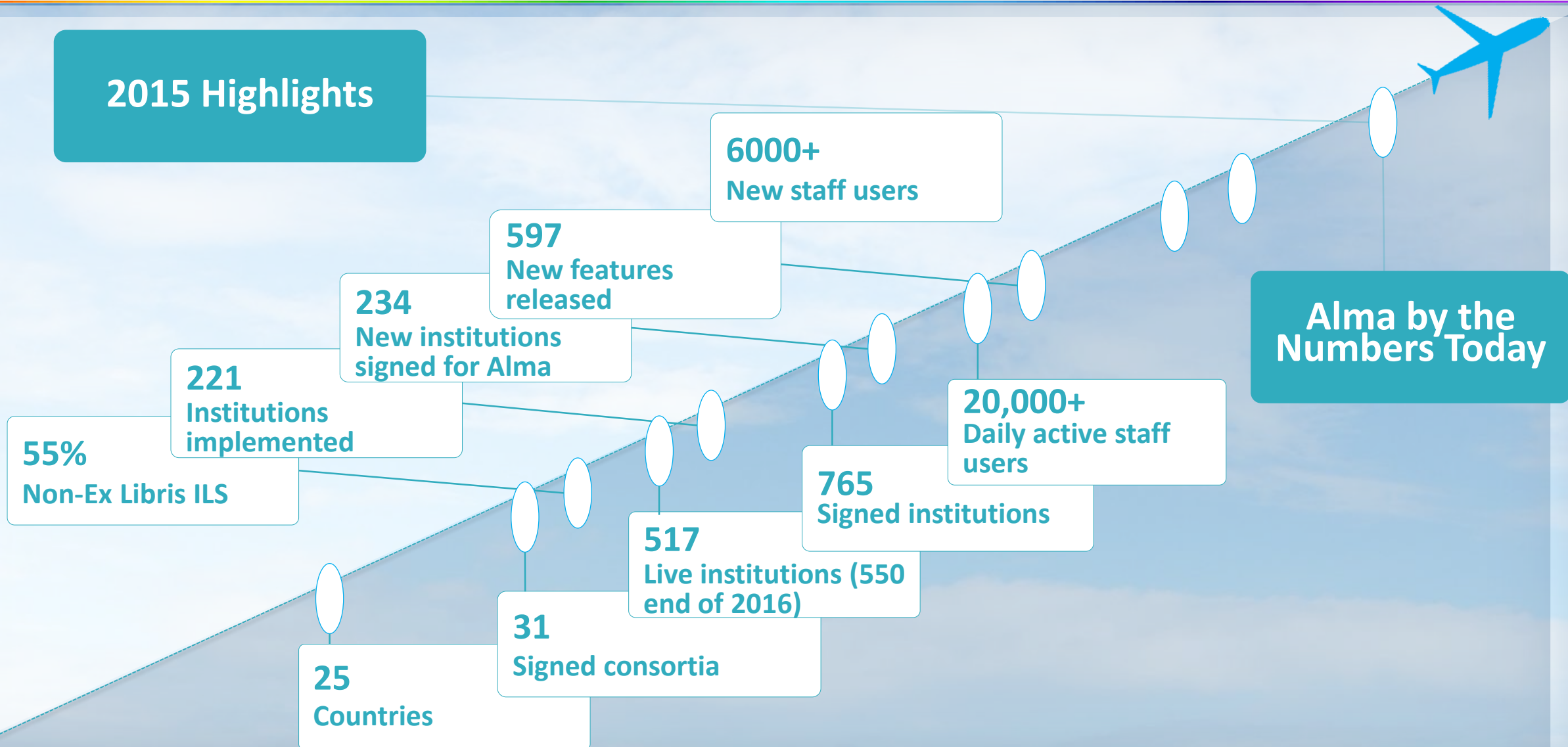# Library Services of the Future
Product Update

IGeLU| September 2016

Bar Veinstein | Corporate VP, Management Solutions

Dvir Hoffman | VP, Product Management and Marketing

World's #1 Cloud-Based Library Services Platform

2015 Highlights

6000+
New staff users

597
New features released

234
New institutions signed for Alma

221
Institutions implemented

55%
Non-Ex Libris ILS

20,000+
Daily active staff users

765
Signed institutions

517
Live institutions (550 end of 2016)

31
Signed consortia

25
Countries

Alma by the Numbers Today

ExLibris

Alma has a Compelling Value Proposition for all Libraries

Colleges, Special Libraries

University Libraries

State & National Libraries, Consortia

ExLibris

We've Delivered Exceptional Uptime

Alma Uptime: January – December 2015

Bar chart showing Alma uptime percentages (y-axis from 99.00% to 100.00%) for EU00, EU01, AP01, NA01, NA02, NA03.

> 470,000,000 Bib records

> 36 Million API Calls/Month

> 20,000 Active Staff Users

Transparency & Trust
http://knowledge.exlibrisgroup.com/Alma/Product_Materials/Uptime_Reports

ExLibris

Perceptions 2015: Alma Earns Highest Rankings

SATISFACTION SCORE FOR ILS	
Alma	**6.61**
System B	5.95
System C	5.46
System D	5.32
System E	4.85
All Responses	5.93

ELECTRONIC FUNCTIONALITY	
Alma	**6.87**
System A	5.00
System C	4.08
System E	3.80
System D	3.54
All Responses	4.68

CUSTOMER LOYALTY	
Alma	**7.35**
System E	4.95
System C	4.45
System D	4.37
All Responses	5.88

"Alma, designed for academic, research, and national libraries earned top rankings among large academic libraries for Overall Satisfaction, ILS functionality, Functionality for electronic resources and for company loyalty"

--Marshall Breeding, January 31, 2016

ExLibris

We're Committed to Open Platform

130+ RESTful APIs
Over 1.2 million API calls per day
30% of total transactions

Legend: ■ /acq/ ■ /analytics/ ■ /bibs/ ■ /conf/ ■ /courses/ ■ /partners/ ■ /users/ ■ /task-lists/

ExLibris
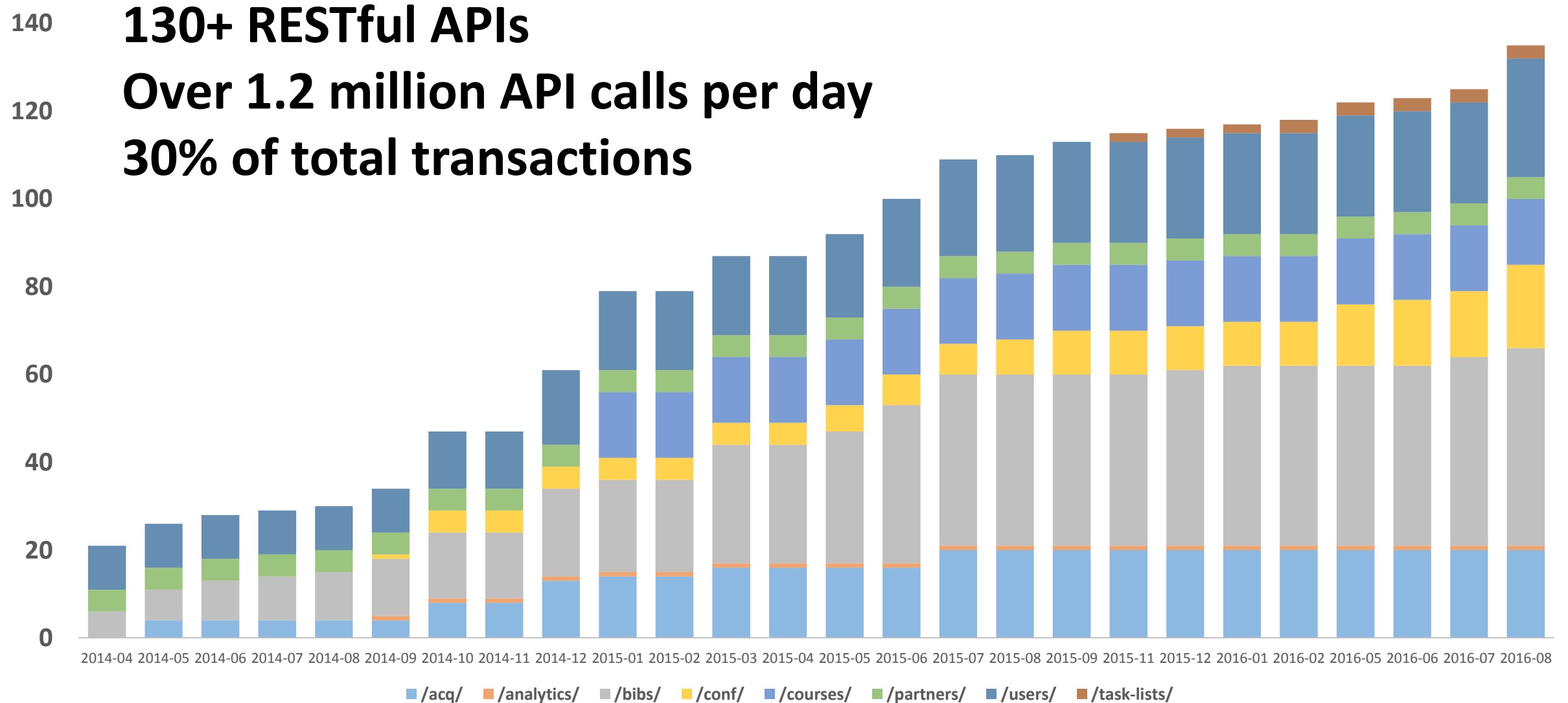
We've Released Epic New Features in 2015

