

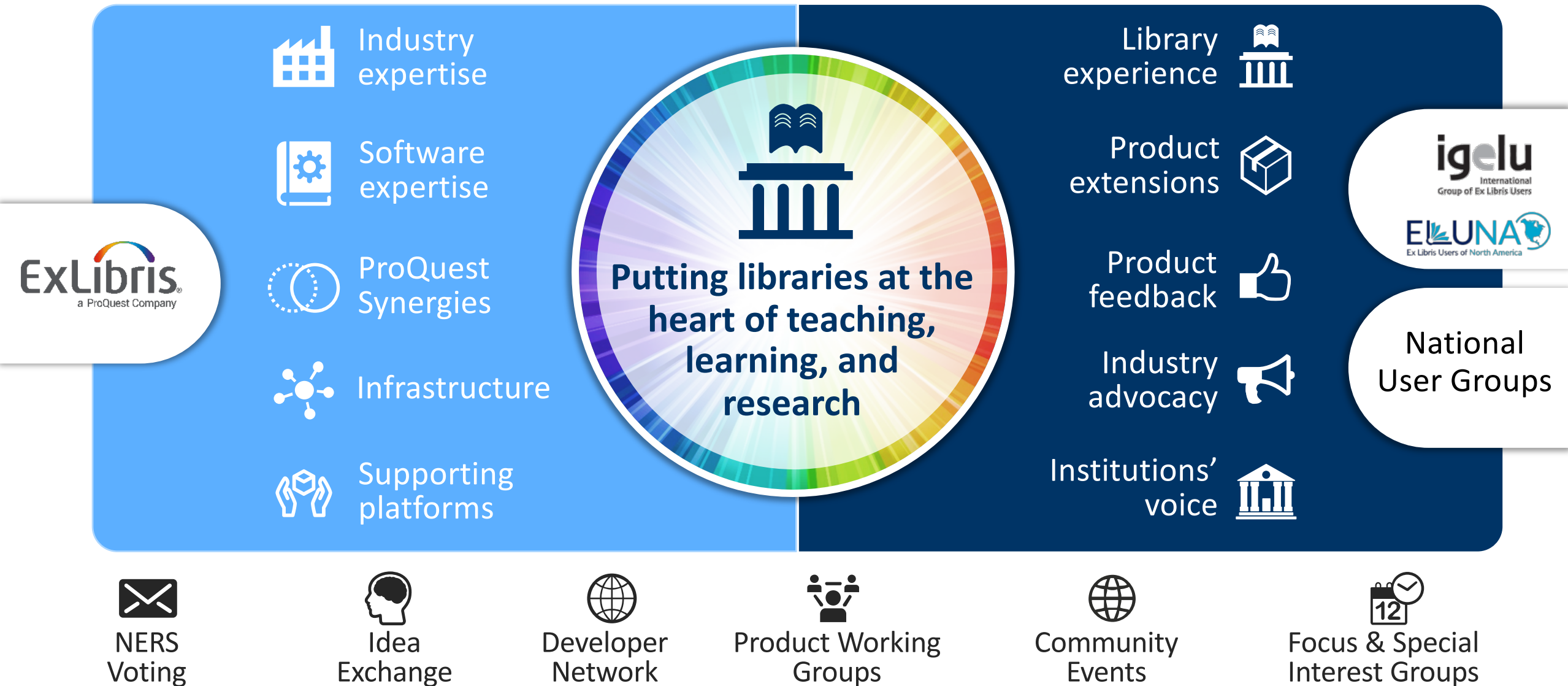


Ex Libris Update: The Higher-Ed Cloud Platform

Jane Burke, VP Strategic Initiatives

GALILEO
I *nterconnected* @
L *ibraries*

Collaboration as a Core Value



The Ex Libris Community

Consortium:

44

APIs:

120
M/Month

Signed
Institutions:

1617



Recommendations
implemented:

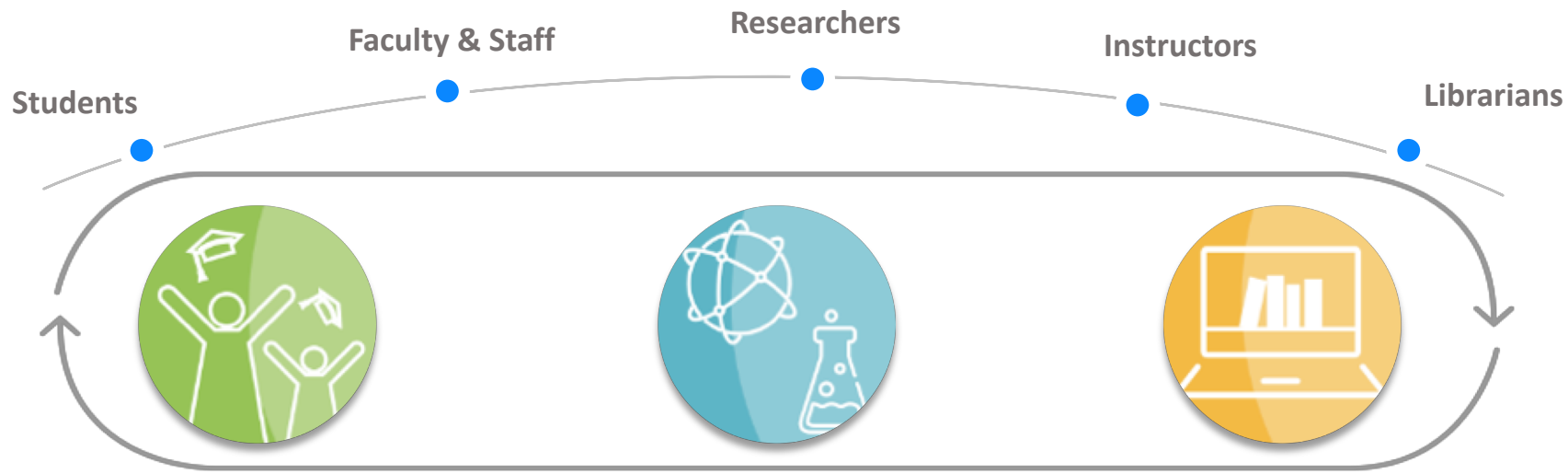
100+

Countries:

38

Live with Alma

1106



STUDENTS & LEARNING

campusM

Leganto

RESEARCH & DISCOVERY

Primo
Summon
Esploro
RefWorks
Pivot
Research Professional

LIBRARY MANAGEMENT

Alma
Rosetta

Ex Libris Higher-Ed Cloud Platform

Alma	Primo	Summon	Esploro
Leganto	RefWorks	campusM	Pivot

App Services

UX & Mobile
Framework

Workflow
Engines

Collaboration
Services

Analytics &
Dashboards

Shared
Data & Content

Infrastructure Services

Agile
Releases

Multi-
Tenancy

Open APIs &
Integrations

Metadata &
Data Schemas

Security &
Authentication



ALMA Updates

Alma 2018



Analytics

- Intense collaboration with customers
- COUNTER, Cost Per Use



Primo VE + Automated Fulfillment Network.

- Enhanced Patron Service
- Find anywhere, pickup anywhere, return anywhere



Digital

- Laying the groundwork for migrating and displacing DAMS
- Migration Tools, Product Features for displacement

Alma 2019



Continued work on UX

- MD Editor
- Acquisition Workflows
- Inventory Workflows

Bring the CZ closer

- Manage Sets, Add local extensions



Resource Sharing

- Expand use via new protocols (New ISO)
- New capabilities (E-Resource)



Advanced Collection Management

- Request <-> Res. Sharing <-> Acquisition

DARA

- initial recommendations, laying the groundwork

Digital

- Actively Migrating DAMS
- ContentDM, Dspace, DigiTool and others

Alma 2020



Continued work on UX

- Next Gen/Responsive Design, New Navigation and Menu
- MD Editor – Advanced Features

Collaborative E-Resource Acquisitions



Analytics -

- Introduce new data visualization capabilities
- New possibilities mixing data across areas
- Loading external data sources

Digital

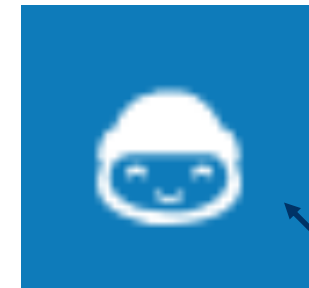
- Data Safeguarding
- MODS
- Enhanced Delivery



DARA


- Introduce advanced approaches (statistical, machine learning)





Welcome, Implementer, Ex Libris | Monday, January 7, 2019



 Recent Pages

[> Create Invoice](#)
Acquisitions

[> Review \(Invoice\)](#)
Acquisitions

[> Approve](#)
Acquisitions

[> Waiting for Payment](#)
Acquisitions

[> Rollover Ledgers](#)
Acquisitions

Keep Up with Alma



See the new recently launched
Ex Libris Developer Network

Featuring an updated and responsive design, a new API console,
redesigned API key management and reports, and an enhanced
sharing platform.


