Community Knowledge Center

Joan Kolarik, Weizmann Institute of Science
Who?

- Chief Librarian
- **Weizmann Institute of Science**
  - Leading basic-research graduate institution with faculties of Biology, Biochemistry, Chemistry, Physics, Mathematics and Computer Science
  - [Facts about Weizmann](#)
- Alma + Primo (hosted) live since February 2017
- Primo VE Planned circa October 2019
- [MELI](#) member
Agenda

- Background
- Getting Started
- Content + Suggestions
- Just Do It
Community Knowledge Center

- Where is it?
- How is it updated?
- https://knowledge.exlibrisgroup.com/

- Terminology
  - Knowledge Centered Support (KCS)
  - Articles
Once upon a time
- 1978 Aleph was born @ HebrewU
- 1983 I first met Aleph @ HebrewU
  - Aleph-Yissum
  - 8 Israeli universities purchase
- 1986 Aleph Yissum became Ex Libris
- 1990 Aleph 300
  - International Consortium of Aleph Users (ICAU) founded (now IGELEU)
- 1997 Aleph 500 + GUI
- 2000 not just Aleph anymore! – SFX acquired, MetaLib launched

http://jspecht.org/exlibris_history/ExLibrisMain.htm
Ex Libris Support Knowledge Base (SKB)

- 2000 Jerry Specht created 1\textsuperscript{st} customer-facing Support Knowledge Base
  - Aleph records for “articles”
  - the new GUI for customer access
- 2005 Pivotal introduced and provided a new home for the SKB
- 2010 SalesForce provided newer home for the SKB
- 2011 Knowledge Centered Support introduced for Primo and Alma
  - Introduced a “new” idea – support staff enters “articles” based on solved cases
  - As an afterthought, Aleph was included
- 2014 Developer Network, completely open to Google!
- Dec 2015 ProQuest + \textbf{open access} to ALL documentation – Google it!
- Aug 2018 CKC
Ex Libris Documentation – So Many Places

- A 2013 attempt to list all the information sources used at ExL:
  - Local Disks
  - Swami Wiki (Chicago)
  - **KCS** (new)
  - **Documentation Center / Sharepoint**
  - SharePoint
  - Network Drives
  - **EL Commons**
  - Learning Center
  - SalesForce (new)
  - ELUNA conferences
  - ELUNA listservs
  - Ask a Coworker
  - Yammer
  - Development Wiki (Jerusalem)

* customer-facing
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Who / How?

- **Become a Knowledge Center Contributor**
- Customer user
- User groups and working groups

- One-off? Request Ex Libris publish it
- send article text as attachment to community.knowledge@exlibrisgroup.com
- Include
  - Author Name
  - Contact Email
  - Product
  - Category (How To, Enhancements, Training Materials)
  - Article title
  - Article content
CKC Actions

- Was this article helpful? 😊 Yes ☹️ No

- Feedback about the page, bottom left

- Others – top right 🔊
  - RSS Feed per article
  - Email
  - Save to PDF
  - Share to Facebook, Google+, Twitter, LinkedIn
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Setting Expectations – NOT All Products

- Aleph
- Alephino
- **Alma** (102)
- bX
- campusM

**Cross-Product**
- DigiTool
- Esploro
- Intota
- **Leganto** (23)
- MetaLib
- Pivot

- **Primo** (40)
- Primo Central
- Research Professional
- RefWorks
- **Rosetta** (5)
- SFX
- **Summon** (14)
- Ulrich's
- Ustat
- Verde
- **Voyager** (60)
- 360 KB
- 360 Services

**Key**
- Not available
- Available, no content
- Available + content
Sampling

- **Primo VE: Hiding specific facets** – lots of images, but not enough signposts (section marking)
- **Converting metadata from Equella to Alma-Digital (a DC to MARC crosswalk)** – some good use of headers, but also inconsistent font sizes; good image
- **Good content but difficult-to-read formatting** [Alma Resource Sharing Lending Workflow](#) – multiple, inconsistent bullet/numbering, multiple fonts and sizes (an early entry – probably just meant to be a test)
Ideas for Content

Existing
- Voyager Support Wiki Transfer – 60 entries
- Analytics Working Group Evidence – 100+ entries, group user, ongoing
- Share internal support – https://knowledge.exlibrisgroup.com/?title=Alma/Community_Knowledge/How_did_you_handle_%26quot;Technical_Migration%26quot;_items%3F

Suggestions
Have another platform? Advertise! Put a link and description in the CKC
- User groups
- Listserv extracts?
- Your community?
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My Favorite Tips

- do not use “/” – becomes part of article permalink
- ADD YOUR EMAIL! (DIY template)
  - <hr />
  - <p>Contact: <a href="mailto:joan.kolarik@weizmann.ac.il" target="_blank">joan.kolarik@weizmann.ac.il</a></p>
  - <hr />
- REMEMBER! You can always go back and
  - Fix errors
  - Update
Plans for the Future?

- Views
- Likes
- Feedback via comments
- File attachments
- If/when upgrade system, will transfer existing articles

Suggestions for Ex Libris
- More group-based options (organization accounts, user groups, etc)
- ADD Cross-Product
- More categories (not just Enhancement, How-to, Training Material)
- What do you suggest?
Help

- Some tips from me
- Tips for Customer Contributions
- Advanced Search Tips – recall/accuracy, google search tips
- Share your Support Cases with other customers
How You Can Help Improve Your Products

- **Idea Exchange** – Anyone can submit an idea to be voted on by community
  - If you have a case, always include case number in idea
- **Create a Support Case** and publish to all
  - Move a Support Case to Enhancement Request, if needed
- **Submit questions and problems to Listservs** – Usually receive a response from another institution – and it’s all archived, but the search tool is limited
  - The Analytics Working Group uses listservs to discover and develop analytics issues and cases for discussion with Ex Libris
- Vote for NERS proposals
- Participate in user groups
- And now... **Contribute to Community Knowledge!!**
Questions?

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