

The management of enhancement requests - a customer perspective

EBSCO Systems Swedish User Group Annual meeting 2023

Eva Sejmyr, Senior Librarian and System Manager,
Linköping University Library

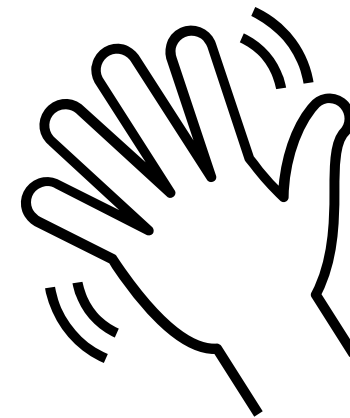


Let's explore the management of enhancement requests from a customer perspective, with examples from Linköping University Library and ESSUG.



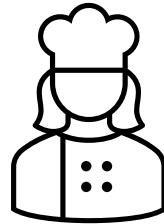


To keep track of the enhancement requests the customer should reach out to their contact at EBSCO who filled the request.

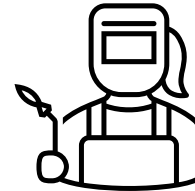


In my case that is:

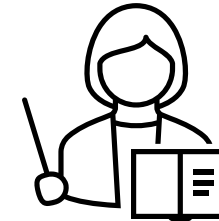
Annette
Krawietz



Heidi
Bergstrom



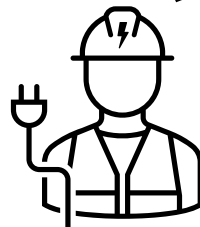
Alma
Taawo



Antti
Rainio



Jarkko
Visuri



Claus Wolf



Adam
Walsh



EBSCO Connect



Why must the management of enhancement requests be so messy?



Why can't they be included in Connect?

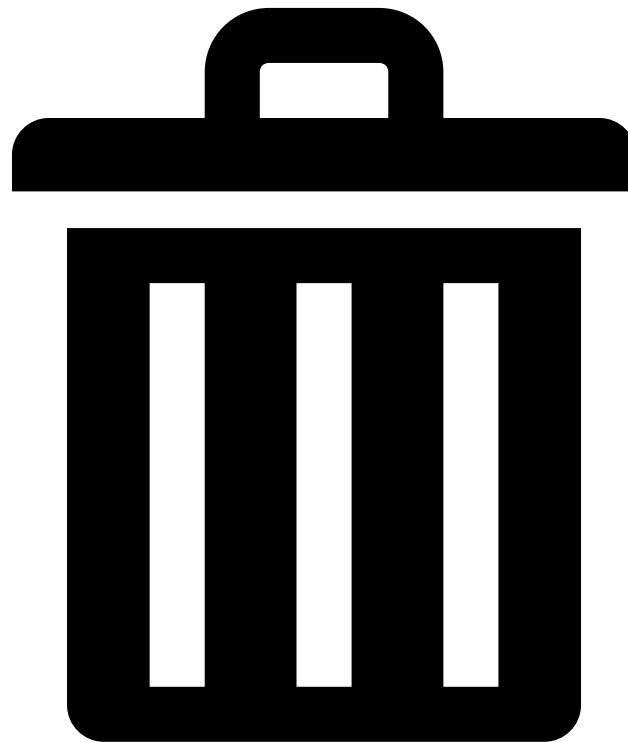


Why must each organization create some kind of bookkeeping of their enhancement requests to make sure that they are not lost if someone leaves the organization or EBSCO.

Connect works fine keeping track of my organization's tickets. No matter who created the ticket or whom the ticket is assigned to.



What happens to old or not so good ones?



Placing an enhancement request is like flipping a coin into a wishing-well.



[Det här fotot](#) av Okänd författare licensieras enligt [CC BY](#)

The voice of the customer



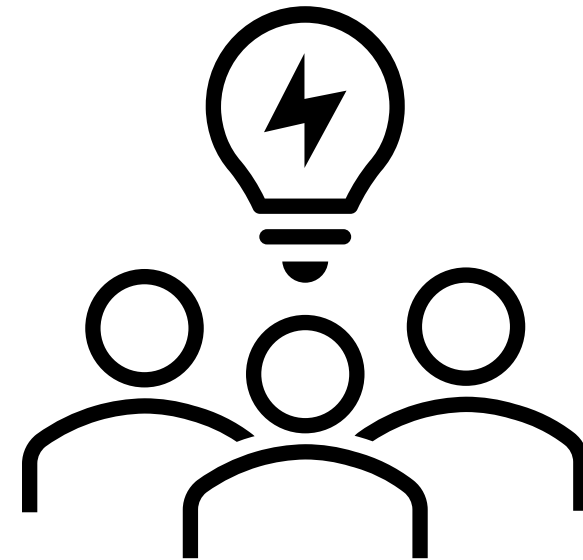
The user group has been working on prioritization and listing of enhancement requests since its inception, but the work has not been particularly successful.

All attempted solutions have been too labour-intensive for the group and EBSCO.