 See more exciting new features! [↗](#)

Sandbox(es)



Notifications



 **2014-2015**
Welcome to Alma!

2011-08-30

Primo Dashboard



LAST PUBLISHING JOB DETAILS

Starting Time	2018-12-17 22:00:01
Status	Completed Successfully
Type	Incremental


[Publishing Jobs List >](#)




DARA

sources Fulfillment Admin Analytics Main Library - MAI

Invoice

Show Me Why



-  I generated this recommendation after a periodic review of your activated electronic collections. Based on the collection's interface name, I identified the relevant certified SUSHI vendor. As your institution does not upload usage data from this vendor, I recommend you create a SUSHI account and have the usage information harvested automatically.
-  **This recommendation was generated based on 1 collection(s), with the following interface name(s):**
Radiological Society of North America
-  You can view the list of electronic collections that are the basis for this recommendation by choosing "**Let's see**". In order to implement the recommendation and harvest usage data, choose "**Let's do it!**".

Let's do it! Back Let's see

DARA

CONFIGURATION RECOMMENDATIONS

"I recommend that you create a SUSHI account based on your activated collections"

RESOURCE MANAGEMENT RECOMMENDATIONS

"I recommend you link the following local collection to the CZ"



FULFILLMENT RECOMMENDATIONS

"We see that a faculty member has requested a book. She can get it faster via resource sharing. Would you like to go ahead...?"

ACQUISITION RECOMMENDATIONS

"There are 7 high demand titles with insufficient copies to provide access. Would you like to consider purchase options?"

MD Editor

ExLibris Alma QA

★ » Acquisitions Resources Research Discovery Fulfillment Admin Analytics

Main Library - Main Circulation Desk

All titles Keywords

Records Templates Rules

Save New Open record Add inventory Record options View related data Order External search

Filter list

Asceticism and health (99109731460001021) *
Bibliographic Draft Level 10

Good and Smart (99400680400121)
Bibliographic Draft Level 10

MARC 21 Bib 10

KORMARC

DC

Holdings 5

LCSH

GND

LCNAMES

Additional records in other scope:
Institution (2)

Asceticism and health (99109731460001021) *

LDR 01676nam##2200421#a#4500

001 99109731460001021

004 AEM2518

005 20180110121122.0

008 120610s1991####nyu#####b####001#0#eng##

010 \$\$a 89023067

019 \$\$a 25089489

020 \$\$a 0195059565 (alk. paper)

035 \$\$a (Aleph)000669888BCL01

035 \$\$a (OCoLC)ocm20393278

035 9 \$\$a AEM2518

040 \$\$a DLC \$\$c DLC \$\$d WK \$\$d NLM

043 \$\$a a-ii--

049 \$\$a BXMM

050 \$\$a R605 \$\$b .Z87 1991

060 0 \$\$a WZ 80.5.H6 \$\$b Z99a 1991

069 0 \$\$a 9200317

082 0 0 \$\$a 610/.934 \$\$2 20

100 1 \$\$a

245 0 0 \$\$a

260 \$\$a New York : \$\$b Oxford University Press, \$\$c 1991.

You have 1 error(s) and 1 warning(s) on your record - 8:50:40 PM.

245 Mandatory field 245 is empty

100 *# is not a valid code for First indicator for field 100
*1 is not a valid code for Second indicator for field 100

Good and Smart (99400680400121)

LDR 01676nam##2200421#a#4500

001 99109731460001021

004 AEM2518

005 20180110121122.0

008 120610s1991####nyu#####b####001#0#eng##

010 \$\$a 89023067

019 \$\$a 25089489

020 \$\$a 0195059565 (alk. paper)

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035 \$\$a (OCoLC)ocm20393278

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043 \$\$a a-ii--

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060 0 \$\$a WZ 80.5.H6 \$\$b Z99a 1991

069 0 \$\$a 9200317

082 0 0 \$\$a 610/.934 \$\$2 20

100 1 \$\$a

245 0 0 \$\$a

260 \$\$a New York : \$\$b Oxford University Press, \$\$c 1991.

300 \$\$a 200 p. : \$\$c 22 cm.

504 \$\$a Includes bibliographical references (p. 168-182) and indexes.

650 0 \$\$a Buddhist medicine.

System Wide Tools: Alt+Tab

Ex Libris Alma University

Alma QA

★ » Acquisitions Resources Discovery Fulfillment Admin Analytics

All titles Keywords

Home Search Advanced

User Details

Toggle Account Type

Cancel Save

Ex Libris Implementer

ID ex_limpl Account Type Internal
Record type Staff User group Alumni

1 General Information 2 Contact Information 3 Identifiers 4 Notes 5 Blocks 6 Fines/Fees 7 Demerits 8 Statistics 9 Attachments 10 Proxy For 11 Audit

User Information

First name * Ex Libris Middle name

Last name * Implementer Preferred first name

Preferred middle name Preferred last name

Primary identifier * ex_limpl Title

PIN number **** Generate Job category Please select a value

Job description Gender

User group Alumni Campus

Website URL Preferred language English

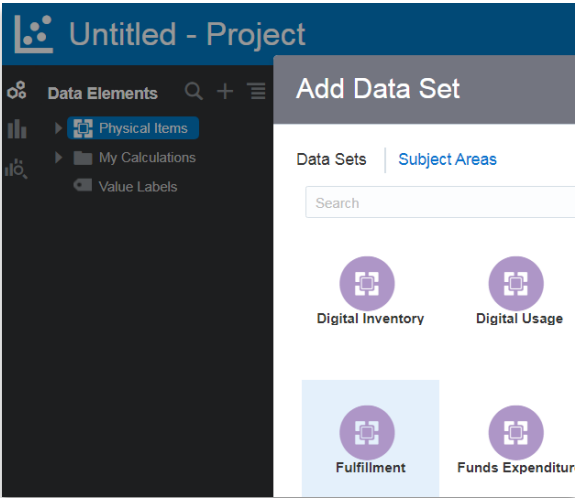
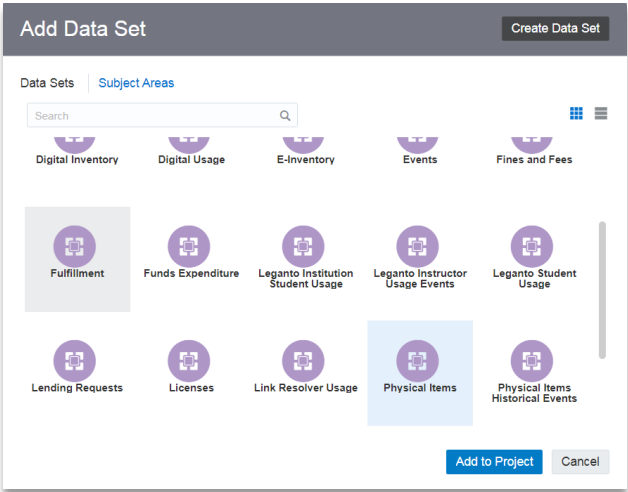
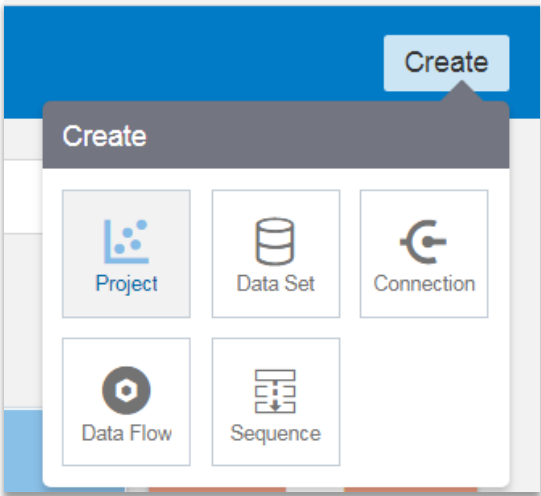
Status Active Status date 10/10/2011

Birth date Expiration date

Purge date Resource sharing library Resource Sharing Library

Purchase request library

New Analytics!



