



# Streamlining Acquisitions Workflows at the University of South Australia



## Simplifying ebooks acquisitions

Library staff at the University of South Australia (UniSA) are always looking for ways to use technology to streamline their workflows, improve user experience, and optimize the library's capabilities. "We are very focused on usability, flexibility, and equity of access—and that also contributes to one of the reasons we selected Rialto," said Richard Levy, Manager, Collections Management and Copyright Services at UniSA. "We were looking for something to improve our acquisition of our electronic books specifically."

"What we had before [Rialto] was complicated in terms of ordering and acquiring electronic book titles. The process involved checking if a book was already available to avoid accidental duplicate ordering. We had to utilize separate databases to select and acquire titles, and there was limited interoperability between those systems." All of these different systems slowed down the process of making books available to patrons.

"It was convoluted and time-consuming. We accepted it until we realized what Rialto could potentially do."

UniSA decided to join the Rialto early adopter program in late 2019—and the timing turned out to be ideal given the impacts that would arise from the pandemic several months later. With budget constraints and staff moving to a remote working environment, the UniSA library needed a system that would allow them to adapt swiftly to these changes.



### "The beauty of a holistic workflow"

Rialto's integration with Alma provides a single unified workflow for title-by-title selection, ordering, fund management, invoicing, metadata, and discovery. The ability to match to existing holdings and compare to other offerings—all within a neutral marketplace—has also proved beneficial for UniSA's collection.

Being able to easily identify various license models such as unlimited and DRM-free is essential. "Part of our collection development policy is that you obtain the most flexible license terms to expand and enhance patron access. With Rialto, we can see those license options right away, and easily see the fund options when placing the order. And it's all in the same system—that's the beauty of a holistic workflow. We can also utilize Rialto's analytics reporting to measure the value of our purchases."

The instant access to eBook titles and rapid activation from selected publishers has also been a great benefit for the library. "We can order a title and it's available within a couple of hours," added Tony Abela, Acquisitions Librarian at UniSA.

"We've also utilized some Alma functionality that we've never used before, like the interested user functionality. We're not sending emails off directly to patrons; they are notified directly when it's available."

Rialto has also enabled UniSA to focus not just on collection management and assessment, but also on collection development for the library by using features such as recommendation engines. "Our academic librarians can look at new publications, and look at titles in their field of interest, and they can see what we already hold. At the same point of time, they make those selections. They are not only discovering but selecting as well," Tony explained.

## Benefits for staff and patrons alike

The time savings that Rialto provides has been a major benefit for the library staff. Lachlan Young, Coordinator of Discovery Services, described the easy process of training other staff members to use Rialto in a recent presentation at the IGeLU (The International Group of Ex Libris Users) 2021 conference. Staff who had no prior experience ordering books were trained to make selections in as little as an hour. This meant that the library was able to train more staff on selecting and ordering in Rialto, and acquisitions staff who were previously fully dedicated to monograph ordering were able to focus on other tasks as well. **“We’ve been able to save staff time, while greatly increasing the amount of material ordered,”** Lachlan said.

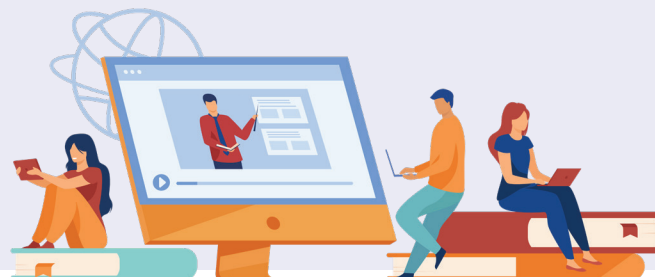
“Rialto has improved our experience for our clients,” Lachlan added. He gives this example: the Deputy Director of Library Services was in a meeting with academic staff who expressed interest in a particular book that wasn’t available at the library at the time. “The Deputy Director was able to contact the acquisitions staff straight away, and due to the rapid activation elements of Rialto, we were able to make that available to the entire staff and students of our university within an hour,” Lachlan explained. “Which meant by the end of the meeting, the deputy director was able to get up and say, ‘this book is now available, you can go ahead and use it.’”

## “We’ve experienced significant streamlining of many of the stages of the acquisitions workflow process. Rialto is now our go-to marketplace for titles.”

For libraries that are hesitant to implement a new platform, Richard advises that Rialto has a smooth implementation process, and the benefits will be immediately available. “The real appeal is that it’s an extension of Alma. Having a marketplace that extends out of that system is convenient and more efficient. It builds on something that is fundamental to all of your workflows.”

Since using Rialto, the library has saved about 50% of their time in the ordering process.

**“It’s been an overwhelmingly positive experience...particularly during the pandemic”.** Although we’re ordering more, our budget hasn’t gotten any bigger. We’re simply ordering faster and making titles available more quickly and efficiently. Plus, we’re making ordering processes more transparent and content more discoverable. Rialto effectively extends the capability of the library management system (Alma) to select, purchase, invoice and distribute book content seamlessly.”



### About the University of South Australia

The University of South Australia is a globally connected and engaged university helping to solve the problems of industry and the professions. UniSA is also South Australia’s largest university with over 31,000 students located across six campuses. [library.unisa.edu.au](http://library.unisa.edu.au)

### About ProQuest Rialto

ProQuest Rialto is the first comprehensive academic marketplace to enable libraries to achieve a seamless workflow and make evidence-based, data-driven decisions. Rialto is built on the Ex Libris Higher-Ed cloud platform. Through its unification with the Higher-Ed platform, Rialto creates an efficient workflow from selection to acquisition for library staff. It has become essential for librarians who value efficiency, collaboration, and ease of use in their selection and acquisition workflow. [go.proquest.com/pqrialto](https://go.proquest.com/pqrialto)

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