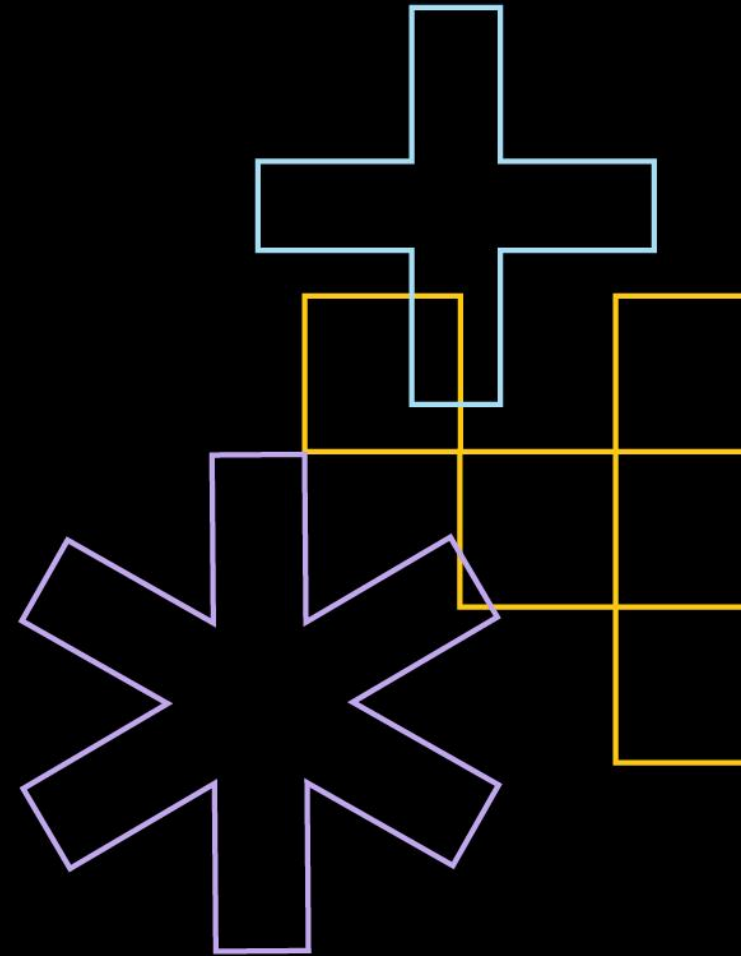


Making claims count:

Enhancing workflow efficiency using Alma's claims list

6/27/2025

Courtney Bremer and Melissa St. Marie
University of Waterloo



Territorial acknowledgement

The University of Waterloo acknowledges that much of our work takes place on the traditional territory of the Neutral, Anishinaabeg, and Haudenosaunee peoples. Our main campus is situated on the Haldimand Tract, the land granted to the Six Nations that includes six miles on each side of the Grand River. Our active work toward reconciliation takes place across our campuses through research, learning, teaching, and community building, and is co-ordinated within the Office of Indigenous Relations.

Who we are:

Melissa St. Marie

- Acquisitions Associate



Created by Amethyst Studio
from Noun Project

Courtney Bremer

- Electronic resources
access manager



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Alma claims list – Our focus

Print – subscriptions

- Was our biggest number of claims in Alma based on PO type
 - Most purchased through EBSCO



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from Noun Project



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Where we started – Reactive claiming

- Claiming reviewed when a publication arrived
 - Missed orders that never came
 - Missed publications that stopped completely
 - Ineffective in keeping up with claiming
 - Costly in paying for items not being received



