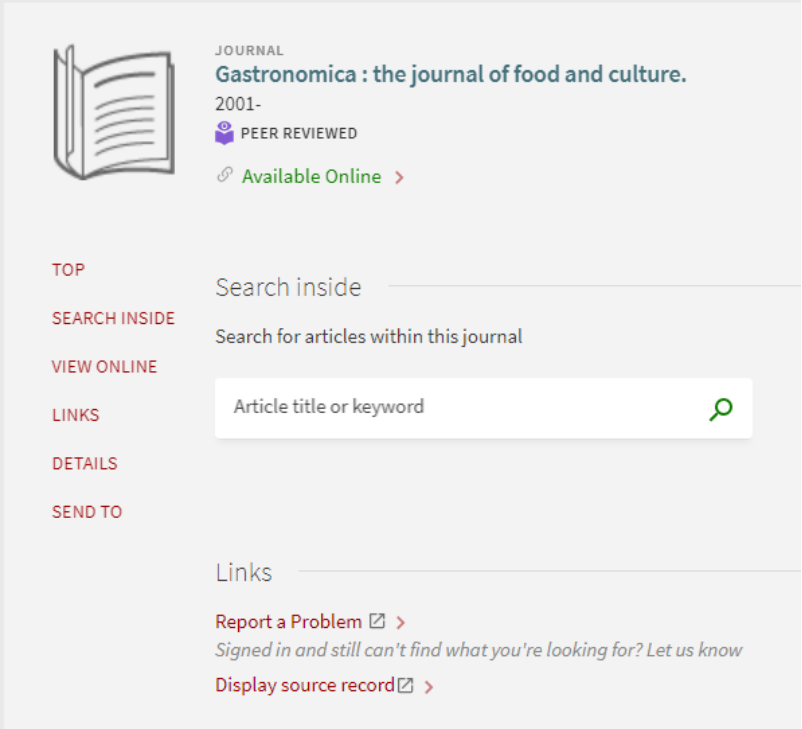
Alma/PrimoVE Feedback Forum

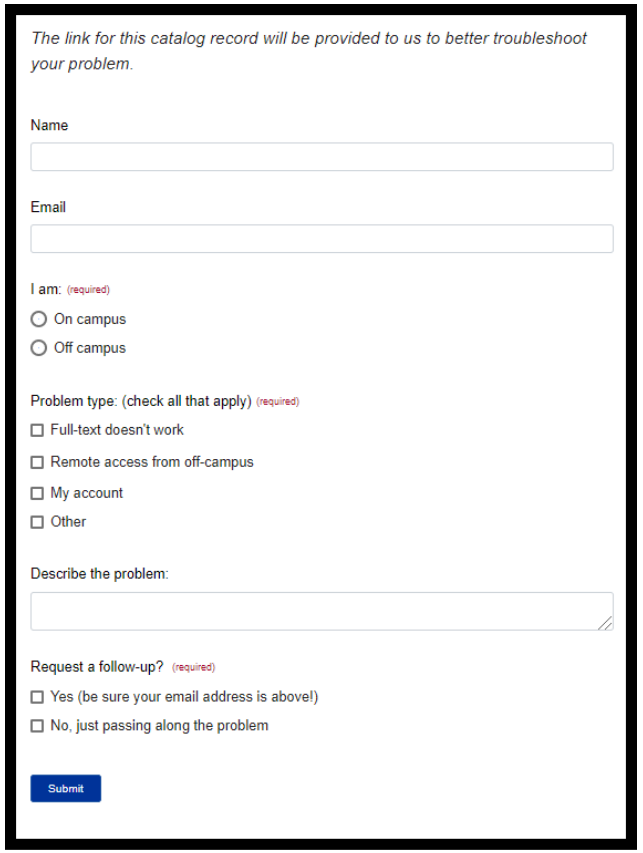
- Pros: Easy to use | Ticketing/Tracking enabled
- Cons: Limited mission | Internal

General Email/Ask a Question/Chat

- Pros: Easy to use | External/Internal | Collects metadata | Ticketing/Tracking enabled
- Cons: Difficult transferring cases | Limited monitoring resources

