

ENUG 2021 Day 1: ExLibris Updates (Jane Burke)

Tuesday, 10/26 1:00 PM

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Good afternoon, everyone. My name is Orla me here, and I'm from Rutgers University and I have the pleasure this afternoon of introducing those presentations that will be taking place on the hour.

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You can turn that on, if you wish.

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I also these sessions are all going to be recorded separately and will be posted to the website, after the conference.

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I'm going to be keeping an eye on chat for your questions and I'll capture those questions and keep a running tally of them during the presentation, and we'll address those at the end of the presentation.

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So I'm happy right now to introduce Jim Burke from ExLibris who will be providing us updates sleepers.

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I just restarted recording. And as a reminder, I'll be capturing any questions that you might have. So if you have questions while Jane is going through her presentation, feel free to put them into chat, and I'll grab them, and we will address them at

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the end of her presentation. So Jane very welcome this afternoon. I'm going to pass it off to you.

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My name is Jane Burke and I'm the Vice President for strategic initiatives that actually Russ and I'm very thrilled to be with you today. You know I've said before that I think your group is one of the very best of the rugs, you're so active and you're

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so frankly consistent, you know from year to year in terms of keeping people involved. So I'm, I'm very happy to be here today.

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I have prepared an update for you, which actually is meant to cover. Now it's not going to advance actually meant to cover lots and lots of things.

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And I want. There we go. So, there are many things going on with actually worse, and our customers and I want to kind of make sure that I'm touching on all of them.

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I won't be able to go into depth, but you can always send me questions, which I've tried to allow for questions at the end of this session. And we want to make sure that we can kind of, you know, touch, all of those issues.

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So first of all, let me start, as always, by thanking you for partnering with us, you know, without our customers we can't do, we can't do anything. And we know that and so we're so grateful to you.

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As you can tell, the actually risk community worldwide is getting quite large in many aspects.

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The Alma community itself is now more than 2200 libraries.

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There are now more than 500 rapid I II libraries you know just lots of people doing lots of things.

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And we're just, you know, unable to do the right thing if we did not have our customers making contributions and partnering with us, we actually were just like you have been through 18 months of change I think we're all acknowledging the changes from

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the pandemic.

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But specifically actually breasts we have since January, had a new president, his name is Oded Sharfstein.

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And in some ways he's not really knew he was actually with actually Burrell until the end of 2015.

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That was at the point of the acquisition by pro quest.

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He wanted to explore other things.

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But he has come back now as our president and Oded is he's just a terrific guy.

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Very, very good at listening.

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Very community oriented.

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Of course, back in May, we announced that all of pro quest not just actually bris was being acquired by Claire of eight that transaction has not yet finalized clarified is a publicly traded company they're actually traded on the NASDAQ.

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And because of that, there's been very careful examination of this by the FTC.

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We expect that the transaction however will close and we're significantly hopeful that it will close by the end of the year, at which point pro quest will become a part of clarity.

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I know you would like to know what that's going to look like and feel like and so would we because they are a publicly traded company, there are very strict rules we have not been able to have any integration meetings we've not been able to get into detail

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about, you know how it's all going to be organized, but we will certainly keep you apprised as much as we know and as soon as we know it.

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And, you know, as we've all said in the world, we're dealing with the changes from the pandemic which for libraries, you know, mean a number of things

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were organized. Today, in a little bit different way than we were perhaps 18 months ago and the pandemic started.

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We have three business units inside actually risk there oriented around product and product development. So we have a teaching and learning group led by Shlomi.

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We have the ALMA, and frankly the resource management group led by tomorrow, tomorrow's also new to the organization. She came in January, and we have the discovery and delivery unit, which is headed by Guy Ben Parag who many of you may know, he's been

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with the company quite a while.

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In North America and around the world. The faces that are talking to you, customer facing Alon has taken over from Matt Baker now in terms of heading customer support for North America.

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Matt was actually lowered away from actually Burrell to a job that you know seemed to fit him so well we could not be anything but glad for him along had been working format.

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He's been in customer service and customer support for quite a long time. A man he is now running the group. Melissa Hilbert continues to lead professional services, Shelly continues to lead customer success.

