Case searching GTI April 2024

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1. We had a GTI discussion item on the agenda last month and this month at support, Christine Holmes did a really long explanation with questions/outcomes on it. Support says Ex Libris’ Judith Frankael is working on a response for us (the CSU) but it has been a while.
2. I’m sure other tickets that don’t mention GTI probably have something to do with GTI, other words I should search?

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**Try GTI search:**

I cannot export these or even copy/paste them

Sometimes it is not clear if a closed case was actually fixed or the campus just got frustrated and closed the case.

43 cases.

Cases opened when: 2022 (15), 2023 (22), 2024 (6)

Status: Pending Release (1), Pending Development (6), Closed (36)

(Pending Development seems to be ‘we aren’t going to fix this record but look for fixes in development in the future’)

**What do I see in cases?**

**Actual fixes**

Ex Libris Support updated records, or removed records to fix (9)

Ex Libris Support ran the Recalculate FRBR and DEDUP job (1)

**Release fixes**

Enrich from Global Index error – fixed in March 2023 release (1)

excessive duplication of records from the global title index fixed in March 2023 release (1)

Electronic Collection links missing in full record view for some journal records was fixed in July 2023 maintenance release (1)

Double entries for "Electronic Collections appear in records" was addressed in our July 2023 maintenance release (1)

More Enrich from Global Index problems will be fixed in May 2024 release (1)

**We can’t fix it**

We cannot currently correct the metadata for GTI records aka since this is a Rapido record, CDI team cannot edit the record (7) <- *these get marked as Pending Development*

OA could not fix at record level, only collection level (1)

Alma does not have the ability to selectively turn off unpaywall links in the manner you are requesting (1)

The display of the full-text link to the Ebook Central is working as expected since the portfolio is coming as a title match in the CZ even if for a different edition, but eBook Central appears as not activated (1)

Even though the specific ISBNs for the previous editions are not matched, since the Title and Author retrieve a service, that full text link is offered to the patron in Primo. (1)

Link Resolver is working as designed – incorrect video link, matching because CDI records contains no identifiers (such as ISSN, ISBN, OCLC) that would normally be used for matching, this is often the case for audio or videos. When no identifiers are present in the record, the Alma Link Resolve relies on title matching, which caused the match you see in the record. (1)

**Workarounds:**

Turn on/off fuzzy title searching – parameter *avoid\_fuzzy\_search\_resolving* (2)

Turned on customer internal parameter *temp\_prima\_use\_unique\_iden\_for\_view\_it* (2)

Recommend using Display Logic Rules in order to ensure Rapido offers to not appear for undesired records (1)

Add a subtitle to your record to stop the incorrect match (1)

**Not our problem:**

Two books have the same ISBN in records [publishing issue] (1)

**Informational:**

The Ongoing Global Title Index job does run daily, sometimes the change in the actual GTI database takes a few more days to process. Therefore, one should allow a few days for records that are erased from the IZ to also be erased from the GTI (assuming that they don't also exist in other institutions) [1]

The GTI resource type is built based on the CDI resource types (1)

Search Profile configuration different in different CSU (1)

The Global title index is only for Rapido customers and cannot be turned off (1)

**Could not reproduce or was fixed by the time support got to it**

Temporary issue with Rapido update was solved (1)

Films on Demand – 25 links were broken (1)

Specific eBook does not appear on title search but a record does appear when I search by MMS ID (1)

**Haven’t fixed it yet:**

When searching in Primo, patrons will often see a link in the brief record that says "Request It" but when they click the link we actually have the item digitally. If they go back to the Primo search the "Request it" link will now read "Online Access from other libraries." This is confusing. Can it be fixed to say "Online Access" from the beginning? Can the "from other libraries" part be dropped as well because we don't have links to digital holdings from other libraries. We only have access to items held in the IZ or NZ. (said they fixed it in November 2023 but CSU found more examples) [1]

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# **Note in case 06477135, 06945307**

A new option controlled by a customer parameter, **avoid\_fuzzy\_search\_resolving** (Configuration -> Resources -> Other settings), enables the institution to indicate to Alma to avoid "Fuzzy matches" ("title only" matches) attempts. By default, the new customer parameter is set to "False" and Alma continues behaving as it does currently. The new functionality is only active when the customer parameter is set to "True".

*Jill S mentioned in April 12 DITF meeting that this parameter was discussed at eCAUG last year and it was recommended to turn it on; Christina H will see what sites have it on and report back to group.*

# **Note in case 06859217, also mentioned in case 07041596**

I have turned on a customer parameter in your environment that prevents inaccurate links from being located for the View It section.

This is an internal parameter called **temp\_prima\_use\_unique\_iden\_for\_view\_it**.
All it does is change the workflow for the location of electronic services for a record in Primo.
Usually, if a service is not found using identifiers (ISBN/ISSN/OCLC), Alma will try to find a service based on Author+Title. This is what generated the inaccurate service you saw.
This parameter simply removes the second step of the process - so View It links will be found by identifiers only, and not by any other fields.

*As this is an internal parameter, I cannot tell what sites have it on currently but I will open a case to ask. Also look if this parameter was mentioned in any other cases.*