



## Open Office Hours

*Welcome!*

Office Hours will start at 2pm and run until 3pm

Please mute your microphone when you are not speaking to the group

As time permits, we will respond to questions typed in the chat box, and offline afterwards, as needed

This session will be recorded and made available on the CARLI website both as PDF slides and as a recording, with live links to all referenced resources



CARLI

OPEN OFFICE HOURS

9/10/2020



- CARLI has moved from Ex Libris' implementation status to “support” status as of September 1, 2020--this is a standard project milestone
- Ben and the other consultants are moving to new implementation projects
- CARLI staff will file Ex Libris Salesforce (support ticketing system) incidents to report problems to Ex Libris; you may see us reference Salesforce incident numbers in some of our communications
- CARLI staff will have a monthly meeting with an Ex Libris support manager to review current issues
- This should not change how I-Share libraries work with CARLI, but may impact how quickly we can respond to you

- As CARLI transitions to Ex Libris support, it is a good time to review some of the many information resources that are available to all of us when we have Alma or Primo VE questions
  - CARLI resources
  - ELUNA resources
  - Ex Libris resources

- CARLI website—remember to use the search box to find materials by keyword
- CARLI staff are making a lot of changes and additions to the website on a daily basis and we are transitioning the focus of our Alma and Primo VE materials from migration-related to ongoing use
- CARLI “interest group” email lists e.g., Resshar-IG, Techserv-IG, and new ones like PVE-ig (for Primo VE)- remember you can post questions and ideas on these
- <https://www.carli.illinois.edu/email-lists>

- CARLI has a consortial membership in ELUNA, which all I-Share libraries can benefit from
  - <https://el-una.org/>
- ELUNA runs email lists for Alma and Primo with subscribers from customers around the world. These lists are a great place to ask experienced customers for advice
  - <https://el-una.org/about/mailling-lists/>
- ELUNA holds an annual conference (virtual this year, and possibly next). I-Share staff can attend at ELUNA member rates
- New ELUNA Learns online continuing education events

- Knowledge Center
  - Remember you can search it via Google
- Recorded trainings
- <https://knowledge.exlibrisgroup.com/Alma/Training>
- Ongoing webinars
- <https://www.exlibrisgroup.com/webinars/>
- Ex Libris Knowledge and Developer Days (accompanies the ELUNA conference)
- Salesforce support portal for tracking and reporting incidents

- CARLI is buying a block of registrations for the ELUNA Learns sessions; you will be able to register through CARLI at no cost to you (announcement coming in next few days)
- “Co-labs”: New CARLI member-driven collaborations to create Alma and Primo VE instructional materials (for staff and/or patrons)
- Revisions to the CARLI website to transition from focus on migration and “Day One” work to ongoing user support



- Help us to help you better and faster by including these elements in your support tickets
  - Who-User or patron, or user group(s) that have the issue
  - What-MMS ID or barcode of one or more titles/items
  - When- the event occurred
  - Where-what zone (IZ, NZ), library, menu
  - Why-describe the context, what you were trying to do
  - How- long for response time reports



*Thank you!*

Join us in 2 weeks, on 9/24 at 2pm for another Open Office Hours

You can always contact CARLI at [support@carli.illinois.edu](mailto:support@carli.illinois.edu)