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Support Update
DACHELA Konferenz (17. Oktober 2024)
Martin Büscher

Agenda

Ex Libris Customer Care

Focus Areas

Community Collaboration

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Ex Libris Customer Care

Customer Care for Ex Libris Software

- Ex Libris Software Customer Care teams is now embedded within the Library Software Group Business Unit managed by Yariv Kursh.
- Change ensures better alignment with product management teams and streamline communication.

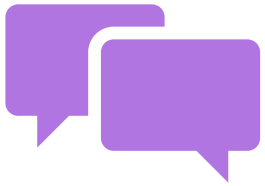
Welcome onboard

Luda Soffer

Vice President Global Customer Care

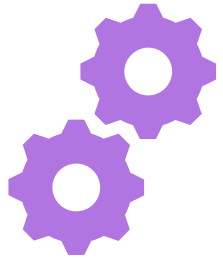
Focus Areas

Customer Care Focus Areas



Case Communication Audit

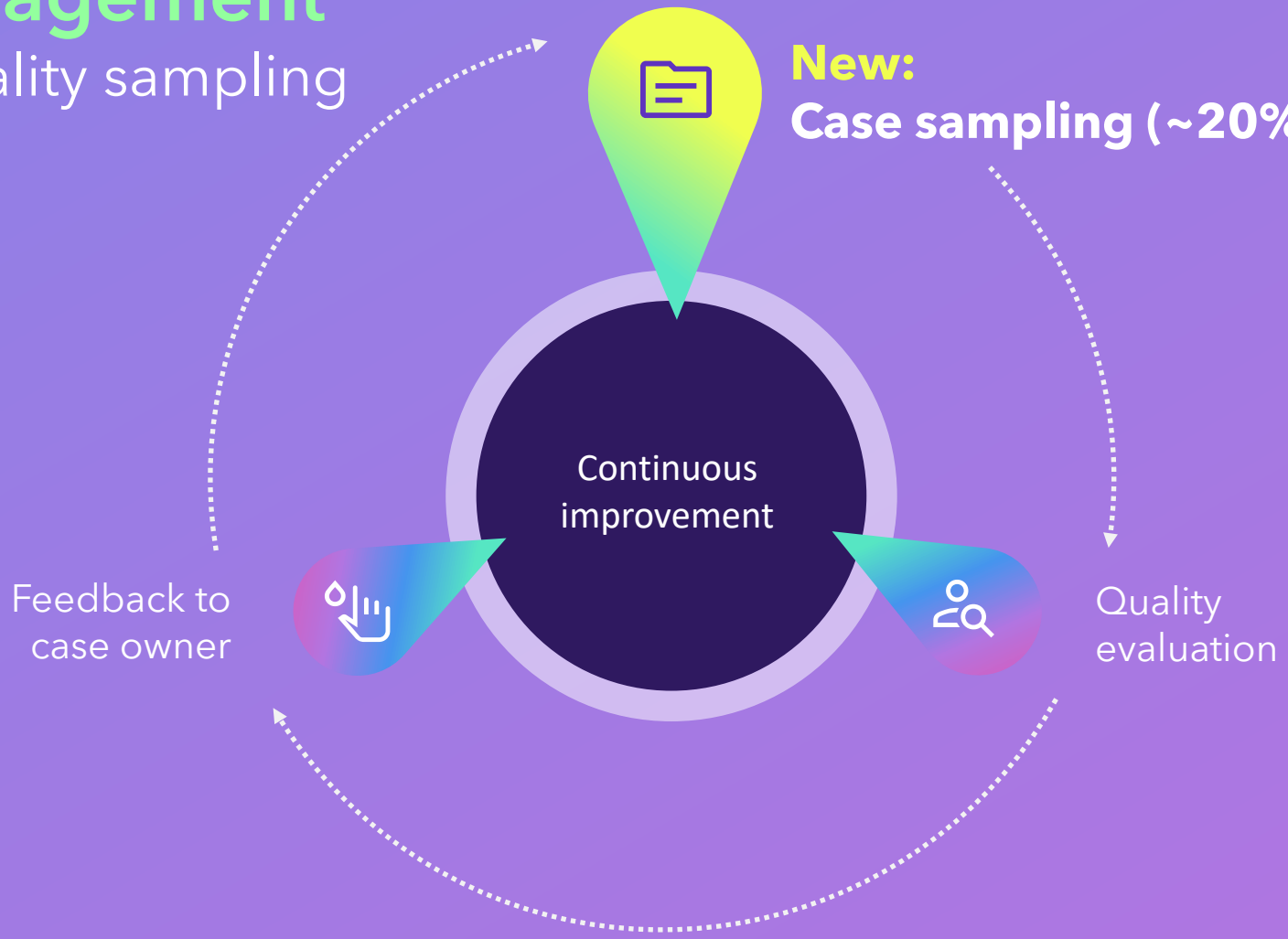
Internal AI Assistant



Workflow Review

Quality Management

Adding case quality sampling



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Internal AI Assistant

Empowering analysts with AI for
faster, high-quality support

- Human support analysts remain accountable for responsiveness and accuracy
- Faster response and better quality
- POC completed - reduce time to resolution

Q3 2024 rollout

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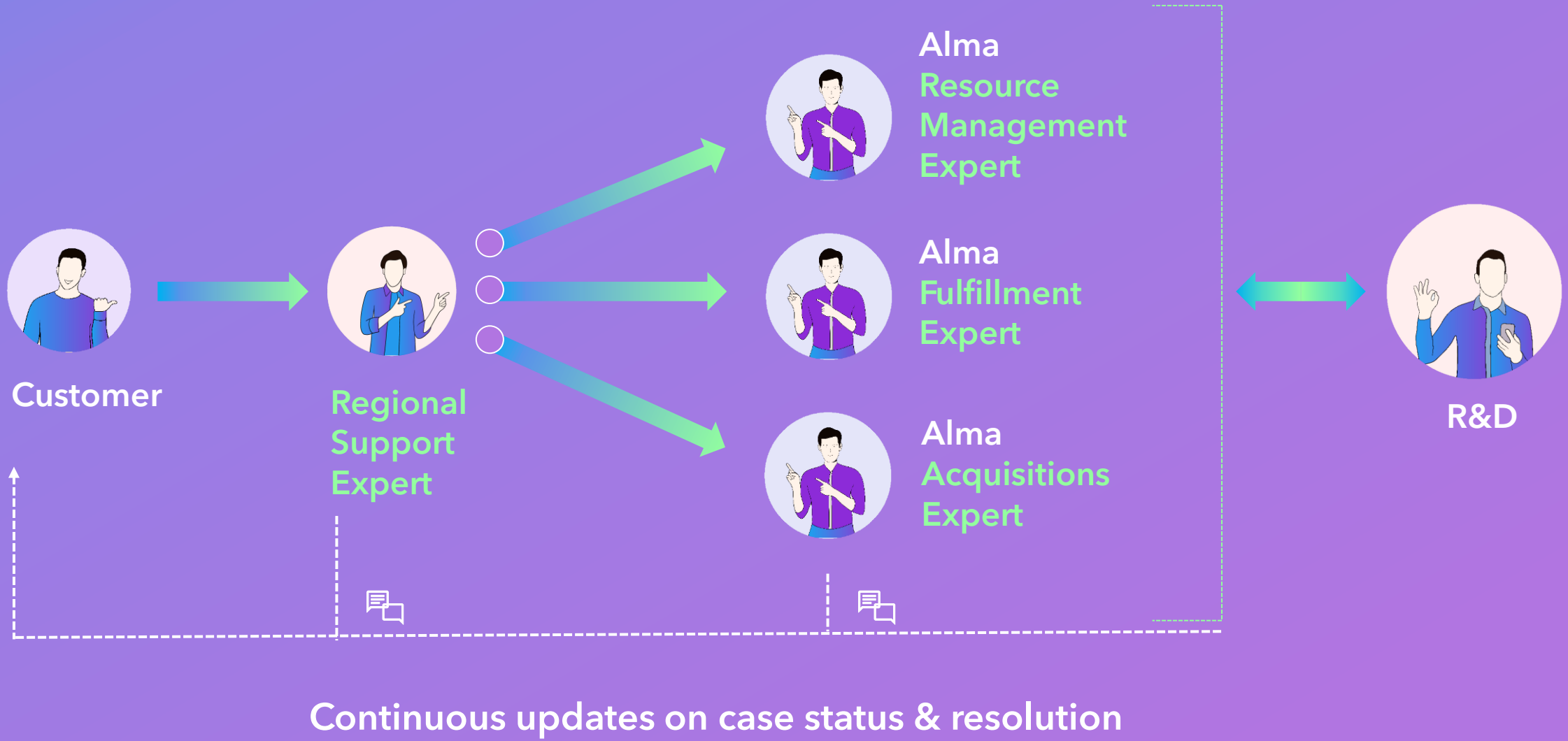
From Case Submission to Resolution in Minimal Time