Unified	Analytics	Data	Collaboration	Open Platform
Managing Digital Resources	Link Resolver Usage & Enhanced COUNTER	Community Zone Contribution	Central Configuration	130+ RESTful APIs
Amazon Cloud Storage	Consortial Analytics	Expanding global authorities	Central Acquisitions of e-resources	Idea Exchange & Knowledge Center

Metadata Management	Fulfillment	Acquisitions	Resource Sharing
UNIMARC and KORMARC Support	Return Anywhere	Prediction Patterns	Consortial Resource Sharing
Linked Data API	Automated Warehouse Integration	Real-Time Acquisitions Integration	ILLiad NCIP Integration

ExLibris

Making Monthly Releases Even Better

SANDBOX – 2 WEEKS

Two weeks for sandbox testing instead of one week

RELEASE SNEAK PREVIEW

Each Release Note will include "Next Release Sneak Preview" – brief information about the next release

COMMUNITY TESTING

Looking for ways to enable "community testing" vs. "standalone testing" by each institution

First NERS Voting for Alma

ANALYTICS: extend max # of rows exported from Analytics to Excel	👍 **2880 VOTES**	**Delivered -** July 2016
FULFILLMENT: Batch overdue notices	👍 **2600 VOTES**	**Delivered -** March 2016
ANALYTICS: Add fund info to physical item subject area	👍 **1484 VOTES**	**Delivered -** July 2016
RESOURCE MANAGEMENT: Ability to Retrieve by All MARC fields and subfields	👍 **1416 VOTES**	**Delivered -** Nov 2015
GENERAL: Export more than 5,000 rows to Excel	👍 **1186 VOTES**	**Delivered -** March 2016
FULFILLMENT: Enhanced handling for checkout of items with queued requests	👍 **1100 VOTES**	**Delivered -** June 2016

ExLibris

Second NERS Voting for Alma

ADMINISTRATION:
Excel exports from Alma for titles and items - adding MMS ID
👍 **3512 VOTES**

ADMINISTRATION
Expand Repository advanced search options
👍 **2231 VOTES**

ANALYTICS:
Add ability to report on past events
👍 **1584 VOTES**

FULFILLMENT:
Alert / message for non-renewed patron loans
👍 **1426 VOTES**

RESOURCE MANAGEMENT:
Improve bound-with architecture
👍 **1328 VOTES**

Idea Exchange - Best Ideas? ...They Can Come From Anyone

3,751 people interacted with Ex Libris Idea Exchange in the last 60 days
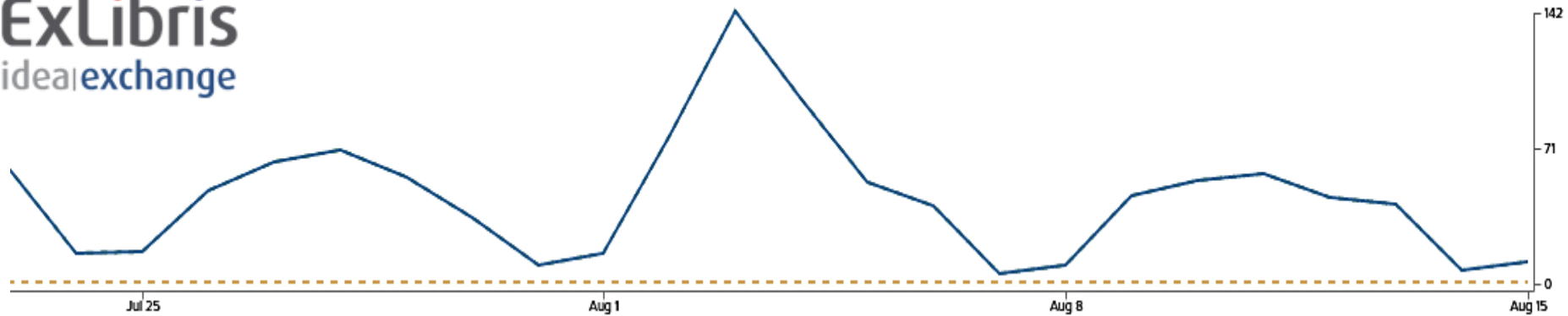
364 ideas submitted in the Alma forum → 37 Accepted, 12 already Delivered

So, that's great…
but what's next?

ExLibris

Disrupt ...or be Disrupted

Iteration

Incremental Innovation

Radical Innovation

Doing the same thing better

Doing new things

Doing new things that make the old ones obsolete
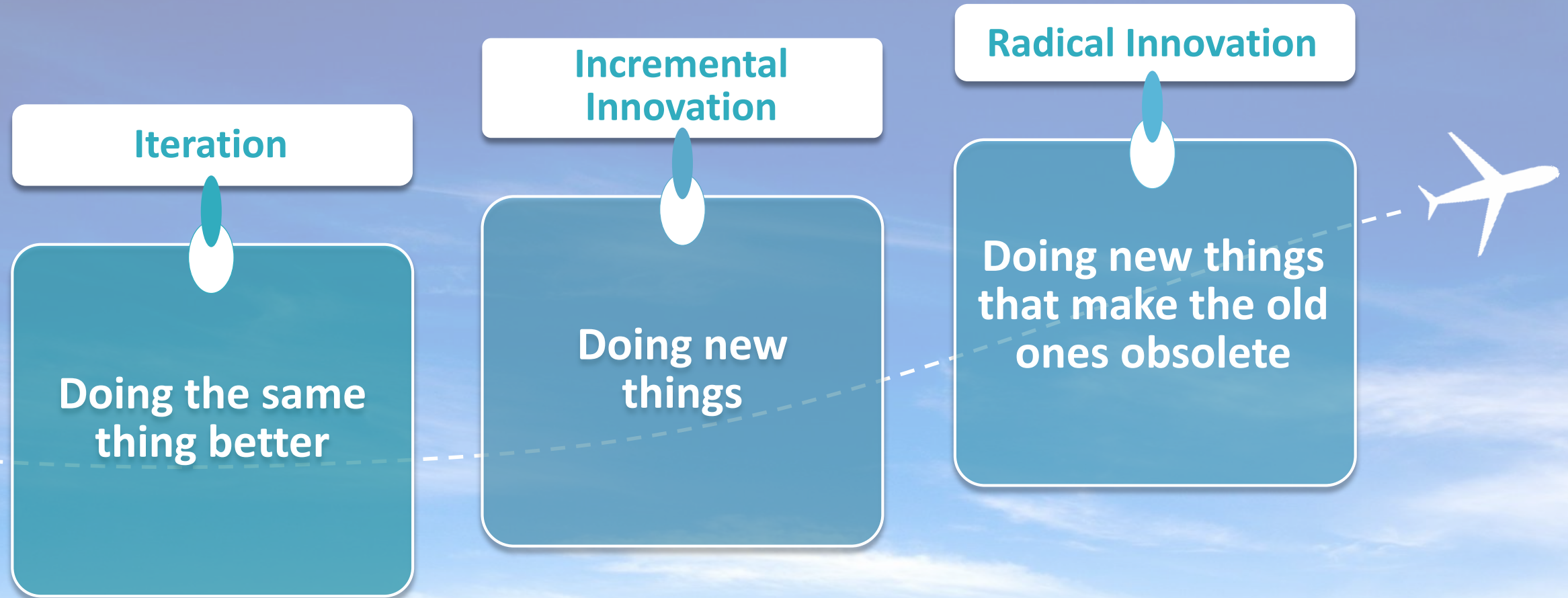
Success is dependent on a balance of iteration, incremental innovation and radical innovation. If you do not "disrupt" yourself, it will be a "gift" given to you by someone else.

