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Alma 2021 Release Notes

Last updated: Dec 12, 2021



New updates to this page are now published in the [new Knowledge Portal](#). Learn more in the [FAQ](#).

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As many of you already know, Alma development periodically needs to take a "back seat," and maintenance, cloud infrastructure, and other important tasks need to be handled in order to ensure that Alma meets the highest standards of performance and high availability. The April 2021 release is devoted to such tasks.

We would also like to take this opportunity to update you on the following:

Chat Support

On February 14th, we were excited to roll out **online chat support** for Alma and Leganto in our European instances. And on March 15th we expanded this service to our North American Alma and Leganto customers. This is a gradual rollout, with chat support for all regions as our end vision.

We have received over 100 chat sessions with a 100% satisfaction rate in the last week.

In addition, we're happy to share with you some of the great feedback posted:

- "The chat function is user friendly, quick and efficient. So is the representative who assisted."
- "Quick reply and help, excellent service for simpler questions."
- "Pleased to be able to get quick answers to small questions without having to open a case."

User Experience

Through 2019 and 2020 new UI concepts were introduced, in different areas of Alma. We will be implementing additional new UI concepts throughout 2021 such as side-by-side display. For more information see [Alma new UI concepts](#).

With the April 2021 release, the **New Metadata Editor** reached an important milestone of providing full functionality by enabling the Rules man [Feedback](#) switch to the classic Metadata Editor if they come across issues that hinder their workflows. In these cases, please open a

support case. Ex Libris is doing its best to address all critical issues before the new Metadata Editor becomes the only editor by June 2021 release.

Analytics

Look out for some important changes coming up regarding Alma Analytic dashboards in the May and June releases of Alma.

In May, the following new dashboards will be available.

- Fulfillment - Loans Returns and Overdue
- Acquisitions – Claims
- Acquisitions – Fund

These dashboards were made together with Ex Libris and a group of institutions who contributed their ideas and analytics knowledge to the project. Each of the dashboards will have a default Analytics Object of type Dashboard.

Additional dashboards with an Analytics Objects of type 'Dashboard' will be available as part of the June Release, enabling them to be used via a menu option from the Analytics menu in Alma. All analytics objects can be customized by the institution.

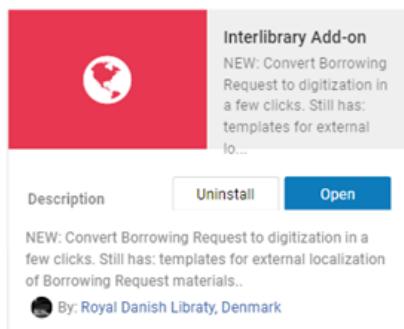
Cloud Apps

Cloud Apps were released in the second half of last year. Already there are 24 apps released and available for use! This includes apps written by Ex Libris, by partners, and by members of the community.

Apps have been installed thousands of times by hundreds of users. If you're just getting started with Cloud Apps in your institution, check out the [announcement blog and promotional video](#), the [directory](#) of currently available Cloud Apps, and instructions for [enabling Cloud Apps](#) for use in your institution.