Continuous updates on case status & resolution

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Community Collaboration

Support Advisory Board

The power of community collaboration

16 members representing libraries across the globe

Group Co-Leaders

Alex Forrest

The University of Edinburgh Library

Karen Glover

University of Georgia

IGeLU and ELUNA Chairs

Jason Griffiths

Chair ELUNA Steering

University of Kentucky

Dave Allen

Chair IGeLU Steering

State Library of Queensland

IGeLU Consortia

BIBSYS

SLSP Swiss Library Service Platform

香港教育大學 The Education University of Hong Kong

IGeLU Institutions

University of Leicester

Biblioteka Narodowa

vcuarts Qatar

ELUNA Consortia

Florida Virtual School

University System of Maryland

CSU The California State University

ELUNA Institutions

Harvard

Roberts Wesleyan University

Tarrant County College — Success within reach.

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Community Collaboration: Listen and Act

- Setting priorities together
- Pending Customer Input
- Consortium case sharing
- National User Groups support accounts
- Known Issues Platform

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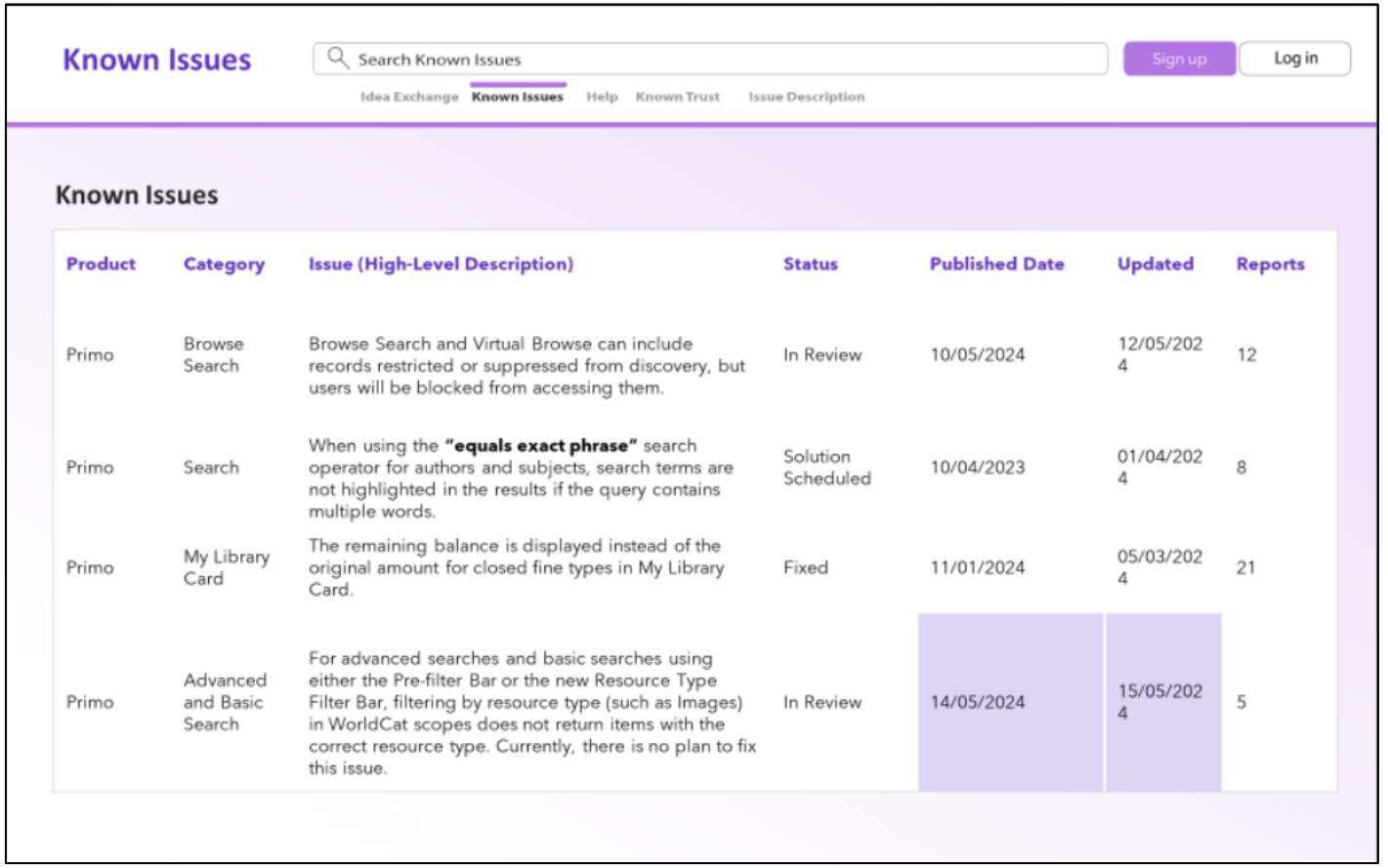
New Known Issues Platform

