



# Ex Libris at Your Service

*Value for Libraries*

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An illustration of a laptop with a white agenda overlay on its screen. The agenda is titled 'Agenda' and lists four items, each with a blue checkmark in a box. The background features overlapping circles in shades of green and blue.

## Agenda

- \_\_\_\_\_
- \_\_\_\_\_
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- \_\_\_\_\_
- \_\_\_\_\_

1. Introduction to Premium Services
2. Your voice
3. Service scenarios and offerings

$7/8$   $13/16$   $3/4$   $11/16$   $5/8$   $9/16$   $1/2$   $7/16$   $3/8$   $5/16$



One size doesn't fit all

**Your Voice**



# Your Voice

Just type your name (any name)



<https://tinyurl.com/ELUNA2023>

# Is your library live with Alma?

Has your library participated in  
an Ex Libris premium service?

# 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



# Training services

- Workshops
  - Individual libraries
  - Consortium
- Webinars
  - Small groups
- Training sessions
- Personalized and custom
- Virtual and onsite



What training topic is most important to you?

# Scenario 2 – Optimizing Workflows

- Need to review and improve your current use of the system?
- Support organizational changes and planning
- Gain insights into operations and usage



# Consulting Services

- Optimize
- Change management
- Pre-implementation analysis



In general, which service delivery mode do you prefer?

# Scenario 3 – Implementation Flexibility

- Library is thinking about implementing Alma, but heard that the process is inflexible with a self-service approach

Or,

- Library already implemented Alma, but things have since changed and new functions need to be implemented

# Implementation Services

- Signature services
  - High-touch implementation service package
  - Includes onsite delivery of selected implementation activities
  - Adds flexibility to address library needs with no reduction to the core service model
- Extend
  - Roll-out new features or functions in the post-implementation phase



# Scenario 4 – Analysis and Automation

- Library leadership would like to promote value and impact of the library, reduce manual work and increase automation
- 3<sup>rd</sup> party integrations would help, but the organization's IT staff does not have knowledge or capacity to help with this
- Use cases:
  - Lack of capacity or knowledge of library/organizational IT staff
  - Technical barrier to hosting or supporting external code
  - Special data requests



# Technical Services

- 3<sup>rd</sup> party integrations
- Custom features
- One-time service and ongoing solution hosting and support model on a subscription basis
- Data services projects
- Analytics / reporting – service to build custom analyses, reports, and/or data visualizations



What is your biggest challenge that you would like Ex Libris services to help address?

# Scenario 5 – Special Staffing

- Library plans a strategic project that requires specialized attention or activities
- Change of staff / temporary knowledge gaps
- Special projects

# Managed Services

- System administration services
- Offered as a “bank of hours” or annual service subscription model
- Does not replace regular ongoing support which operates in parallel



Which service(s) would be most valuable to your library?

# For More Information

- Send an inquiry to: [Premium.Services@clarivate.com](mailto:Premium.Services@clarivate.com)
- Stay tuned for more announcements coming soon
- Come find us at the vendor booth!
  - Today during lunch
  - Thursday between 3:30-4pm

# Questions?

## Training services

Workshops, webinars, custom sessions – onsite, online

## Consulting services

Optimize, change management, pre-implementation analysis

## Implementation services

Signature services package, Extend implementation services

## Technical services

3<sup>rd</sup> party integrations, custom features – hosting and maintenance on subscription; Data services; Analytics/reporting

## Managed services

System administration – bank of hours or annual subscription

# Thank you!

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