Improving Responsiveness and Time to Resolution

1
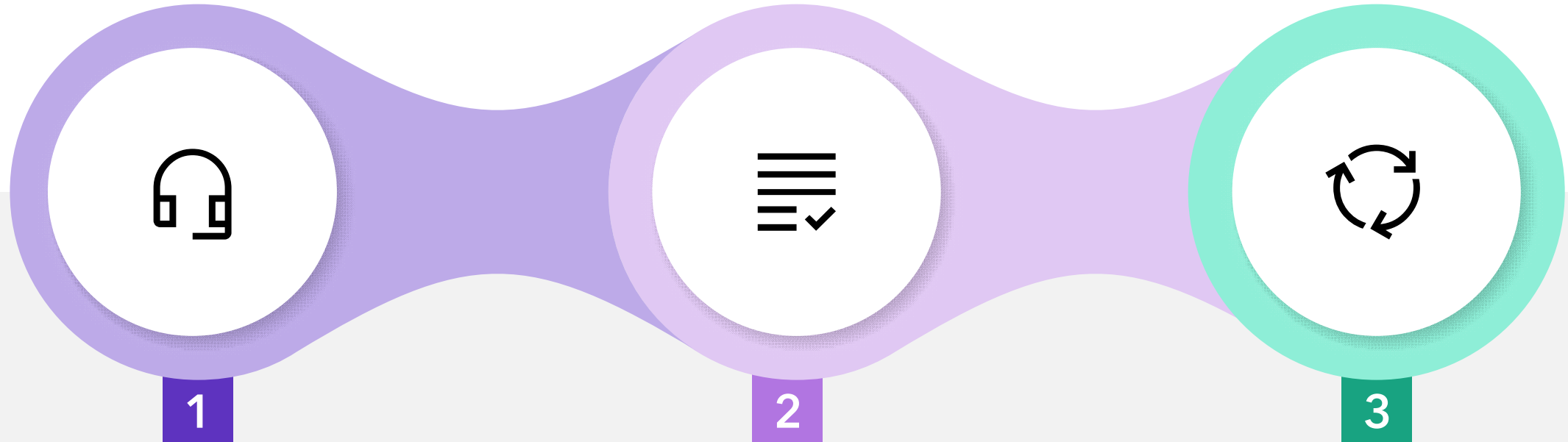
Support statuses

Shorter and Clearer

2

Backlog relief

Review differently, allow ongoing responsiveness

3

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?
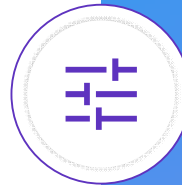
○ Average Response Time ↓

○ 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.
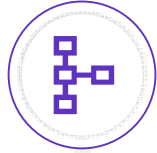
Agenda

Why is data management so challenging?

What improvements are available to you today?

How will our roadmap improve your workflows in the future?

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IGeLU
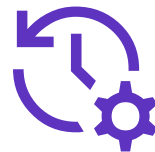International Group of Ex Libris Users