ExLibris

Ex Libris + ProQuest - Leveraging Combined Strengths & Vision

Summon-Alma Integration Availability

Alma with ProQuest New KnowledgeBase

Incorporate innovative Intota features in Alma

Provide full support for all products

Jan '16   Jun '16   Jan '17   Jun '17   Jan '18   Jun '18
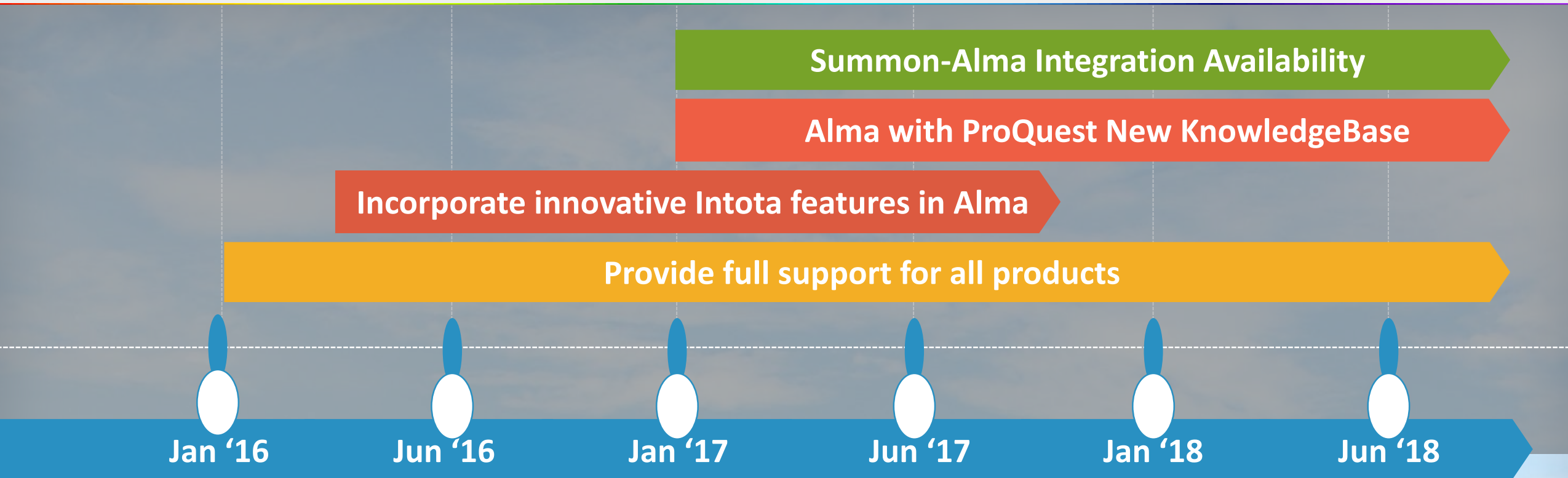
Alma roadmap enhanced with innovative capabilities from the Intota vision for example:

▸ Automated demand-driven acquisition workflows
▸ Alma Analytics enhanced with unique Intota assessment data sources (e.g. Books In Print)
▸ ProQuest's next-gen KnowledgeBase
▸ Index enhanced Direct Linking
▸ Alma CZ enhanced with content from ProQuest unique content (e.g. Ulrich)

ExLibris

It's Time for Enhanced KnowledgeBase

ULRICH'S Serials and publisher data

ExL & PQ Knowledge Bases

Other trusted sources

NEW DATA MODEL

NEW SERVICES

NEW BUSINESS MODELS

EXPANDED SCOPE
AUTHORITATIVE RESOURCE METADATA

Data from a variety of sources: e-resource metadata, Ulrich's, MARC authority records (ProQuest unique assets)

FLEXIBLE MODEL
Expandable Data Model

New relational structure allows for any content type and supports linked data

FUTURE-PROOF
SUPPORT FOR NEW BUSINESS MODELS

Understands demand-driven acquisition (DDA), perpetual access rights, open access

ExLibris

Alma Mobile App for Library Staff....Coming Soon !
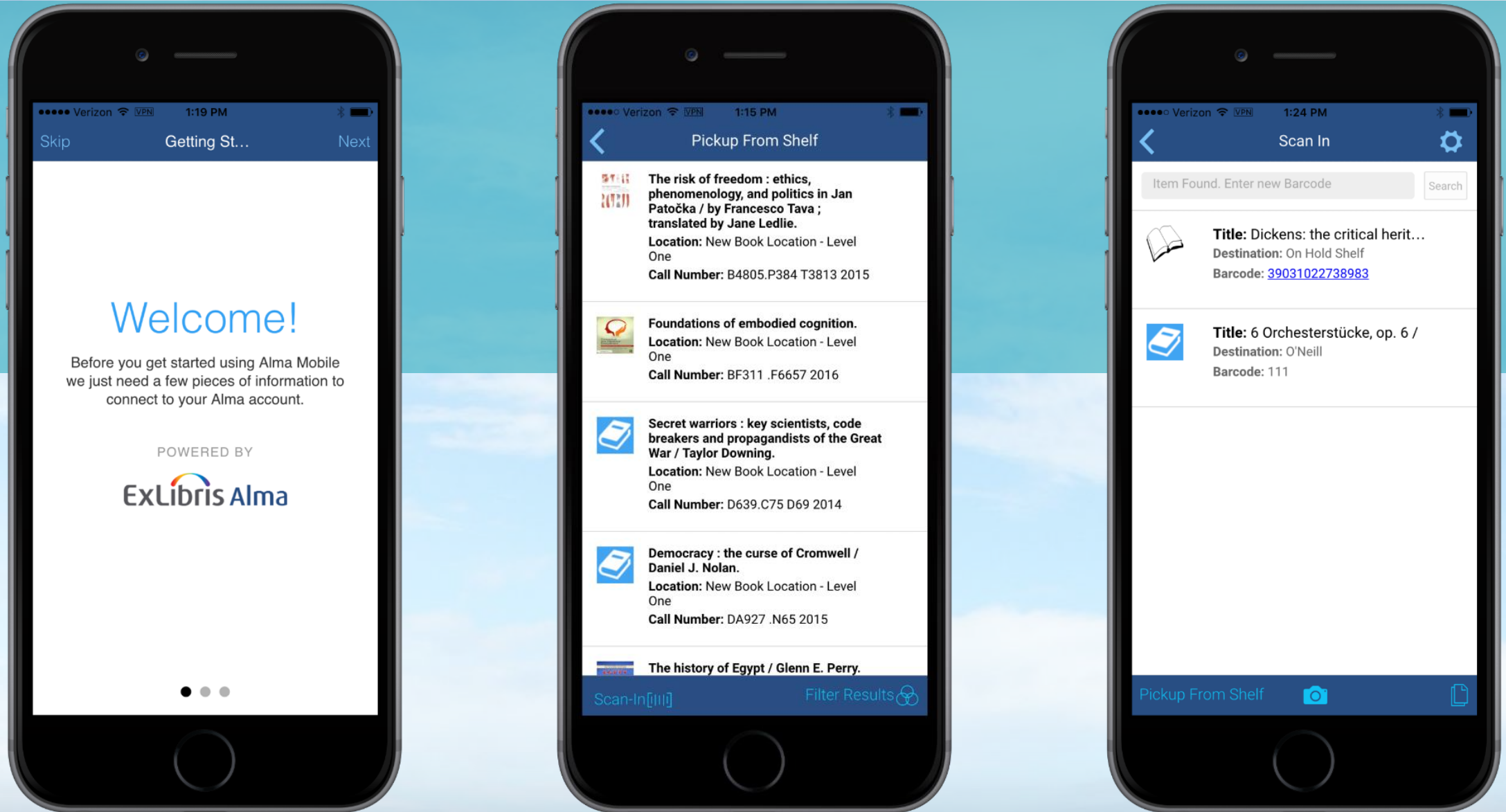
It's Time to Disrupt the Digital Repositories Market

DIGITAL REPOSITORIES – CHALLENGES

FUNDING & STAFFING
Sustaining support & commitment

SYSTEMS & SOFTWARE
Open source, hosting, long term storage

POPULATING CONTENT
Scope of content, copyright & permissions

FACULTY PARTICIPATION
Only 15-30% self-deposit

METADATA CREATION
Accuracy, completeness, consistency

DISCOVERABILITY & VISIBILITY
Search engine opt (SEO), discovery silos

ExLibris

A New User Experience (UX) is Coming….

