

ExLibris[®]
Part of **Clarivate**

IGOLU
International Group of Ex Libris Users

Ex Libris at Your Service

Value for Libraries

Bettina Forster | Sonja Vogelsang

What to expect



Introduction to Premium Services



How Professional Services can assist your organisation



Service Scenarios and Offerings

A photograph of a library aisle with tall bookshelves on both sides. A person is standing in the center aisle, looking at a book on a shelf. The image is overlaid with a semi-transparent white rectangle containing the title text. The background has a blue-to-purple gradient.

Address Knowledge Needs

Scenario 1 - Staff Knowledge Gaps



Library implemented Alma years ago



Most knowledgeable staff have since moved on to other roles



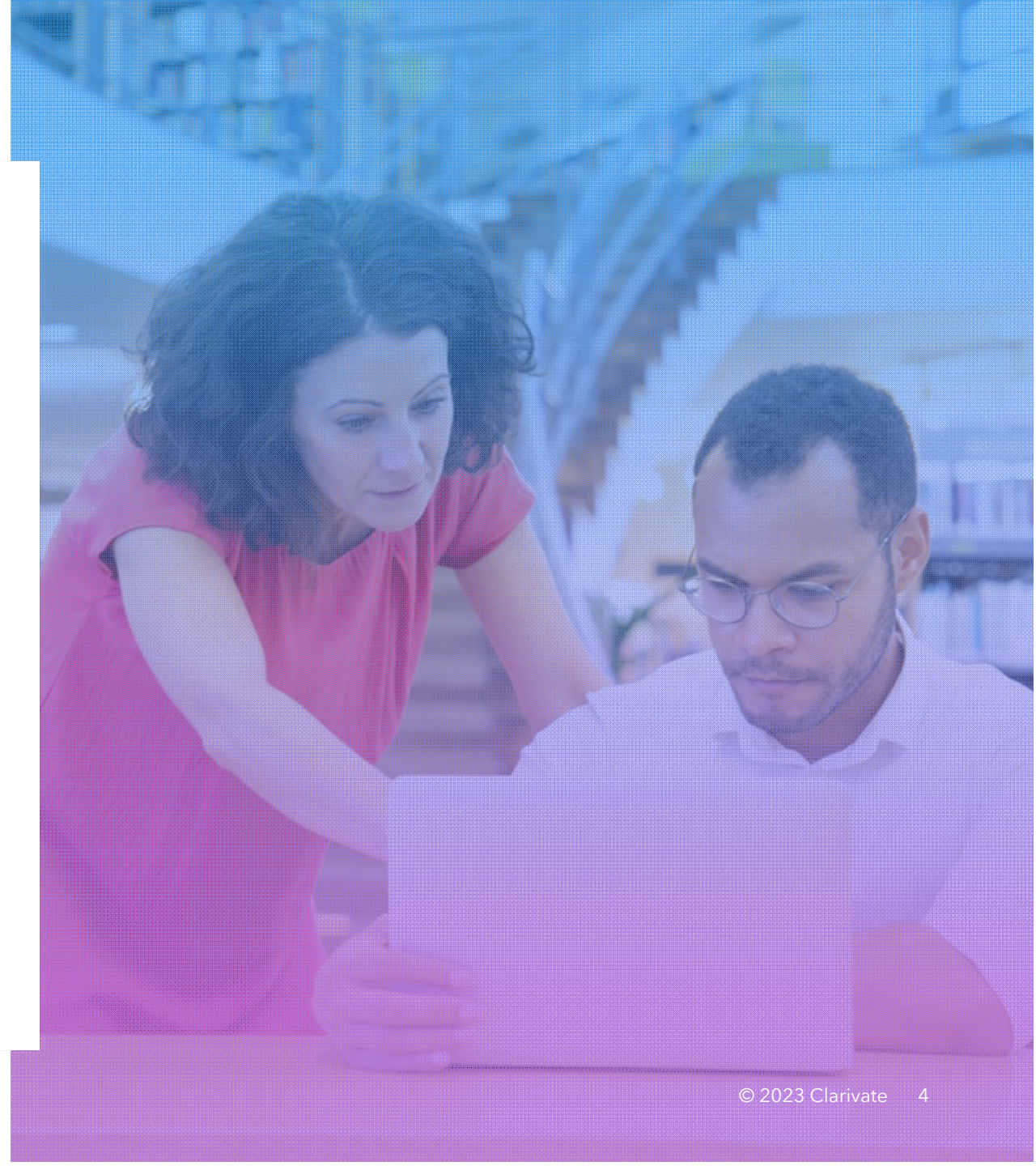
Remaining staff are following established workflows but don't know what they don't know



New staff have joined



Haven't been able to keep up with new features



Training Services



Workshop

- Individual libraries
- Consortium



Webinars

- Small groups



Training sessions



Personalized and custom



Virtual and onsite



A man with curly hair, wearing a dark suit, white shirt, and tie, stands in a meeting room. He is gesturing with his right hand while holding a tablet in his left. Behind him is a whiteboard on a stand with a diagram. To the left, there is a bookshelf with a trophy, a globe, and books. The background is a light blue wall. The entire scene is overlaid with a semi-transparent white box containing the title text.