42,000,000

1
Passengers travel through Brussels Airport a year

2
Count of CZ portfolios updated automatically

3
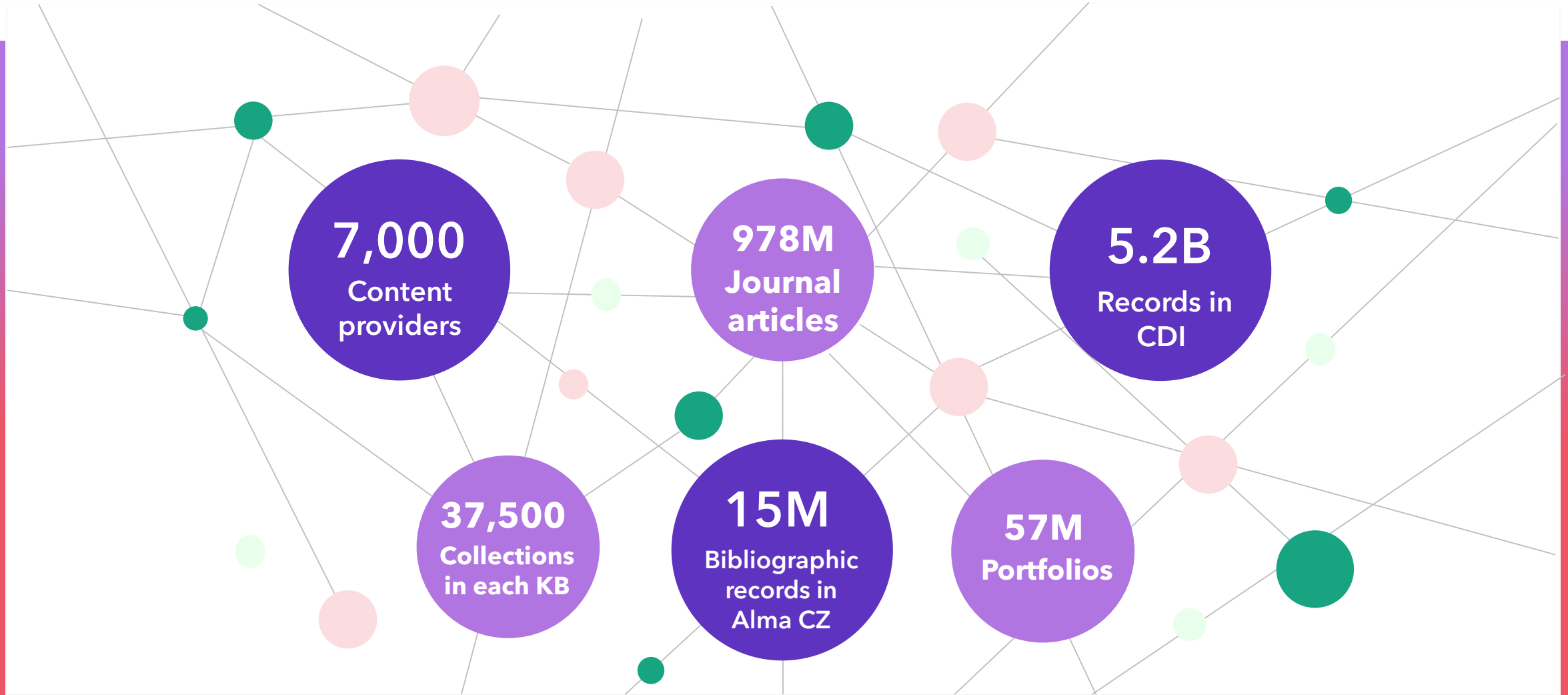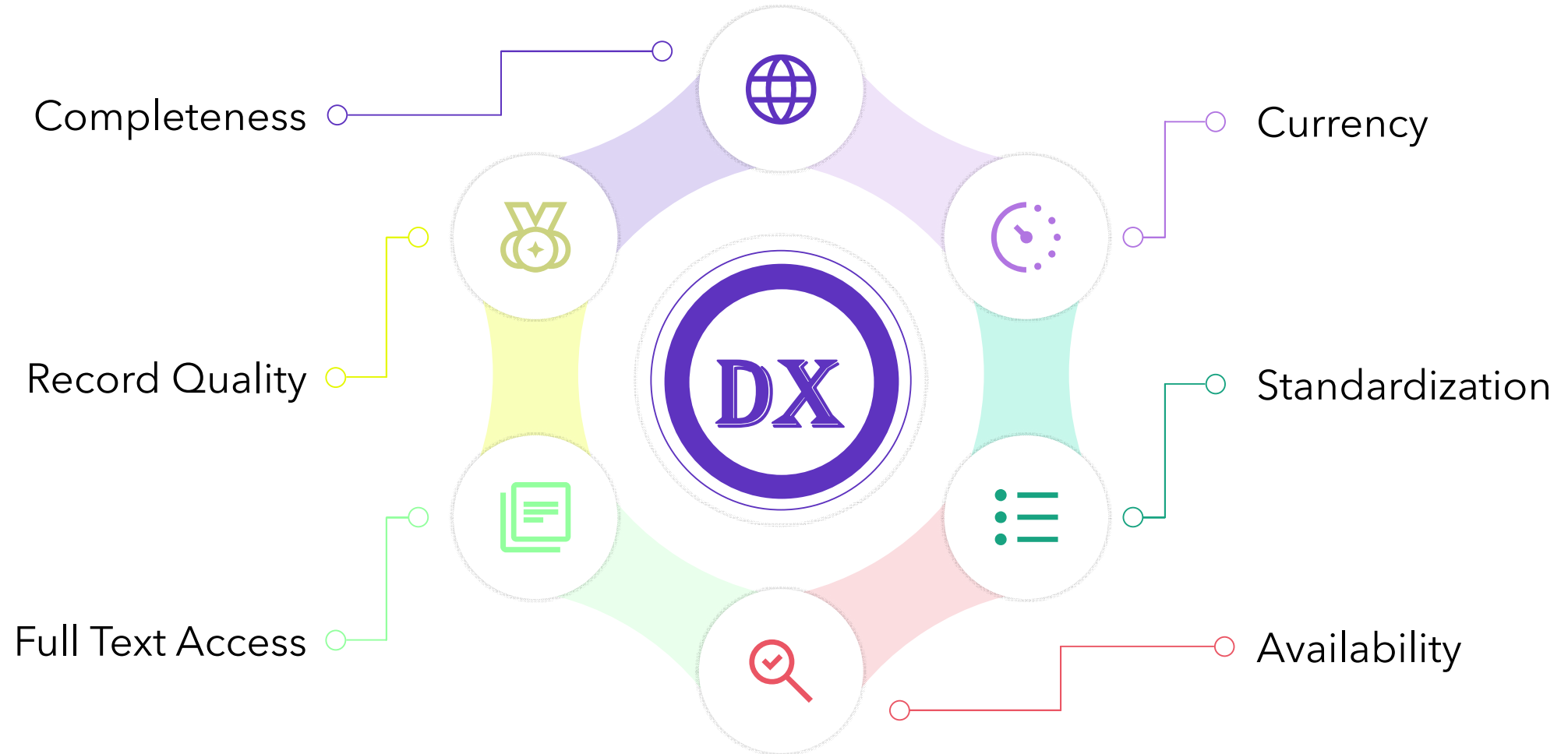Number of book chapters in the Central Discovery Index