VISUAL DESIGN	MOST-USED AREAS	NAVIGATION
SCREEN LAYOUT DATA ARRANGEMENT	SYSTEM-WIDE UI ELEMENTS	MESSAGES & ALERTS

Holistic Approach and Commitment to Improving UX in Alma

ExLibris

Alma UX Project Roadmap

Work Plan 2016	Work Plan 2017
• **New Visual Design** • **Redesigned Top Navigation Bar** • **System-wide UI Elements** • **Focus on "Repository Search" area**	• **New Navigation Concept** • **New Screen Layout ("Information Hierarchy")** • **Focus on "Managing Patron Services" area** • **Focus on additional most-used areas**
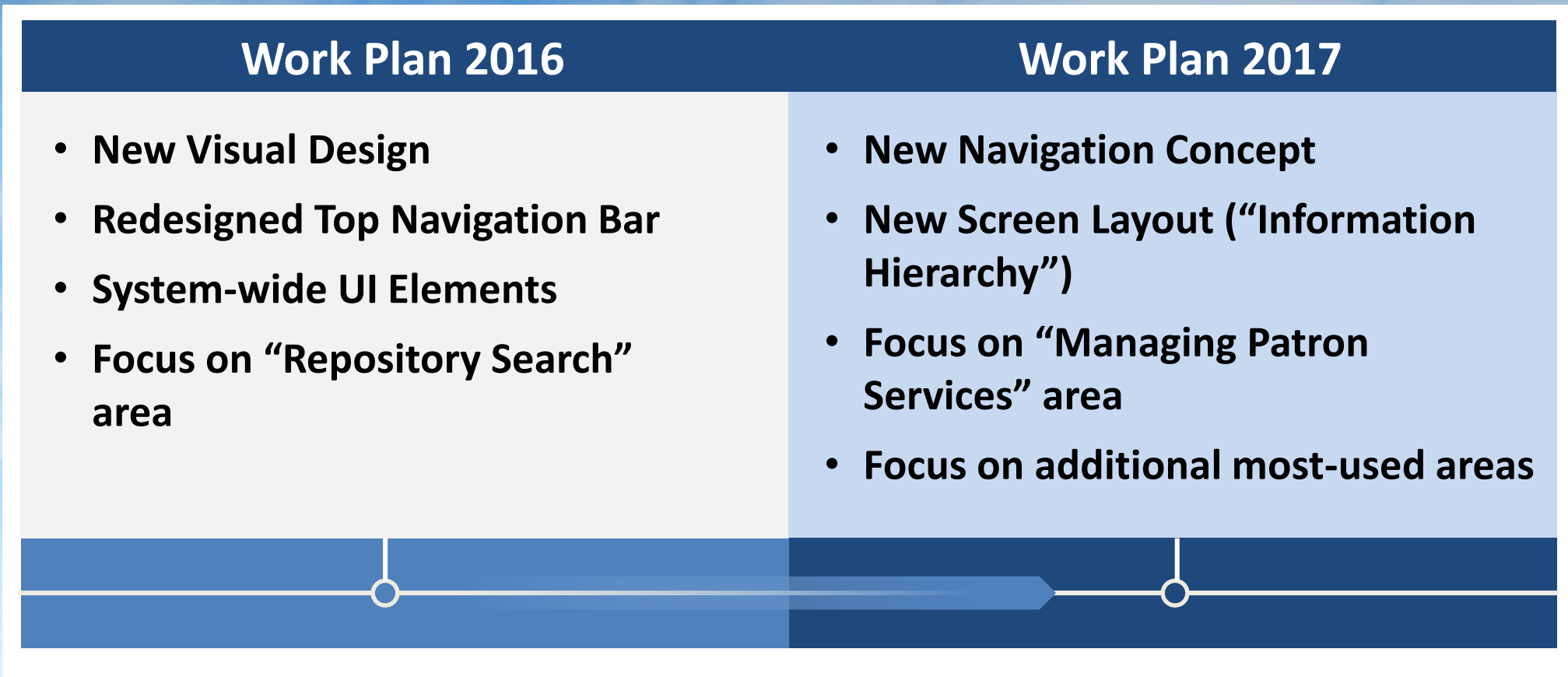
- **Collaboration with Alma PWG and special Customer UX Group**
- **Transparency and sharing with user community throughout the process**
- **Production use by Early Access customers starting Q1 2017**

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Alma UX Users Committee

Dave Allen @ **State Library of Queensland**

Ann Fath @ **THE GETTY RESEARCH INSTITUTE**

Catherine Grove @ **Northwestern University**

Mike Rogers @ **THE UNIVERSITY of TENNESSEE UT KNOXVILLE**

Curran Riley @ **WISCONSIN UNIVERSITY OF WISCONSIN–MADISON**

Sarah Krieg @ **UNIVERSITÄT MANNHEIM**

Christine Rostgaard @ **UiO : University of Oslo**

Bart Peeters @ **KU LEUVEN**

Megan Lee @ **MONASH University**

Repository Search - Initial Design

New Advanced Search Design

User Friendly Advanced Search Criteria

Personalized Menu

Alma   Add Physical Item   Manage Patron Services   Configuration Menu   Monitor Jobs   •••

Welcome Implementor, Ex Libris

Notifications

| 2/15/2011 | University of Knowledge Fall semester thesis approval deadline |
| 2/28/2011 | University of Knowledge Spring semester begins |

Pick From Shelf   Partners

Scan In Items   Rota Templates

Expired Hold Shelf

Active Hold Shelf   Advanced Tools

Approve Digitization Requests   Fulfillment Configuration Utility

Monitor Requests & Item Processes   Create Fulfillment Sets

                                         Bulk Change Due Dates

Course Reserves   View Restore Request Jobs

Courses   View Overdue and Lost Loan Jobs

Reading Lists   Offline Circulation

                                         Items Requiring Action

                                         Transfer requests

My Personalized Menu

Auto-Personalization Engine

Alma Roadmap Goals

REDUCE LIBRARYS'
OPERATIONAL COSTS

IMPROVE USERS
EXPERIENCE

EXTEND LIBRARIES
SERVICES

ENHANCE PATRON
SERVICES

INCREASE
WORKFLOWS
EFFICIENCY

ExLibris

A Deeper Look into Alma Strategic Roadmap Areas

STREAMLINING
ACQUISITION WORKFLOWS

GAINING BETTER
INSIGHTS

EXTENDING
COLLABORATIONS

ENHANCING THE
USER EXPERIENCE

UNIFYING RESOURCE
MANAGEMENT

ExLibris

Streamlining Acquisition Workflows

Extending Real-Time Ordering Integrations

Alma – OASIS Real Time Ordering

Titles are selected in OASIS and ordered.

