The Mannheim University Library

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UNIVERSITÄTSBIBLIOTHEK
MANNHEIM

From Aleph to Alma -
Modernizing Library Services at the Mannheim University Library

ExLibris
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"The share of electronic media in annual new acquisitions has tripled in recent years. This could no longer be mapped correctly with Aleph, so the library needed something else."
Bettina Kaldenberg, Head of Digital Library Services, University Library of the University of Mannheim

Delivering Quality Services During the Pandemic

From the beginning of the COVID-19 pandemic, the Mannheim library was confronted with constantly changing measures and rules. Requirements, offers and services had to be activated, deactivated or reconfigured, and communication with users had to be constantly updated. The changes, some of which were made on a weekly basis, had to be mapped in the library system without delay and adapted at a moment's notice.

Thanks to Alma, this was all possible. For example, when students needed to place scan requests with the university, the lending and requesting rules in Alma were identified and modified for both Mannheim students and students from cooperating institutions.

Likewise, when providers offered free collections for a limited period of time, these offers were activated or deactivated quickly and easily in Alma. These services could be managed simply and securely by library staff, even when they worked from home.

Mannheim University Library is one of the leading German libraries supporting the study of economics and social sciences. It has achieved its outstanding position, among other things, by using innovative solutions at an early stage. The university library worked with the library solution Aleph for many years, but was already considering the acquisition of a new, improved service in 2014. At that time, almost half of its budget was spent on electronic resources, and the library couldn't efficiently manage and comprehensively evaluate and manage these resources in its outdated systems. The library needed a streamlined and modern system that could manage and present print and electronic resources together in the most effective way. In January 2016, Mannheim University Library began using Alma as a library management service in an effort to improve service for its users.

"Everything had to work quickly and precisely. Thanks to the Alma Community Zone, we could activate or deactivate sections of our ebook inventory at any time. We were also able to better communicate with our users. This was easy to implement with Alma."
Bettina Kaldenberg, Head of Department
Digital Library Services, University Library of the University of Mannheim

"With the help of Alma's analytics, we were able to produce reports for our management in a timely and uncomplicated manner. We were also able to incorporate new developments – for example, scanning requests. This would not have been possible with Aleph."

Bettina Kaldenberg, Head of Department Digital Library Services, University Library of the University of MannheimMannheim

The Mannheim University Library

The Mannheim University Library provides the information and research infrastructure for science, teaching and studies at the University of Mannheim. The library is also open to citizens, authorities and companies in the metropolitan region. Learn more at www.bib.uni-mannheim.de.

About Ex Libris, Part of Clarivate

Ex Libris, Part of Clarivate, is a leading global provider of cloud-based SaaS solutions that enable institutions and their individual users to create, manage and share knowledge. Working closely with its customers and the academic community, Ex Libris develops creative solutions that increase library productivity, maximise the impact of research, enhance the teaching and learning experience, and promote mobile student participation. Ex Libris serves over 7,500 customers in 90 countries. For more information, visit our website. Please visit us on LinkedIn, YouTube, Facebook and Twitter.

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