

Community Knowledge Center

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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



חשתמשני אקס ליבריס - ישראל
Ex Libris Users Group - Israel



Agenda

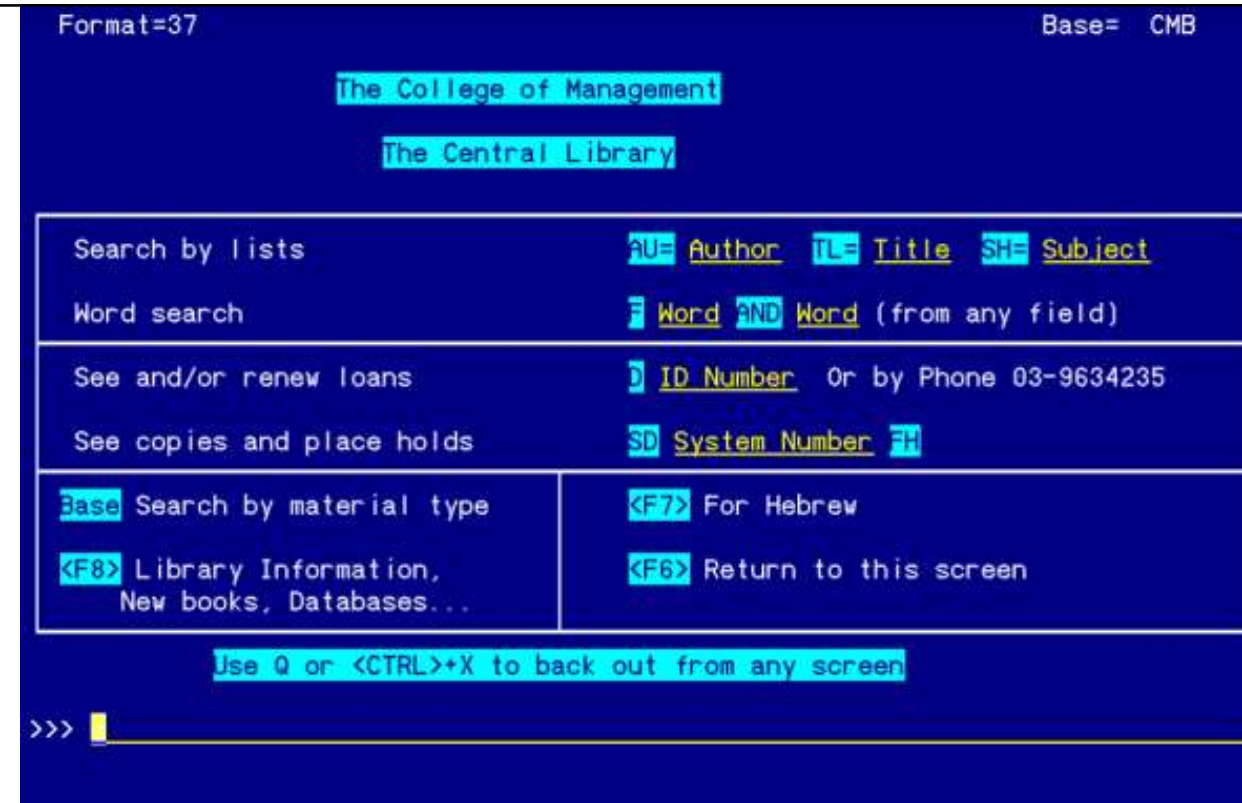
- ▶ **Background**
- ▶ Getting Started
- ▶ Content + Suggestions
- ▶ Just Do It

Community Knowledge Center


- ▶ Where is it?
- ▶ How is it updated?
- ▶ <https://knowledge.exlibrisgroup.com/>
- ▶ Terminology
 - [Knowledge Centered Support \(KCS\)](#)
 - Articles

Background

- ▶ 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 **IGeLU**)
 - 1997 Aleph 500 + GUI
 - 2000 not just Aleph anymore! – SFX acquired, MetaLib launched