Data Management: Mission Impossible?

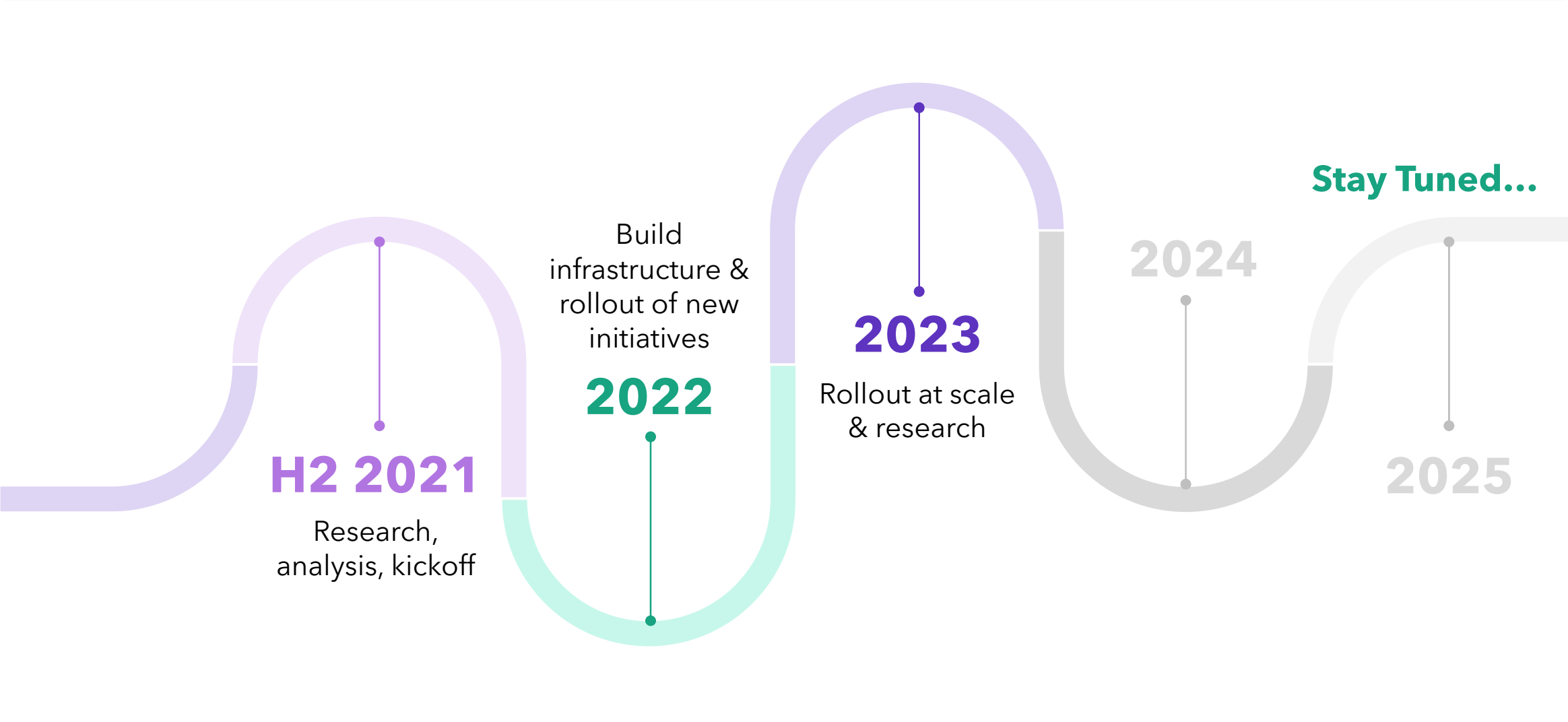**7,000** Content providers

978M Journal articles

5.2B Records in CDI

37,500 Collections in each KB

15M Bibliographic records in Alma CZ

57M Portfolios

Managing high-quality data requires extensive use of technologies

Data Excellence

Completeness

Currency

Record Quality

Standardization

Full Text Access

Availability

DX

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Data Excellence Journey

H2 2021
Research, analysis, kickoff

Build infrastructure & rollout of new initiatives