Selection of Location from OASIS dropdown menu

Selection of Fund (taken from Alma)

Alma – OASIS Real Time Ordering

2

Order is placed in OASIS. Order data is simultaneously and automatically sent via API to Alma

Alma – OASIS Real Time Ordering

3

Order line is created in Alma based on the details from OASIS

Alma – OASIS Real Time Ordering

4

Fund and location according to details from OASIS

Alma – OASIS Real Time Ordering

5

Brief MARC record is created in Alma

Next on Optimizing Workflows: *Pricing and Availability*

STREAMLINED PROCESS

IMMEDIATE

SAVE TIME AND MONEY

Alma
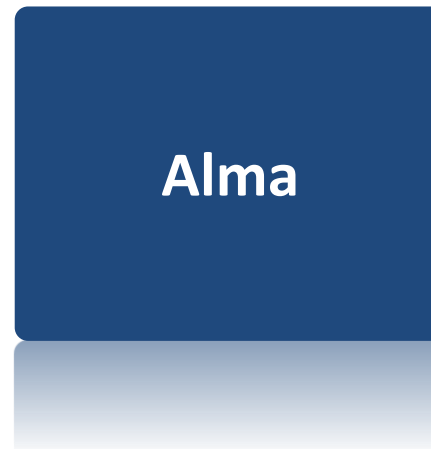
Availability & Pricing

Title

Partner Selection System

Pricing & Availability - Example

Purchase Requests

Create Purchase Request

Manage Purchase Requests

Check Availability and Pricing

Vendor Details

| Vendor name | Amazon-USA | | | Vendor code | Amazon-USA |

| Summary | Contact Information | Contact People | EDI Information | Usage Data | System Integration |

| Attachments | Notes |

System Integration Attributes

Availability and Pricing ☑

System Type * | Amazon-US | ▼

URL

Amazon-US

Amazon-Canada

Amazon-UK

Amazon-Germany

Amazon-Japan

Amazon-US

ExLibris

Pricing & Availability - Example

	Source	Description	RS Availability	Comment	
1	Amazon-USA	Total results: 54		-	Review results
2	Harrassowitz	Total results: 70		-	Review results
3	OASIS	Total results: 72		-	Review results

1

View in Amazon
Title: Marketing Project Management Body of Knowledge
ISBN: 146819660X
Lowest New Price: $30.94   Lowest Used Price: $32.69
Total New: 19   Total Used: 4
Language: English

Create Order

ExLibris

Advanced Acquisitions Models

Already in Alma

- **PDA**
- **Joint Acquisitions**
  - Purchase
  - Negotiation
- **Shelf Ready (EDI, EOD)**
- **Real Time Ordering**
  - ProQuest – OASIS
  - YBP - GOBI
  - Harrassowitz – OttoEditions
- **Patron purchase request**
- **Amazon**

Near Term

- **Pricing and availability**
- **Real Time Ordering (additional vendors)**

Longer Term

- **Fully automated acquisitions process with vendors**
- **Multi format legal deposit**
- **APC**

ExLibris

Extending Collaborations

Expanding Alma Community Zone Sharing

ExLibris
Alma COMMUNITY ZONE

COMMUNITY CATALOG

CENTRAL KNOWLEDGEBASE

GLOBAL AUTHORITIES

VENDOR IMPORT PROFILES — NEW

REPORT TEMPLATES

METADATA RULES — NEW

ExLibris

Sharing Rules and Profiles

ExLibris
Alma COMMUNITY ZONE

COMMUNITY CATALOG

CENTRAL KNOWLEDGEBASE

GLOBAL AUTHORITIES

VENDOR IMPORT PROFILES — NEW

REPORT TEMPLATES

METADATA RULES — NEW

Sharing vendor import profiles

- Copy default import profiles for a vendor
- Contribute profiles to the Community Zone
- Copy profiles that other institutions have contributed to the Community Zone

Sharing rules

- The Community Zone includes a dedicated area for sharing:
  - Normalization rules
  - Indication rules
  - Merge rules

ExLibris

MD Editor

Templates

Records

Rules

Normalization rules
- Private
- Shared
  - 008 update for evideos
  - 008 update for serial last entry
    - Edit | ator 1
    - Delete | AuCNLKIN check
    - Duplicate | ove
    - Contribute | ssing -TH
    - Properties | ssing -TH
    - | $a then remove 0
  - 082 2 only then remove 082
  - 100 e only then remove 100

Rule sharing

Name*: 008 update for serial last entry

Description:

Contact name: Adam, Stein

Contact email: Stein.adam@exlibrisgroup.com

Ok   Cancel

Information

Rule contributed successfully

Close

Community Zone Sharing – Coping a Cataloging Rule
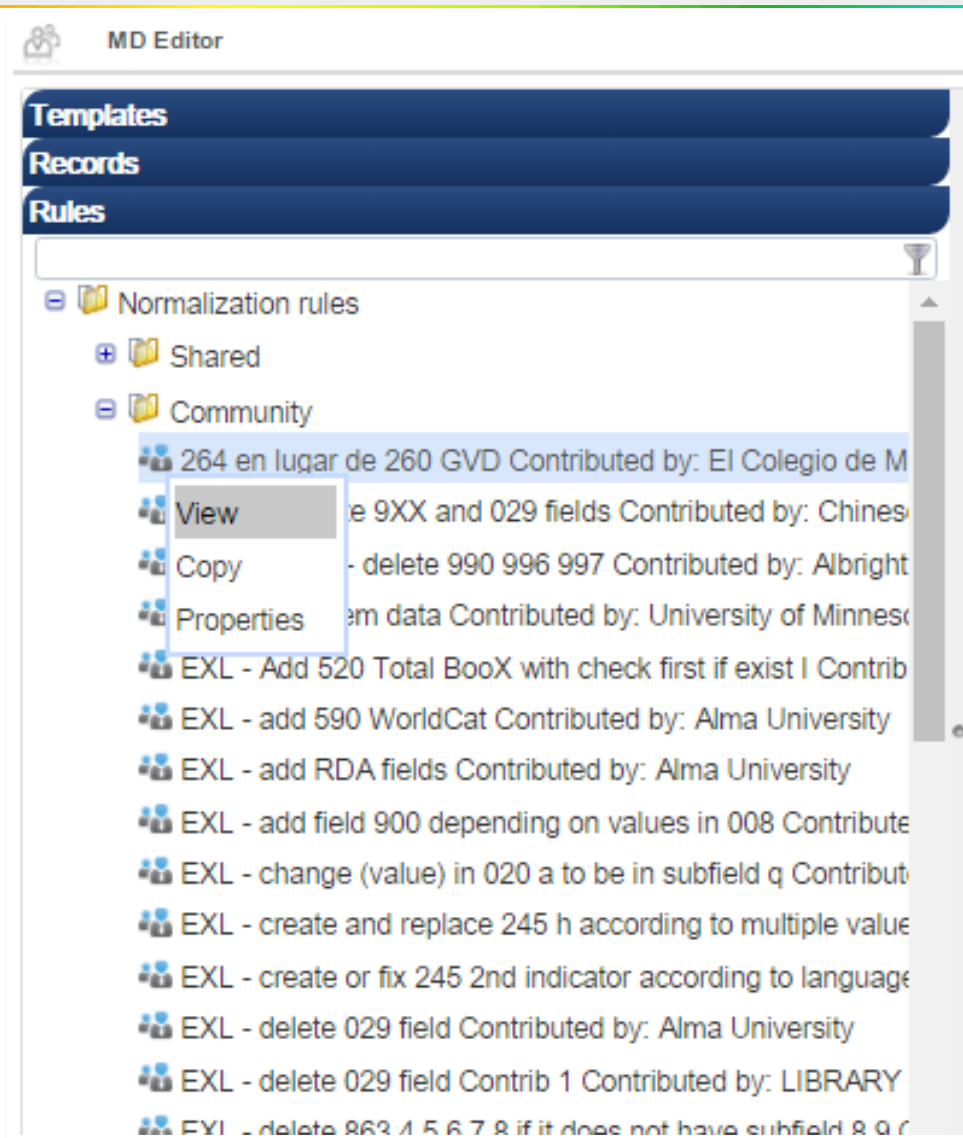
Community Zone Contribution
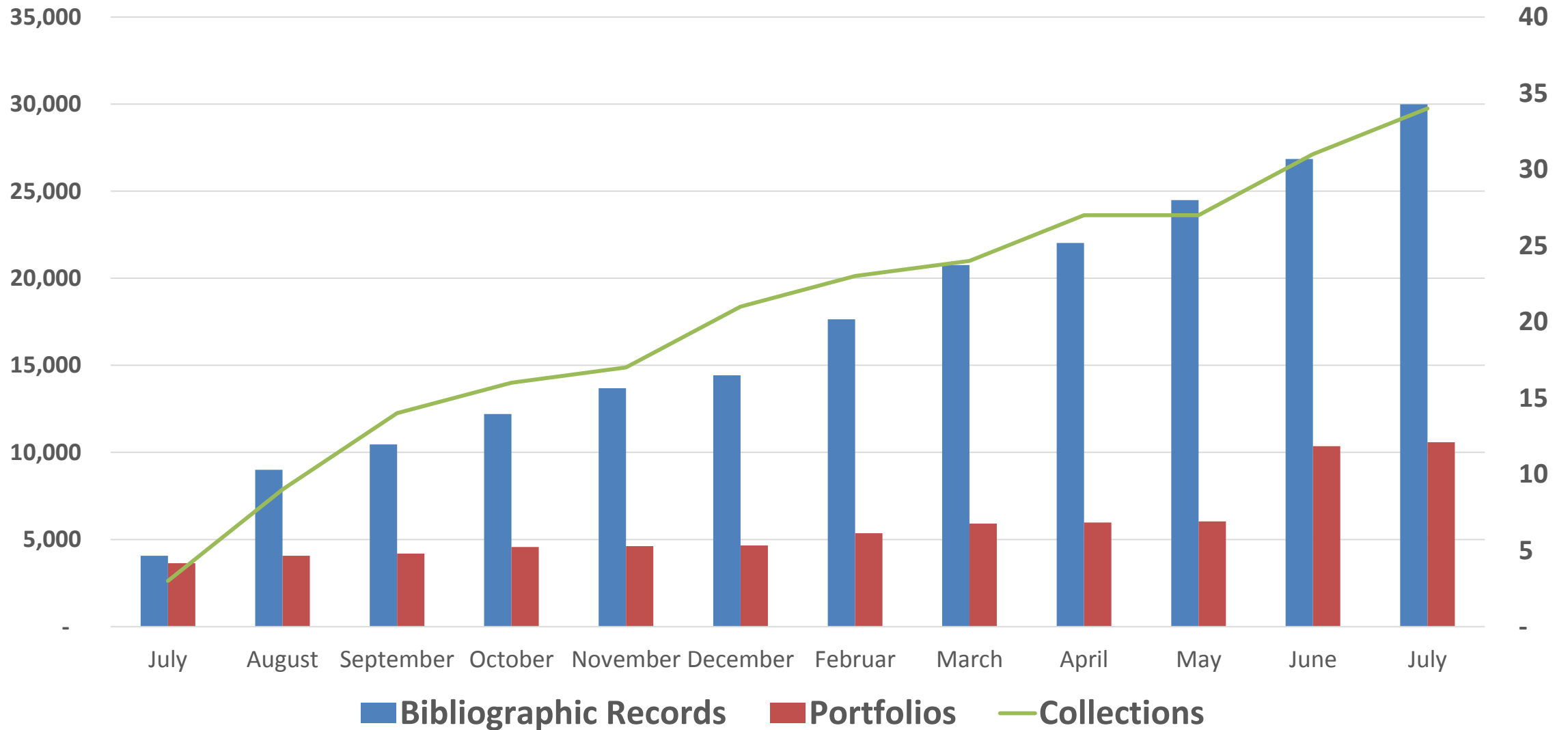
Top Contributors – Thank You !