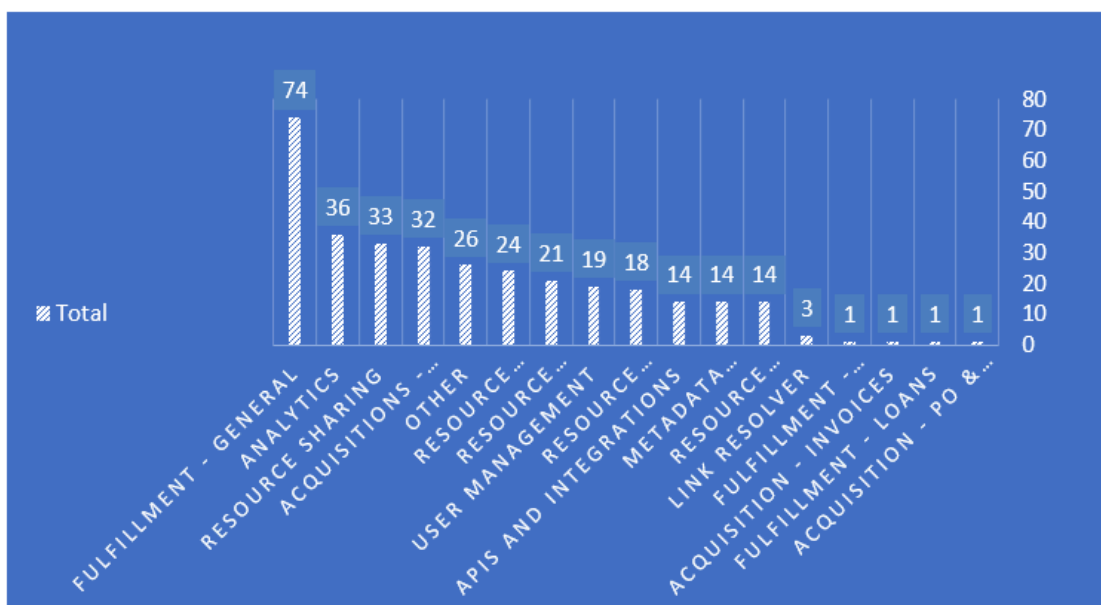
If you're interested in developing an app, check out the [Developer Network](#). This month the Australia/New Zealand User Group is sponsoring a hackathon to encourage the community to write apps that address the specific needs of their members. If you're interested in sponsoring a hackathon in your region, we're happy to help- reach out to us!

This month's Cloud App is the [Interlibrary Add-on](#), an app that helps to handle Borrowing Request activities more smoothly.



Idea Exchange

We have created a chart of completed ideas by subject area. As you'll be able to see by the highest number of completed ideas, Fulfillment is still a very important area of a library's activities. Analytics, Resource Sharing and Acquisitions are the next areas with the most completed ideas.



Global Knowledge Delivery

eLearning

A re-designed [Alma Essentials](#) training kit was recently released as well as new modules for [Rialto](#) kit. We continuously update existing content and release new eLearning modules and courses, across all products, moving away from long tutorials towards micro learning, short and specific videos.

Customer Education

Primo VE: Become an Expert webinar - a 12-part webinar series is currently in progress, with over 4,500 registrants to date. You can sign up for future sessions or watch recordings [here](#).

Premium Services

To support the evolving needs of libraries, Ex Libris offers an array of [Premium Services](#) for libraries that are in production with Ex Libris solutions. These services will help you to improve efficiency, deploy new features or services, and learn more about functionality.

Learn more about our various offerings through the links above, or contact us for more information: Premium.Services@exlibrisgroup.com

Alma Documentation Update

The Resource Management section of the Alma Documentation has been split into smaller sections and reorganized to make it clearer where information is, making it easier for you to find content when you need it.

The new sections are:

- [Resource Management](#)
- Electronic Resource Management
- [Physical Resource Management](#)
- [Digital Resource Management](#)
- [Metadata Management](#)

GuideMe

Recently, we released new walkthroughs on CDI, SUSHI Account, Course Management, Activating an Electronic Collection and more, check them out. See full list and more information [here](#).

May Release Sneak Preview

Click [here](#) to view the May release sneak preview.

Main Features

No main features match your criteria.

Additional Enhancements

- April 2021 Fulfillment - Course Reserves
You can now control whether there will be an option to automatically attach files to a citation in a digitization request. When the `auto_attach_digitization_to_citation` parameter is set to true (Configuration Menu > Fulfillment > General > Other Settings), the option is available. When set to false, the option is unavailable. See [Configuring Other Settings \(Fulfillment\)](#).

Resolved Issues

- April 2021 Resource Management SF: 00935058
Staff search resulted in an Internal error in the French and German interface. This was fixed.

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