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And then you know globally. There are several of us that are in customer facing management roles.

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Another change that has happened in that many of you may have experienced, is that pro quest and actually Bruce merged the sales teams at the beginning of 2021.

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So rather than having an excellent sales team completely separate from the sales team, which you had told us could at times be difficult.

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We now have a merged sales organization, the software specialist group reports to take Nunley who many of you may know he's been with us for quite some time, but that group of specialists works within the overall actually were Salesforce, and you may

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have at your library had a call from your new account manager, who is actually your account manager for all now all of the things now pro quest and excellent.

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So, the person who previously was representing content to you is now your overall account manager.

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As part of this, we are doing something that we've wanted to do for years and years and that's where merging our two instances of Salesforce. com.

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You know it's been very very hard to have some information in the pro quest instance in some of the believers instance, and as of November, 8, we will be going live with a single version of Salesforce, which again will make it easier for us to communicate

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to you because everything will be visible to all of us.

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So, you know, what do we think are the major impacts for you. You know that have come out of the last 20 months with the pandemic. Well, one of them we know is you know an accelerated trend to eat everything.

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I would say, especially ebooks.

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You know the latest Library Journal survey on the status of academic libraries talks a lot about, you're moving more and more towards electronic and digital content, and particularly makes the point about ebooks, which were easier to supply to users during

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the pandemic.

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Of course we know you're seeing more and more data all the time.

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But we also saw during the pandemic and I think this continues, much closer collaboration among libraries, whether it was, things like the rapid IE LI coven pod that was such a terrific community effort, or whether it's the evolving nature of resource

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sharing, etc. We just do see that this has brought libraries, kind of closer together around helping one another. And also, we believe, around the institutional mission.

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I think libraries have been admired during the pandemic for their ability to very quickly.

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Transform to the kinds of remote services that had to be shown. And I think that is really helping the library align a little bit closer to the institution.

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So what does that mean for us.

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Well, as we look at coming into the new normal. And I think it is going to be a new normal.

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We see three strategic focus areas for excellence.

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First continue and of course on products and technology, but also beginning to emphasize a bit more, your experience with us as customers and our ways of working with you. You know, we're very fortunate to have the rugs we're very fortunate to have a

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Luna, but there are ways we feel that we can also enrich that customer experience and we are working on that and I'm going to say some more about that at the kind of end. And also, an increased emphasis and increased spend on data excellence.

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If there's anything that we saw about how our systems were used during the pandemic that spoke to us very clearly that we have to do a better job in the community zone, we have to do a better job with data, all the way around because data is now a huge

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part of what it means to have an excellent product. And so you're going to hear us talking more as the year goes along about initiatives around data excellence, and I'm going to try to say a few things as I go along here to

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our core mission is unchanged.

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We are focused on the needs of the academic libraries worldwide.

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We try to serve the needs of the academic libraries in such a way that the library is not only efficient and effective of itself, but well aligned with its fellow libraries, and even more importantly, well aligned with the institution.

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To do that, we try to take advantage of all the things you've helped us develop over time.

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You know we are continuing to work on what we hope our innovative services and products. We're continuing to expand the cloud platform.

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We're continuing to work with you in experience. And we continue to believe completely in an open system, and in the neutrality of the content that we provide in our systems.

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This is kind of a funny slide, but to me it kind of talks about, you know how we want to be working, you know, what are the ways that we can increase your efficiency and then increase your impact.

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Well, we can increase your efficiency, if we can bring more things into the unified workflows that we've always thought of in our workflows.

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If we can bring more things together for you to do more quickly and efficiently.

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And in doing that, more make more things available for your users in discovery.

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Then, we believe that you will be able to work with your institution in teaching and learning things like, you know, employing legato, and in supporting research.

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If there's one thing that we all saw during the first year of the pandemic it was how much institutions, reached out to try to find grant funding to do research, of course first around the pandemic but around other areas as well.

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We think there's a role for the library and supporting that. And if we can help you here, then we feel that you will have time and energy and ability and support institutional support to be more Partnering for the core missions of your institution.

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All right, let's talk about the various pieces and parts discovery.