Increasing Alma Authority Records Coverage

14 **ALREADY SUPPORTED**

LC Names, LC Headings, MeSH, BARE, LC-Music, RVK classification, LAC Subject, LAC Name, NLI, LCGFT, Rameau (UNIMARC), BNF, OCLC-FAST

3 **MORE BY THE END OF 2016**

Libraries Australia (LA) - Name, LA Subject, Rameau(MARC21), BNF (MARC21)

11 **PLANNED FOR THE COMING YEAR**

SUDOC, SBN, LCDGT, HKCAN and more.....

Community Zone

Already in Alma

- Edit bibliographic records in the Community Zone
- Edit or add portfolios of Community Zone miscellaneous collections
- Contribute local electronic collections
- CZ Sharing – community sharing of rules and customizations
- Contribution of customized report templates

Near Term

- Contribute bibliographic records of databases

Longer Term

- Contributors of electronic collections will be able to update contributed collections
- Automatically upload newly cataloged bibliographic records to the Community Zone
- CZ Sharing – community sharing of advanced configurations

ExLibris

Unified Resource Management

Unified

Is The _Only_ Unified Solution For Managing Electronic, Print & Digital Assets

ExLibris
Alma

1. **99 Fables [electronic resource].**
Book {Book - Electronic} By March, William. (Alabama : University of Alabama Press 2011.)
ISBN: 0-8173-5685-1 and others
Series: Library Alabama Classics
Subject: electronic books.   Language: English   Medium Type: [electronic resource].   Record number: (OCoLC)
Availability: El **Electronic** rary Academic Complete: Full Text
Edit | Order | Request | Resource sharing request | Document Delivery | Add to reading list | Portfolio List | Add to collection

2. **99 fables by William March ; edited with an introduction by William T. Going ; illustrated by Richard Brough.**
Book {Book - Electronic} still image; computer; online resource By March, William, (2016)
ISBN: 0-8173-8585-1 and others
Subject: Fables.   Language: English
Collections: Digital Items
Availability: Digita **Digital** of type Master (1 file/s)
Edit | Order | Request | Resource sharing request | Document Delivery | Add to reading list | Add to collection | View It | Re

3. **99 fables by William March ; edited with an introduction by William T. Going ; illustrated by Richard Brough. [e**
Book {Book - Physical} text; computer; online resource By March, William, (Tuscaloosa, Ala. : University of Alab
ISBN: 9780817385859 and others
Series: Library of Alabama classics.
Subject: FICTION General -- Fables. -- Electronic books.   Language: English   Medium Type: [electronic resource
Availability: Physical version at Mai **Print** Library: General; PS3505.A53157 N5 1988eb (1 copy, 1 available)
Edit | Order | Request | Resource sharing request | Document Delivery | Add to reading list | Holdings | Items | Add to colle

ExLibris

Cloud²

INFRASTRUCTURE

STORAGE

ExLibris Alma

Cut Maintenance Costs	Secured
No Installation	Global Distribution
Monthly Releases	Trusted Brand
Predictable Budgeting	Easy Integration

amazon webservices™
S3 Simple Storage Service

Cost Effective

ExLibris ExLibris

Deposit

One By One

Or Bulk

Representation Details

Descriptive Information

○ Existing ● New

Record Format Dublin Core

Title *

Creator

Description

Date   Type Interactive Resource

Collection *

Ingest i0n5c7i3u0sy8vrfpcda9dvxwd

Ingest Name *

+ Add files...   ⊙ Start Upload   ⊘ Cancel

651.25 kbit/s | 00:00:35 | 4.87 % | 147.26 KB / 3.02 MB

img_4980-hatteras-sea-shore.jpg   1.04 MB   ⊙ Upload   ⊘ Cancel

seashore_194719-1600x900.jpg   1.06 MB   ⊙ Upload   ⊘ Cancel

Small-castle-at-the-seashore.jpg   914.72 KB   ⊙ Upload   ⊘ Cancel

OK

Enhanced Digital Exploration

Digital Roadmap Development on Track

Phase 1	Phase 2	Phase 3
Integration with Remote DAM Systems	**Special Collections Workflows**	**Institutional Repository Workflows**
• Harvest ~~~~~~ • Digital ~~~~~~ • Link fro~~~ ~~~ ~~remote system	• Staff depo~~~~~~ • Cloud s~~~~~ ~~~azon • Viewer, ~~~~ ~~m Primo • Ingest, b~~~ ~~~s	• End user deposit • Maintenance jobs • APIs/SWORD • Analytics
Integrates with DAM systems (Rosetta, Digitool, Fedora, ContentDM)	Replacing 3rd party digital repositories and support for cloud storage	Replacements of institutional repositories including extended workflows coverage
EOY 2014	EOY 2015	**EOY 2016**

ExLibris

THE FUTURE OF DIGITAL LIBRARIES

New File Types:
Virtual Reality

THE FUTURE OF DIGITAL LIBRARIES

New File Types:
Library's Augmented Reality

Enhancing the User Experience

igelu
International
Group of Ex Libris Users

ExLibris®
a ProQuest Company

THERE ARE OFFICIALLY MORE MOBILE DEVICES THAN PEOPLE IN THE WORLD

INDEPENDENT

Can library staff also benefit from the mobile trend?

