**Name:** Petra Svanborg

**Position Title:** Administrative Director, Library Systems
Systems Librarian

**Institution:** Umeå University Library

**E-mail Address:** petra.svanborg@umu.se

**Additional Information:**

My Head of Department and the Library Director are in support of my candidacy and will allot the time and resources required for serving in the SC.

**Ex Libris Products that that Umeå University Library licenses:** Currently Alma and Primo VE, but we are actively evaluating other products as well.

**A statement outlining your interest in and qualifications for service on the Steering Committee:**

I am relatively new to the Ex Libris user community, but have years of previous work experience with other library systems – as well as from cataloguing, circulation and customer service – from various kinds of libraries. After a few years' work with Primo BO and Aleph at Umeå University Library, I was offered the position of Project Manager when implementing Alma in 2018. Since then I have advanced to Administrative Director of Library Systems, and also function as Product Owner, Project Manager and Systems Librarian for Alma and Primo VE. I am passionate about organisational development and user experience, and glad to hold a position that allows me to work hands-on in these areas.

Now I am happy to offer my built up experience in the library systems field, as well as my full commitment and willingness to work hard for the IGeLU community, by candidating for a Steering Committee position.

I am a firm believer in cooperation. Since I was elected Vice Chair of ELUGswe, the Swedish national user group, in 2019 this has been my main focus area. First ELUGswe started collaborating with the Finnish community, which then lead on to a budding collaboration between all Scandinavian user groups. The groups share a common interest in how Scandinavian characters are handled in Alma and Primo, but I can see other possible areas for cooperation in the future. Detachedly we represent libraries of various sizes in relatively small countries, but collectively we share the responsibility to deliver the best library experience possible to a significant number of end users. Their needs are better looked after if we share solutions and workflows, and work together towards a common goal.

The character problem is of course not unique for Scandinavia. I know there are other user groups with similar language issues or other national requirements, and can relate to their difficulties of levering ideas and requirements through the product enhancement channels to Ex Libris. My belief is that **configurability** is key to make the systems fit the needs for us all and **collaboration** between libraries is what will get us there. I would use my position in the Steering Committee to work in this direction.

An ongoing concern is that new functionality is rolled out at a high pace, but support issues and fixes can drag on indefinitely. One of the Steering Committee's most important challenges is to keep on improving **communications** with Ex Libris, in order to help them prioritise in a favourable way for us all as customers.

I have attended the three latest IGeLU conferences in Prague, Singapore and online. Each time I learned a lot from attending seminars, but I especially value the physical conferences and the excellent opportunities they provide for networking and getting insight in the work of national groups, working groups and individual libraries. Hopefully we will all be able to meet again soon and keep the discussion going on how we as a community, together with Ex Libris, can continue to further enhance the systems for the benefit of our library users.