Report a Problem

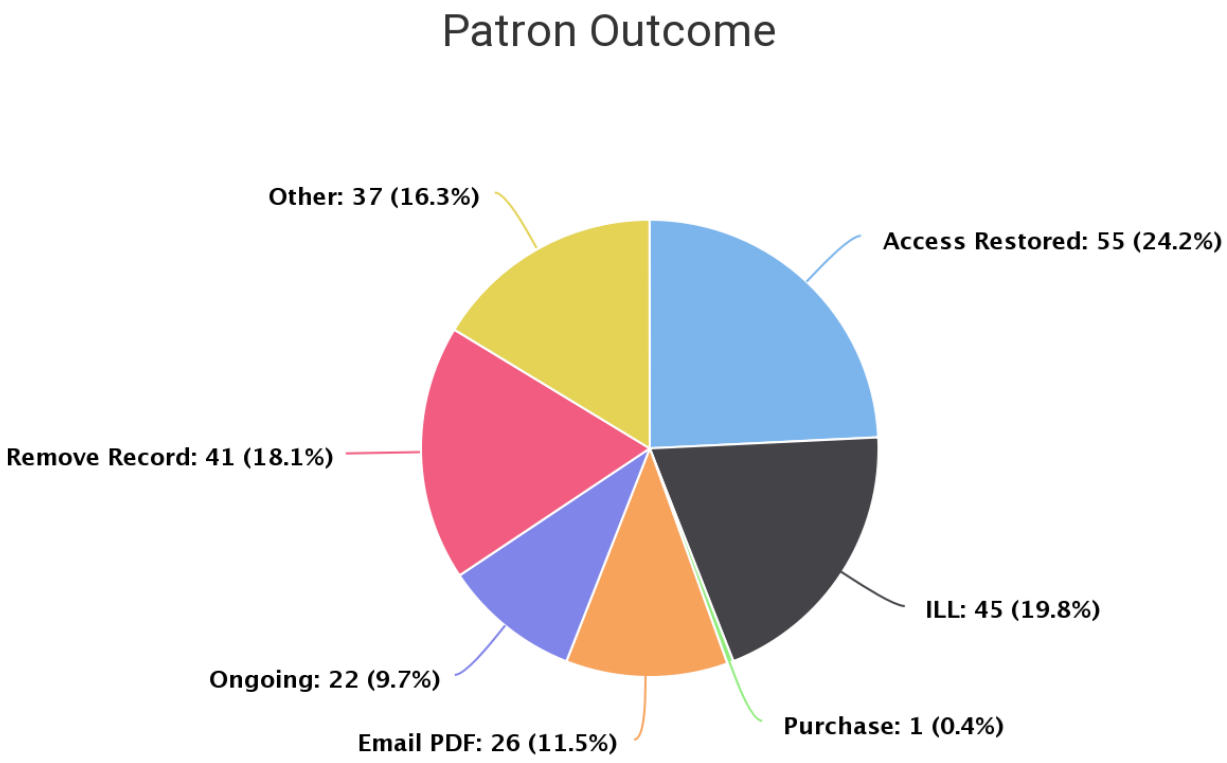




Included Metadata

- Ease of implementation
- Built in ticketing sysytem
- Email notification
- Automatically extracts metadata
  - Browser
  - Referring URL

Patron Focused Outcomes



Identifying Systemic Access Problems

Evening August 22, 2019	11:00 AM August 22, 2019	03:00PM August 22, 2019
Reports concerning O'Reilly for Higher Education titles begin appearing	Principal Developer is contacted regarding the issue, contacts Computing Services	Attributes are updated, access restored

Element Enrichment

Record Source

- Alma- Community Zone
- Alma- Institutional
- PCI

Problem Type

- Proxy
- Ex Libris
- Vendor- Technical
- Vendor- Financial
- Internal System
- Linking
- Coverage Date
- UX
- Migration
- No Access
- Technical Debt
- Physical

