

Minutes - IGELU SC, Coordinator's, INUG and Ex libris meeting, 10th September 2017

Representing Ex Libris: Oren Beit-Arie, Ofer Mosseri, Shlomi Kringel, Bar Veinstein, Adi Fubini, Dvir Hoffman, Jane Burke

Chaired by Theo Engelman, IGeLU chair

Items Discussed

1. **Short introduction by Ex Libris staff present in the meeting.**

2. **Decreasing user satisfaction with customer support**
 - Tier 1 support not meeting customer expectations in providing the necessary professional support.
 - This is felt more strongly by the non-english speaking user communities as well as those who subscribe to Alma through resellers, like in the case of the Latin American user group.
 - Customers report support level differs per product, more experienced staff on 'older' product valued as more reliable, where new staff or staff on 'new' products are involved cause longer periods of time before the right solution is to be delivered in cases.
 - Escalation helps, but escalation needs to be the exception, not the standard procedure.
 - Adi Fubini encouraged the community to provide more information either through the survey or through the escalation process.
 - Adi also acknowledged that dissatisfaction felt by customers whose cases are still open is currently not being tracked. She welcomed suggestions and will continue to work on this issue. One suggestion coming from the audience was to offer a evaluation option for customers inside Salesforce while the case is still open.
 - What about the Customer Care programme? Is it still alive? Customers used to it do not get the rating option anymore at the end and customers not used to the programme don't seem to get that calls. Are there different support contracts for customers?
 - Adi Fubini explained that there are no different support contracts or levels. The Customer Care procedures exist, some of them include phone calls to customers and each customer is part of it, but sometimes customers ask themselves to have lesser or no calls during projects. Each customer can ask for periodical calls with their Customer Care manager.
 - Jane Burke explained the Customer Success programme; its goals and current operations and the roadmap to extend the programme. Currently the Customer Success program is limited to standalone discovery customers. Those customers are contacted proactively by Customer Success managers.

3. **Primo UI localization and translations issues raised by the Icelandic User Group** - Shlomi Kringel will set-up a meeting during the conference to follow-up on this issue. The latest update - Julia Goldshtein is working with the Icelandic user group on the translation issues.

4. **Performance issues of Alma and Primo new UI's** - Dvir Hoffman asked for more feedback on these issues. He suggested opening a case whenever an issue is encountered. So far, of all the performance issue cases reported, there has been no specific functional areas identified. He also advised switching to the old UI to narrow down the issues.

Shlomi Kringel added that in the August release, a performance package has been introduced to improve the performance. He added that this is a new technology and there could be some teething issues. However, it could also be an issue of the institutions infrastructure. Bar reiterated that this is a top priority for Ex libris.

Allen Jones enquired about the possibility of resolving architectural concerns through caching solutions etc. This will be looked into.

5. **Quality of the PCI metadata for non-english resources** - Shlomi Kringel mentioned that there is a new team with metadata librarians to work on improve the quality of the metadata . Judith Fraenkel and Dana Sharvit are the people to contact for metadata issues. Francois Renaville brought up the issue with collections, which are noticed by the customers but are not detected by Ex Libris. These could be linking issues, discovery etc.

Theo Engelman enquired about the presence of a roadmap for the addition of collections. Bar Veinstein added that he understands the need but work still needs to be done to build in the transparency for the content.

Francois Renaville mentioned the need to improve quality of regular updates. If collections are meant to be updated weekly, then there is a need to make sure that this is done as promised.

Shlomi Kringel mentioned that monitoring of updates is done automatically, so if issues are encountered by customers, it needs to be flagged immediately, so that Ex Libris can follow-up with the publishers, when necessary.

In the case of the Swedish User Group, Shlomi Kringel mentioned that he will follow-up on the issue directly.