

Case: 06814438

▼ Case Information			
Platform / Service	Ex Libris	Case Status	Awaiting Customer Confirmation
Product/Service Name	Alma	Case Number	06814438 [View Hierarchy]
Database Collection		Parent Case	
Affected Environment	Alma NA04 - Production	Case Owner	Beth Campbell
Case Type	Product Idea	Priority	Medium
Category	Analytics	Account Name	Liberty University Inc
Sub-Category	Reports	Date/Time Opened	7/10/2023 4:30 PM
Version for 'Pending Release' Status		Last Updated Date/Time	1/3/2024 5:17 PM
Ex Libris Case Number			

▼ Case Description	
Subject	Cost Usage Report
Description	<p>For July renewals this year, the e-resources team was hoping to have a functional cost usage analysis system set up via Alma Analytics' cost usage metrics (in the E-Inventory subject area). Macasa's team got to work entering PO lines, Andi got our electronic collections in just right, and I set up many a SUSHI connection for bringing in COUNTER usage reports automatically. While we did end up getting everything to play nice, the end result was not as usable as we were expecting due to some limitations on Alma's end, specifically in Analytics.</p> <p>The purpose of this email is to provide Andi and Nick (as our Ex Libris liaisons, so to speak) with details of the Alma limitations that are affecting us, and how Ex Libris might be able to meet our expectations, either by enabling certain functionality or providing a workaround that we are not currently aware of.</p> <p>The Problem</p> <p>Costs and usage data are largely kept separate from each other in Analytics:</p> <ul style="list-style-type: none">Costs are associated with PO lines, handled in the E-Inventory subject area.Usage is associated with COUNTER reports, handled in the Usage Data subject area. <p>Mixing and matching data between them results in errors, which is where the Cost Usage metrics come in. The Cost Usage section lives in the E-Inventory subject and is able to match identifiers from usage reports (title, ISBN, etc) to individual portfolios. This provides the crucial service of associating specific usage numbers to specific purchases.</p> <p>However, the usage metrics in the E-Inventory subject area appear to have some deal-breaking limitations that are not present in the Usage Data subject area:</p> <ul style="list-style-type: none">We can only look at unique item/title requests, while total requests are preferred. Some databases only report on investigation or searches, which are also not present here.We cannot break down by month. Total for the year is all we get.We cannot choose the timeframe of usage to look at. As far as I am aware, it is locked into institutional fiscal year.We cannot enter past PO lines to calculate cost per use for past fiscal years. <p>The Solution</p> <p>Our hope is that Ex Libris can meet our needs in one of the following ways:</p> <ul style="list-style-type: none">Adding additional usage metrics (and monthly breakdowns) to the Cost Usage section of E-Inventory.Allowing E-Inventory and Usage Data metrics to coexist in the same report.Providing a workaround/tutorial in case the functionality is buried so deep that none of us have found out how to enable it. <p>Doing the cost/use calculations outside of Alma has been discussed and experimented with. It is not ideal, however, because COUNTER reports are broken down by database/platform rather than by electronic collection, meaning that usage data often can't be quantifiably associated with the product (collection) we are purchasing. Alma's COUNTER-to-portfolio matching remedies this, but introduces the limitations discussed above.</p> <p>Tim Marquis Electronic Resources Assistant Jerry Falwell Library</p> <p>(434) 592-7595</p>

▼ Notification Emails			
E-mail 1	tmmarquis@liberty.edu	E-mail 2	armolinet@liberty.edu
E-mail 3	twfesmire@liberty.edu	E-mail 4	
E-mail 5			

▼ System Fields - Do Not Use			
Web Email	npavlovic@liberty.edu	Case Origin	Web - Authenticated
Contact Name	Nicholas Pavlovic	Status	Awaiting Customer Confirmation

Contact Information

Name Nicholas Pavlovic
Account Name Liberty University Inc

Case Comments

1/3/2024 5:16 PM

User	Beth Campbell
Comment	Hi Nicholas, I've been looking into this issue, and this isn't currently supported in Analytics, there isn't any way to join Subject Areas that have no common dimension. I understand that it's somet able to do, but it isn't currently on the Alma roadmap. Your best option would be to pursue this as an enhancement.

We strongly recommend that you pursue this enhancement through the ELUNA enhancement voting process. On a periodic basis the ELUNA Alma Product Working Group has an open suggestions that are voted on by the ELUNA Alma user community and presented to Ex Libris Development. This is the best way to have your enhancement request heard. I have attached "Enhancement Process - Common Q&A" that provides more information on ELUNA enhancement voting.

If you are not a member of ELUNA, or you would like to share and discuss your ideas beyond your participation in the ELUNA enhancement voting process, Ex Libris also offers an Ideas Exchange (<http://ideas.exlibrisgroup.com>) where you can submit new ideas, and comment on or support (vote for) ideas posted by other users. For more information on the Ideas Exchange, please see <http://ideas.exlibrisgroup.com/knowledgebase/articles/690945-ex-libris-idea-exchange-faq>.