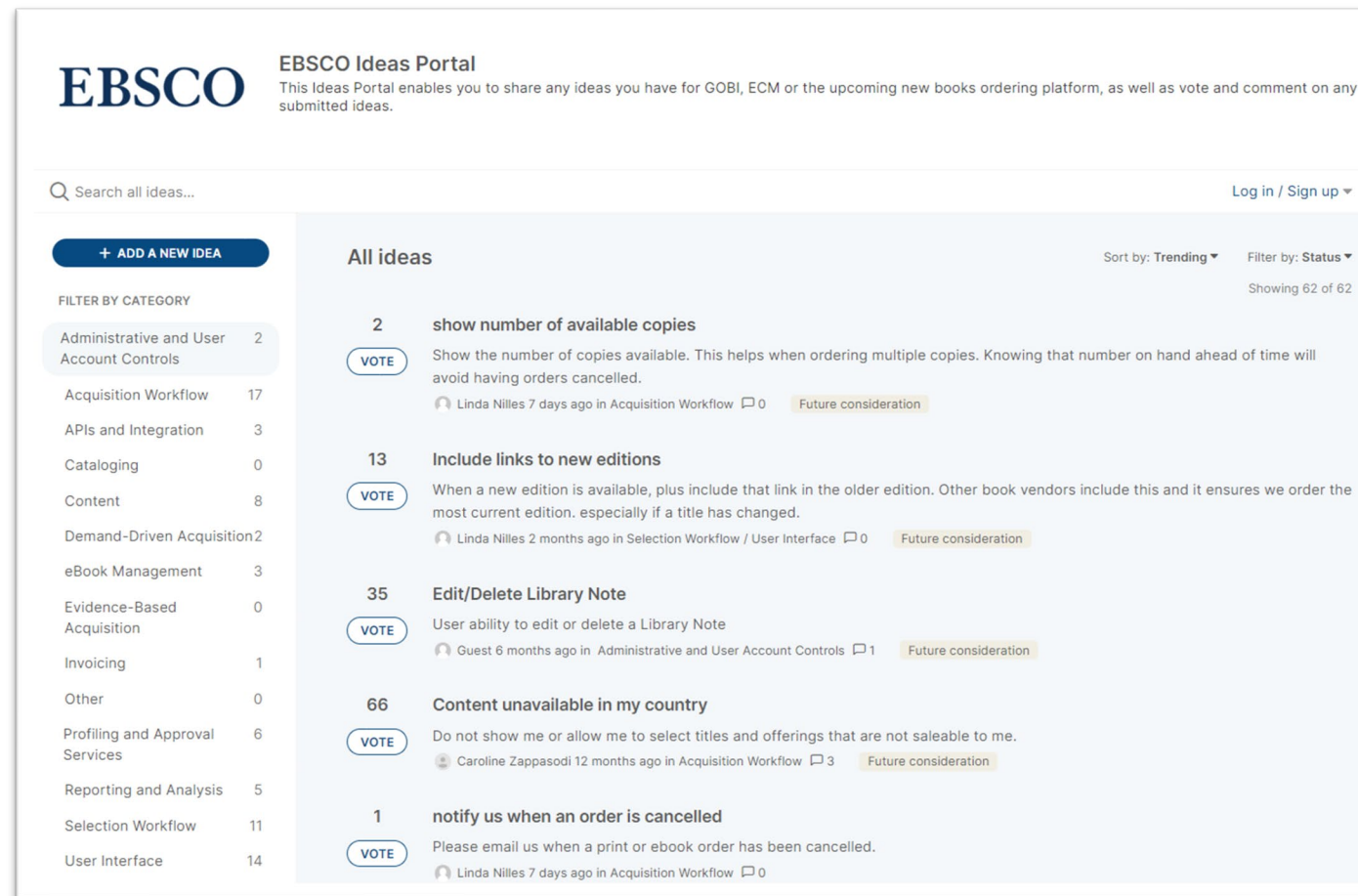


Good ideas should be shared

Sharing an idea or
accessing someone else's
good ideas should be easy!



EBSCO Ideas Portals for more products?



EBSCO EBSCO Ideas Portal
This Ideas Portal enables you to share any ideas you have for GOBI, ECM or the upcoming new books ordering platform, as well as vote and comment on any submitted ideas.

Search all ideas... Log in / Sign up ▾

[+ ADD A NEW IDEA](#)

FILTER BY CATEGORY

- Administrative and User Account Controls 2
- Acquisition Workflow 17
- APIs and Integration 3
- Cataloging 0
- Content 8
- Demand-Driven Acquisition 2
- eBook Management 3
- Evidence-Based Acquisition 0
- Invoicing 1
- Other 0
- Profiling and Approval Services 6
- Reporting and Analysis 5
- Selection Workflow 11
- User Interface 14

All ideas Sort by: Trending ▾ Filter by: Status ▾
Showing 62 of 62

- 2** **show number of available copies**
[VOTE](#) Show the number of copies available. This helps when ordering multiple copies. Knowing that number on hand ahead of time will avoid having orders cancelled.
Linda Nilles 7 days ago in Acquisition Workflow 0 Future consideration
- 13** **Include links to new editions**
[VOTE](#) When a new edition is available, plus include that link in the older edition. Other book vendors include this and it ensures we order the most current edition, especially if a title has changed.
Linda Nilles 2 months ago in Selection Workflow / User Interface 0 Future consideration
- 35** **Edit/Delete Library Note**
[VOTE](#) User ability to edit or delete a Library Note
Guest 6 months ago in Administrative and User Account Controls 1 Future consideration
- 66** **Content unavailable in my country**
[VOTE](#) Do not show me or allow me to select titles and offerings that are not saleable to me.
Caroline Zappasodi 12 months ago in Acquisition Workflow 3 Future consideration
- 1** **notify us when an order is cancelled**
[VOTE](#) Please email us when a print or ebook order has been cancelled.
Linda Nilles 7 days ago in Acquisition Workflow 0



Thank you for listening

Questions?

Eva.Sejmyr@liu.se