ORACLE® Data Visualization

BC - Combine Physical and Fullfilment SAs - ...

Prepare Visualize

Data Elements

- Physical Items
- Fulfillment
- My Calculations
- Value Labels

Loan Year: All

Loan Year: 2016, 2017, 2018

Item Creation Year: 2016, 2017, 2018

Table

Item Creation Year, Loan Year, Loans, Num of Items (Deleted + In Repository)

Item Creation Year	Loan Year	Loans	Num of Items (Deleted + In Repository)
2016	2016	361,816.00	66,001.00
	2017	346,727.00	66,001.00



Ex Libris Discovery



Serving **3,400+** institutions means serving a large variety of needs... Discovery, your way:



Apply your brand & design



Choose add-ons from the dev. community



Integrate with 3rd party services



Access the most relevant content, from any provider



Highlight local & special collections



Manage collaborative networks



Integrate with open source layers



(or implement a feature-rich out-of-the-box discovery...)

Discovery Experience Principles

Research outputs & data

E.g.: Esploro, Fedora, Dspace

Digital repositories

E.g.: ContentDM, Rosetta

Researcher Profiles

Esploro, ORCID

Discovery enrichment

E.g.: Altmetrics, Syndetics
Unbound

Single Search Box



'More Like This'

Content Specific

Video content

E.g.: Alexander Street Press, Kanopy

Publisher content

E.g.: Gale, Wiley, ProQuest

Open Access content

E.g.: DOAJ, hybrid collections, IRs

Library catalog

E.g.: Alma, Sierra, WorldShare

Discovery at the heart of users workflows

Library portal

A gateway to library resources

Direct search in learning & research services, e.g.:

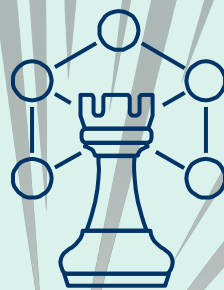
- Leganto
- RefWorks
- Esploro
- Rosetta
- campusM



Google, Google Scholar, 3rd party search engines

Improving visibility with Linked data & schema.org

3rd party systems via open APIs



Focus Areas



Data Relations

- bX Recommender
- Citation Trail
- Contextual relations
- Topic Exploration



Search Experience

- Collection Discovery
- Newspaper Search
- Control vocabulary
- Resource Recommender



Full Text Access

- Loading more open Access material to the central index
- Promotion of open access material

Ex Libris' smart services for discovery

Data intelligence-based service suite

- **bX Article Recommender**
 - Provides recommendations based on what other users have used
- **Citation Trail**
 - Allows users to browse to the items that an article cited and that is citing this article
- **Topic Exploration**
- **Relationship Graphs**



Formal Data Relations: Related Items

Examples:

- Book <-> book review
- Book chapters <-> other chapters in the same book
- Journal articles <-> other articles from the same journal issue
- Other articles from the same author

The screenshot displays the ExLibris search results interface. At the top, a navigation bar includes the ExLibris logo and links for 'NEW SEARCH', 'FETCH ITEM', 'AZ JOURNAL LIST', 'AZ JOURNAL LIST (NEW)', and 'BROWSE'. A 'Guest' user is logged in, with an 'ENGLISH' language setting. The main content area is titled 'Book reviews for:' and lists three items:

- Item 1:** A book titled 'Search for Authority in Reformation Europe' by Fulton, Elaine; Parish, Helen; Webster, Peter, Dr; Cameron, Euan, Professor; Gordon, Bruce, Professor; Heal, Bridget, Dr; Mason, Roger A, Professor; Nelson Burnett, Amy, Professor; Pettegree, Andrew, Dr; Von Greyerz, Kaspar, Professor. It includes a book cover icon and a 'see all' link.
- Item 5:** A review titled 'The Search for Authority in Reformation Europe (Book Review)' by Rittgers, Ronald K. It includes a document icon and a 'Full text available' link.
- Item 6:** A review titled 'Helen Parish, Elaine Fulton and Peter Webster, eds, The Search for Authority in Reformation Europe' by Atherton, Ruth. It includes a document icon and a 'Full text available' link.

Lead with Discovery



Central Discovery Index

Future-ready

Unified index for Primo & Summon

- Primo with Alma or SFX
- Primo VE
- Summon with 360 or Alma

Operational efficiency

- Faster ingest
- Faster updates
- Better quality data
- Single point of activation

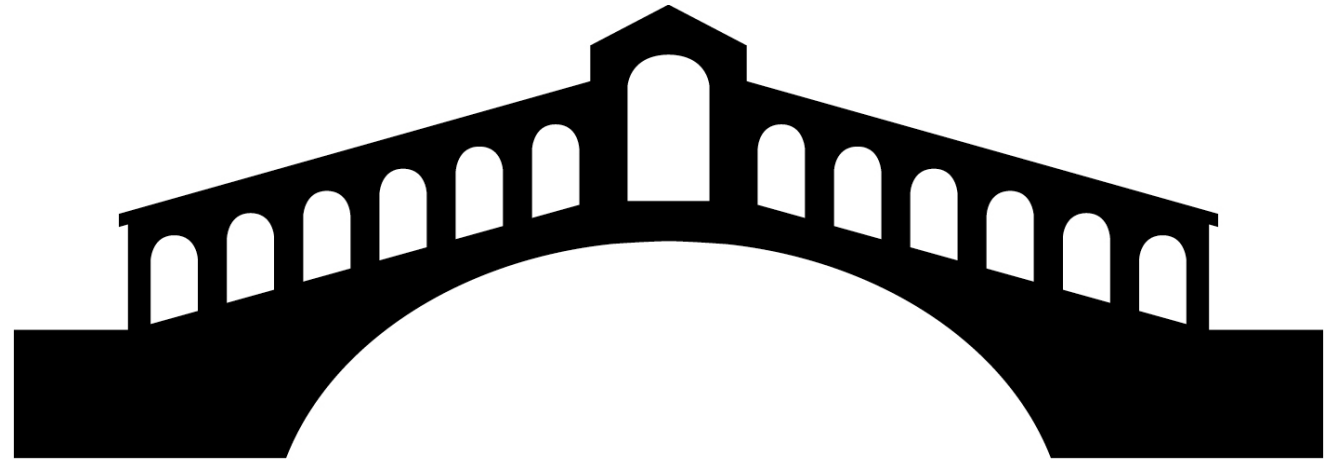
Focus on data intelligence – *Smart services based on contextual relations*

- Exploration with formal and informal relationships
- Context and glanceability

Next Generation Selection

Rialto leverages a library's data in Alma to support data-driven selection decisions in a user-friendly, streamlined purchasing workflow.

Rialto includes a comprehensive marketplace offering academic content from a variety of publishers and platforms.



ProQuest RIALTO

Common Pain Points in Selection

Manual, duplicative and error-prone work across people and systems



Workflows that aren't designed for integrated P&E



Obsolete approval plans



Lack of analytics and data-driven decisions

What about new types?
Datasets, OA, Streaming
Videos,...



