

IGeLU SC Agenda and Minutes - 2023 02

Mon 7th April to Wed 9th April

1. 2023 SC Elections

Alex - will be re-nominating

Augusto - at this stage will be re-nominating

IGeLU Chair will be issuing a call for nominations in May 2023.

Elections will be undertaken using the NERS system and results will be announced at IGeLU 2023

2. IGeLU / ELUNA Enhancement processing

The SC discussed the ELUNA proposed changes around the current enhancement voting process

IGeLU SC has determined the following non-negotiables in these discussions

- IGeLU's consortia model remains including proxy voting
- Maintain equity in membership votes

An IGeLU sub-committee has been created to work with ELUNA around this issue

3. End of 2022 Financial Statements

The IGeLU Treasurer submitted Financial statements for review.

Based on forward projections, IGeLU continues to be financially secure

4. CDI enhancement process -

CDI enhancement process was discussed

The proposed process is to be taken to the Content WG and the CDI group

Upon agreement this process will be submitted to ExL for further discussions.

5. SC meeting times -- separate meeting so that we can cover off WG and CoP issues

Daylight savings finishes end of March -- resend Doodle Poll -- Dave to send out Doodle Poll from April onwards - 1st week of the month

Every 2nd month have a consolidated WG and CoP update - Doodle poll for end of April

6. Innovative Users -- merger? Impacts on Statutes

Start approaching the regional IUGs to see how we can assist -- actions include

1. Approach ExL for assistance
2. Conference options
3. IGeLU offerings to support regional IUGs

7. SC Workloads

Content / CDI -- backup is Alex -- ensure Alex is invited to the meetings and is receiving the emails

8. Issues to raise with Clarivate

Submitted awaiting further feedback from Alan

Dave to approach Osher (again) about APAC customers for the Summons Group

9. Online meeting etiquette.

Create a 'how can we improve our meetings work better'

10. campusM / Library mobile -- does this become a WG?

Continue with a single listserv for CampusM and Library Mobile

Make CampusM as a CoP

Make Library Mobile as a product and becomes a WG. This will need to be discussed with ExL

11. Approval for Coords at IGeLU 2023

The SC approved which WG and CoP coordinators will have subsidised attendance to IGeLU 2023

12. How to handle individual products like RapidILL/Rapido Standalone products

Agree -- that regardless of the number of products a customer has they need to pay full membership fees if they wish to be involved in IGeLU processes

13. Converis list

Request was received from ExL/Clarivate to create a @clarivateusers.org list.

This was discussed and follow-up questions were sent to the relevant product manager in ExL/Clarivate

14. For breakout sessions, we decided already to assign a same room to a same moderator (AM or PM), but we should also consider who should/can be considered as a moderator. We have 4 different main profiles:

- Elected SC members
- Ex officio SC members
- WG and CoP coordinators
- WG and CoP representatives in the Planning Committee

15. Upcoming IGeLU conferences.

Discussion was undertaken about the sites for the IGeLU 2024, IGeLU 2025 and IGeLU 2026

16. Reimbursement of Coordinators or their Proxies

This was discussed and a policy paper has been created onto the IGeLU Google Drive

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Tuesday - 7th March Day 2

09:00 to 12:00 Meet with local Conference Congress

13:00 to 17:00 meet with ExL / Innovative Part of Clarivate

1. Status of Support - Project Flash

Feb 2022 to Feb 2023 -- 30% reduction in backlog -- 20% reduction in average resolution time

Stage 1 could conclude in March

Will look at a smaller group of tickets

Automatic closure was raised -- Support are recommending 'cloning' the ticket

Possible to making statuses and closure information -- make it more visible

Old published article -

https://knowledge.exlibrisgroup.com/Cross-Product/Support/Support_Response_and_Time_to_Resolve_Initiative_-_FAQ

Still appear to be a lack of customer knowledge with the ExL Project Teams and ExL support

2. Clarivate strategy for the next 12 months

Clarivate strategy was discussed.

Their strategy involves but not limited to the following

- Linked Open Data
- Discovery
- DEI Activities

IGeLU chair to send out an email to the customers asking them to invite Yariv for a site visit to their institution.

3. Issues raised by the PWGs, Members and INUGs

Responses will be distributed post meeting