2022

2023
Rollout at scale & research

2024

Stay Tuned...

2025

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The Magic Triangle

Generating
More Value-Add

Institutions

Activation

Acquisition

Ex
Libris

Content
Providers

Speed,
Quality,
Access

Reciprocal
Information
Flow

Ingestion

Speed. Quality. Accessibility.
From Weeks to One Day

New Infrastructure

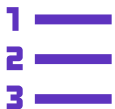|	
42,000,000	100%
	Beyond
30,000,000	EOY
20,000,000	Today
10,000,000	
0	0
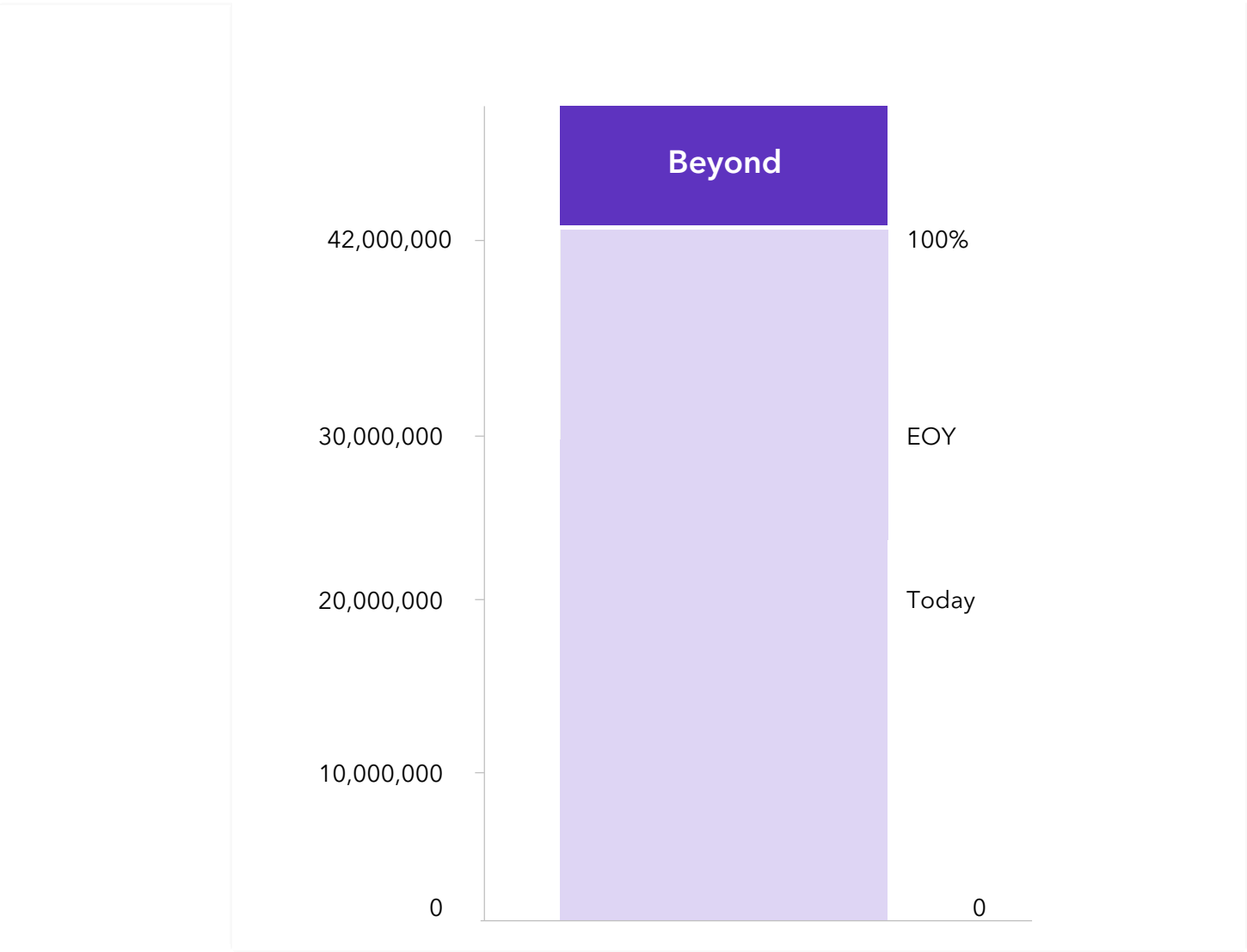
12,000,000

