

Overview

Ex Libris Rialto is a one-stop vendor-neutral marketplace for academic content from a variety of publishers, aggregators and platforms. Built on the Ex Libris Higher-Ed cloud platform, Rialto creates a seamless, unified, and end-to-end library workflow from requests and searches to selection, acquisition, and discovery. As a single destination for all content types and multiple vendors, Rialto eliminates the duplicated efforts inherent in searching across a variety of online systems.

By using Rialto, the library enjoys the benefits of selection recommendations ranked by relevance and librarian-determined filters, as well as participating peer-institution benchmarks. Since analytics are embedded in the workflow, a title search provides current holdings and use information. Machine-learning and librarian-set preferences rank titles in Recommendation Feeds to surface higher-value recommendations first, for quick review by selectors and for best-fit titles to automatically be placed into DDA and other scheduled purchases.

The Rialto environment improves the library staff's productivity with real-time integration of resource availability, funds and budget information, and the library data related to resource usage. Because Rialto is fully embedded in the Ex Libris Higher-Ed cloud platform, all the librarians involved in collection development and acquisition work in a single system. Rialto makes it easier for staff to work remotely without the need of paperwork and manual steps, and improves coordination between teams by eliminating extra communication to synchronize work.

Rialto takes a user-centered approach in its interface and workflow design, reducing training time and increasing efficiency of librarians, selectors, and subject specialists. A unified interface for Alma and Rialto streamlines the entire purchasing process, from search and evaluation, to unified ordering and approval, through checkout and order tracking.

For information on how to login, access Rialto in Alma, and navigate the Market menu, watch the [Rialto Overview](#) video (3:00 min).

About This Guide

The purpose of this guide is to explain the following:

- How to use Rialto to browse for and purchase titles in the Rialto marketplace.

This guide does not include:

- Initial registration to and configuration of Rialto. This is performed in coordination with Ex Libris. Any configurational changes must be made in consultation with Ex Libris. Examples include changing platform and DDA configuration.
- Anything covered in other documentation guides, such as branding guidelines, detailed information on searching, etc.

Note

If you are an Alma institution and are interested in enabling the Rialto marketplace, please first review the [Requirements for Purchasing](#), [Disclaimer](#), and [Terms of Use](#) found below. Once you have reviewed this information and would like to proceed, please open a support case and our implementation team will contact you.

Getting Help

Staff users who have chat permissions can chat with our Support team. See more information [here](#).

To begin a chat session, select the Chat icon in your Production environment:



Chat icon in the persistent menu

For users who have chat permissions, the Chat icon appears in the persistent menu.

This functionality is disabled by default. Only staff users who have been assigned the Chat with Support role can open a chat session with our Support team. For more details, see [Managing User Roles](#).

Requirements for Using the Purchasing Component of Rialto

In order to purchase items through Rialto, the institution must have purchased and installed Ex Libris Alma, including the Acquisitions component of Alma. In addition, the institution cannot employ a billing agent or other third party to pay the annual subscription fee for Alma.

Purchasing in Rialto will not be available to Alma accounts when a single installation of Alma is shared across many institutions, and each maintains separate Ebook Accounts per platform (multi-campus).

Until June 30, 2026, purchasing in Rialto will not be available in the following countries: Cambodia, China, Japan, Malaysia, the Philippines, Taiwan or Cambodia; Austria, Czech Republic or Germany.

Disclaimer

Clarivate reserves the right to make changes to Rialto and/or its terms of use, at its sole discretion. These terms of use incorporate Clarivate's privacy policy and cookie policy, as set forth at the following link: <https://clarivate.com/privacy-center/notices-policies>, as well as the copyright notices and policies posted by Clarivate and its subsidiary Ex Libris.

Terms of Use

Welcome to the Clarivate Rialto™ web-based services ("Rialto"), providing libraries and institutions with workflow tools that streamline selection and acquisition by providing benchmark analytics, recommendations, and a comprehensive marketplace with content of all types— books, ebooks, video and more – from many sources.

This web-based service is controlled and operated by Clarivate, and those institutions who access and use this web-based service (each a "Customer") are responsible for assessing whether the services provided are appropriate for their use. Clarivate provides Rialto subject to the following Terms of Use:

1. **Customer Accounts.** Customer will need its own Rialto account to use the service, and Customers and their designated users will be required to be logged in to the account and have a valid payment method associated with it. Customer is responsible for maintaining the confidentiality of its account and its passwords or other authentication methods and for restricting access to its account(s). Clarivate is not responsible for any liability arising from any unauthorized use of Rialto, and Customer accepts responsibility for all activities that occur under its account(s).
2. **Permitted Uses.** Rialto is made available for the use of Customer in the selection and acquisition of materials for its own use and consistent with the features and functionality built into the services. The license granted for use of Rialto

does not include (a) any resale or commercial use of Rialto or any of its content; (b) the collection and use of any product listings, descriptions, or prices other than as part of the Rialto service; (c) any derivative use of Rialto or its content; (d) any downloading, copying, or other use of account information for the benefit of any third party; or (e) any use of data mining, robots, or similar data gathering and extraction tools. Customers are responsible for compliance with all applicable laws. Clarivate reserves the right to deny access to Customers or their designated users at any time in its sole discretion.

