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Part of **Clarivate**

IGeLU
International Group of Ex Libris Users

Ex Libris at Your Service

Value for Libraries

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What to expect

- Introduction to Premium Services

- How Professional Services can assist your organisation

- Service Scenarios and Offerings

Address Knowledge Needs

Scenario 1 – Staff Knowledge Gaps

Library implemented Alma years ago

Most knowledgeable staff have since moved on to other roles

Remaining staff are following established workflows but don't know what they don't know

New staff have joined

Haven't been able to keep up with new features

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Training Services

Workshop
- Individual libraries
- Consortium

Webinars
- Small groups

Training sessions

Personalized and custom

Virtual and onsite

Support for Refining Workflows and Improving Efficiencies

Scenario 2 – Optimizing Workflows

You would like to review and improve your current use of the system

Need to support organizational changes and planning

Gain insights into operations and usage of features

Consulting Services

Review and optimize workflows and configuration

Customized Consulting Services

Analytics/reporting – service to build custom analyses, reports, and/or data visualizations

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Implementation Services on Top

Scenario 3 – Implementation Flexibility

Library is thinking about implementing Alma, but heard that the process is quite standardized and delivered remotely
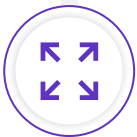
OR

Library is in production with Alma/Primo for a while, and would like to implement additional functional areas and/or new features released

Implementation Services

Signature services

- High-touch implementation service package

- Includes onsite delivery of selected implementation activities

- Provides additional options to address library needs

Extend

- Implement and roll out new features or functions in the post-implementation phase

Help for Technical Solutions

Scenario 4 – Analysis and Automation

Library leadership would like to promote value and impact of the library, reduce manual work and increase automation by 3rd party integrations
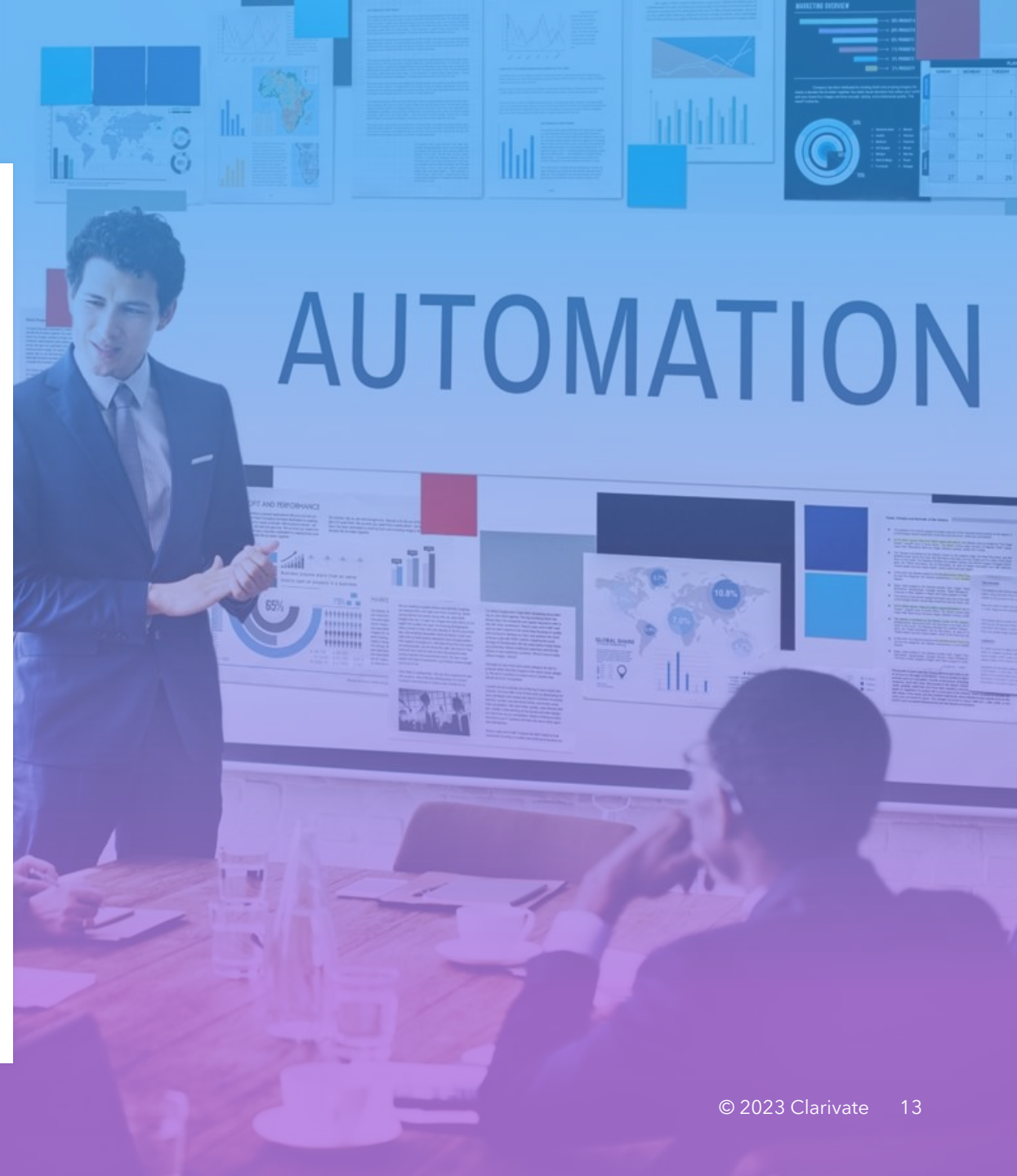
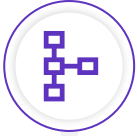Lack of capacity or knowledge of library/organizational IT staff

Technical barrier to hosting or supporting external code

Special data requests – data preparation, data changes, split or merge of libraries

Technical Services

3rd party integrations

Custom add-on development

One-time service
with an option for ongoing solution hosting
and support

Data services projects

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Ongoing System Administration

Scenario 5 – Special Staffing

Not enough bandwidth in the library team to cover ongoing requests for system administration and configuration adjusts

Struggling to find the time to build system expertise and set up new functionality to support the library needs

Library plans a strategic project that requires specialized attention or activities – need to free up staff from day-to-day work

Change of staff / temporary knowledge gaps

Managed Services

⚙️ Includes a comprehensive list of services for assisting your library with system administration and product configuration

✋ Easy access to our product experts

🖥️ Offered as an annual service subscription model

🤝 Does not replace regular ongoing support which operates in parallel

Summary and Q&A

Questions?

Training services	Consulting services	Implementation services	Technical services	Managed services
Standard and custom training packages - workshops, webinars, custom sessions – onsite, online	Optimize Services, Customized Consulting Analytics	Signature services package, Extend Implementation Services	3rd party integrations, mini-applications – hosting and maintenance on subscription; data services	Comprehensive set of services to assist with system administration and product configuration – annual service subscription

For More Information

Get in touch with your Account Manager

Take a look at our Premium Services Page

https://exlibrisgroup.com/services/professional-services/

Meet us in the breaks at IGeLU to tell us what you need and discuss options for your library

Thank you

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