1
Bibliographic records of books in Alma Community Zone
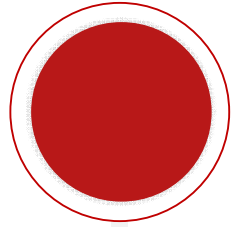
2
Books in the Royal Library of Belgium

3
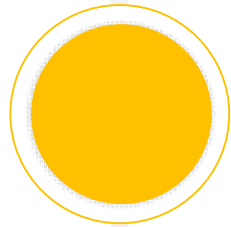Rows in Alma Community Zone updates task list
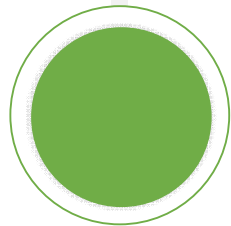
Quality Standard

🔴 **Low**

🟡 **Medium**

🟢 **High**

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

% Bibliographic records linked to CZ

Increase in CZ Bib usage from 82% in 2021 to **87%** today
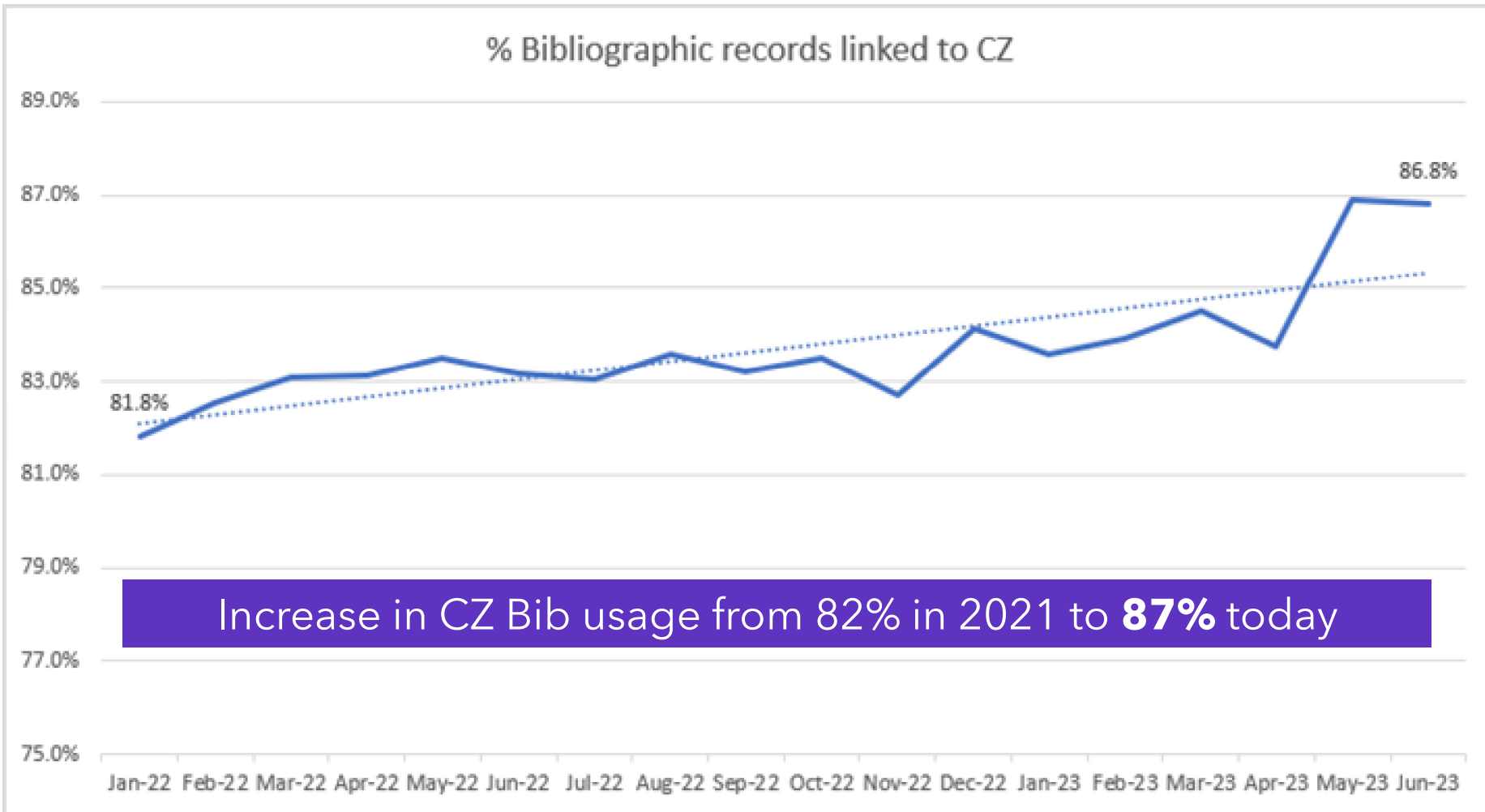
Improving CDI Content Quality