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Obviously, we continue to support and enhance multiple flavors of discovery they each have a different role, but we all can we continue to work on all of them.

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And I am pleased to say that for the libraries, who are using discovery CDI is now the index for all.

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We're continuing as I said to develop, and we continue to bring our content operations together in such a way that that can get into discovery, as quickly as possible.

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The CDI is now 4.6 billion records scrolling about 10% a year.

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It is redundant, that is it is replicated there are three instances, so that it should never go down completely.

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There are a bow.

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We've now completed this so this needs to be updated there now about almost 3000 libraries using CDI, and we're supporting about 44 million searches a week.

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Everybody's given us feedback about CDI and how to make it better we've been working on that we are working on that. There's a development project right now to decrease the amount of time to process rights we'd like to get it down to 48 hours, and we'd

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like to make that available in the first quarter of next year so keep your eye out for that. We are enhancing the metadata quality we're looking at ways to programmatically enrich records.

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We are working on linking capabilities, I'm going to say some more about that. And of course, there's other work, such as our work with di and RDI advisory group, which I will also be saying some more about.

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And that work will continue into 2022.

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So one of the things that we are working on right now and just beginning to release is what we call Quick Links.

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Quick Links is a single click.

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from the short display directly to the PDF. This is of course what end users expect, but it's not simple. I have to say that, um, you know, if you look at PDF repositories on paywall being an example.

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They're not always put together in the easiest way. And so the Quick Links project is a project we have underway to be able to have a single click to the PDF, we have completed this work, I think, pretty much for unpaid while now.

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But we are working also on other PDF repositories. That's the Quick Links project.

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Other things that we're working on in discovery.

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Obviously accessibility continues to be very important we did a new Primo v Pat, I think it was in March.

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And we're continuing to do that we are WCAG 2.1 compliant.

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We continue to publish the V pads, and we continue to make and publish accessibility fixes, all the time.

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Pretty movie quite getting to be quite well adopted.

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And something that if your library needs a little bit of help with. Let us know we'll try to help you so that you can in fact get quickly to Primo v.

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You know the beauty of Primo V is it lives with Alma in the platform, a change made to a record in Alma shows up in pre movie without a separate publishing job and shows up within minutes.

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That also means that it is simpler for you to maintain your systems. And so, you know, if you're having concerns or doubts or questions, please let us know because we really believe that for an Alma library at least Primo TV is the right direction.

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What about Alma.

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We're working on for focus areas for Alma quality extensive ability simplicity and service ability.

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And those are all you know ability words.

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But I want to say a little bit about each one.

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From a simplicity point of view, you know we have added a lot of functionality to almost over the years.

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And what you've told us is that, that's all fine but it needs to be presented in some ways that are a little more straightforward. And so we are working on that on kind of a continuous basis you should be seeing kind of elements of it rolling out in various

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releases, so that your user experience is a bit simplified.

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That means new UI concepts.

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We've done some of them. Some of them for example show up in certain areas now, like, you know, POLPOL lines, etc.

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But we're continuing that work. Next up is simplifying analytics to make it just a bit more straightforward to work in all

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at the same time that we do that we have to make sure the system is extensible.

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We have to make sure that our integrations are well tuned and work very well.

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As you know, in some cases, we have found that the development and distribution of a cloud app can really help with that and some very easy ways. Some of you may have used for example the hottie trust availability cloud app during the early days of the

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pandemic.

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But, you know, making the system extensible so that it connects with all of your institutional systems also very important to us,

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quality.

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I hope you've noticed an improvement here because we've been working very hard on quality for about almost two years now about 50% of the time for any Alma release is spent on quality improvements, not just bugs but you know overall quality improvements.

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Last year we saw a 50% decrease in the number of regressions that we had to do. So we think the plan is working but we don't think it's anywhere near done yet.

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So, we are working with it we have worked with an outside agency, and some very interesting recommendations on how to, sort of, improve quality through some reorganizations.

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And this is a high priority for us.

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And finally, serviceability. What does it mean for you to have to support Alma.

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Well, we're looking at the release cadence, believe it or not, something that we've talked on or off about.