- Central platform for tracking and managing known issues impacting Ex Libris products.
- Provide a transparent and user-friendly experience for staying informed about current issues and their progress.

Rollout: H1 2025



Known Issues

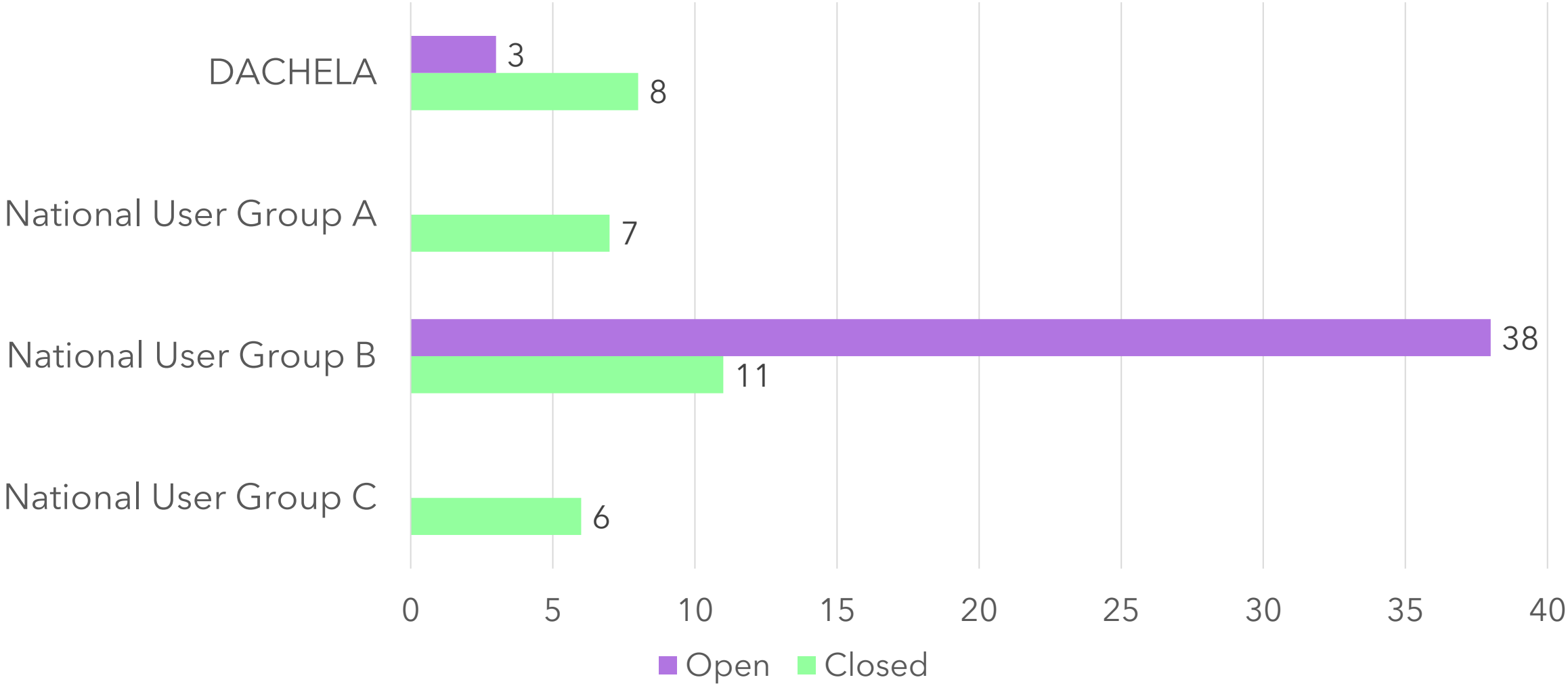
Product	Category	Issue (High-Level Description)	Status	Published Date	Updated	Reports
Primo	Browse Search	Browse Search and Virtual Browse can include records restricted or suppressed from discovery, but users will be blocked from accessing them.	In Review	10/05/2024	12/05/2024	12
Primo	Search	When using the **"equals exact phrase"** search operator for authors and subjects, search terms are not highlighted in the results if the query contains multiple words.	Solution Scheduled	10/04/2023	01/04/2024	8
Primo	My Library Card	The remaining balance is displayed instead of the original amount for closed fine types in My Library Card.	Fixed	11/01/2024	05/03/2024	21
Primo	Advanced and Basic Search	For advanced searches and basic searches using either the Pre-filter Bar or the new Resource Type Filter Bar, filtering by resource type (such as Images) in WorldCat scopes does not return items with the correct resource type. Currently, there is no plan to fix this issue.	In Review	14/05/2024	15/05/2024	5