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
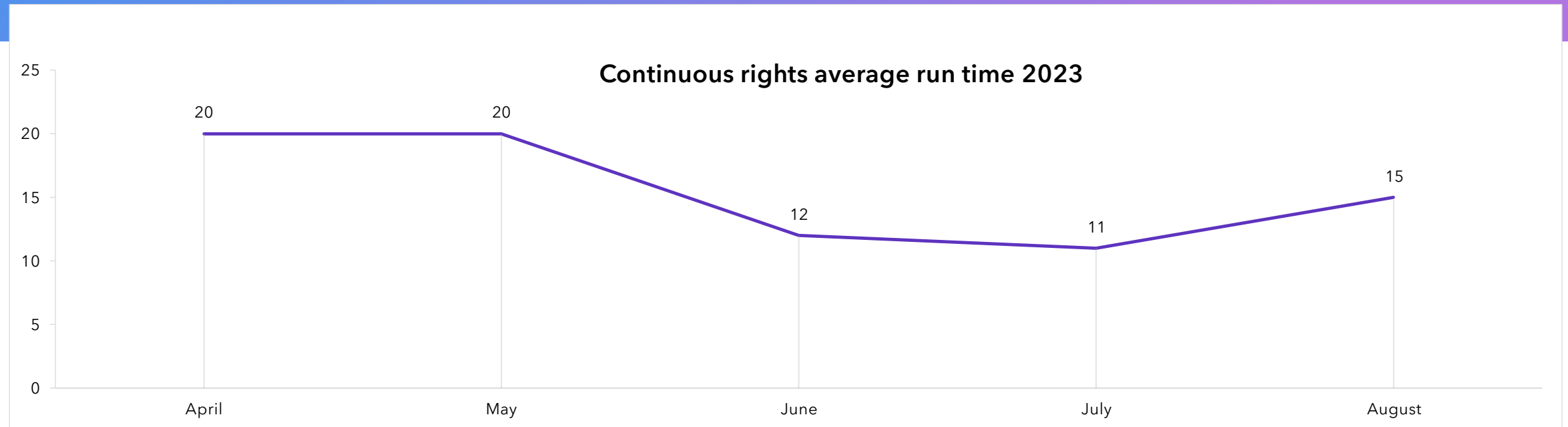
Speed. Quality. Access

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

Rights update time reduced from 100 to **30 hours avg**

500 customers activated QuickLinks

Continuous rights average run time 2023

	April	May	June	July	August
Value	20	20	12	11	15

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Must Attend Session on Wednesday!