Get closer to users

Increased agility

Improved operational efficiency

Introducing Alma Mobile!

Skip   Getting St…   Next

Welcome!

Before you get started using Alma Mobile we just need a few pieces of information to connect to your Alma account.

POWERED BY

ExLibris Alma
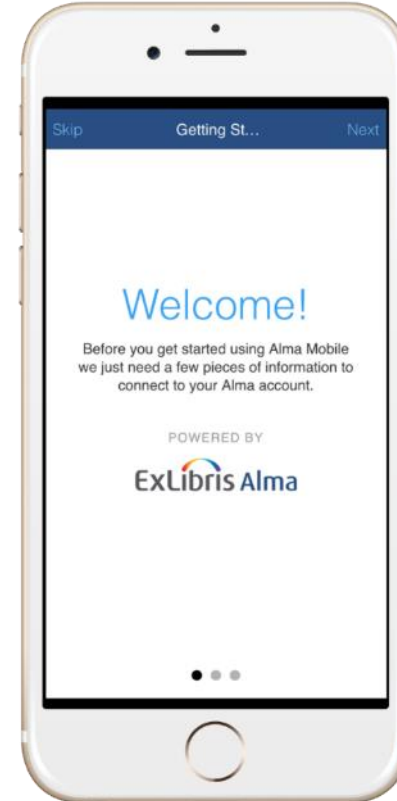
What Does It Do?

- **Review** the Pickup from Shelf list for a library location

- **Filter** the list by request date, request type, material type, location, call number, or destination

- **Scan items** to see where they need to go

- **Track** usage of items left on library tables and shelves

- **Scan barcodes** via the device's built-in camera as well as portable wireless barcode scanners
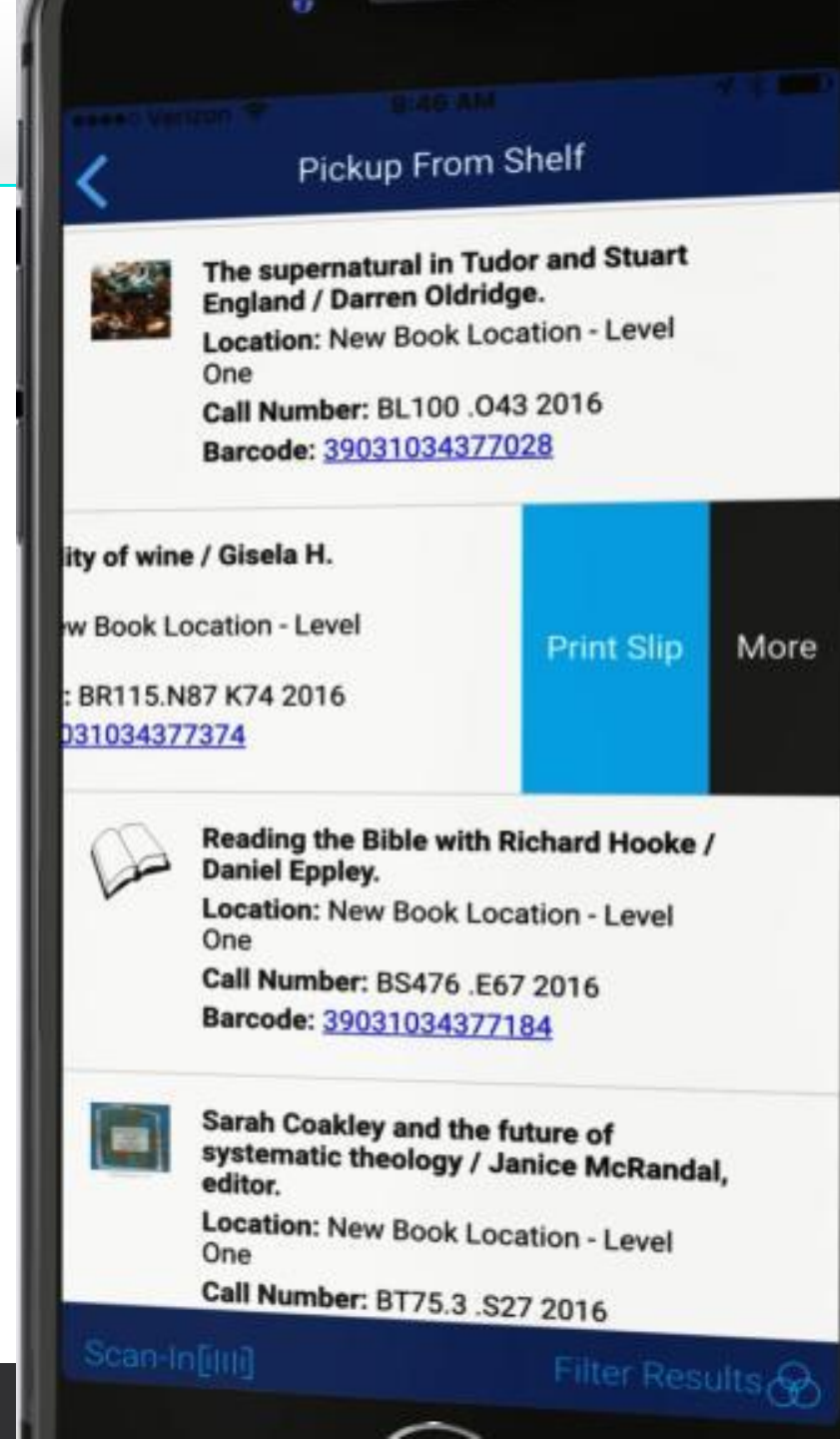
Supported Platforms

THE APP IS COMPATIBLE WITH ANDROID MOBILE DEVICES, IPHONE, IPAD, AND IPOD TOUCH

Alma Mobile Roadmap

- ## Release planned for Q4 2016

- ## Mobile functionality will be a standard component of the Alma product roadmap going forward

- ## Future plans for Alma Mobile include
  - Stock-taking/Inventory capabilities
  - Creating and managing sets of items
  - My Tasks
  - My Analytics
  - and more...
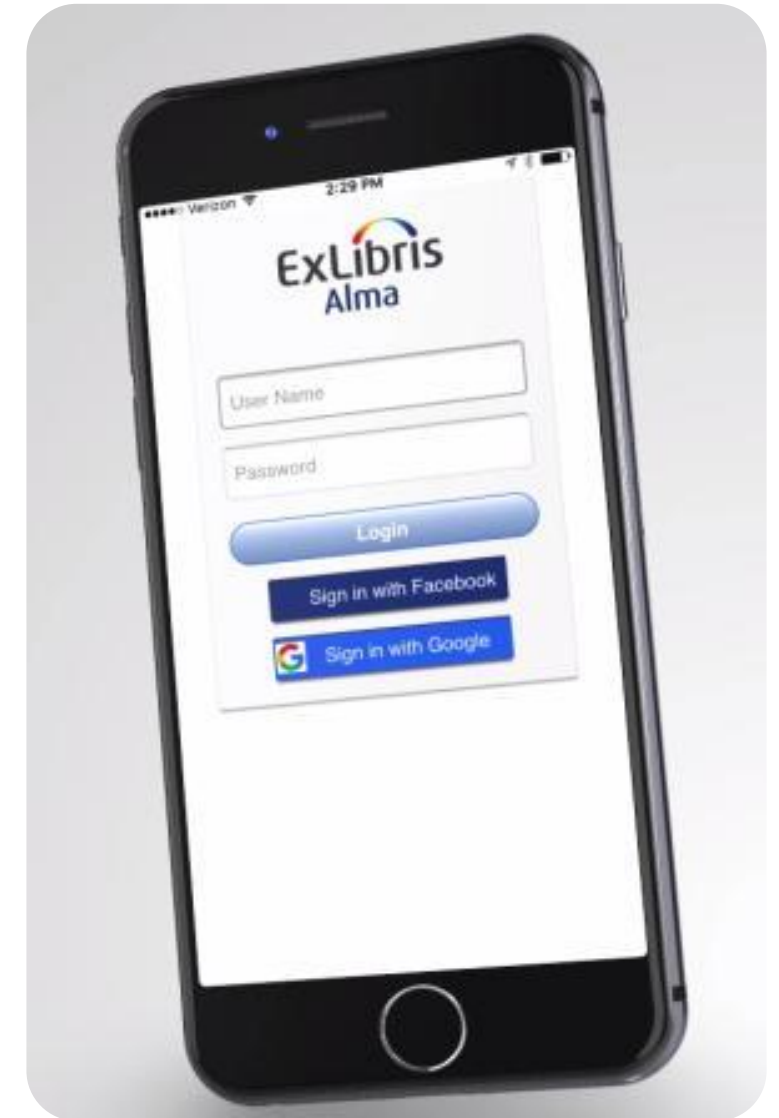
Gaining Better Insights

