

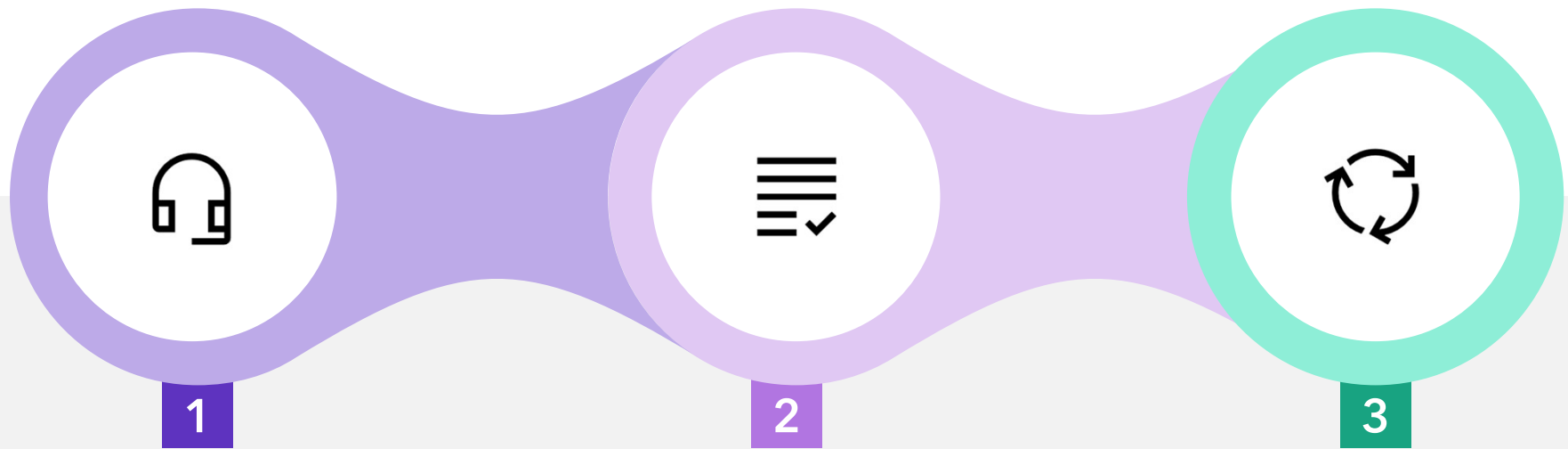
ExLibris
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IGOLU
International Group of Ex Libris Users

Ex Libris Support

Jed Gilmore
Vice President, Customer Care

Improving Responsiveness and Time to Resolution



Support statuses

Shorter and Clearer

Backlog relief

Review differently, allow ongoing responsiveness

Process enhancements

Chat and more

How Will We be More Responsive?

1

Immediately **shortening the queues** to increase responsiveness by segregating (as a one-time effort) old cases

Keeping the queues levels reasonable over time

Done - Sep 2022

2

Done - May 2023

Intensively analyze the segregated cases to process and close them efficiently over the next months

Still relevant?

1 cause-> many cases

Can it be resolved soon?



What Are the Results?

- Average Response Time ↓

- Average Case Resolution Time ↓

- Customer Satisfaction Score →

What Did We Learn?



What and how we measure is key



Some changes do not fit



Closing without fixes can be effective but negative



Changes must create sustainable improvement for customers and company

World Class Service Experience

Create a technology-enabled world-class customer experience based on ITIL best practices



Incident Management | Change Management | Problem Management | Knowledge Management



Personalized Experience

Key end user and account information is automatically pushed to support agents



Anticipate Customer Needs

Shift to issue prevention and leverage analytics to improve the user experience



Provide a Consistent Experience

Increased efficiency through process and tooling reduces total cost of ownership



Provide Convenient Support

Multiple options for engaging support, creating a convenient and personalized experience

Current Steps to Improve Experience Sustainably



People

- Enhance onboarding training in customer service skills and **product knowledge certification**
- Establish professional competencies promoting high quality work rather than merely throughput



Process

- Evaluate and **measure case processing** to understand what drives long response times
- Implement systemic **quality assurance** process for Support
- Use **Problem Management** teams to identify recurring issues and inefficiencies that can be aided by automation



Technology

- Use improved auto-distribution logic and global scope of **service tools** for efficiency
- Employ Generative AI to assist Analysts by suggesting possible solutions
- Employ service tools such as live Chat and screensharing **integrated with service platform** more broadly

Additional Support Updates

Projects launching soon ...

