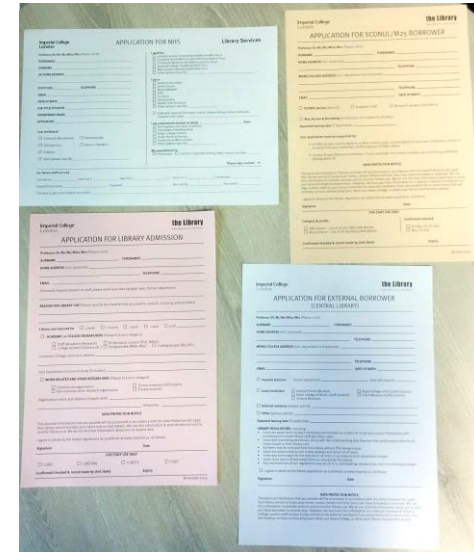


Implementing an LMS integrate online registration form for external members

Simon Hall – Head of Library Liaison (Medicine and NHS)

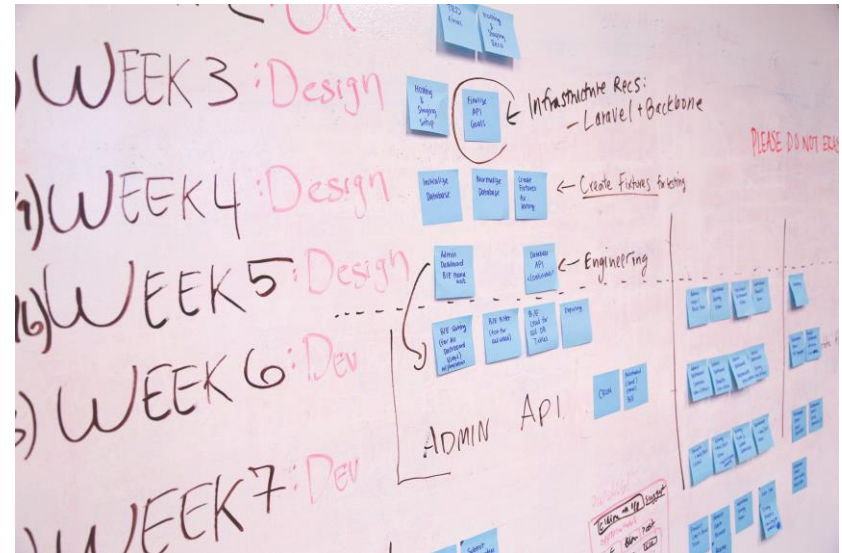
Background

- Multiple paper forms for different external users groups
 - Alumni
 - NHS users
 - Members of the public
 - Local institutions
 - SCONUL Access
 - Medical Research Council
- Manually entered into Alma (LMS)
- Evening staff rechecked records to spot any mistakes
- Staff at different libraries unfamiliar with processes for user groups they didn't often deal with



Project Brief

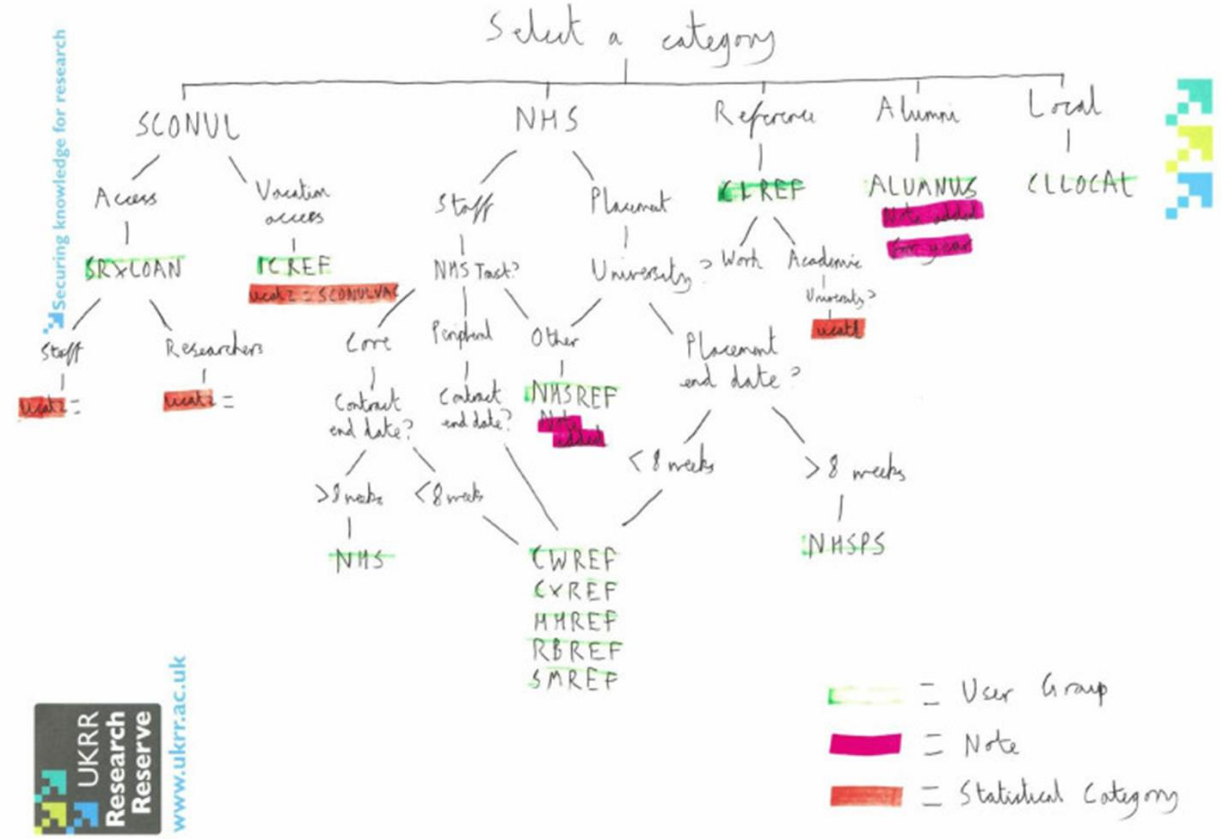
- Create an online registration form to replace the various paper based forms
- Reduce administrative burden for library staff
- Improve the user experience for people applying for membership
- Improve workflows and speed up the processes