igelu
International
Group of Ex Libris Users

ExLibris®
a ProQuest Company

Collaborative Networks Benchmark Analytics

Benchmark and compare among other member institutions of the consortia

Ability to create customized reports by the consortia itself

Beyond collection management analysis

Analytical reporting a built-in and fully integrated part of system

ExLibris

Patrons' Service Level - Benchmark Analytics

How long do my patrons wait for new items compared to other Institutions ?

Time in days from POL created to item arrived

0 - 23 | 23 - 46 | 46 - 70

35.17
26.38 — 43.96
17.58 — 52.75
8.79 — 61.55
0 — 70.34

Time in days from POL created to item arrived

| My Institution | Inst. A | Inst. B | Inst. E | Inst. J | Inst. K | Inst. L | Inst. M | Inst. N | Inst. O | Inst. P |
| 32.06 | 41.68 | 49.72 | 50.50 | 40.36 | 16.93 | 17.65 | 25.75 | 31.73 | 37.97 | 52.42 |
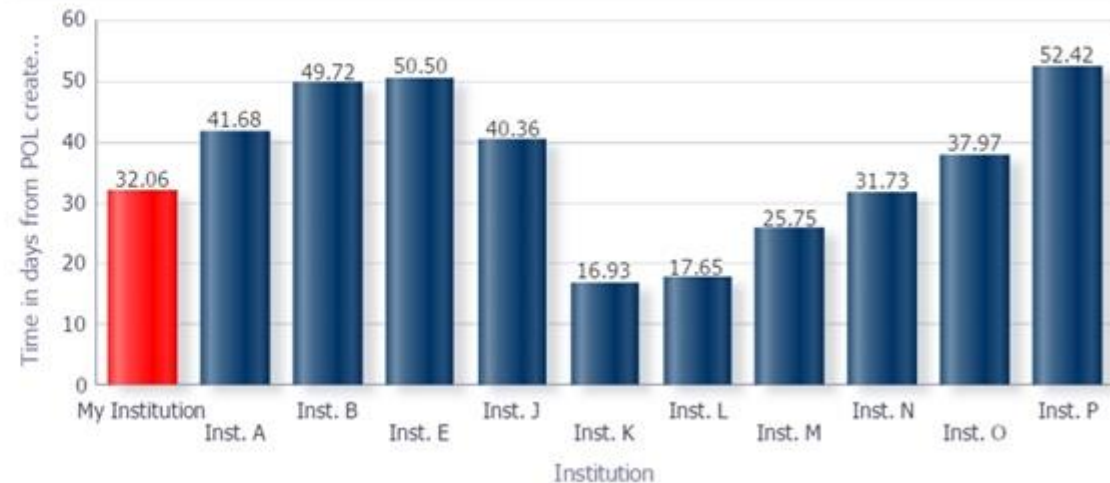
Analyze

- Analyze how long is the overall process from POL creation until vendors supply new items
- How is your service to patrons compared to other institutions

Optimize

- Drill down to check the source of delays

ExLibris

Benchmark Your Acquisition Workflows

How efficient is our acquisition process compared to other institutions?
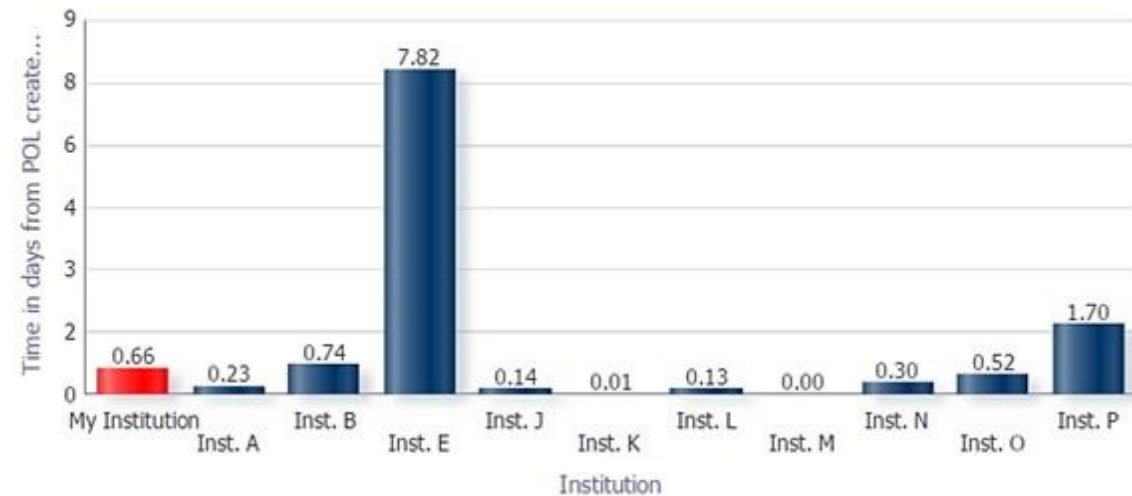
Time in days from POL created to POL sent

Legend: ■ 0 – 0   ■ 0 – 1   ■ 1 – 2

Gauge values: 0, 0.24, 0.48, 0.72, 0.96, 1.21, 1.45, 1.69, 1.93, 2.17

Time in days from POL created to POL sent

Bar chart values: My Institution 0.66, Inst. A 0.23, Inst. B 0.74, Inst. E 7.82, Inst. J 0.14, Inst. K 0.01, Inst. L 0.13, Inst. M 0.00, Inst. N 0.30, Inst. O 0.52, Inst. P 1.70

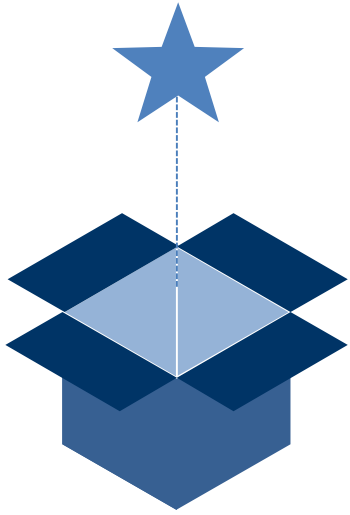| Analyze	Optimize
• Analyze how efficient is the acquisition workflow in your library • How is your workflow efficiency compared to other institutions	• Drill down to check per library the acquisition process

ExLibris

COUNTER Data – Direct Load to Alma - Early Testers

Already Supported

- DB1 Release 3
- DB1 Release 4
- BR1 Release 4
- BR2 Release 4
- PR1 Release 4
- JR1 Release 3
- JR1 Release 4
- JR1a Release 4
- JR1a Release 3

Planned to be added

- JR2
- JR5
- DB2
- BR3
- MR1
- JR1 GOA
- BR4
- BR5

ExLibris

Alma Analytics

Already in Alma

- ✔ Extensive set of analytic subject areas:
  - Acquisitions
  - Fulfilment
  - Inventory
  - Link Resolver usage
  - And more....
- ✔ Network Analytics
- ✔ Book Report 1, 2 usage
- ✔ Customizable Dashboard
- ✔ Improved ETL (daily refresh)

Near Term

- Increase export capabilities
- Combined Acquisitions-Inventory-Usage analysis capabilities
- Benchmark Analytics

Longer Term

- Title Level and Overlap Analysis
- Extended COUNTER support
- Predictive Analytics

ExLibris

Thank You !