New IGeLU/ELUNA Customer Advisory Group focused on the Ex Libris Support Experience

- Sample activities and topics:
 - Revise the two-week auto-close process with cases
 - Functionality and enhancements to Support Portal
 - Improve visibility on case management policy and practice
 - Recurring issues (Problem Management)

Consortium Case Sharing in Support Center

- Requires review and set-up from Ex Libris as well as opt-in for each shared case
- Options to share with only your institution or with your entire consortium
- In testing now, expecting availability in late October
- NB: We are committed to a broader solution to share known issues for all users in our technology roadmap.

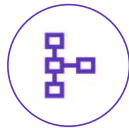
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What's the Deal with Data Excellence?

Osnat Vilenchik
VP Content Operations

Agenda



Why is data management so challenging?



What improvements are available to you today?



How will our roadmap improve your workflows in the future?

42,000,000

1

Passengers travel through Brussels Airport a year



2

Count of CZ portfolios updated automatically

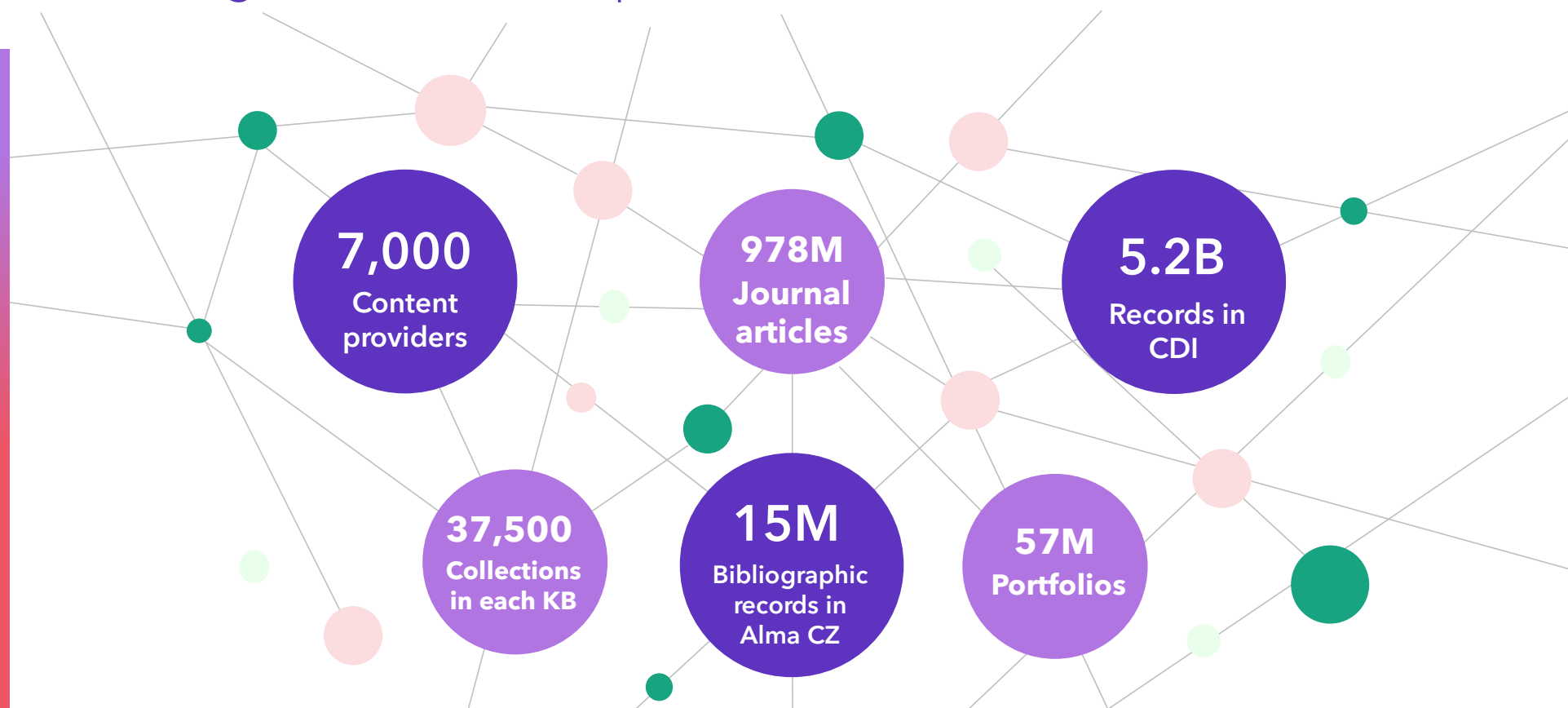


3

Number of book chapters in the Central Discovery Index



Data Management: Mission Impossible?