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



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

A photograph of a man and a woman in a meeting room. The man is standing and pointing at a computer monitor, while the woman is sitting at a desk and looking at the screen. The image has a blue overlay and a white border.

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



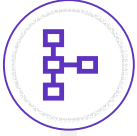
Technical barrier to hosting or supporting external code



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



Ongoing System Administration

Scenario 5 - Special Staffing



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



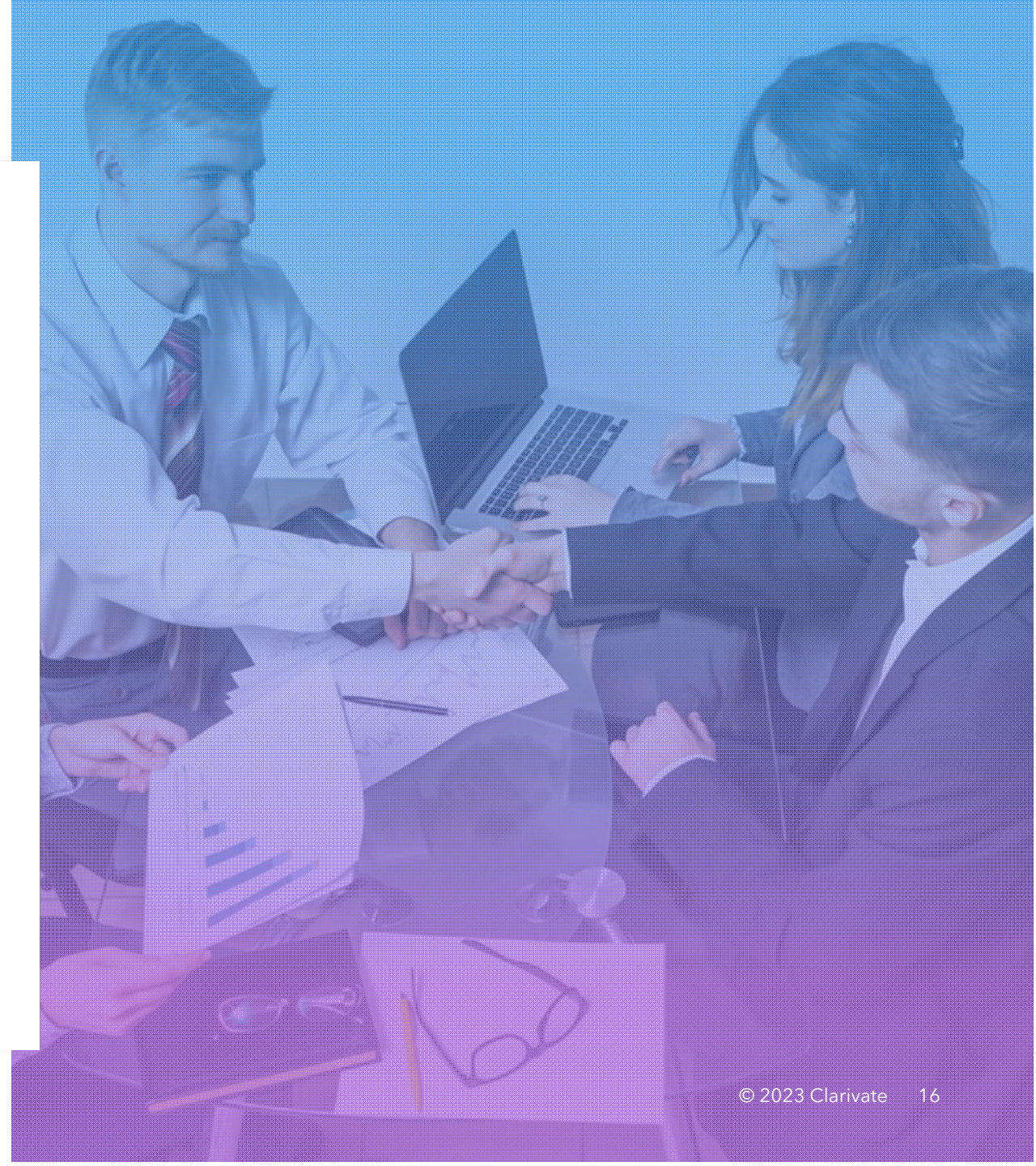
Struggling to find the time to build system expertise and set up new functionality to support the library needs



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

SERVICE



Solution



Support



Guide

Summary and Q&A

Questions?



Training services

Standard and custom training packages - workshops, webinars, custom sessions - onsite, online



Consulting services

Optimize Services, Customized Consulting Analytics



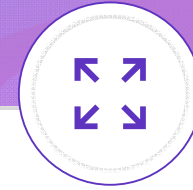
Implementation services

Signature services package, Extend Implementation Services



Technical services

3rd party integrations, mini-applications - hosting and maintenance on subscription; data services



Managed 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

Bettina Forster

Bettina.forster@clarivate.com

Sonja Vogelsang

Sonja.vogelsang@clarivate.com

© 2023 Clarivate

Clarivate and its logo, as well as all other trademarks used herein are trademarks of their respective owners and used under license.