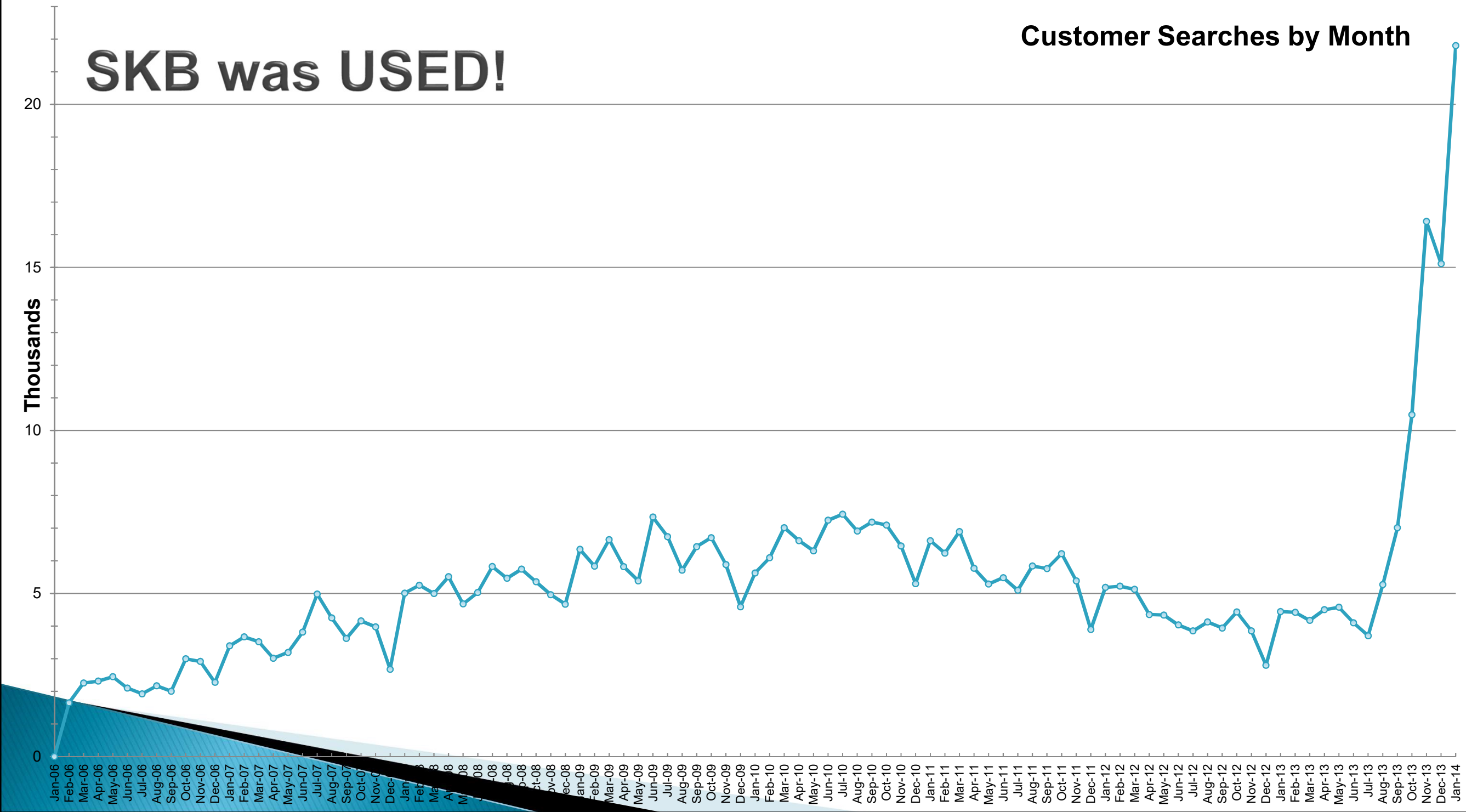


Ex Libris Support Knowledge Base (SKB)

- ▶ 2000 Jerry Specht created 1st 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 + **open access** to ALL documentation – Google it!
 - ▶ Aug 2018 CKC
- 

SKB was USED!

Customer Searches by Month



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**

Still a Whole Lot but More Integrated

Browse by product:

< **Alma**

Primo

Summon

Esploro



Community Knowledge



Content Corner



Product Documentation



Training



Release Notes



Knowledge Articles



Implementation and Mi...



Product Materials

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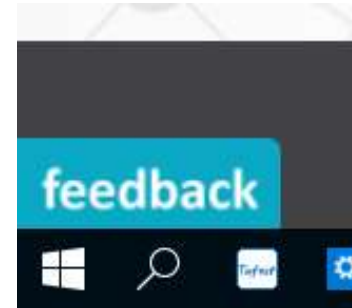
Who / How ?

- ▶ 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: joan.kolarik@weizmann.ac.il</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 Listserve** – Usually receive a response from another institution – and it's all archived, but the search tool is limited
 - The Analytics Working Group uses listserve 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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