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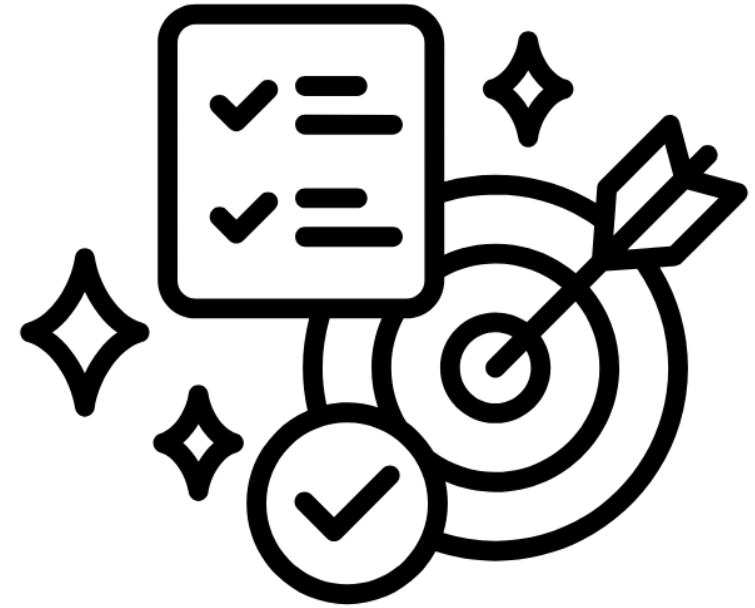


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Where we wanted to be – Proactive claiming

- Claim within the claiming window
- Stay on top of orders that have stalled, were never received, etc.
- Gain knowledge of publisher patterns
- Gain data for potential cancellations

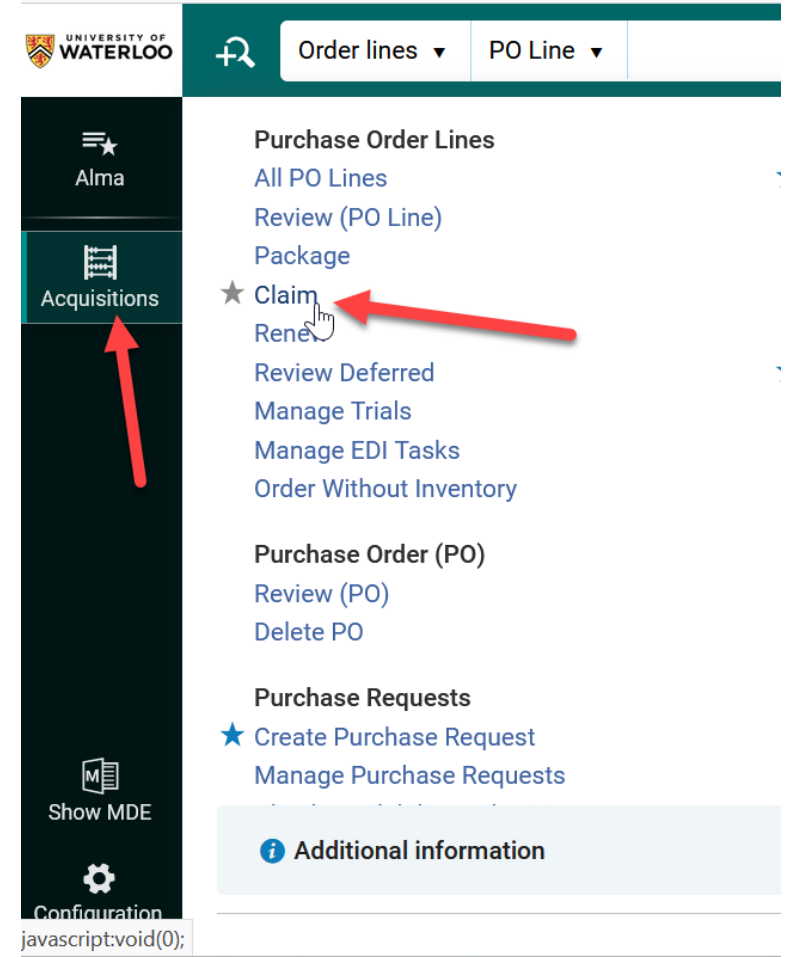


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Alma claims list – The basics

Where to find it

- Navigate to Acquisitions>Claims
- This list provides all POL types that are in claim
 - Good for high-level overview but not for working with
 - Easier to export the list and work using Excel
 - Update weekly with vlookup, etc.



