

Joint IGeLU / ELUNA SC Meeting - April 2023

Date/Time

Gold Coast, Australia	Fri, 14 Apr 2023 at 12:00 midn AEST
Berlin, Germany	Thu, 13 Apr 2023 at 4:00 pm CEST
London, United Kingdom	Thu, 13 Apr 2023 at 3:00 pm BST
New York, USA	Thu, 13 Apr 2023 at 10:00 am EDT
Winnipeg, Canada	Thu, 13 Apr 2023 at 9:00 am CDT
Central Time, CT	Thu, 13 Apr 2023 at 9:00 am CDT
Mountain Time, MT	Thu, 13 Apr 2023 at 8:00 am MDT
Pacific Time, PT	Thu, 13 Apr 2023 at 7:00 am PDT

Agenda	Description	Action / Notes
1 - 10 minutes	Introductions	
2 - 10 minutes	ELUNA Annual Meeting Update	<ul style="list-style-type: none">720 attendees as of 4/13, which is down from 2019 (1200 attendees), but at about 2017 levels;
3 - 30minutes	Presentation by Clarivate - Update on Project Flash	<ul style="list-style-type: none">Jed presented on Project Flash and answered questionsNewly active cases receive quick attention; existing cases try to resolve more quickly; pending customer input autoclose after 14 days; one-time review of old casesObjective to improve responsiveness and resolution on customer casesYoY review of ~6k cases 03/22-03/23: better clarity & commitment on inactive cases; focus and improvement on active cases: no improvement; improve time to resolve: no improvement; overall improve customer experience with support: worse performance; 95% positive experience with individual support folkCommunity members provided feedback on their experience over the past year; communication to customer needs to be improved;

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		<p>clearly say no if it won't be addressed;</p> <ul style="list-style-type: none"> At Clarivate level there is a problem management process
4 - 15 minutes	CDI - proposal	<ul style="list-style-type: none"> Highlights: CDI voting would follow Primo and Summon; stand as a separate product with 100 points, review after first year; clear delineation between CDI enhancements vs. Content; enhancement group would have people from Primo, Summon, CWG; will likely require moving around some voting times for logistics;
5 - 10 minutes	Alma-Digital Working Group proposal	In the works and some interest expressed on the discussion lists
6 - 5 minutes	<p>Additions to the Development Agreement (5 minutes)</p> <ul style="list-style-type: none"> Alma-Digital Rialto (joint for year 1) RapidILL/Rapido (joint for year 1) 	
Any Other Business (AOB)		