3. Use of Customer Provided Information.

1. **Rialto Information.** The name, address, and payment information Customer provides, together with information regarding the manner in which the Customer uses Rialto, may be used in the administration of Customer's account as well as for Customer's selection and acquisitions activities. Customer agrees that Clarivate may use anonymized data derived from information gathered by Clarivate in the course of the Customer's use of Rialto to improve Rialto and related library services. The anonymized data includes data that describes the habits, usage patterns, and/or demographics of Customers or users as a group but does not describe or reveal the identity of any particular Customer or user.
2. **Alma Information.** Title level holdings, fulfillment and reading list statistics from Customer's Alma implementation may be used for the purposes of providing analytics and reports such as collection development and selection reports and capabilities. Anonymized title level holdings, non-identifiable fulfillment, reading list statistics, and related information may also be used for the purposes of enhancing services, features and functionality such as collection development and selection reports and capabilities of Rialto and related library services, including but not limited to, homepage widgets on trending titles by subject and professional reviews in the purchase workflow. For the avoidance of doubt, no personal information or financial transaction details from Alma will be used for the purposes of providing these reports and capabilities unless express consent is obtained from the Customer. No specific information regarding the source of the institutions providing the anonymized data which are used in creating and providing of the reports and capabilities will be made available to third parties.

4. **Reviews and Product Information.** Much of the product information provided in Rialto belongs to third parties and is used in Rialto subject to license from the owner or incidental to the offer of the product for sale through Rialto. Reviews displayed in Rialto are sourced from publications and used under license; no further use of the reviews or product information may be made without the express written consent of the copyright holder. Ex Libris attempts to be as accurate as possible, however Clarivate does not warrant that product descriptions or other content in Rialto is accurate, complete, reliable, current, or error-free.

5. Marketplace Orders.

1. **Prices.** List Price means the suggested retail price of a product as provided by the chosen supplier (each a "Provider"). Despite Clarivate's best efforts, prices may not be accurate and actual prices may vary. The information supplied is believed to be accurate, but neither Clarivate nor any of the Providers warrant or guarantee such accuracy. Customer's invoice will reflect the final price.
2. **Fulfillment.** When Customer submits an order through Rialto, the designated Provider of the items ordered are responsible for the fulfillment of the order.
3. **Provider Platforms.**
 1. **Applicable Terms.** If Customer submits an order for products that reside on a publisher direct or aggregator platform (each referred to as a "Provider"), Customer acknowledges and agrees that use of the products is subject to the Provider's terms and conditions which may be separately negotiated and executed between Provider and Customer. Notwithstanding the applicability of Provider's terms and conditions, payment for such products ordered through Rialto shall be made to Clarivate.
 2. **Provider Platform Account Set Up – Consent to Share Information:** Provider platform account activation and operation are subject to policies and procedures of the provider. Each Customer is responsible for providing all required information for account set up and activation. Customer consents to Clarivate and Provider sharing its account information to the extent necessary to ensure timely set up of Customer access to the Provider platform and fulfillment of the items ordered. Incomplete information will result in delays.
 3. **Order Confirmation.** Customer is responsible for confirming that its purchases show up on the publisher platform. If the items do not show up within the time frame noted at the time of the order, or if an account isn't activated for Customer's institution, please contact the Clarivate support team who can help remediate with the Provider. The Provider is responsible for establishing and complying with all service levels associated with its own platform performance.

4. **Invoicing/Payment.** Customer will remit payment to Clarivate for the items ordered through Rialto, within net 30 days of Clarivate's invoice, except where otherwise agreed to in an written agreement between Clarivate and Customer.
6. **Liability Disclaimer.** THE RIALTO SERVICE AND ANY OF THE INFORMATION, SOFTWARE, PRODUCTS, AND SERVICES OFFERED FOR PURCHASE THROUGH RIALTO OR ON ANY PROVIDER PLATFORM OR SITE MAY INCLUDE INACCURACIES OR TYPOGRAPHICAL ERRORS. IMPROVEMENTS AND/OR CHANGES IN RIALTO OR ANY PROVIDER PLATFORM OR SITE MAY BE MADE AT ANY TIME. NEITHER CLARIVTE NOR ANY PROVIDER MAKES ANY REPRESENTATIONS ABOUT THE SUITABILITY OF THE THEIR PLATFORM, WEBSITE, OR SERVICES FOR ANY PURPOSE. ALL SUCH INFORMATION AND SERVICES ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND INCLUDING ALL IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL CLARIVATE OR ITS PROVIDERS BE LIABLE FOR ANY DIRECT, INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR IN ANY WAY CONNECTED WITH THE USE OF RIALTO OR A PUBLISHER PLATFORM WITH THE DELAY OR INABILITY TO USE RIALTO OR A PUBLISHER PLATFORM EVEN IF THEY HAVE BEEN ADVISED OF THE POSSIBILITY OF DAMAGES. TO THE EXTENT CUSTOMER'S JURISDICTION HAS LIMITATIONS ON THE APPLICABILITY OF DISCLAIMERS THE ABOVE LIMITATIONS MAY NOT APPLY TO CUSTOMER.
7. **General.** Clarivate reserves the right to make changes to its web-based services, including changing these terms of use, at its sole discretion. These terms of use incorporate by reference all other notices, policies and other terms displayed in the web-based services. For the avoidance of doubt, notices and policies include Clarivate's privacy policy, cookie policy and DMCA policy, as well as any applicable data processing addendum made available by Clarivate as applicable. These terms of use are governed and interpreted under the laws of the State of Michigan, USA, except where otherwise agreed to in a written agreement between Clarivate and Customer.