Alma claims list – The basics

How it works

- Uses the vendor section of the order
 - Expected receipt (date) or (days from ordering)
 - Subscription interval (if a serial or mono series) – *prediction patterns
 - Claiming grace period (days)

Vendor Information

Material supplier: [Elsevier/0-012/General/0-012-1](#)

Expected receipt (date): 06/28/2022

Claiming grace period (days): 30

Subscription interval: 30

Vendor reference number: 5630-12P

Vendor reference number type: IA

Alma claims list – The basics

How it works

1. No Expected Arrival Dates:

- Alma uses the **Subscription Interval** to calculate the **Expected Receiving Date**

Formula:

Last received item's date + **Subscription Interval** (+ **Claiming Grace Period**, if configured)

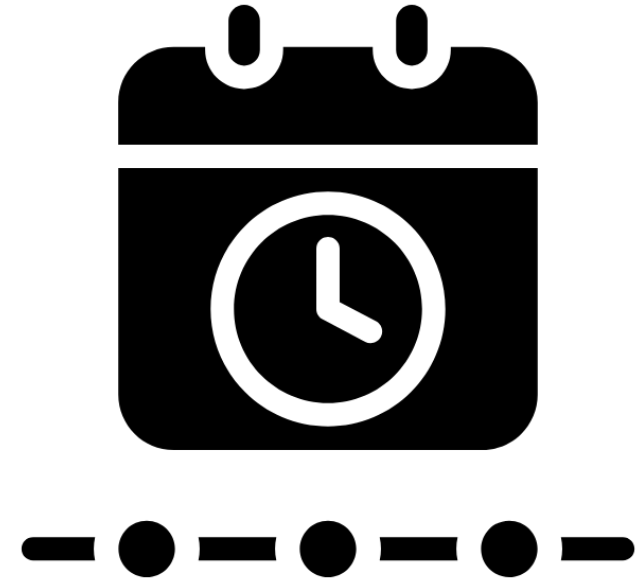
2. With Expected Arrival Dates (via prediction patterns or manual entry):

- Alma ignores the Subscription Interval
 - Prediction Patterns and updating item level information.

Alma claims list – The basics

How it works - continued

- **Claiming Grace Period:**
 - Added to the Expected Receiving Date.
 - PO line is marked In Claim after:
Expected Receiving Date + Claiming Grace Period.
 - Default value is set in the vendor account



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from Noun Project

Alma claims list – Clean up & Claiming

1. Get an overall status of the resource in claim

- Why is the resource in claim
 - coming from prediction pattern/frequency or vendor information?
- Have we received recently is one missing issue or an ongoing problem?



Created by ainul muttaqin
from Noun Project

Alma claims list – Clean up & Claiming

2. Confirm the data

- **Verify Key Fields in Alma:**

- Ensure **Subscription Interval** and **Claiming Grace Period** match the publisher or subscription agent's information
- Adjust where necessary

- **If the PO Line is Still in Claim:**

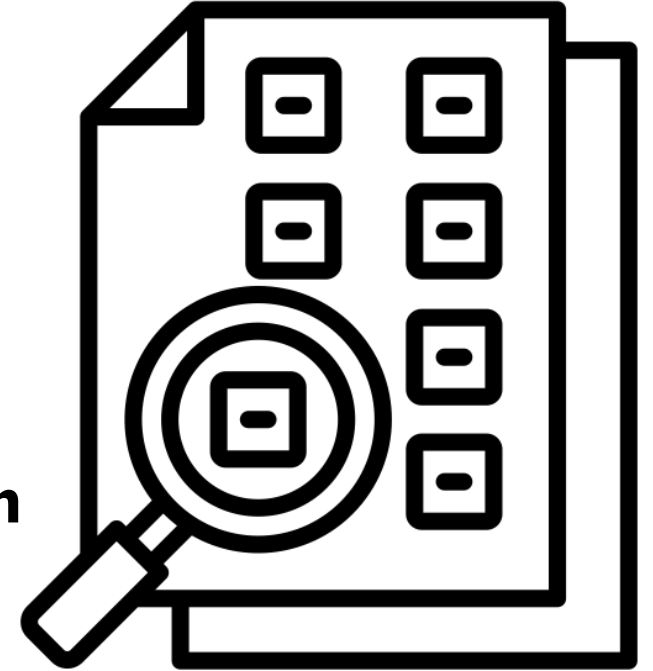
- Review the Expected Delivery Date:
- If a single issue is missing → This is a true claim → Contact the vendor or agent.
- If the issue is late:
 - If the delivery date aligns with the publishing schedule → True claim.
 - If not → Use "Change Expected Date" (top right of the POL), refresh → Claim should clear