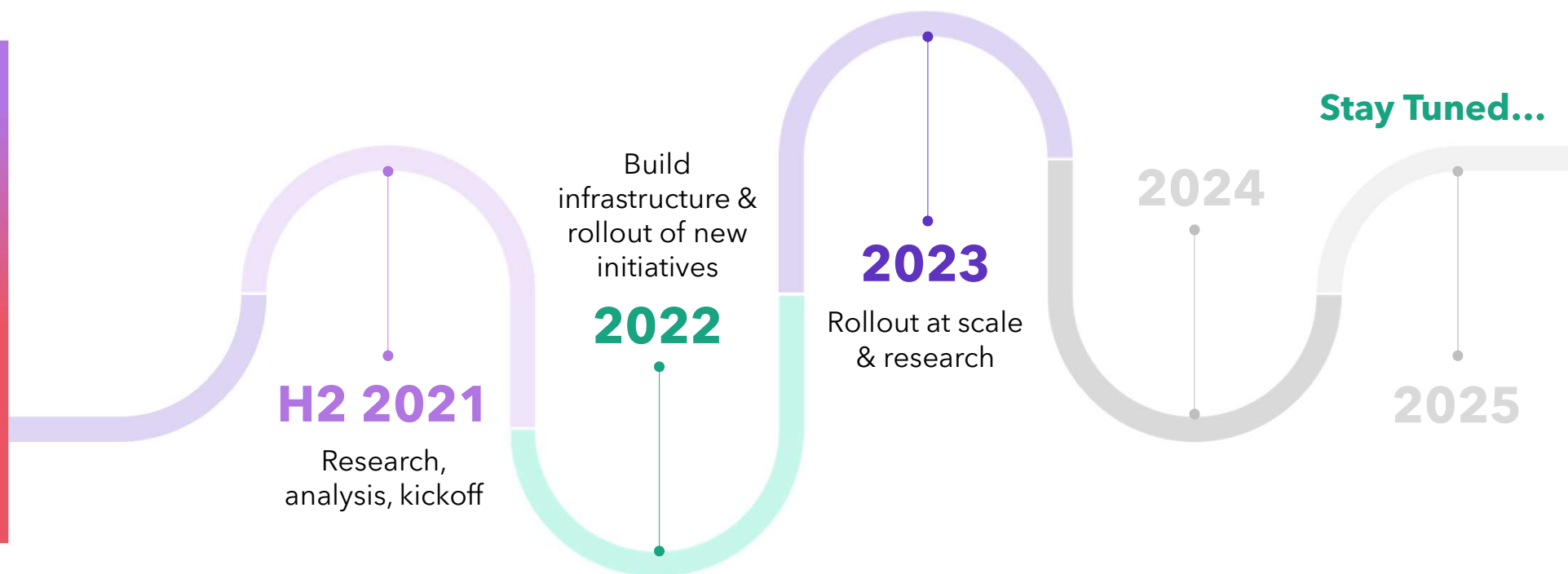


Managing high-quality data requires extensive use of technologies

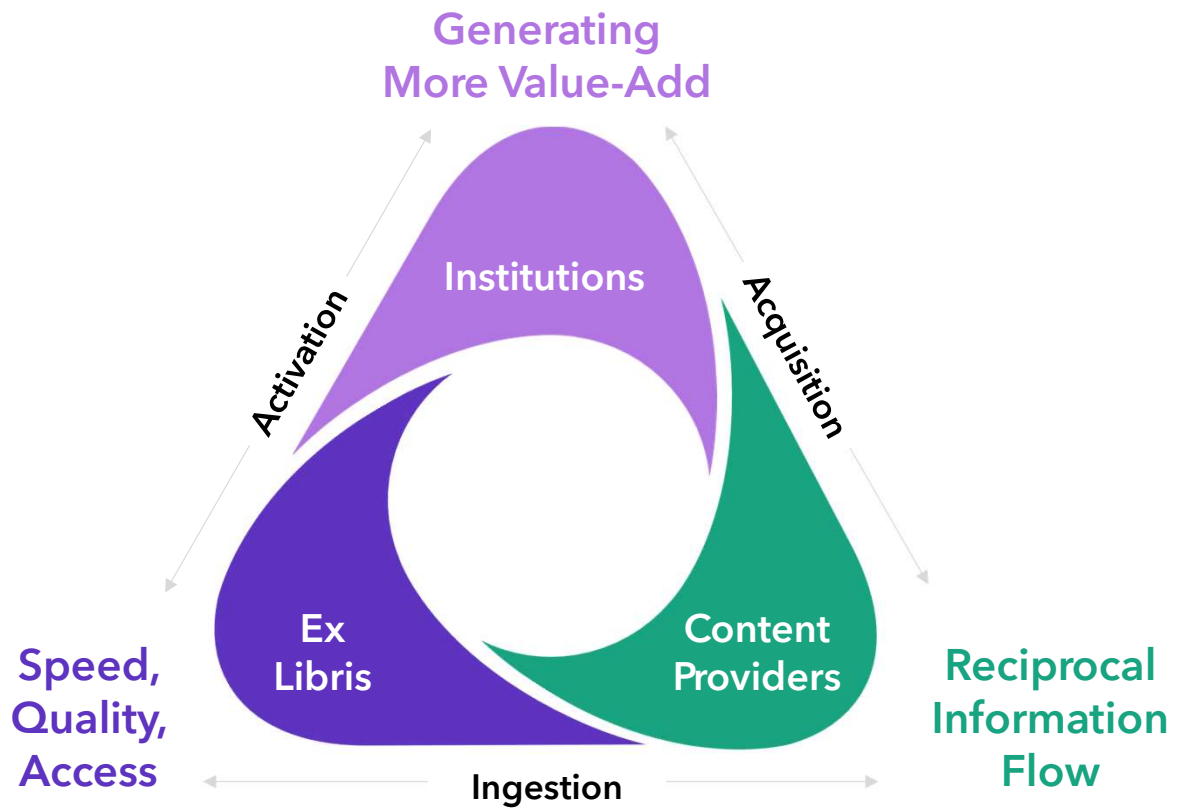
Data Excellence



Data Excellence Journey



The Magic Triangle

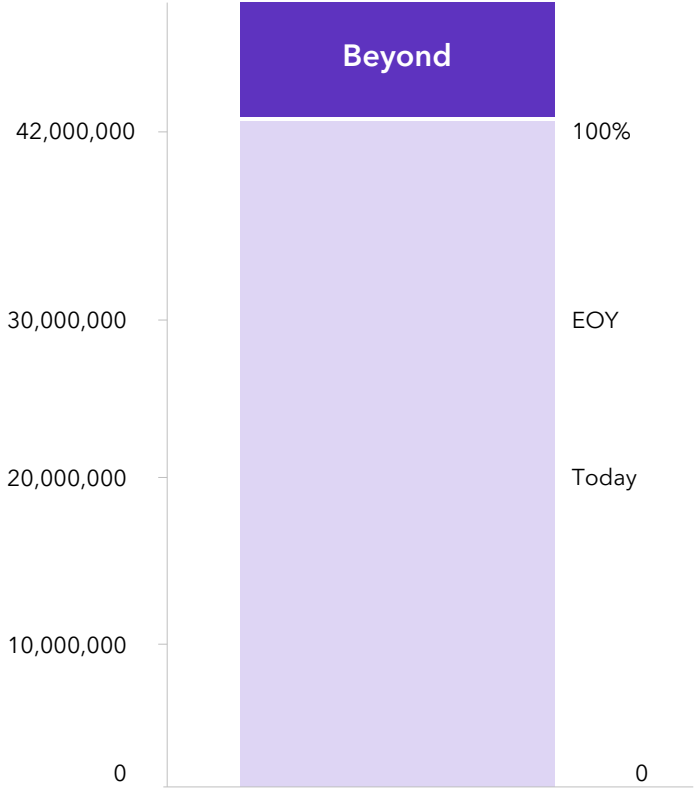




**What Improvements are
Available to You Today?**