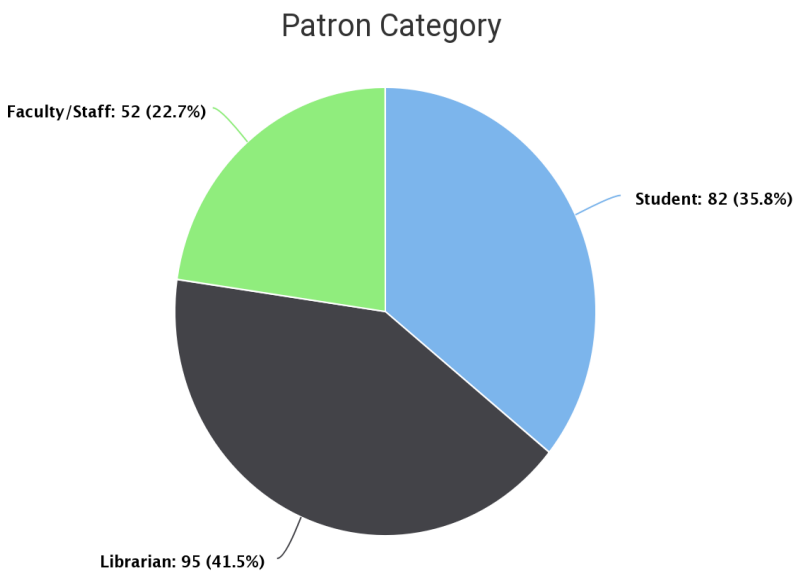
Patron Outcome

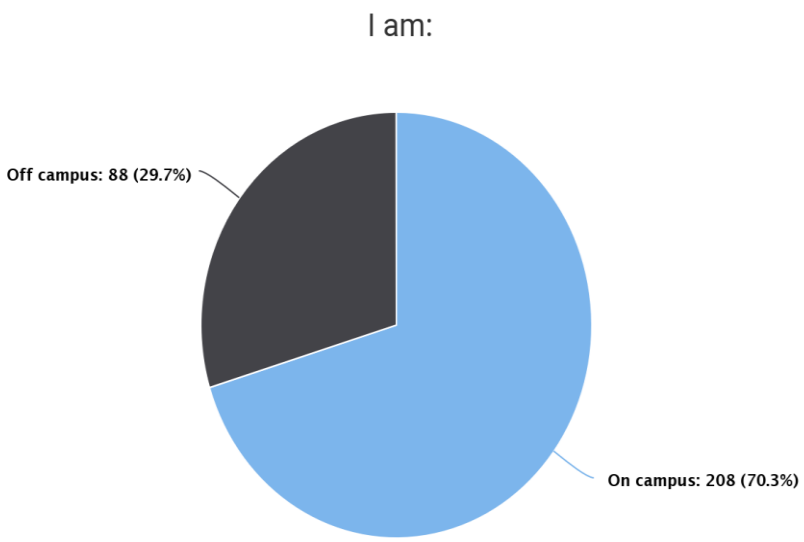
- Access Restored
- ILL
- Purchase
- Email PDF
- Ongoing
- Remove Record