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We're doing a documentation uplift Audrey's team is working hard on that increasing our focus so that we can help you find things and we can point out things to you that would be useful to you for a new arm a customer we now have an Alma first year program,

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which is actually a hand holding program for the entire first year after switch to support.

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And I think we would all agree, at least I hope you would that chat support is a major area of service ability that we introduced last year.

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We're working on the overall user experience you're seeing these things come into the UI in Alma side by side you know cards and all the kinds of things that you've already seen, working through this have applied some of it acquisitions already.

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And there is more underway.

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I think an example of this is the new Metadata Editor.

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When I first wrote this slide, it was a slide that said, You know the old Metadata Editor will end in October. Well, you helped us change our minds about that.

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What's a new Metadata Editor will become the only Metadata Editor by about the end of this year so if you, if you're not working in the new Metadata Editor I would urge you to get your feet wet.

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So, you know that's kind of Alma and discovery. You know the kind of heart solutions that most of you are using, maybe not everybody but you know most of you want to talk a little bit more now about some of the other things that we're doing.

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And I want to start with resource sharing because as I said it's become so important.

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During the pandemic.

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First of all, rapid I II, you know we acquired rapid I II from Colorado State University. Back in, 2018 maybe 2019.

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And we have seen that community benefit I think from being with a company that can afford to support it and help it grow. There are now more than 500 rapid I II institutions around the world, including a couple of new ones in places like China and the

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Philippines.

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We've been able to extend support to, you know, 24 hours, we've been able to certainly upgrade performance, as well as some of the algorithms and I hope you've had a chance to see that.

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Rapid I II because it can be used with or without Alma has been a very important element in the community and that will continue there are no plans to somehow take rapid I II away or make it dependent on all the rapid I II is a very very important service

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for supplying articles within community.

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We were very pleased when Internet Archive became an IE LI rapid I II partner.

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They are perhaps the ultimate partner in the sense that, you know, they're able to fill very very quickly. When request gets sent to them they're filling in less than an hour, which is, we think a major contribution to the efforts of the group as a whole.

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At the same time, rapid I II is a wonderful, wonderful service for article sharing for non returnables, but we know that the need for an overall solution for returnables and non returnables really is clearer kind of all the time and and you know in the

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market overall. There's a lot of activity around resource sharing right now whether it's project we share, whether it's our project rap ido or something else.

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We had decided. A couple of years ago that we would develop an overall resource sharing service that service called rap Edo is now live in the first.

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I think it's maybe 20 libraries.

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Some in North America and some in Australia, New Zealand. So, rap Edo isn't over all resource sharing service.

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It is a service that supports both returnables and non returnables, and it is a service, which is growing both in number of users and also as we continue to develop it.

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To add things like the sharing of ebooks and control digital lending. Those are two things that are on the development roadmap for 2022 for rapid oh

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you know when you think about the experience of a user in primo today to try to ask for something, it doesn't really feel like it does when you go to Amazon and we really think that we can do better than we have.

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So that today, when you look to borrow something, and you are a rapid Oh library, we say things like, we say things to your user like well do you want the physical or do you only need a chapter, and we can actually, you know, take these kinds of experiences

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from other services that you use and we have deployed them in rapid

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rapid auto is an open platform. It's not a service that you can only be in rapid Oh, it's a service that allows you to form pods, that's a word we borrowed from rapid IE LI allows you to form pods, so that you can start with a group perhaps geographically

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close to you or perhaps like minded. You can belong to as many pods as you want, you can continue to expand and then for things that are not feasible, you can push them out to other resource sharing solutions like Iliad or to pass or reshare.

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The system is developed completely around the latest nice oh Interlibrary Loan protocols, and it is an open system.

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We hope by the end of 2022 that rap Edo itself will be able to be used by non Alma libraries that require some additional development work on our part, but it is a commitment that we have made.

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We are not looking to have a closed solution here. We're looking really to have something that takes resource sharing technologically to a next level, but more importantly is much more end user initiated much more unmediated and therefore faster to fill.

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So, you know, our initiatives I think I've sort of mentioned all of these rapid auto for non Alma ebooks control digital lending.

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Make sure the integrations all work, and then consider the issue of resource sharing fees, something that we're getting mixed feedback from you about we'd love your opinion.