Speed. Quality. Accessibility.

From Weeks to One Day



12,000,000

1

Bibliographic records
of books in Alma
Community Zone



2

Books in the Royal
Library of Belgium

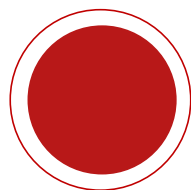


3

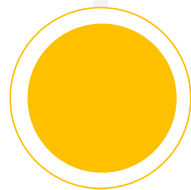
Rows in Alma
Community Zone
updates task list



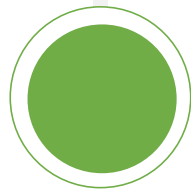
Quality Standard



Low



Medium



High

Speed. Quality. Accessibility

What are We Doing to Improve Content Quality?

○ **16,343** Book Collections

○ **80%** in High Quality

2023



Focus on most activated book collections



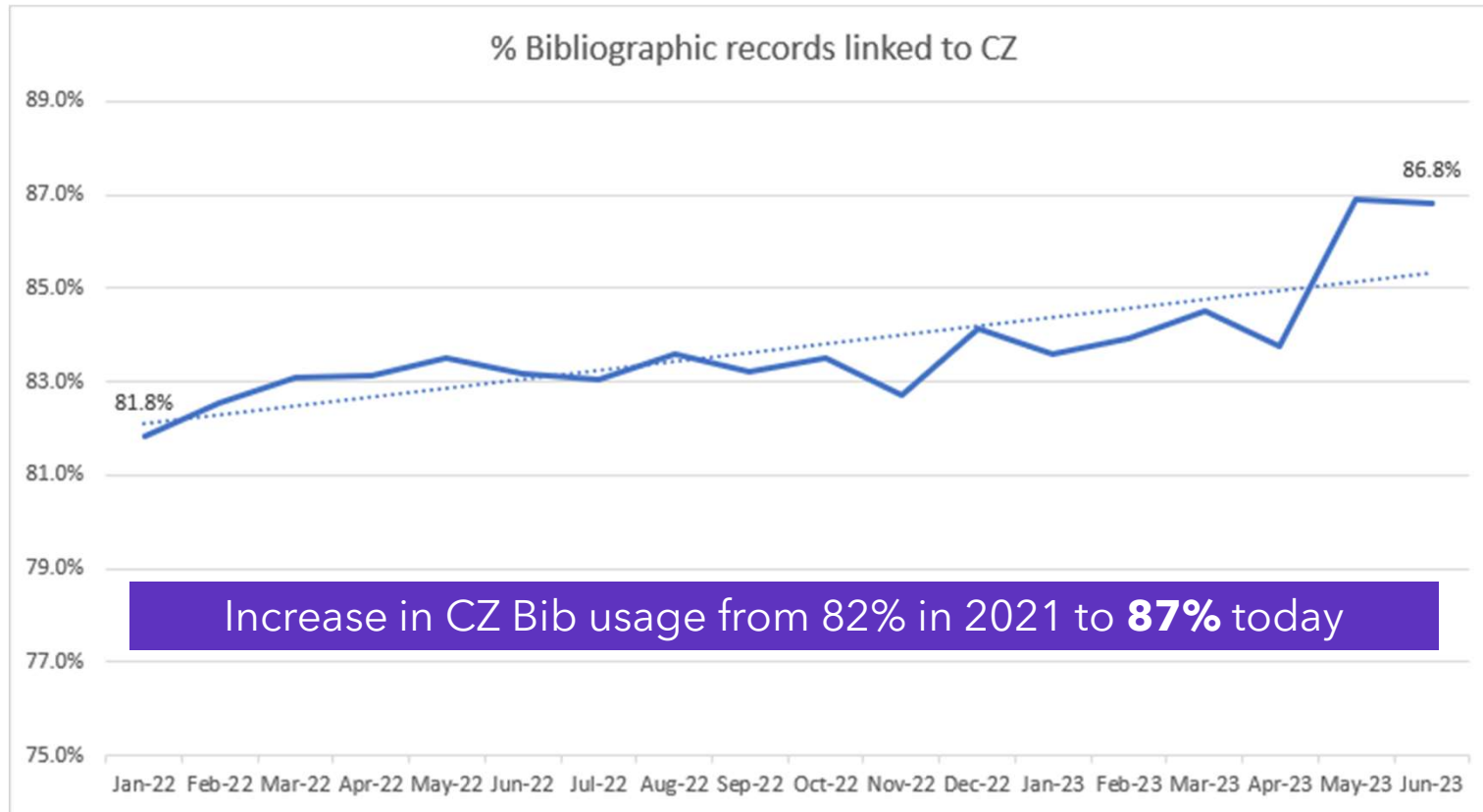
Enrich 1M additional Bibliographic records