Alma claims list – Clean up & Claiming

What to be on the lookout for:

If using prediction patterns:

- **Is the item in claim a duplicate item?**
 - (did someone manually add the item instead of grabbing the predicted one?)
- **Was an issue two or more together and the other item wasn't withdrawn?**
 - Ex. You got issue 3-4 and you received it on the item for #4 but didn't delete the predicted item for #3



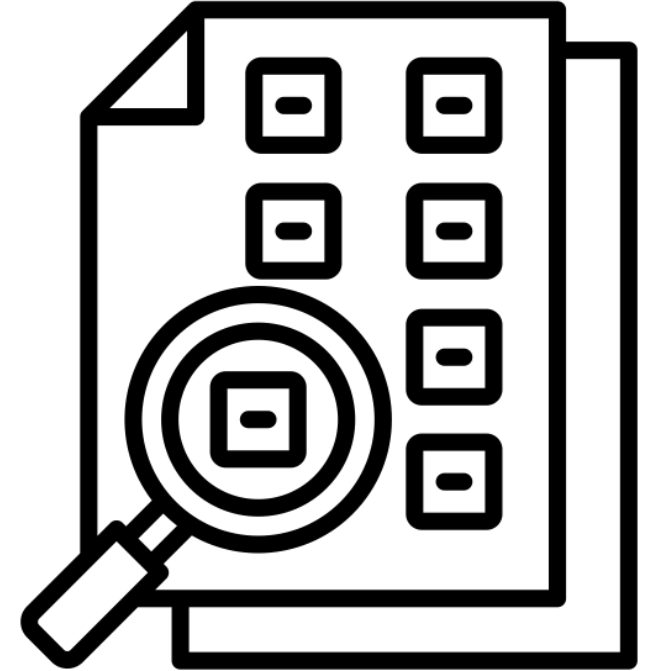
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from Non Project

Alma claims list – Clean up & Claiming

What to be on the lookout for:

- **Does the issue exist?**

- Check dispatched records or online to see if an issue got missed – Ex. A 6x/year publication but only issued 5 for the year that year

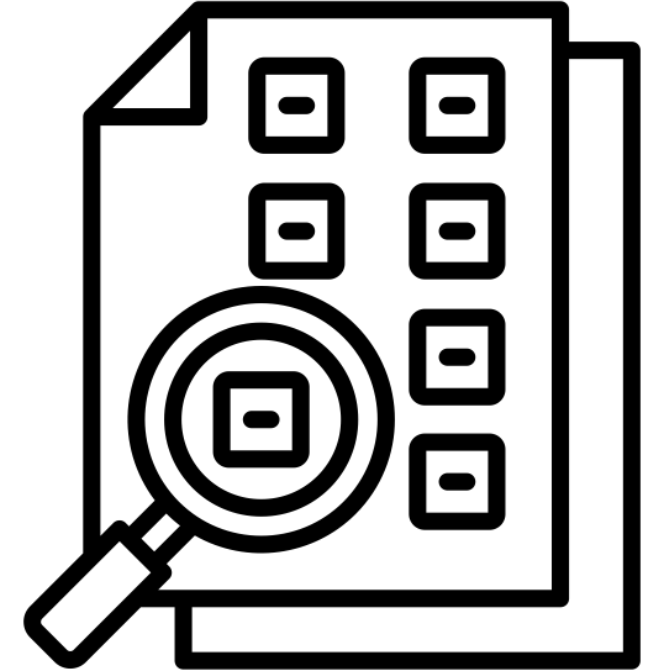


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Alma claims list – Clean up & Claiming

When to involve acquisitions:

- If you have claimed multiple times with no response
- If there is a cost because the claim is too late
- Resource moved to online
- Resource moved to open access
- Pattern of missing issues or delay in publication



Created by sumarmi
from Noun Project

Alma claims list – Acquisitions workflow

Steps taken

1. Checking in Alma
 - When was the last issue received?
 - Have we been invoiced and paid?
 - Who is the vendor (EBSCO, GOBI, or direct with Pub.)
 - Check any receiving notes and POL notes
2. Checking EBSCO (if that is who the vendor is)
 - What is the status of the publication
 - Claiming parameters
 - Frequency of publication
 - When was the last issue dispatched



Created by Sakuri
from Noun Project

Alma claims list – Acquisitions work

3. Checking Publishers website

- Check to see when last issue/vol. Was published

4. Claim 1 last time (if CM has already claimed 3x)

- Reach out to Vendor/publisher to inquire about missing issues/vol's
- If we get a reply, claim missing issues, inquire if we need to re-purchase any issues that are beyond the claim timeline.
 - Inform and inquire with selector if we need to re-purchase
- If no reply, Inform librarian
 - close order and cancel with vendor



Created by HDM
from Noun Project

Alma claims – Pain points

- Alma:
 - Pre-sets receiving date to date it was set up with a 1 day claiming period
- Assigning vs. Not
 - Assigning an item to yourself in Alma, blocks others to that item. Updating the holdings, closing, etc.
 - Whoever the item is Assigned to, that person is the only who can release it.
- Other affiliated libraries
- When and where to make notes
- Vendors not responding
- Acquisitions, claiming: claiming parameters, Vender (EBSCO), Direct with publisher (setting up renewals for subsequent subscriptions)

Alma claims list – Successes

- Closed many orders, would not have found otherwise
 - Ceased publications
 - OA publications
 - Switched to online only
- Got orders moving again
 - Some of our orders got lost in migration
- Found problems
 - Expected receiving dates
- Cleaned up for proper claiming going forward
 - Some subscriptions changed publication timelines that were not communicated
 - New patterns seen in our receiving



Claiming – Things to note

- **Best practices**

- Claims

- CM claims 3x
 - If no response from publisher via Vendor/direct with publisher, then pass on to ACQ
 - If need to re-purchase, then pass on to ACQ
 - ACQ will inquire 1x, if no response then we inform the librarian
 - -cancel and close



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from Noun Project

Claiming – Things to note

- **Standards**

- Ways to communicate
 - Jira form
 - Notes in POL
 - Excel sheet (for CM team)

