INUG Report from UK and Ireland User Group for IGeLU 2021 – Compiled from an open discussion via the EPUG-UKI mail list.

- The EPUG-UKI had one meeting (virtual) in 2021. We're planning the net for October 12th
- We reduced membership fee for year 2020-2021 because we weren't able to offer our usual free physical event for AGM.
- We will be resuming a monthly online meeting where EPUG-UKI members can discuss current issues or projects relating to ExLibris products.
- We would like to raise the following with ExLibris if possible.

1. **Documentation** – we still struggle with missing information in product documentation. Where it's good is in plain English descriptions of where to make changes. Where it's bad is what the consequences of making those changes are and why you would want to. E.g. customising tables by adding rows. Description of table contents are good – but there is no link to use cases or intended outcome.

2. **Training and Product familiarisation** – It would be very useful to have more multimedia resources is in the release notes probably because we often struggle to understand the implications of some of the points in releases.

3. **Reporting documentation errors/improvements** – in order to let ExLibris know where documentation might need more work – we are encouraged to open individual calls. Most sites are so busy this doesn't happen as often as it should. Would ExLibris think of adding a 'Was this document helpful' feedback button on online help to help inform where the documentation needs most work and where it is good?

4. **Expert services (Optimisation)** – these are premium services at a premium cost. Can ExLibris please advise if this process feeds into documentation improvements/training events? It would make sense to focus document improvements and training events in the areas which sites find most difficult to configure.

5. **Support** – the new chat support works really well for routine calls. But we still find some calls get stuck between support and tech teams. Can ExLibris provide some KPIs for what we should expect. And any information on improved figures after introducing chat support. Cross product calls - it isn't always easy to know which product is the cause of the issue we find, but you have to select the product when raising a new case. We would like to suggest that there could be an easier way to submit calls for cross-product issues or for when we can't determine where the problem is.   Very often our issues include more than one area (Alma/Primo/Leganto/Railto/CDI). Calls can easily get stuck in the wrong channel, which can lead to further delays when they are re-routed more than once.

6. **Ask the expert sessions** – these have been extremely useful. Especially during times of swift COVID change. We would like to say a big thanks for those and the team behind them. Please keep these going.

7. **Primo-VE compliance** - Primo VE is still not completely compatible with the functionality of one of the most popular screen readers, namely JAWS. So Primo-VE is a challenge for visually impaired readers.Can ExLibris please explain why Internet Explorer 11 has been used for compatibility testing of Primo VE with JAWS. Will you review testing on more popular browsers?, such as Chrome and Edge.

8. **Clarivate -** What's the bigger [market] aim behind the acquisition by Clarivate? How does their business fit in with content from PQ and systems from ExL?

9. **Ideas Exchange** –

   a. The login process is cumbersome. It would be easier to use if we didn't have to wait for an email to come through to go back in via an e-mail link
   b. Some accepted suggestions take a long time to get to production. Can ExLiibris please advise on how approved Ideas Exchange requests are prioritised?

10. **Cloud apps** have been particularly useful. Especially e-collection quick update. Can ExLibris advise if there is any plan to incorporate any of these apps in product if they show really high usage?

11. **Changes to User Facing services** Development/changes to user facing features (e.g. Leganto, Primo) Documentation for our students is usually completed by start of term each academic year. So it can be confusing for our users if a big change is made to an interface they use. We recognise Academic Years are staggered globally so someone will always be inconvenienced. Would it be possible to get more warning about such changes?

12. **Onbaording** - A suggestion that it might be nice to be put into contact with a more experienced institution when coming out of implementation of new or migrated products.

13. **Cross product workflows** - we have found when trying to set up workflows to make best use of Leganto/Alma/Rialto there are a lot of stumbling blocks between the platforms and they don't work in the way we need them to do. And documentation does not cover optimum workflows.