Nation User Group Account - Benefits

Proper Prioritization

Better Transparency

User Group Accounts – Cases submitted in the last 12 months



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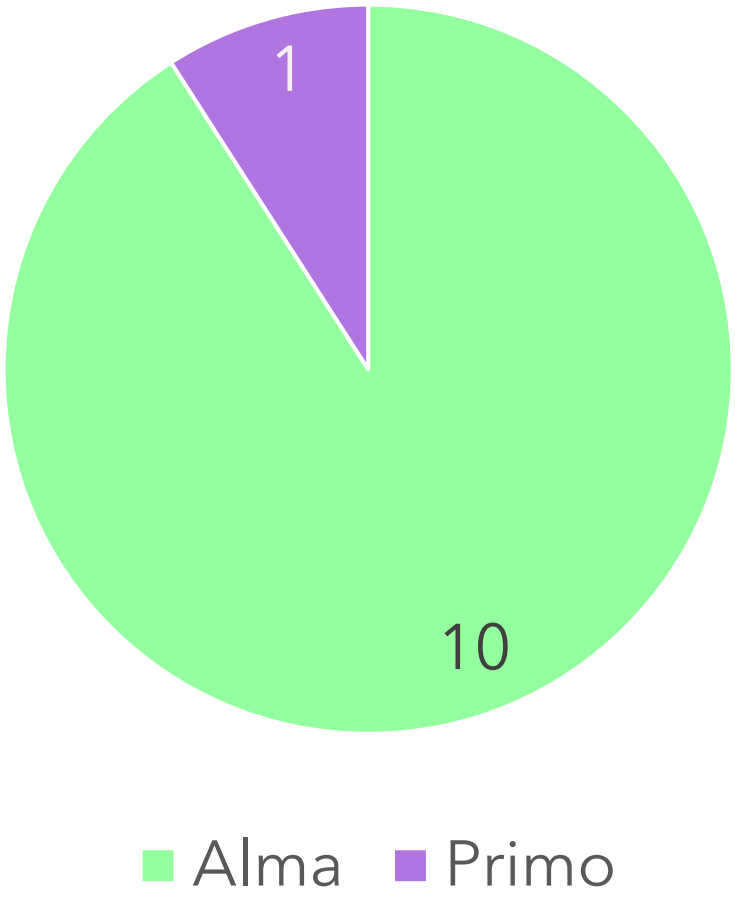
DACHELA Cases per Product



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About Clarivate

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