Low circulation of
purchased print **and**
uneven shift from P to E



Multiple vendor platforms
(various data sources, access
models, and invoices)



The outcome

- **Inefficiencies**
- **Sub-optimal user experience**
- **Gaps between what is acquired and what is used (and needed)**

Rialto's Transformative Approach is Based on Four Concepts

1

**Comprehensive
Marketplace**



Created by Gregor Cresnar
from Noun Project

2

Unification



3

Analytics



Created by 3000000 Ticks
from Noun Project

4

**User
Experience**





Introducing....

Next Generation Resource Sharing

“Harvesting the Value of the Cloud”

Coming in 2020: Next-Gen Resource Sharing

Global Request Center

DASHBOARD MY ACTIVE REQUESTS MY OFFERINGS

My Global Requests

My Active Requests

🔔 7 Items

Next item return due date


🕒 11/20/18 23:59

Fine+Fees

❗ 10.00USD

[+ New Request](#)

7 requests Active requests ▾

1  **Social Memory Studies: From "Collective Memory"**
7 days Loan


ILL submitted 10/31/2018

Loan request received by: Boston college Law library

Item is on the way to: University of Redlands Armacost Libraty

Processing in local library

Expected delivery 11/16/2018

2  **10 + 10 : contemporary American and Soviet painters**
5 days Loan

ILL submitted 10/28/2018

Loan request received by: Harvard University Art library

Item is on the way to: University of Redlands Armacost Libraty

Processing in local library

Expected delivery 11/12/2018

“Find What I want, Get it the Way I want it”

Intuitive, ‘Amazon like’ user experience

Fully Embedded Workflows from Discovery to Delivery

Embracing Community commitment for high service standard



Fast. Accurate. Predictable

**Any Type of Media
Delivered Your Way**



**Fully Embedded
Workflows from
Discovery to
Delivery**

ExLibris
a ProQuest Company

Next Gen Resource Sharing Platform

Dramatic cost saving

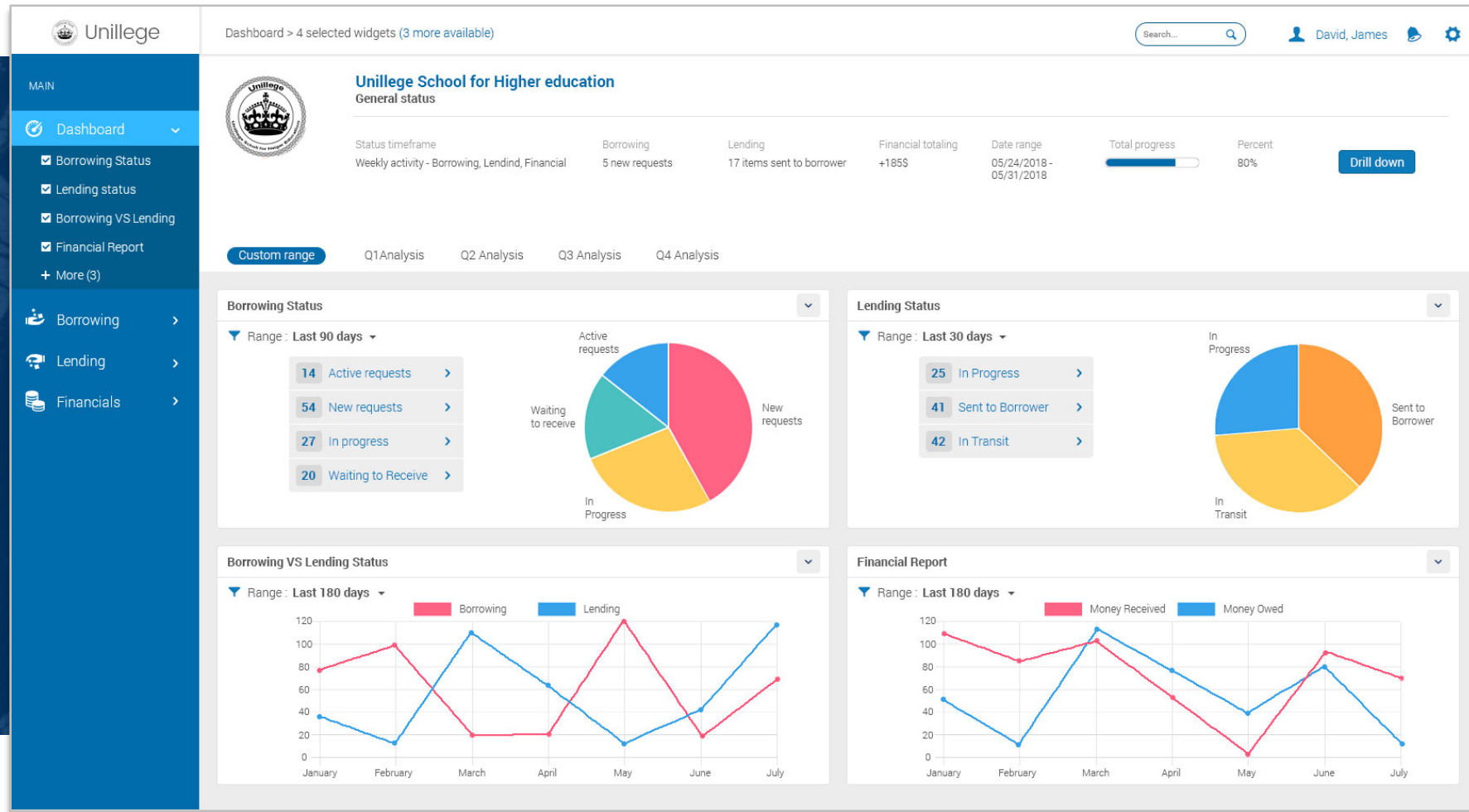


**Embracing
Community
commitment for
high service
standard**



Next Generation Resource Sharing

Resource Sharing Staff Dashboard Example



Next Generation Resource Sharing

Amazon Like Patron Experience

The screenshot displays the 'Global Request Center' interface. At the top, there are navigation tabs: 'DASHBOARD', 'MY ACTIVE REQUESTS', and 'MY OFFERINGS'. The 'MY OFFERINGS' tab is selected. Below the tabs, the page is titled 'My Offerings'. A map of Boston is shown, with several red location pins indicating the locations of various institutions. Below the map, there is a section titled 'MY INSTITUTION' which displays a list of offerings. The first offering is 'O'Neill Stacks PQ2678.E955 A713 1996'. Below this, there is a table with 1 record. The table has columns for 'BARCODE', 'TYPE', 'POLICY', 'DESCRIPTION', and 'STATUS'. The first row shows a barcode of 39031026067215, a book type, a 7-day loan policy, and a status of 'Item in library'. Below the table, there is a section titled 'REQUEST IT FROM OTHER INSTITUTIONS' which lists three institutions: Boston College Libraries, St. Elizabeth's Medical Center, and Harvard University. Each institution has a 'REQUEST IT' button next to it.

Global Request Center

DASHBOARD MY ACTIVE REQUESTS MY OFFERINGS

My Offerings

College School
Centre St
Cotton St
Sherbrooke Rd
Clement Rd
Stuart Rd
Ward St
Lorne Rd
Montrose St
Philmore
Waban Hill Rd N
Woodchester Dr
Waban Hill
Newton Reservoir
Boston College
McMullen Museum of Art
Evergreen Cemetery
South Street

MY INSTITUTION

O'Neill Stacks PQ2678.E955 A713 1996 [Show Details](#) [LOCATE](#)

1 - 1 of 1 Records

BARCODE	TYPE	POLICY	DESCRIPTION	STATUS
39031026067215	Book	7 day loan for BLC Navigator		Item in library

REQUEST IT FROM OTHER INSTITUTIONS

Institution	TYPE	POLICY	EXPECTED DELIVERY	ESTIMATED COST	REQUEST IT
Boston College Libraries Available	Book	60 day loan	11/16/2018	Free	REQUEST IT
St. Elizabeth's Medical Center Available	Book	30 day loan	12/16/2018	Free	REQUEST IT
Harvard University Available	Book	30 day loan	12/16/2018	7.00 USD	REQUEST IT