Research advanced technologies for enriching content at scale

Alternative sources, outreach providers and improve selected titles

CZ Bibliographic Record Usage Increase

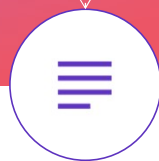


Improving CDI Content Quality

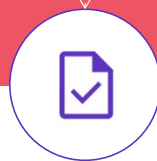
More Data | Better Quality | Improved Results



50M additional articles with peer review indication



35M EBC book chapters



Document attributes



Improve language and OA handling



Author & Subject normalization

1,500,000,000

1

Video records in CDI



2

Records with direct link to full-text (QuickLinks)



3

Times my mom told me to sit up straight



Quick and Easy Access to Full-Text

Speed. Quality. Access



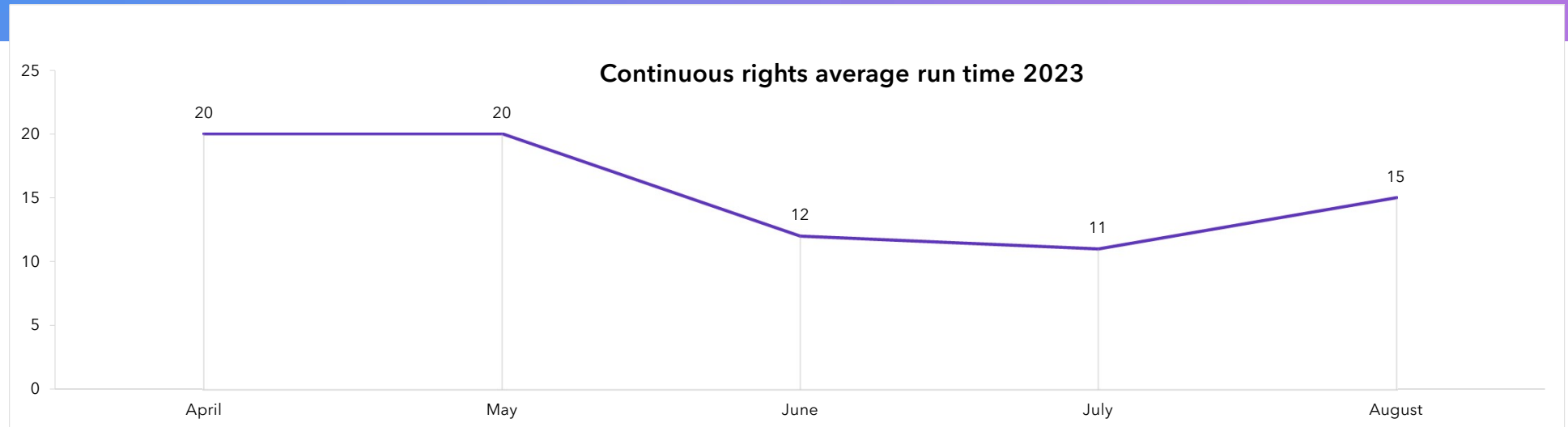
40% of links improved with the best-fit linking method



Rights update time reduced from 100 to 30 hours avg



500 customers activated QuickLinks



Must Attend Session on Wednesday!