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Rapid was built on the higher end platform.

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You know the, what I said, a lot of people is the beauty of something like rap ido for you all. Is your holdings are completely up to date.

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Alma is the place where you keep your holdings up to date you don't have to send data somewhere else. We can simply take a look at it in rapid oh and to do that we build a separate index of the holdings of the rapid Oh libraries.

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We just copy them off the rest of Alma.

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And that gives us the ability to kind of do this in a way that is much less work for you, and where things can be faster and easier.

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We've also opened a community of practice on the internet, this is not restricted to users. And this is a place where we're going to allow non Alma libraries to place their data for sharing in the resource sharing index.

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I want to mention real toe to you because real toe is a joint project of pro quest and actually, I think there are some of you that are live with reality well I hope you like it as much as I do.

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I hope you like it as much as I do, re alto is a new generation of selection.

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We felt when we looked at selection platforms, whether it was goby or Oasis which is actually owned by pro quest that they were kind of old and I would say creaky and stiff, you know that you were using profiles that were old and, you know, just was not

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as flexible as you need to be in today's environment and so we thought we could do better.

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And so we created reality.

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Reality is an application that today is embedded in all that, if you decide to adopt it, the application itself has no cost.

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And it's really meant to use a selection marketplace that we have created. And I would say is neutral and includes things like all the upscale ebooks, so that you can do your selection right within your alma workflows.

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And by doing that, become more efficient, and we believe more effective.

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We also have deployed machine learning for recommendations. So rather than recommendations being done in the old fashioned way, the recommendations are smarter, they're more flexible and they give you an opportunity to really change them very very frequently

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as you find that your needs change.

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And finally, one of the beautiful things about it is it's very easy to use and it's frankly very pretty.

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So everybody gets to work in the same system. There isn't any of this going out to the selection service and then coming back and going out again and coming back.

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You know what we saw previously was your selector would go to go be to check and see if they had it then come back to acquisitions and say, do we own it or is it on order and then kind of go back and forth.

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So it really does same time, The very first library that went live with real alto was the University of Edinburgh. They said it cut their time to order by.

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I think from 11 minutes to seven minutes, so about 45%.

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Because since it's embedded there with your own all my inventory, it will tell you all sorts of things immediately. It will let you know if the book you're considering is actually already on order or isn't a DVD a program that you have.

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So it gives you instant feedback, therefore makes it much simpler to decide what you want to order, etc.

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When I talk about rap Edo and I talk about reality Joe. What I think is that those are improvements on what we used to call the integrated library system.

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It really is integrating resource sharing and it really is integrating selection into the integrated Library Management System.

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One of the reasons for pursuing those sorts of things is to make it possible for you as a library. As I said before, to work more closely with your institution.

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And an example of that is legato legato is our electronic course management system, which sits inside your coursework.

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It exposes the library's collection to the faculty. It cuts the cost of learning materials, and has been terrific. During the pandemic institutions were able to very very quickly make all the course materials available directly through the course where.

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And it's, it's been really, really wonderful.

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It gave it does give the library, much more exposure to faculty faculty appreciate the library and the library is collections more because they're able to see the entire collection as they are selecting course materials, and it makes it easy for them

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to request materials that they want but are not part of the library's collection today, and just gives them. Overall, a much greater appreciation, not only faculty themselves, but also the people who produce course where you know the the people who are

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doing that kind of work as well.

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So, we have found that it's a technology that can really save the faculty time and effort, and at the same time provide for updated course lists.

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That really. Also, as we know have to evolve right now to meet the cultural needs that the pandemic exposed, you know, I was talking to one of our Dean's, and he said you know we really have to change our course list, they can't.

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They can't always be readings by dead white guys.

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So, you know, we think that legato because it exposes the whole collection really helps with that.

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It's for all kinds of materials that integrates completely with the LM s leverages your workflows and makes it much easier for you to cooperate in this.

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And really, I think, has to be thought of as a replacement for kind of the old way of doing course reserves, which many items, which were inaccessible during the pendant.

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The latest

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things the latest enhancements to legato include what we call responsive reading allows annotations and allows assignments and it allows grades to be handled with directly with legato

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if being part of teaching and learning is important, which we think it is. We also know that having the library have an ever greater role in research is also important.