Gale Cengage Literature Resource Center

Next Generation Resource Sharing

Amazon Like Patron Experience

The screenshot displays the 'Global Request Center' interface. At the top, there are tabs for 'DASHBOARD', 'MY ACTIVE REQUESTS', and 'MY OFFERINGS'. The 'MY ACTIVE REQUESTS' tab is selected. Below the tabs, the 'My Global Requests' section shows three summary cards: 'My Active Requests' with 7 items, 'Next item return due date' as 11/20/18, and 'Fine+Fees' as 10.00USD. A 'New Request' button is also present. Below these cards, a list of 7 requests is shown. The first request is 'Social Memory Studies: From "Collective Memory"' with a 7-day loan. Its status is 'ILL submitted' (10/31/2018), 'Loan request received by: Boston college Law library', 'Item is on the way to: University of Redlands Amacost Library', 'Processing in local library', and 'Expected delivery 11/16/2018'. The second request is '10 + 10 : contemporary American and Soviet painters' with a 5-day loan. Its status is 'ILL submitted' (10/28/2018), 'Loan request received by: Harvard University Art library', 'Item is on the way to: University of Redlands Amacost Library', 'Processing in local library', and 'Expected delivery 11/12/2018'. The third request is '100 allegories to represent the world' with a 14-day loan. Its status is 'ILL submitted', 'Loan request received by: Gale Cengage Literature Resource Center', 'Item is on the way to:', 'Processing in local library', and 'Book ready'. The interface includes a sidebar with navigation options like 'Ref', 'Sort', 'Show', 'Av', 'Pe', 'Op', 'Hel', 'Year', 'Res', 'Libr', 'Sub', 'Jou', 'Aut', 'Lang', and 'New'. On the right, there are icons for chat, email, and search.



Ex Libris Esploro

Your path to greater research impact

Navigating the Complexity of Research Processes



Researchers

*Publish, publish, publish
(for impact & recognition)*

- Too many systems
- Overhead of working with IRs
- Hard to maintain public profile
- Competition for funding



Librarians

*Support research
processes*

- Inconsistent, manual workflows
- Multiple systems & data models
- Inconsistent data quality
- Far from the research process
- Discoverability of research assets



Research/Provost Office

*Increase effectiveness of
research activities*

- Risk of non-compliance
- Compliance of OA publications
- Visibility to publication metrics
- Interdisciplinary collaborations

Impact on: Visibility, Efficiency, Compliance

The Library at the Heart of the Research Process

Leveraging library expertise and technology to better support research activities and enhance collaboration with research stakeholders



Enhancing library productivity

- Deposit workflows
- Metadata enhancement tools
- Repositories management
- Reporting & analytics
- Preservation of research assets



Increasing library impact

- Discoverability of research output & data
- Involvement in research processes
- Support for institutional compliance
- ROI of existing library solutions

Moving beyond the Traditional Institutional Repository

Capturing a comprehensive record of research assets in a unified,
metadata rich, cloud-based repository



Unified &
comprehensive



Mediate &
unmediated



Quality metadata



Integrated
analytics



Workflow-based



Broad dissemination

Getting the Data – a Changed Paradigm



More streamlined author archive/deposit interwoven into work process

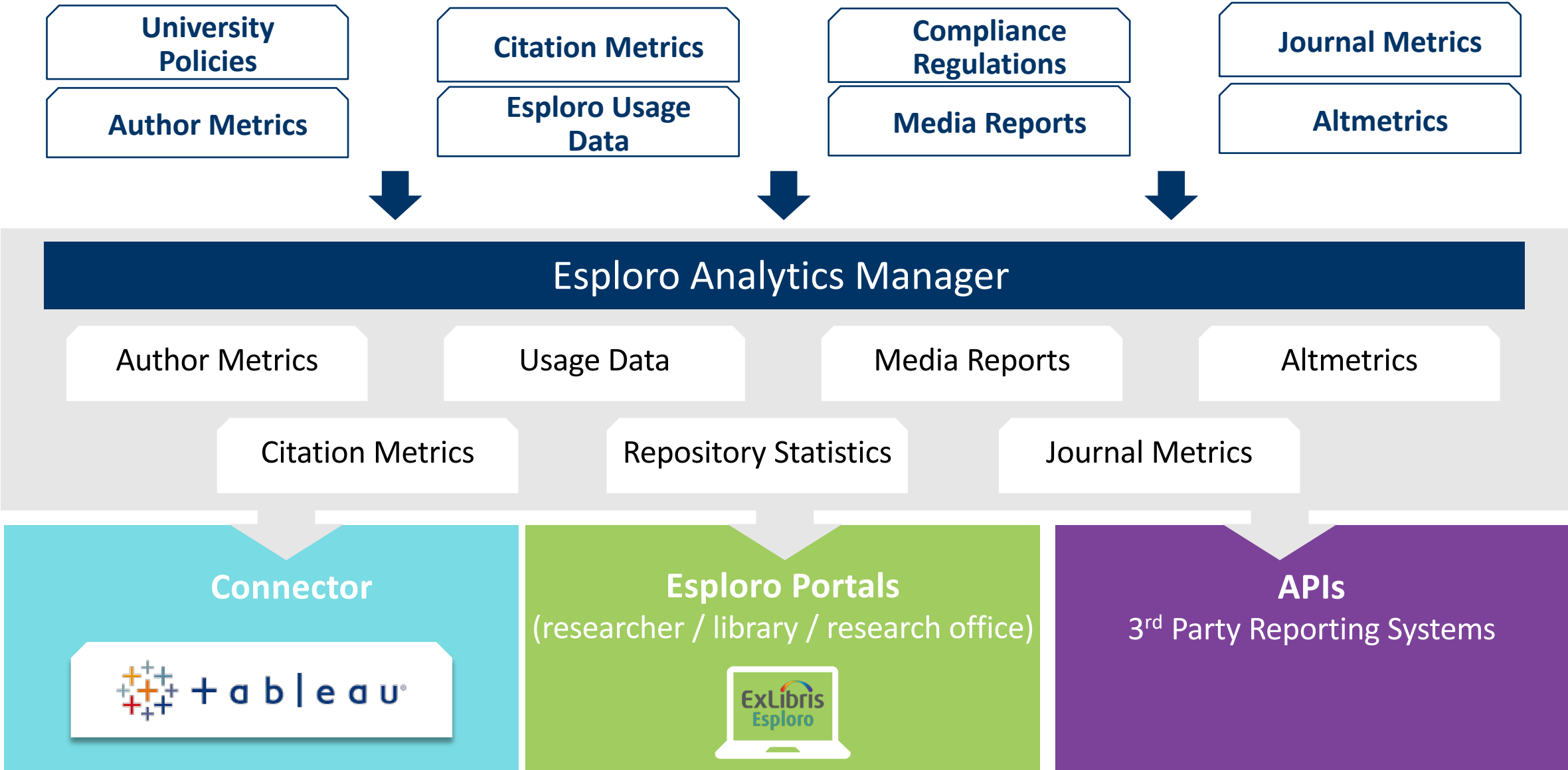
- Simple, embedded and integrated
- Automated metadata (when possible) and notifications
- Review/edit vs. fill-in forms