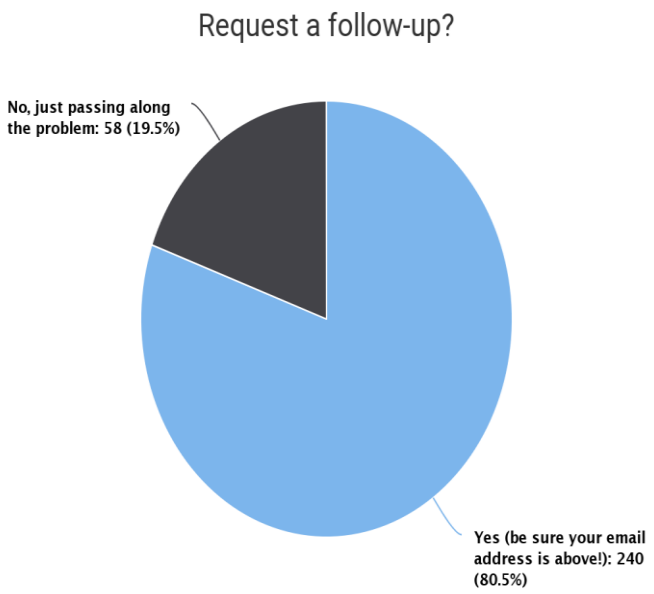
Patron Category

- Student
- Librarian
- Faculty/Staff
- Nonaffiliate

Patron Observations

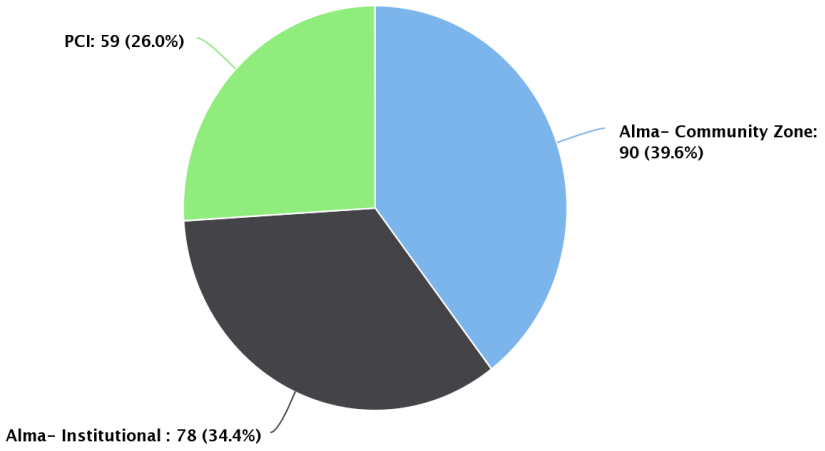




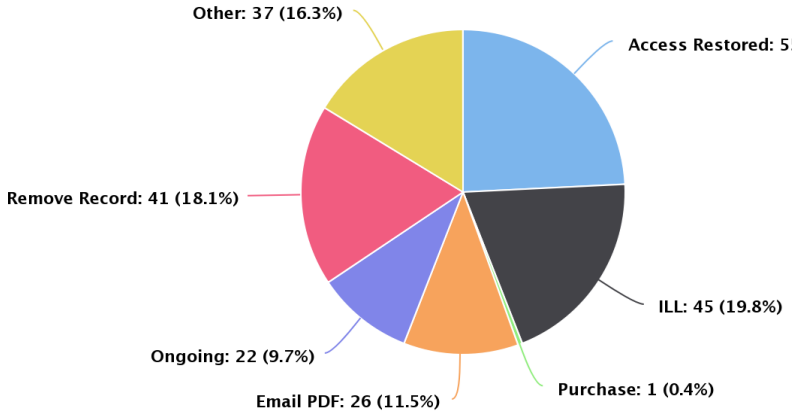


Report Origin & Resolution

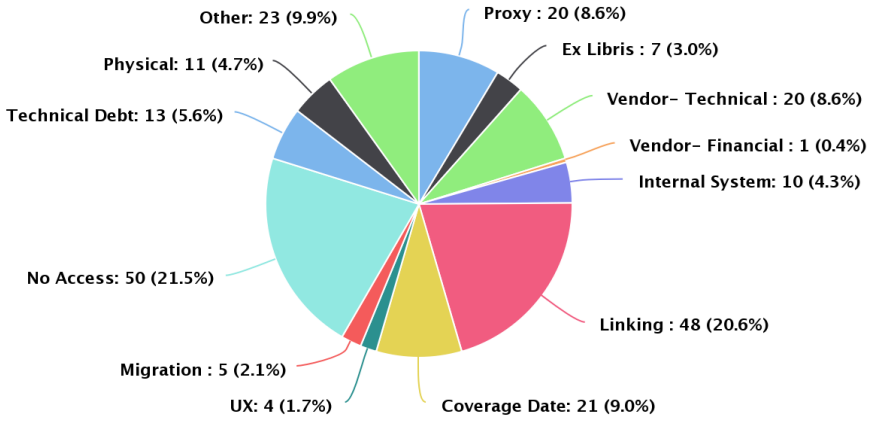
Record Source



Patron Outcome



Problem Type



Data Applications & Next Steps

Current Activity

- Monthly report to Research & Academic Services
- Digital Access Working Group and Technical Services using data to create a cleanup plan

Future Actions

- Tableau data dashboard
- Providing a copy of the report to administration & expensive purchases committee
- Data facet enhancement and improvement to data architecture

Thanks

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