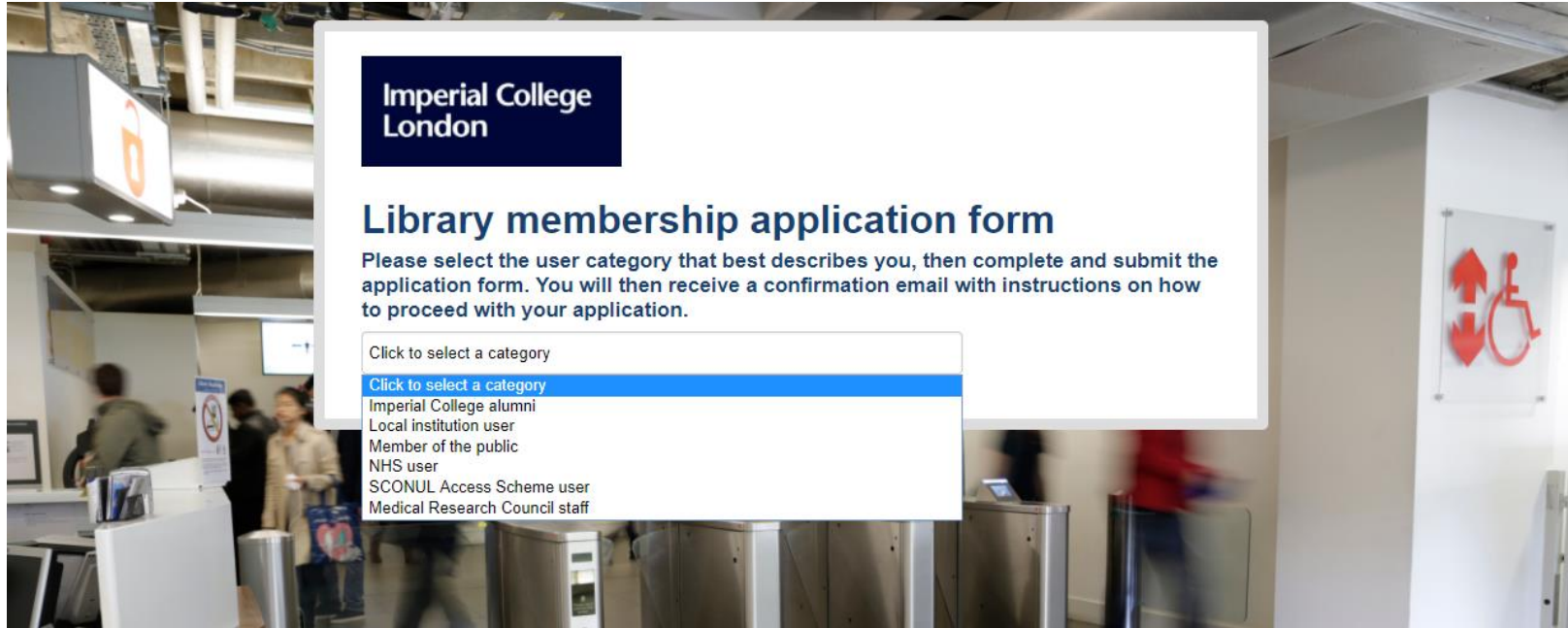
Challenges

- Need to capture different information for different user groups
- NHS user data collection was highly complex
- Needed to include a review process for members of the public
- Provided an opportunity to review whether all the data we collected was necessary.





Implementation



Implementation and results

- Provided documentation and guidance on handling applications
 - Rapid adoption and good feedback from staff
 - Almost all applications are handled online
 - 3931 applications received in 2017 saving minimum of 327 hours of staff time (5 minutes per application)
 - The workflow for applications from members of the public have been significantly improved
-

Questions



Code is available
open source at
https://github.com/SimonXIX/user_form_alma

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