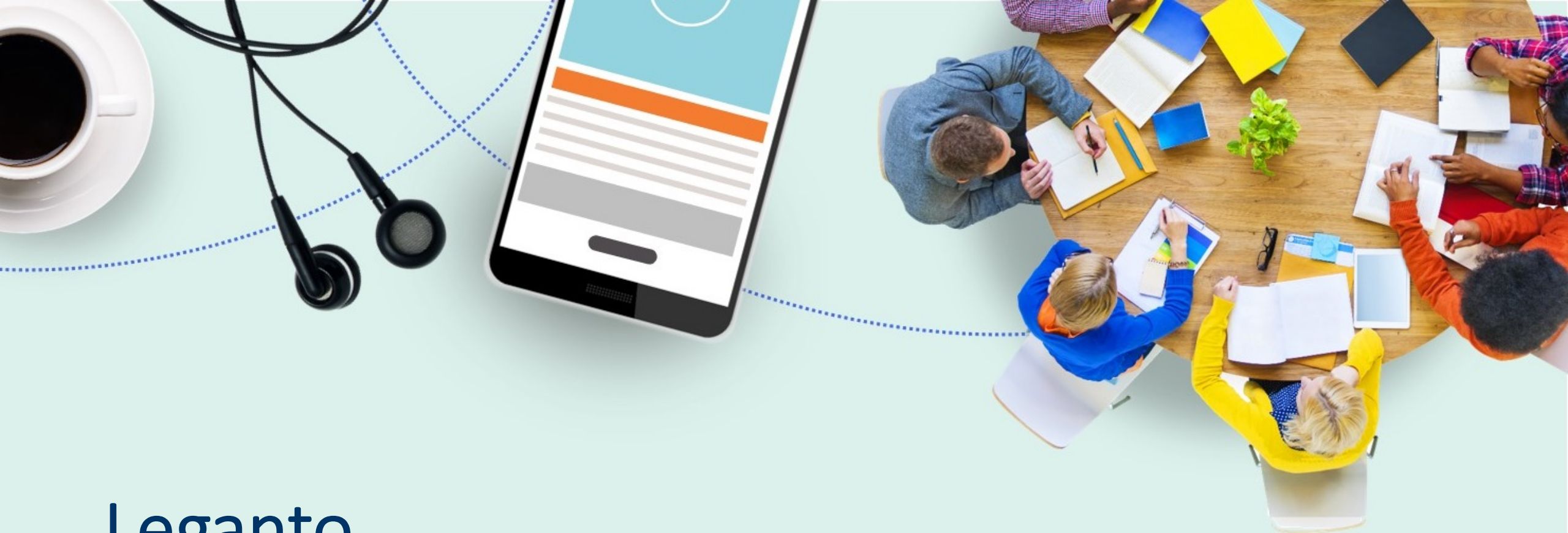


More comprehensive automatic capture from external sources

- Published content (e.g. indexed by library discovery)
- Disciplinary and specialized repositories
- National repositories

Metrics and Analytics





Leganto

Course resource lists made easy

Course resource lists made easy



Easy to set up course reading lists, including all types of materials



Online access to materials and indication of physical location, on any device



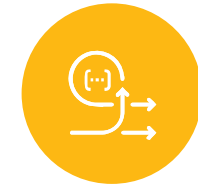
Integrated and automated digitization, acquisition and licensing workflows



Analytics and reports to optimize collection development



Integration with learning management systems and reference management tools



Leveraging the power of the Ex Libris Higher-Ed Cloud Platform

[← BACK](#)

My Lists

3 lists

My Collection

18 items

Notifications

10 new messages

Find Lists

Introduction to Health & Human Services

This course explores the current status and history of the human service system, career opportunities and personal considerations, as well as an intro to ongoing research in human services. Required for all continuing on to HHS 220.

HHS 101 (2019) Updated a day ago 19 items in 5 sections 186 Pages

Human Service System (Weeks 1-3) (Citations: 5, Pages: 17) ▾

The Human Service System aims to meet human needs through an interdisciplinary focus on prevention as well as remediation of problems, and maintaining a commitment to improving the overall quality of life of service populations. The primary purpose of the human services professional is to assist individual and communities to function as effectively as possible in the major domains of living. This unit will define the human services system and introduce professional competencies.



ARTICLE

Health Care: The Largest Human Service System (Due: Jan 15, 2019) ✓

Bracht, Neil, Social Work 19(5), Sep 01, 1974, 532 - 542

“Read and be prepared to discuss in class. Pay particular attention to the reasons Bracht gives for the neces...”

[Lecture Reading](#)[Check availability >](#)

3



DOCUMENT

Lecture Slides ✓

“Goes with next reading.”

[Download](#)

2 1

BOOK
CHAPTER

Workplace Ethics: Issues for Human Service Professionals in the New Millennium (Due: Jan 17, 2019) ✓

Kurzman, P.A., in Encyclopedia of Applied Ethics, pp.559-564, by Kurzman, P.A., Elsevier Inc., 559 - 564

“This chapter sets the foundation for units 2 & 3 and will be very relevant for your final paper. Pay particular...”

[Check availability >](#)

2

Instructors (2) >

Upcoming Due Dates (1) ▾

24

January

Culturally Competent Models in Human...

Read for class by this date

Introduction to Health & Human Services,

HHS 101 (2019)

Student Discussion (0) ▾ [Add your comment](#)[SUBMIT COMMENT](#)[Refresh](#)

Instructors can add materials to reading lists from scholarly databases, publisher sites, online bookstores, and any web site, and automatically see if materials are already covered by the library

The screenshot displays a PLOS ONE research article titled "Butterfly Density and Behaviour in Uncut Hay Meadow: Behavioural Ecological Consequences of an Agri-Environmental Scheme". The article is by Julie Lebeau, Renate A. Wesselingh, and Hans Van Dyck, published on August 18, 2015. An ExLibris overlay is active, showing the article's metadata and a dialog to add it to a reading list.

Article Metadata:

- Title: Butterfly Density and Behaviour in Uncut Hay Meadow Str...
- Author: Julie Lebeau, Renate A. Wesselingh, Hans Van Dyck
- Type: Electronic Article
- Journal Title: PLOS ONE
- ISSN: 1932-6203
- Publication Date: August 18, 2015
- Volume: 10
- Issue: 8

Add to:

- ☐ Collection
- ☒ List

Buttons: Add, ADD & CLOSE

Check for updates

ADVERTISEMENT

Initiate library workflows such as purchasing, digitization, and moving inventory directly from Alma

11 ☐ **The wars of Scotland, 1214-1371**

Book By Michael Brown 1965- (Edinburgh University Press 2004)
ISBN: 0748612378

Request Status: Complete
Resource Locate Status: Resource Located
Copyright Status: Not Determined

Section Name: Week 2: The origins of Clan Donald and the 'winning of the West'
Tags: Essential
Created By: Ex Libris 08/27/2017 09:59
Modified By: Ex Libris 08/27/2017 09:59

● Physical (1)

Electronic

Digital

● Other(1)

Citation Details

Alerts

More Info

Type

Name

Link Resolver

<http://eu01.alma.exlibrisgroup.com/view/action/uresolver.do?operati...>

EditSet Complete...