I am setting this case to Closed, and we hope you will pursue your enhancement via the channels we have described. Thank you for your efforts to make our products better.

Here is the article - https://knowledge.exlibrisgroup.com/Alma/Knowledge_Articles/Enhancement_Process_-_Common_QandA

Thank you,
Beth Campbell

9/25/2023 4:54 PM

User Holly Pletka

Hi Nicholas,

Our documentation on joining subject areas says explicitly that the two subject areas have to share a dimension in common with each other, and that any descriptive fields must contain Inventory and Usage Data don't share any dimensions with each other, which means that there is no join between them that can allow the data from one to interact with the other:
[https://knowledge.exlibrisgroup.com/Alma/Product_Documentation/010Alma_Online_Help_\(English\)/080Analytics/010Introduction/The_Basics_of_Working_with_Analytics/050Creating_a_Subject_Area_Report](https://knowledge.exlibrisgroup.com/Alma/Product_Documentation/010Alma_Online_Help_(English)/080Analytics/010Introduction/The_Basics_of_Working_with_Analytics/050Creating_a_Subject_Area_Report)

Comment

That said, I will refer your case to Tier 2 Support so that they can advise on any possibility of extending the Cost Usage folder in the E-Inventory SA to have more functionality, or if their colleagues will be in touch with an update.

Kind regards,
Holly
Alma Technical Support Analyst

7/19/2023 1:19 PM

User Andi Molinet

Email Comment created:
from: armolinet@liberty.edu by: Molinet, Andi:

Hi Holly, Here is the information from our team: The path for the report is /shared/Liberty University 01LIBU_INST/Reports/Usage/Cost per Use". This is a pretty barebones report. If I try using measures from "Usage Data", they come up empty. If I try to use fields from "Usage Data" like "Material Type Indicator", analytics throws an error. The two subject areas are:
Tim Marquis
Electronic Resources Assistant
Jerry Falwell Library
(434) 592-7595

Comment

Thank you, Andi Molinet

From: ProQuest and Ex Libris Support <proquest-exlibris-support@proquest.com>
Sent: Tuesday, July 18, 2023 9:31 AM
To: Marquis, Timothy Michael (JFL Collection Management) <TMMARQUIS@liberty.edu>; Molinet, Andi (JFL Collection Management) <armolinet@liberty.edu>; Pavlovic, Nicholas (JFL Collection Management) <npavlovic@liberty.edu>
Subject: [External] Case comments are added to the case: 06814438: Cost Usage Report

To see the full email message click here: <https://proquestllc.lightning.force.com/02sDo0000096UsfIAE>

7/18/2023 8:42 AM

User Nicholas Pavlovic

Comment Any update on this? I will be out of office next week and it would be great if we can take a look at this sometime this week. If it's easiest, we can schedule a teams meeting to review the

User **Beth Campbell**
Connection
Action **Changed Status from Update Received to Awaiting Customer Confirmation.**

1/2/2024 11:17 AM

User **Nicholas Pavlovic**
Connection
Action **Changed Status from Transferred to Update Received.**

10/2/2023 3:22 PM

User **Steven Burke**
Connection
Action **Changed Case Owner from NA Alma Tier 2 Support Team to Beth Campbell.**

9/25/2023 4:55 PM

User **Holly Pletka**
Connection
Action **Changed Case Owner from Holly Pletka to NA Alma Tier 2 Support Team. Changed Case Owner from NA Alma Tier 2 Support Team to Holly Pletka. Changed Case Owner from Holly Pletka to NA Alma Tier 2 Support Team. Changed Case Owner from NA Alma Tier 2 Support Team to Holly Pletka. Changed Case Owner from Holly Pletka to NA Alma Tier 2 Support Team. Changed Status from Update Received to Transferred.**

9/25/2023 4:55 PM

User **Holly Pletka**
Connection
Action **Changed Case Type from How-to Question to Product Idea.**

7/19/2023 1:19 PM

User **SFDC APIUSER**
Connection
Action **Deleted Customer Input in Sub Status. Changed Status from Pending to Update Received.**

7/18/2023 9:31 AM

User **Holly Pletka**
Connection
Action **Changed Sub Status to Customer Input. Changed Status from Update Received to Pending.**

7/18/2023 8:42 AM

User **Nicholas Pavlovic**
Connection
Action **Changed Status from In Progress to Update Received.**

7/10/2023 4:35 PM

User **Holly Pletka**
Connection
Action **Changed Description. Changed Status from New to In Progress.**

7/10/2023 4:30 PM

User **Nicholas Pavlovic**
Connection
Action **Changed Case Owner from NA Alma Tier 1 Support Team to Holly Pletka. Changed Owner (Assignment) from Nicholas Pavlovic to NA Alma Tier 1 Support Team.**

7/10/2023 4:30 PM

User **Nicholas Pavlovic**
Connection
Action **Created.**