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The library's role with research is accepted I think in terms of what is provided scholarly information which is provided. But we know that there are other things, where the library could make a contribution researcher spend an awful lot of their time

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This is from one of our latest service.

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And so we have developed a system called Explorer, which is a research information hub.

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And it provides an awful lot of capabilities, not only for capturing research, but also for showcasing that research through things like researcher profiles.

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We have developed some

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very very smart technologies to actually automatically gather those research materials, as well as some really easy ways for new research to be deposited in the information hub.

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And we have a brand new paper on that so artificial intelligence and how we're using it within a spiral might be of interest to you.

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We're going to stop for a second and ask for a time check please, how am I doing,

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you have about five minutes and there are a few questions for the end awesome.

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Okay, do I have about five minutes before the period we had set aside for questions. Correct. Okay good fun we should be able to work. Thank you.

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In terms of content, as I said, we're placing a biggest bigger emphasis on content and we're doing it because you're telling us we have to and we know that.

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So, you know, we can't do it ourselves. We must acknowledge that we get content from about 7000 providers, but we're doing the best we can and we're really kind of working through this.

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There are 58,000 collections in the knowledge bases.

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They keep growing every year you keep asking us to add more and we should add more. So we're working on a number of initiatives around content.

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Because it impacts all the solutions from us that you use, whether it's the knowledge basis, such as the 360 knowledge base or the Alma community zone, or whether it's CDI.

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So, we've got an initiative, which began in the middle of last year, you know, sorry, began in the spring of this year and is now kind of moving forward.

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It's more speedy and more accurate updates faster rights processing automatically enhancing bibliographic quality in the community zone and there we of course are starting by working with the progress books organization, and kind of moving through several

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tracks to make this better. You will see us continue to give you information about these let me just touch quickly on speed of ingestion, you know, we need to get stuff in there and out to you faster.

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Record quality has to be improved and we're working on that.

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And rights and linking, and I already talked about Quick Links have to kind of happen faster.

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This is dead, as our president is extremely dedicated to this, and we will persevere through this.

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I don't think we can fix everything in life. I don't think we can fix everything that we get from all of our providers, but we're going to do as best we can to really get this to be better customer experience, you've probably seen some of the stuff we're

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doing this new status page, the new online performance reports, lots of people don't know about these but if you take a look in the Knowledge Center, you can actually see what the performance has been with the various solutions and we post that on a quarterly

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basis, chat, gotta say, you know, chats just been terrific. You tell us you like it and we like it too. So lots of good things happening here.

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Status page chat now for Alma Primo legato, and CDI in North America, and good satisfaction.

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I mentioned already the Alma Success Program for new Alma customers, where we work with them more closely in that first year, so that they get kind of a little bit more support, and more value for other Alma customers to some of you may have had an annual

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Business Review, which is something we're just starting to do where we sort of have a conversation with you about what we're seeing for your use of Alma, and you can tell us what you're seeing and what you need.

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We're doing some automated comparisons. And we're taking a look at how much of the functions of all my you're actually using, not so we can spy on you but so we can make suggestions about ways in which you could be getting more value for your investment.

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And finally the area that I want to close with is the area that's close to all our hearts.

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Diversity, Equity and Inclusion.

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We don't believe that an organization today in our marketplace,

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can be without a very active area here and we have that area and it is ongoing.

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So, we're working on it in three different ways. One way is in our products.

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A second way is with our employees, and a third way is by the collaboration with you. So let me say a little bit about each.

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We cannot have bias in our products. We know that.

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However, every one of you subscribes to different content, and when that content is brought together in discovery.

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Strange things can happen. And so we're very focused as we were looking at products at least initially we're looking at Discovery, and saying, what can we do to help discovery, not have any bias not show any bias, you know, whether it's terminology illegal

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aliens, whether it's the combination of how different things come together and could be offensive.

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Those are all areas that we're working on.

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It's, you know, something that we just have a responsibility and something that, you know, I think we've actually taken a number of steps, and it's been important but it will continue to be important in terms of that second area, you know, our employees

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are the ones that build a solution. So what can we do to make sure that no unintentional bias creeps in because they're not diverse or because they're not educated.

