Minutes - IGeLU SC, Coordinators and INUG Meeting, 10th September, 2017

Attendees:
IGeLU Steering Committee, IGeLU and joint IGeLU/ELUNA Working Group coordinators, representatives of National User Groups from ACEF (French speaking countries), Alefli (Iceland), ANZREG (Australia & New Zealand), BIBSYS (Norway), Chile, Dachela (German Speaking countries), Dangelu (Denmark), ELUGswe (Sweden), ELUNA (North America), EPUG-UKI (UK & Ireland), Expania (Spain), Finland, Itale (Italy), Japan, Meli (Israel), Poland, Russia, SUAleph (Czech and Slovakia)

Items Discussed -

1. There was a short introduction by all present in the meeting
2. Theo Engelman announced the following to all -
   ● Website hosting will be offered to for all NUG's on the IGeLU WordPress site. Work on this initiative will start after the completion of the conference
   ● New initiatives - There will be regular webinars to reach out to members on quarterly basis, on the benefits of the user community, NERS voting etc. This is part of the communication and outreach efforts of the SC.
   ● IGeLU has decided to offer a first free year of membership for new customers to get them introduced into our community more easily and smoothly with the expectation that it may lead to more new members.
   ● The annual IGeLU Budget and Chair report published on our website http://igelu.org/about/organisation/budget
   ● IGeLU has contracted a new Conference App this year which can also be used by NUG's for their local events.
   ● IGeLU launched an initiative this year to solicit for Customer support quality surveys and Professional Services quality reviews but without much response from the members and the NUG's.

3. Topics raised by the NUG's
   ● The representatives of the NUG's acknowledge that the IGeLU to initiative this year to solicit Professional Services quality reviews to be collected by the NUG's has not landed, but they value the idea and ask IGeLU to move on with it.
   ● IGeLU (Theo) will re-send information to all NUG's on the drive to collect customer service stories.

4. Quality of Customer Service and Customer Care Program
   ● French User Group
     ○ Quality of the customer service is declining. It was noted that support personnel for primo support & help center may not be trained enough.
     ○ French metadata quality is very poor. PCI quality is also very basic when compared to other English resources
     ○ The quality of the support is decreasing. Sometimes, staff seem to know more than the support team. It is not just the long time but the quality of the answers which is disappointing. Especially for Alma Data services, PCI, Alma and Primo support.

- Latin American User Group
  - There is an impression that the support personnel for Primo and Alma are learning about the systems with the customers. They did not have such issues with Aleph, but with Alma, the experience is different

- Italian User Group
  - Are a customer for Alma with UniMARC. Ex Libris has put some support and documentation of UniMARC problems, and this has been shared with the Italian members. Things are being resolved slowly. Italian support may not be always involved in the problem resolution, because it is worldwide.

- Betsy recommended all international community to reach out to the product working groups, so that they can try for a resolution.

- German User Group
  - Customer support has not been as good. They would check further with the Austrian consortia. But the impression is that the customer support does not seem as qualified.

- There is awareness of the escalation process in the community. However, the Swedish User Group noted that this should not be the default option for all cases.

- Icelandic User Group
  - New Primo support has been very poor and resulted in project delay. Perception that the product is not "finished" before being sent to the community, especially for localization and translation services. The new UI creates a new set of translation tables, and very poor documentation was available. The Icelandic users were prepared to help with the translation, however, Ex Libris had seemed to bypassed this. The context of the tables are not carried over, which caused a lot of issues - the bigger problem was that the support was not aware of the issue.

- EPUG
  - different levels of support among customers. Oxford has regular calls, others maybe once every 3 or 4 months, some never. Is this something that can be included in the contract.

- Norwegian User Group
  - Similar calls like EPUG, where the support cases are listed and gone through every or month. The objective of the Customer care meeting is not obvious. The general perception was that something was being done just because there is a call. Standard time for resolution for Tier 2 or 3 is longer than normal. Tier 1 is resolved mostly by the library team.

- Swedish User Group
  - some have customer care call while others do not.

- In NA, again not made available to everybody. For e.g., Orbis-cascade have had calls every month. Betsy documentation holds issues that have been open for more than 3 years.

- Danish user group
  - not aware that customer care calls was as option made available to customers.

- German/Austrian user group
  - Did not find the calls useful.

- **The issue of declining customer service will be brought up with Ex Libris.**
- **It was noted that there is a perception that the as the customer base increases, the quality of support seems to have dropped. This also seems to be more acutely felt by the non-English speaking user communities.**

5. The definition of the various status in salesforce cases - NUG's asked for more clarity in what the different status mean. This is also about managing the expectations with regards to resolution.
- **Customer satisfaction is often based on closed cases. What about cases that are open for quite some time, because this often leads to customer dissatisfaction, and this is not being tracked.**

6. Inclusion of Summon customers to the regional user groups
EPUG - This seems to be happening at a slow pace. Habib mentioned that there has been no take-up among the Summon community to join the INUG's. He enquired if it would be possible for NUG's to subsidize Summon user community?
New customers of Ex Libris get a free membership for 1 year - New initiative for this year

7. New Primo UI speed initiatives
Christian advocated using the different communication channels to bring more clarity and speed on this issue.

8. Alma UI Performance issues
PWG still gathering feedback on the performance issues with the new UI. A lot of it has to do with the single page application, however architectural issues still need to be corrected.

9. Adding resources to the KB's
- Swedish user group
  - need for a more open process . Voting may not be applicable, especially for smaller countries. There also needs to be more information about updates and roadmap in the Knowledge center content corner.

Main points from above discussion will be raised with Ex Libris in the following meeting.