Achieving Better Content: leading metadata to higher standards

Wednesday, September 13th,

12:00 PM-12:30 PM

Room AV 91.12

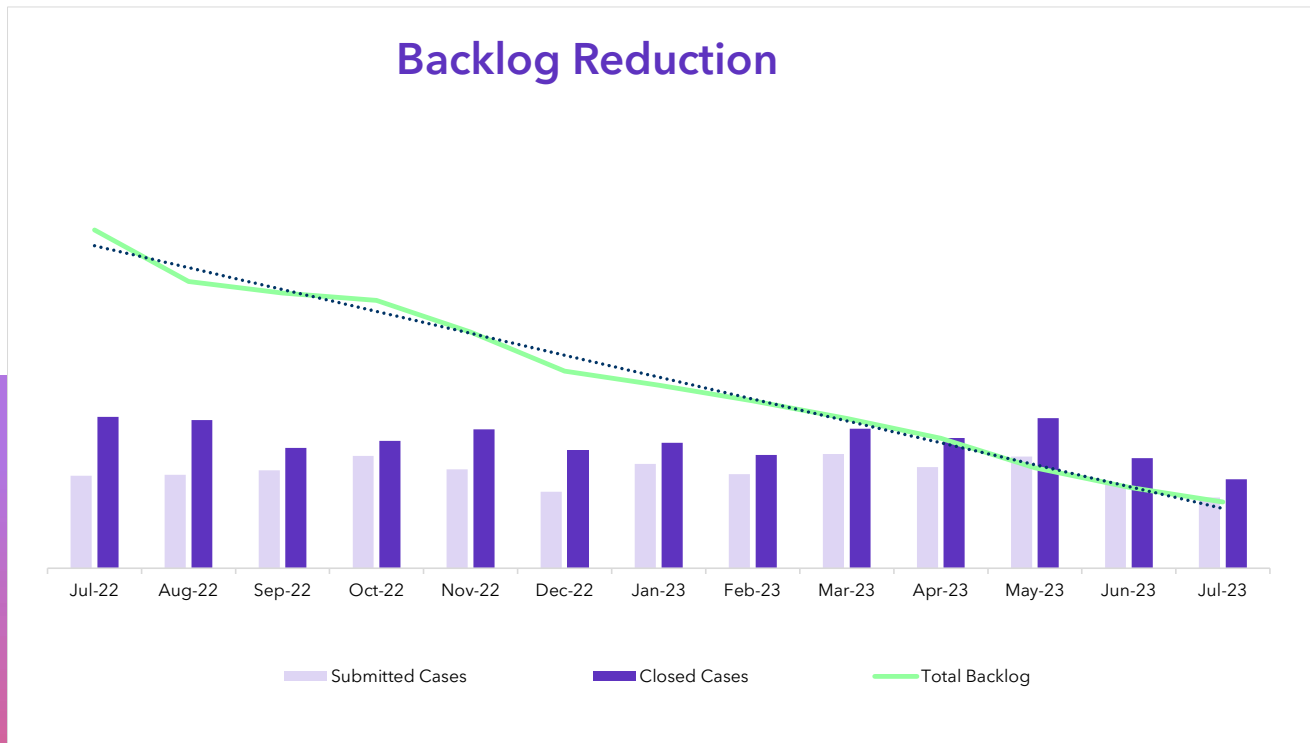


Tamar Ganor
Content Product Manager



Christine Stohn
Senior Director,
Product Management

Resolving Issues: Upgrading Your Experience

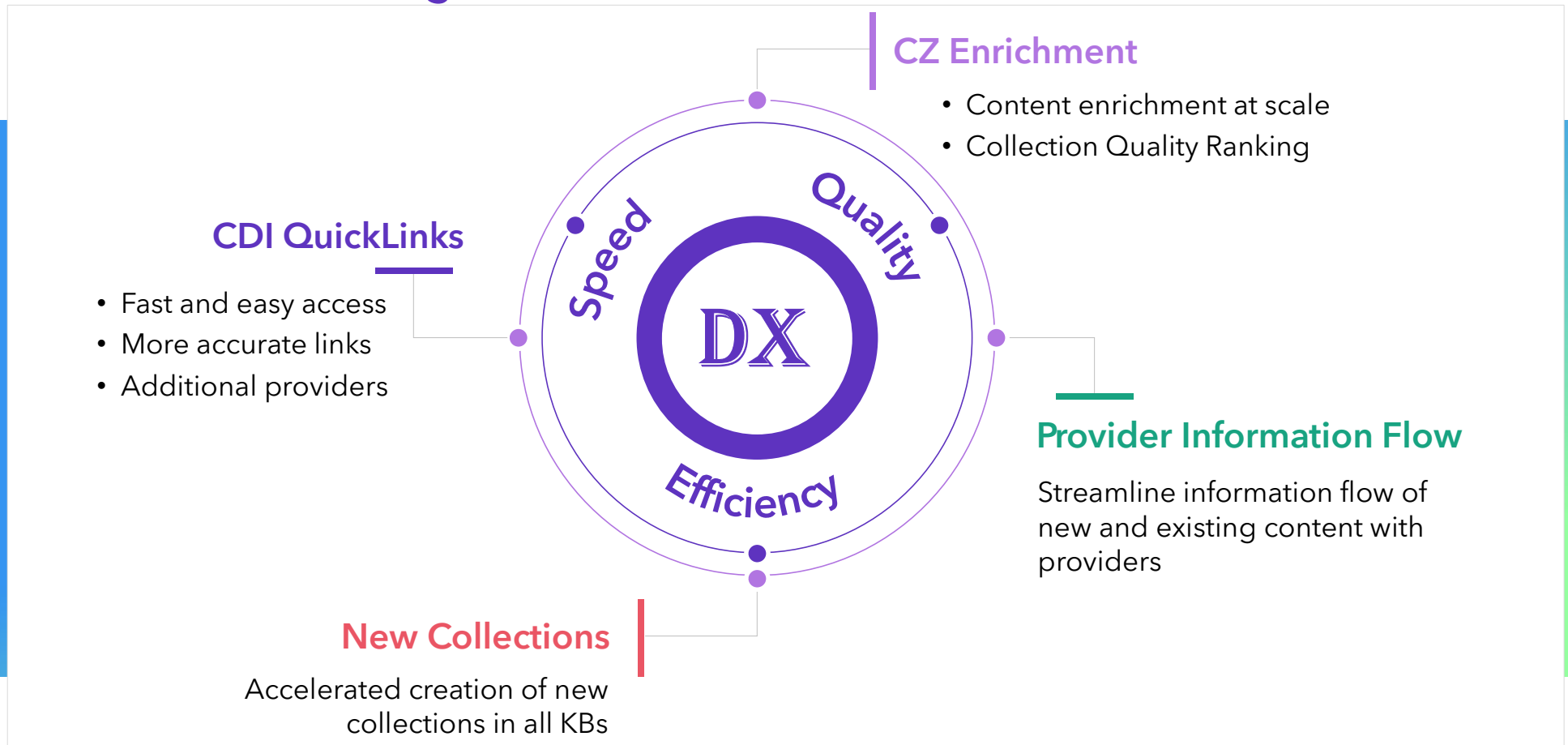


Faster Resolution | Response within 1 Day | More Transparency



How Will Our Roadmap Improve Your Workflows in the Future?

What Are We Investing in for 2024-2025?



Must Attend Session on Wednesday!



From cradle to user – the new Content journey

Wednesday, September 13th,
11:20 AM-11:50 AM
Room AV 91.12



Tamar Ganor
Content Product Manager



Data Forest





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Thank You

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