Achieving Better Content: leading metadata to higher standards
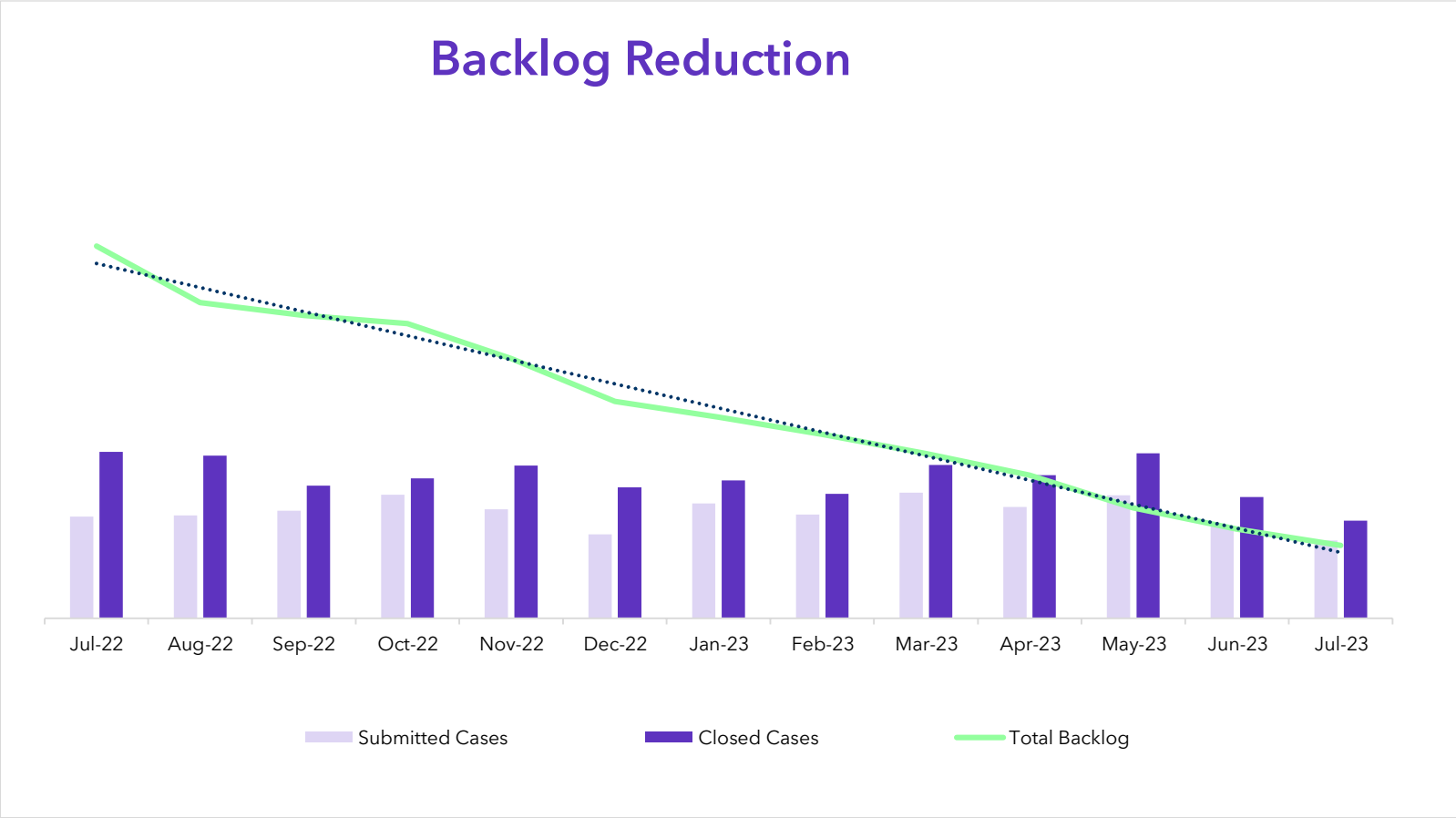
Wednesday, September 13th,
12:00 PM–12:30 PM
Room AV 91.12

Tamar Ganor
Content Product Manager

Christine Stohn
Senior Director,
Product Management

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Resolving Issues: Upgrading Your Experience