Manage Fulfillment Options

Purchase Request

Items

Remove

Duplicate

Print Slip

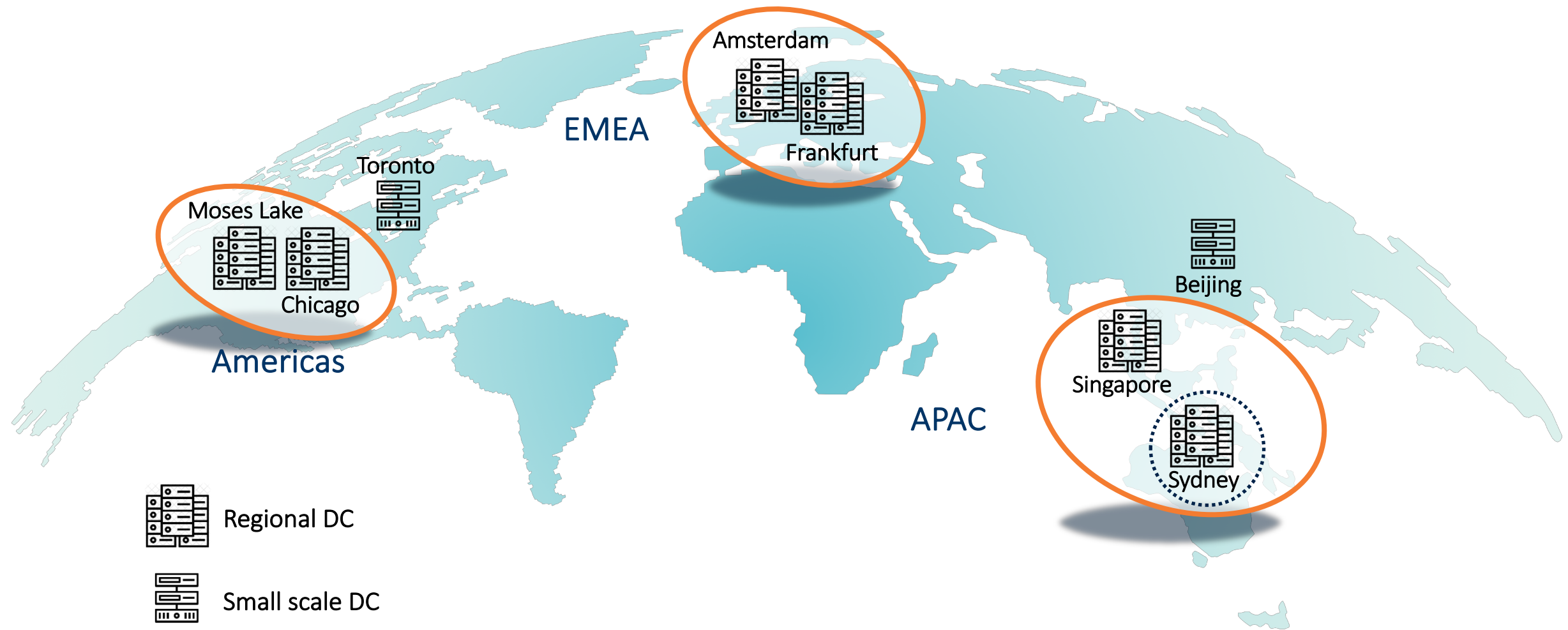
Detach from Repository

NEW SERVICES: CUSTOMERS IN THE CENTER



**It's all about
you!**











Ex Libris Cloud Architecture



Cloud Uptime 2018 - 2019

	# live institutions	% of customers meeting contractual SLA (99.5%)	% of customers meeting internal SLA (99.9%)
ExLibris Alma	1136	100%	100%
ExLibris Summon	700	Yearly uptime 99.96%	
ExLibris Primo	1413	100%	100%
ExLibris Primo Central	2050	Yearly uptime 99.85%	
ExLibris campusM	79	100%	100%
ExLibris Leganto	87	100%	100%
ExLibris RefWorks	1600	Yearly uptime 99.77%	
		100% OF CUSTOMERS MET CONTRACTUAL SLA	>99% OF CUSTOMERS MET INTERNAL SLA

Certified with Strong Security and Privacy Standards

2013	2014	2015	2016	2017	2018	2019
 <p>Security framework For Cloud</p>		 <p>Security framework for Ex Libris</p>	 <p>Privacy in the Cloud</p>	 <p>Business Continuity Management</p>	 <p>Cloud Security</p>	 <p>Federal Risk Authorization Management System</p> <ul style="list-style-type: none">Alma/PrimoTailored
 <p>Data centers are SAS 70</p>	 <p>Data centers are SSAE16 SOC Certified</p>	 <p>Data Center are SSAE18 SOC Certified</p>			 <p>GDPR EU Data Protection Regulation</p>	

In-Case Feedback

Encouraging customers to add feedback regarding open cases

Review by Ex Libris support management, and circling back to customer



Visible to Support analysts

Does not replace escalations or case surveys

One week SLA response time

EX LIBRIS COMMITMENT TO IMPROVE
BASED ON CUSTOMER FEEDBACK

In-Case Feedback

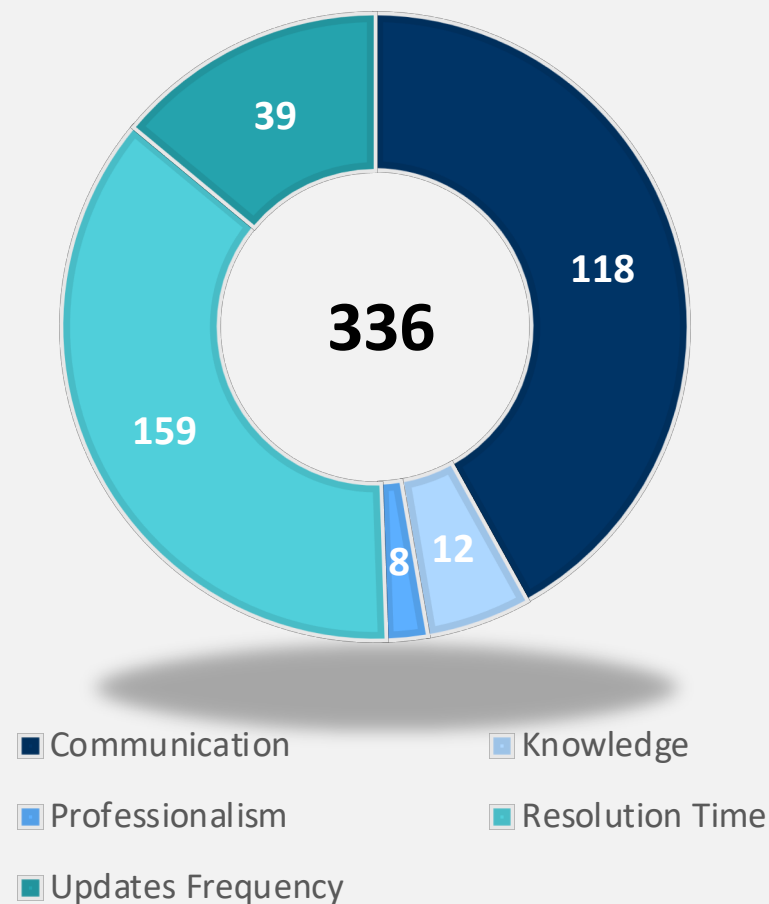
Main Takeaways

➡ Communication frequency

⚙️ Quality of communication

🕒 Resolution time

By Category



Opening Knowledge Center for Customer Contribution

Building a knowledge community together with our customers

Leveraging the knowledge center advantages to customer contribution

Recognizing customers contributing knowledge to the community

Elevating the customer's knowledge to a central and visible place in the CKC

“AN INVESTMENT IN KNOWLEDGE PAYS THE BEST INTEREST” *Benjamin Franklin*



Introducing: Ask the expert

Alma users will be able to consult an expert from within the Alma UI



Who is an expert

- Alma user
- From any institution
- Also – Ex Libris Representatives



Becoming an expert

- Voluntary
- Define areas of expertise (e.g. Acquisitions)



List of experts

- Online Availability
- Filtered by area according to the page in Alma



Consulting an expert

- By choosing “Ask an expert”



Consultation

- Using chat



All titles ▾

Title ▾



Advanced ▾

< Purchase Order Line Details



Delete

Cancel line

Relink

Integrate with OASIS

Order Now

Save

Back

Save and

A History of 2, 2007, 1876439831, ISBN

PO line POL-194542

PO -

Status In Review (2019-02-18)

PO line type Physical - One Time

PO line owner Main Library

Sent date -

Summary

Description

Alerts ▾

Invoice Lines

Associated PO Lines

Communications

Interested Users ▾

History ▾

Notes

Attachments

Ordered Items ▾

+ Add Location ▾



Library	Location	Barcode	Receiving Date	Item Policy
1 Main Library	Stacks	-	-	-



Receiving note

Routing during receiving ☐

Vendor Information ▾

Material supplier *

OASIS (Coutts)/OASIS/PROC



View vendor

Claiming grace period (days)

30

Expected receipt after ordering (days)

0

Or expected receipt date



Pricing ▾

List price *

45.00

GBP ▾

Net price

45.00 GBP

Quantity for pricing *

1

Discount (%)

0.0

Funding ▾

Browse Online Help

Ask an Expert

What's New Videos

Alma Release Schedule

Suggest an Idea

Generate Tracking ID

All titles ▾

Title ▾

🏠 ▾

🔍

Advanced ▾

< Purchase Order Line Details

...

