Alma Fulfillment Operations Group Charge

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Membership updated 7/8/2022 eyr
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Background

Staff from the libraries of the University of Minnesota system have collaborated on policy, process, and procedures, since merging library systems in 2003. Coordination of these activities, as well as documentation, communication, and training in fulfillment functions (delivery of resources, such as circulation, booking, and reserve services)across units and campuses is equally if not more important in Alma.

Purpose

The purpose of the Alma Fulfillment Operations Group is to:
- Ensure consistent development of Alma policies and procedures as they relate to fulfillment activities
- Plan and execute changes in policies, configuration, procedures, and implementation through consultation with stakeholders and consideration of relevant data and impact assessment to ensure service improvement and risk mitigation
- Communicate new and changed policies and procedures to staff responsible for fulfillment activities across the system
- Ensure coordination with other Alma functions, existing and planned, through chair's participation in the Alma Leadership Team
- Leverage the capabilities of Alma to enhance the user experience for both the public and staff

Scope

The Fulfillment Operations Group will work to improve day-to-day fulfillment operations and user experience by serving as a conduit for information, development, implementation, and communication of fulfillment policies/procedures.

In consultation with the Alma Leadership Team (ALT) and other stakeholders, including administrative bodies from campus libraries and the Library Enterprise Systems Governance Team (LESGov) the Fulfillment Operations Group will:

- Develop and recommend system-wide fulfillment policies and procedures as related to delivery of resources, such as circulation, booking, and reserve services.
- Work with the Alma Leadership Team on guidelines for communication of information, ideas, and changes as they relate to fulfillment services.
- Establish best practices and local standards for fulfillment services. Work toward standardization and consistency across campuses wherever possible.
- Regularly evaluate fulfillment workflows and, where indicated, pursue their redesign in pursuit of system-wide consistency and improved service to users.

- Develop and disseminate training materials as needed.
- Assist in testing and communicating Alma's monthly release fixes and features.
- Lead local efforts to propose and submit fulfillment enhancement proposals and recommend voting for the annual Alma enhancement vote process.
- Prepare and share system-wide fulfillment reports and analysis as needed.
- Collaborate with other system-wide groups (e.g., MNCAT Discovery Management Group) to optimize fulfillment services in the discovery environment.

Sponsor: Alma Leadership Team

Membership

- Mark Engelmann, Co-Chair, UMTC Representative
- Katie Baratto, Law Library Representative
- Angie Stangl, UMM Representative
- Julie Dinger, UMTC Representative
- Melissa Eighmy Brown, Resource Sharing, Ex Officio
- Jackie Gulbranson, UMTC Representative
- Tess Linval, UMD Representative
- Michelle Penna, Minitex Representative, Ex Officio
- Krista Proulx, UMC Representative
- Chris Rose, LES Representative
- Michael Vieaux, UMTC Representative
- Keri Youngstrand, UMC Representative

Responsibilities of Members

Chair Accountabilities

Operations Group Chairs are automatically members of the Alma Leadership Team and have the responsibility to:

- Develop and send agenda and communicating notes to the other group members and to the appropriate University of Minnesota's Alma list/s, i.e. lib-alma-fulfill@umn.edu.
- Lead the Group's work by prioritization of tasks and projects and ensuring that work and documentation is distributed to appropriate parties.
- Assign group members to auxiliary groups and to liaise with other related operations groups.

Group Member Accountabilities

Each group member has a responsibility to:

- Attend group meetings, actively participate in meetings, and promptly complete assignments.
- Participate in framing up recommendations and preparing deliverables.
- Provide representation for the member's respective work group by soliciting input and communicating information and feedback.
- Be prepared to see the needs of a specific operations group and/or campus as part of a bigger picture, in order to prioritize work where necessary.

Stakeholders

- Library Enterprise Systems Governance Committee
- MNCAT Discovery Management Group
- DMA Data Systems & Services Unit

Relationships With Other Groups
Alma operations groups will have relationships with other groups.

Alma Operations Groups
Where appropriate, the Fulfillment Operations Group will establish liaison relationships with other Alma operations groups (Acquisitions and Finance, Cataloging and Metadata, Electronic Resource Management, Resource Sharing) where mutual topics are apparent.

Auxiliary Groups
A member of the Fulfillment Operations Group will be appointed to each of the Analytics and the Interoperability and Integrations Groups.

Alma Leadership Team
Alma operations groups operate under the sponsorship and coordination of the Alma Leadership Team (ALT.) ALT is available to help facilitate the work of the operations teams. New or changed policies or configuration should be advanced through ALT for discussion of impact and audit of preparatory work. ALT will lead overall prioritization or work, as well as coordination between operations groups, if needed. ALT will also advise and advance items of broad impact and change implications to the Library Enterprise Systems Governance Committee (LESGC).

Library Enterprise Systems Governance Committee
LESGC will provide oversight of leadership/coordination groups related to specific systems, if they exist, will include and setting strategy and vision for groups, and adjudicating issues that can't be resolved within the groups themselves. Oversight of specific operational/functional groups does not fall under the purview of the governance team. Rather, these groups will be within the purview of ALT, which includes chartering, staffing, sun-setting, and other operational needs. Guidance from the Governance Team in these matters will be provided, if needed or requested.

- Work to ensure group effectiveness
- Support and implement group decisions and actions.

Meetings
Meetings will be regularly scheduled (e.g., monthly, bimonthly, or quarterly), with frequency determined by the volume and timeliness of the forecasted agenda. Special meetings may also be called to address

time-sensitive matters that cannot wait for the next regularly scheduled meeting. Expectations for meeting attendance are as follows:

- Remote participation is acceptable.
- Call for agenda items will be made to the members as well as to other relevant functional/operational entities at least one week in advance of the meeting.
- Meeting details and agendas will be distributed to members at least one business day in advance of the meeting.
- Meetings of the operations groups are open to all interested staff.

Communication and Staff Engagement

Each operations group will develop communication and staff engagement plans to ensure transparency of processes and information sharing with library staff on all University campuses by the following:

- Establish a Google site that will include priorities and timelines, pending and finalized decisions, Group reports and meeting notes, email lists, and issue communication/documentation from Ex Libris, and links for each operations and auxiliary group.
- Establish email distribution lists for groups, where they don't already exist, and broadly communicate agendas and notes to established distribution lists. It is the responsibility of staff interested in these communications to join appropriate groups or lists.