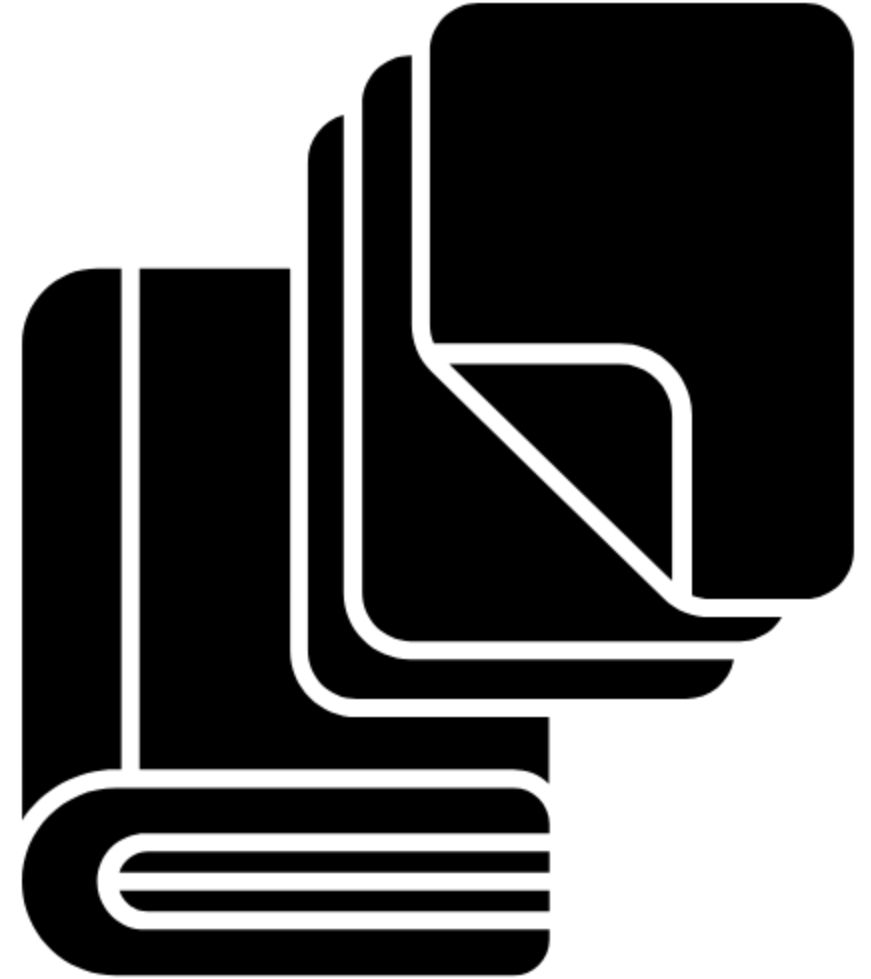


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Limitations:

Items we don't receive in Alma

- Publication inserts
 - Add receiving note to indicate most recent receipt date
 - Alma expected date based on frequency
- Newspapers
 - Don't add any receiving notes
 - Determine how frequent we want claim to come back as a nudge to check



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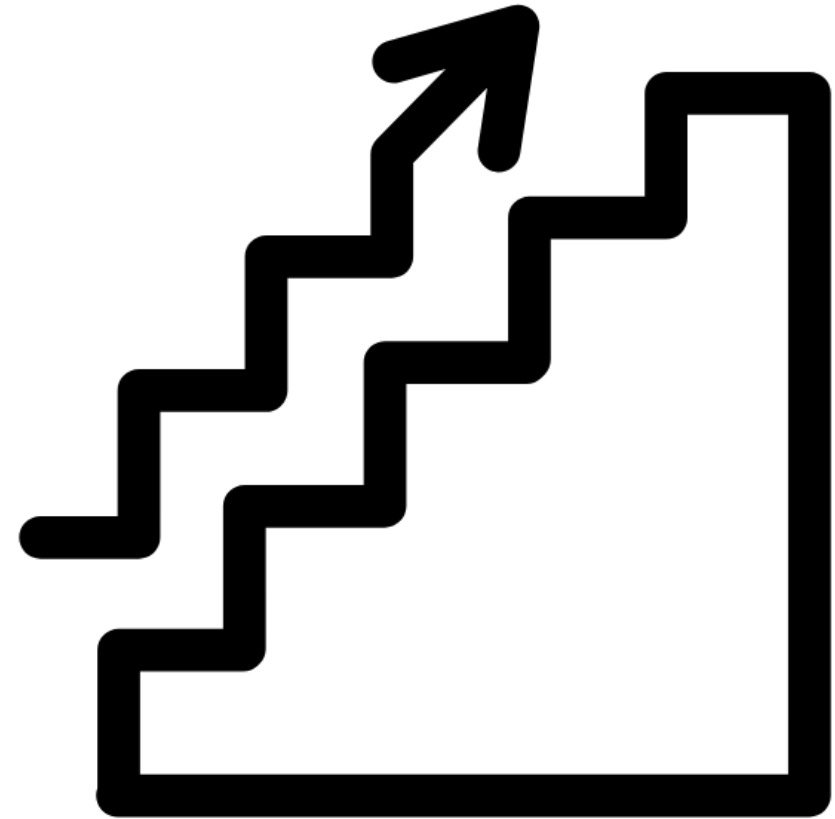


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Next steps:

- Continue to apply these new proactive guidelines/processes
 - Re-evaluate in 6 months - year
- Apply these practices to Mono series and standing orders with some tweaks! – similar to items not received
- Work on electronic claims and build a process – some issues not true claims



Created by Yoo Seungyeon
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Thank you!

Questions?

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