Delete

Cancel line

Relink

Integrate with OASIS

Order Now

Save

Back

Save and Continue

A History of 2, 2007, 1876439831, ISBN

i

▾

PO line

POL-194542

PO

-

Status

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PO line type

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Alerts ▾

Invoice Lines

Associated PO Lines

Communications

Interested Users ▾

History ▾

Notes

Attachments

Ordered Items ▾

Library	Location	Barcode	Receiving Date
1 Main Library	Stacks	-	-

Ask the Expert

J

John Librarian
shlomo.knisbacher@exlibrisgroup.com

Receiving note

Routing during receiving

☐

Vendor Information

Material supplier *

OASIS (Coutts)/OASIS/PROC

✕

⋮

🔄

View vendor

Claiming grace period (days)

30

Expected receipt after ordering (days)

0

Or expected receipt date

Pricing

List price *

45.00

GBP ▾

Net price

45.00 GBP

Quantity for pricing *

1

Discount (%)

0.0

March 7, 2019

You

Hi, I need help with configuring my PO Line.

11:18 AM

J

John Librarian

Hi Rebecca, what seems to be the problem?

11:20 AM

Type your message

📎

➤

Options

Powered by ROCKET.CHAT

Funding ▾

Ex Libris AppCenter

Supercharge your Ex Libris solutions with apps developed by the community



SpineOMatic: Print Spine Labels

[Benjamin Florin](#) | Alma | Type: Extension



SpineOMatic v7.0 is a Windows application that works with Ex Libris' Alma to print spine labels, pocket labels, flag slips and other custom labels to a variety of desktop or networked printers, singly or in batches. Installation is easy—just download the...

Custom text and link to PCI when no search results

[Sarah Johnston](#) | Primo | Type: Add-on



Add custom text and an option to expand results to PCI when no records retrieved.

It's all about data quality

Objective

**Accurate and up-to-date
content representation in the
Community Zone**

Introducing...

Content Visibility

Alma

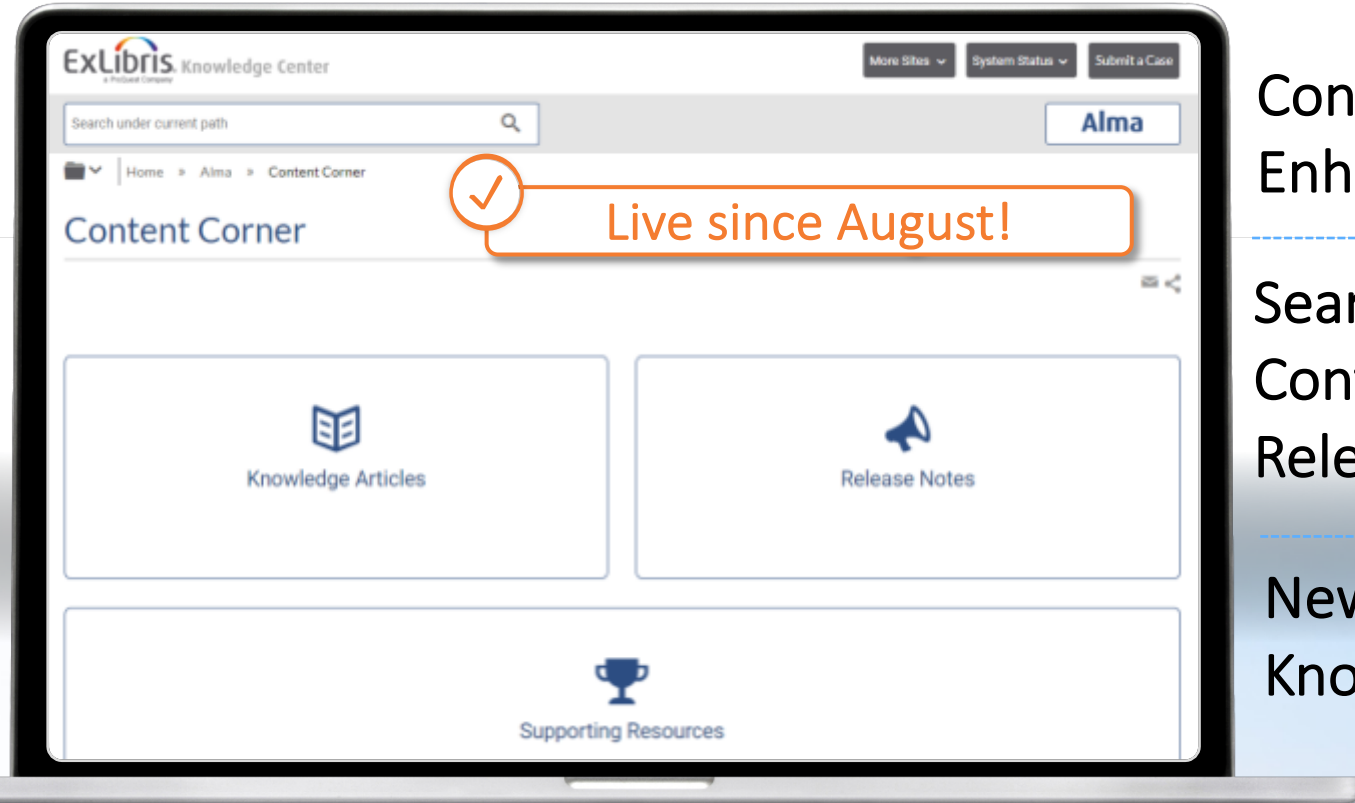
Primo
Central

Summon

SFX

360 KB

Ulrich's



Content
Enhancement Plans

Searchable
Content-Only
Release Notes

New Content-specific
Knowledge Articles



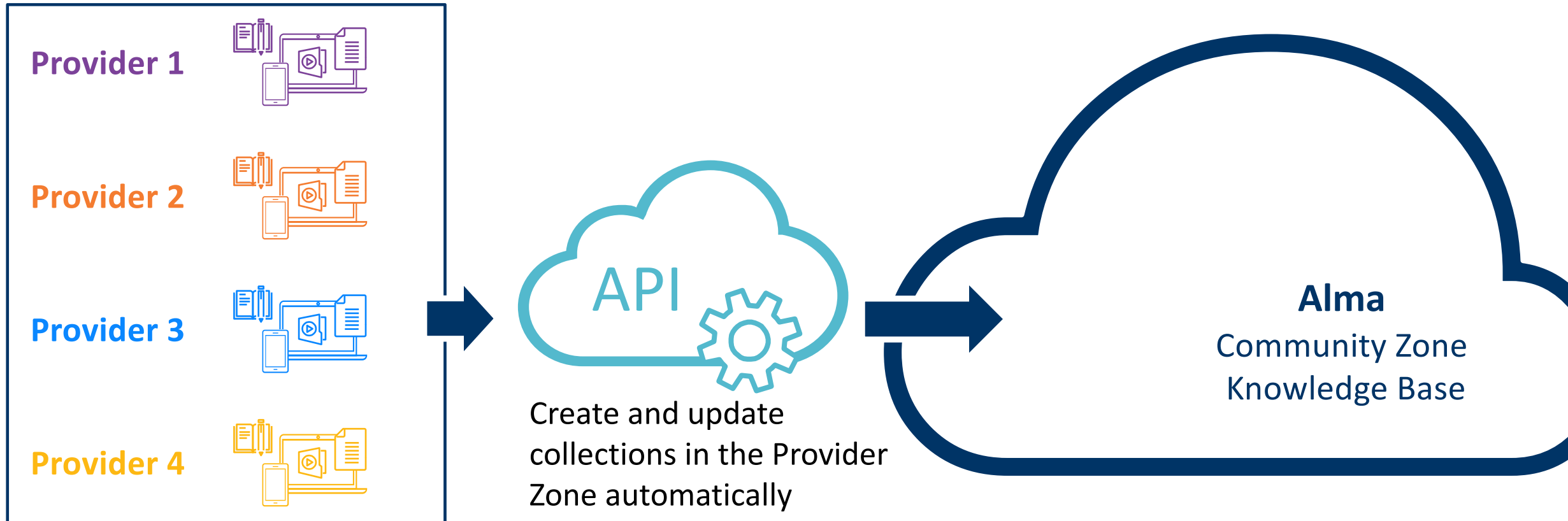
Monthly
Newsletter

✓ Live!

Collection: Static list of collections and databases!

Provider Zone

Enables content Providers to access, add and update their Content Offerings directly and automatically within the Alma Community Zone to best reflect the collections and databases available to our mutual customers



Thank you!