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Well we're lucky that we have a spectrum of talent across the world that has made it. I think inherently better for us. But at the same time, we took on an educational effort in 2020, to make sure that our employees are very much more aware of the need

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to be careful about bias.

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We actually hired Sophia Noble. She's the author of algorithms of oppression. She gave an internal education program to our staff to our developers.

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We also supported her, giving the keynote for a balloon at the couple of months ago,

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she delivered a terrific program to our developers, and I think it has made a difference in terms of their overall awareness about how careful we have to be here.

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We also did things with our developers like staged an internal discussion of change the subject.

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Many of you may have seen this documentary it's about end users at Dartmouth College, raising the question about some of the subject headings in the library catalog and kind of how that discussion went on and we use that as another educational opportunity.

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Of course, within pro quest, there are a number of these kinds of efforts going on, mentoring programs, diversity, internal community groups, you know all of this sort of stuff and of course at xaverse we participate in all of these as well as a way

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of making sure that our employees are highly aware of the need for care. And then of course we can't say enough about collaboration with you.

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And then of course we can't say enough about collaboration with you. It's, you know the help that we get in the support that we get is really important and we're seeing that around the epi in a very specific way. We have formed a DI advisory group.

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We have formed a DI advisory group. There are 19 customer librarians on this group, and they are working with us to gather opinions from the entire community, to make sure that any actions that we take around, you know displays of terminology and discovery,

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etc. are really very well thought out. Some of you may have filled out the survey that the advisory group fielded back in August about what efforts are you doing yourselves to, sort of, you know, change subject headings and change terminology.

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What we're hoping for is that we can provide you with some tools to make those jobs easier, but we needed to understand exactly what you're doing and what problems you're facing and trying to do that, so that we don't you know we don't think it's our

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place to just go in and change things for the entire world.

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A terminology which is important in one part of the world might not be in another part of the world and so we're looking at tools that we can put into your hands to make this easier.

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Again, yes, I just wanted to let you know that we're about four minutes from a hard stop, little about it on questions in a comment. Great, let's quit and do the questions right now.

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Okay. not a problem.

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Valerie had a question with regards to direct links to PDF. What's the difference between direct links and quick links.

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Um, direct links are where you can click on it and there's actually a link in the source record that we can actually follow.

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Quick Links needs a little bit of interpretation and software to get you to the link.

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Some PDF providers are very good about providing you know good linking information, some are not.

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So the goal is to get you to more in a single click.

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Excellent, and Leslie asked when will MLM match be supported in analytics and the Primo categories for browse, those are good questions and I will try to get you the answers.

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I don't know that off the top of my head.

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Okay.

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I'm Shannon commented that, with regards to rapid oh and ebooks, it seems to be an area that could be very important to add in the Alma roadmap but you didn't see it there.

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So,

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not completely clear on the question. Jen, what you'd like to unmute and clarify.

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Yeah, I was just curious if any decisions have been made whether actually versus going to pursue.

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You know, ebooks and the Iowa workflow in, and it's all my product because it seems that you were saying that there had been a definite decision to pursue in your rapid Oh product.

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Thanks Shannon. Got it.

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I don't know the answer to that, but I will find out for you.

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We are working, of course with pro quest books which has fielded, you know, an interlibrary loan of ebooks kind of trial, but your question is a good one you're really looking is it going to be supported in all my resource sharing, I'll find out.

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In the final question is from Kathleen, with regards to CDI, and how is it sleepless ensuring that the mistakenly deleted collections from earlier this year that created lots of work to fix does not reoccur.

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Thank you and we have to admit that there were errors made there.

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The way in which we have a shortage is to create some additional automated checks and balances, so that those deletions cannot occur with human error as a couple of them did.

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And as we succeed in our process to speed up the ingest into the community zone.

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We will add even more checks and balances for that.

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Thank you so much Jane that is actually the end of the questions that were posted in chat, I appreciate those who did put questions in and for everybody who attended your session.

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Thank you for the presentation.

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Well, I must thank you all for being our customers. Thank you so very much.