Backlog Reduction

Legend: Submitted Cases | Closed Cases | Total Backlog

X-axis: Jul-22, Aug-22, Sep-22, Oct-22, Nov-22, Dec-22, Jan-23, Feb-23, Mar-23, Apr-23, May-23, Jun-23, Jul-23
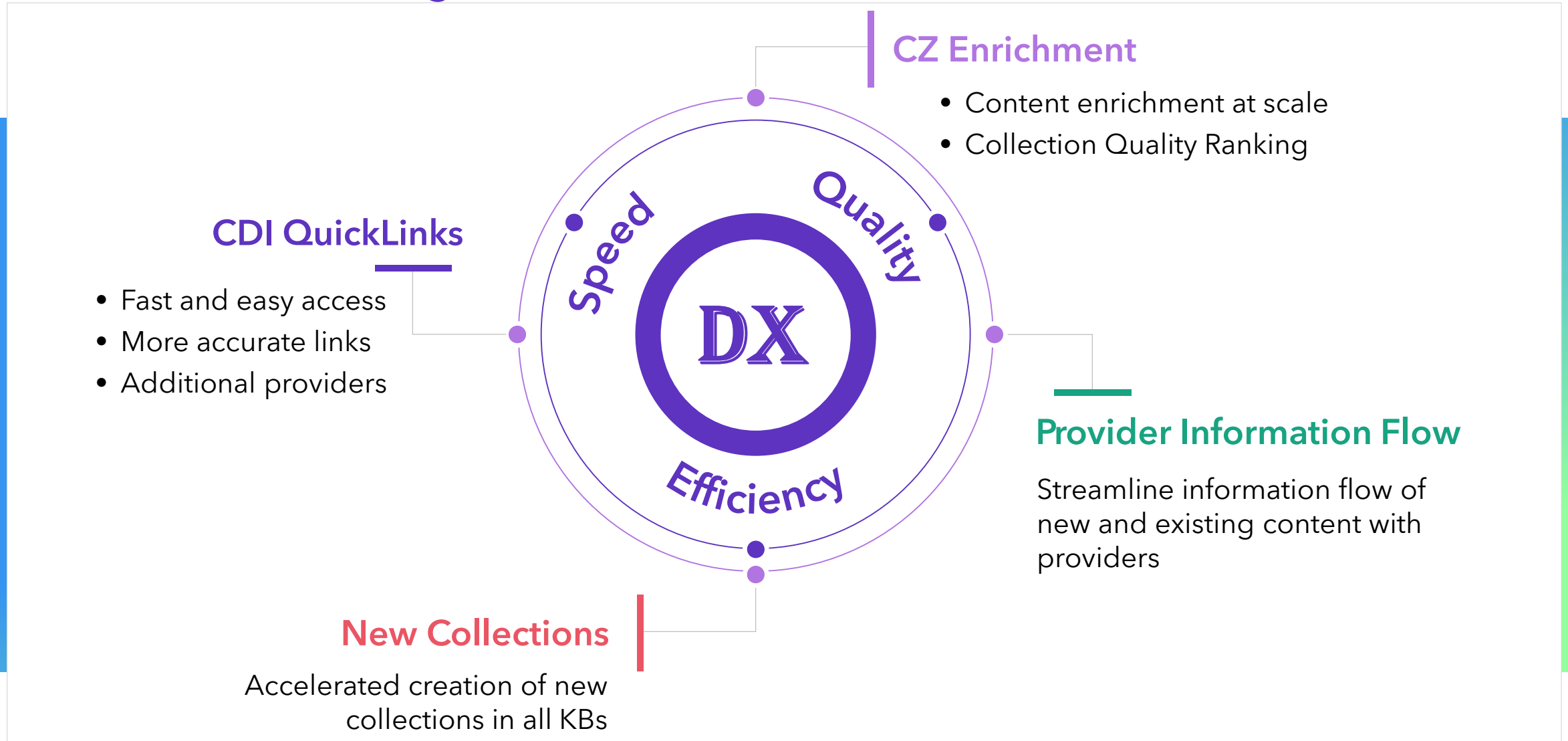
Faster Resolution | Response within 1 Day | More Transparency

How Will Our Roadmap Improve Your Workflows in the Future?

What Are We Investing in for 2024-2025?

CZ Enrichment

- Content enrichment at scale
- Collection Quality Ranking

CDI QuickLinks

- Fast and easy access
- More accurate links
- Additional providers

Speed

Quality

DX

Efficiency

Provider Information Flow

Streamline information flow of new and existing content with providers

New Collections

Accelerated creation of new collections in all KBs

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

Thank You

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Osnat.Vilenchik@clarivate.com