Our Path Forward, Together

Ex Libris Update, ELUNA 2021

Oded Scharfstein, President, Ex Libris
Jane Burke, VP Strategic Initiatives

ELUNA 2021 ANNUAL MEETING ONLINE MAY 2021

Ex Libris a ProQuest Company

My Ex Libris Journey…

Product Manager — 2003-2005

General Manager, APAC — 2006-2011

Chief Financial Officer — 2011-2016

President, Ex Libris — 2021

© 2021 Ex Libris | Confidential & Proprietary

Thank you

for the Partnership!

Primo Summon 3,400+

Alma 2,000+

Rapido RapidILL 530+

Leganto 240+

Esploro 30+

Aleph Voyager 750+

© 2021 Ex Libris | Confidential & Proprietary

Ex Libris a ProQuest Company

What We're Hearing from You

Collections
- E-everything
- Mass digitization › need for controlled digital lending
- Metadata is critical
- Collaborative collections

Collaboration in everything

Virtual learning is now the norm

2021
Reopening =
New Normal

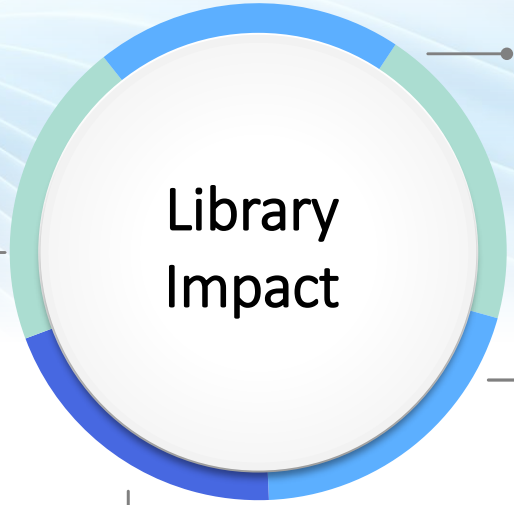
Diversity, equity, inclusion in all things

Recognizing the power of the cloud

Respect for library increases, but so do budget pressures

© 2021 Ex Libris | Confidential & Proprietary

What We're Hearing from You → Our Focus Areas



Collections

- E-workflows – automation, selection, optimization, simplification
- Standardizing CDL within Ex Libris solutions
- CDI-based services, rich metadata

The power of the cloud

- Performance and resilience
- Connected and adaptable library services

Teaching, learning and research partnership

- Learning resources
- Visibility of research publications & data
- Mobile experience

Diversity, equity, inclusion

- Product enhancements
- Community DEI initiatives

Collaboration

- Resource sharing
- Community

© 2021 Ex Libris | Confidential & Proprietary

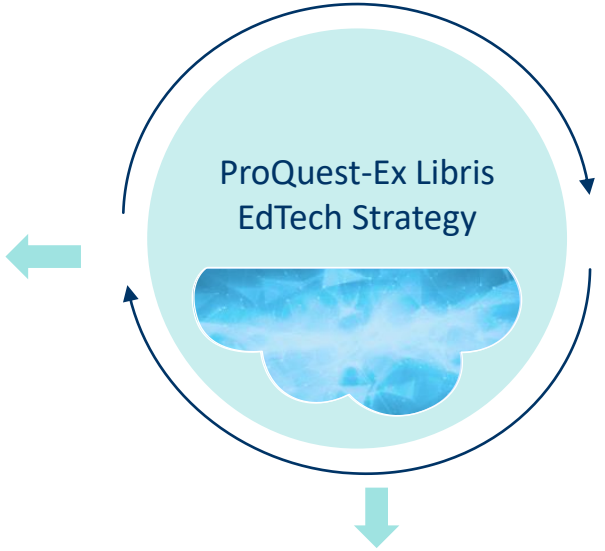
Ex Libris Core Mission: Supporting Your Success

Academic Libraries Market

Alma Leganto Esploro

Rapido RapidILL Rosetta

Summon Primo



Research & Student Solutions

Esploro Pivot-RP

campusM Research Professional News

Key Enablers

Collaboration with customers to boost innovation

Robust higher-ed cloud platform

World-class customer experience

Open ecosystem and content neutrality

© 2021 Ex Libris | Confidential & Proprietary

ExLibris a ProQuest Company

2021 Key Focus Areas

Product Roadmap

- Increased focus on content coverage and quality
- NERS developments
- Alma UX – usability & simplicity
- Discovery quick links
- Esploro smart harvesting
- Leganto responsive reading
- campusM library app
- Rapido – general availability

Customer Experience

- Cross-Ex Libris customer experience operational model
- CS1: Customer Satisfaction 1st Priority
- Knowledge acceleration program
- Expansion of Alma success programs
- Online chat support rollout for Alma, Leganto

Platform, Cloud, Content

- Cloud Apps enhancements & adoption
- Moses Lake data center (DC01) relocation
- Prepare the 24X7 Hub to support future growth
- Secure software development lifecycle (SSDLC)
- GDPR & security on-going compliance

© 2021 Ex Libris | Confidential & Proprietary

Customer Satisfaction & Experience – First Priority

North America CX Management

Matt Baker
Customer Support, North America

Melissa Hilbert
Professional Services, North America

Shelley Hostetler
Customer Success

Global CX Management

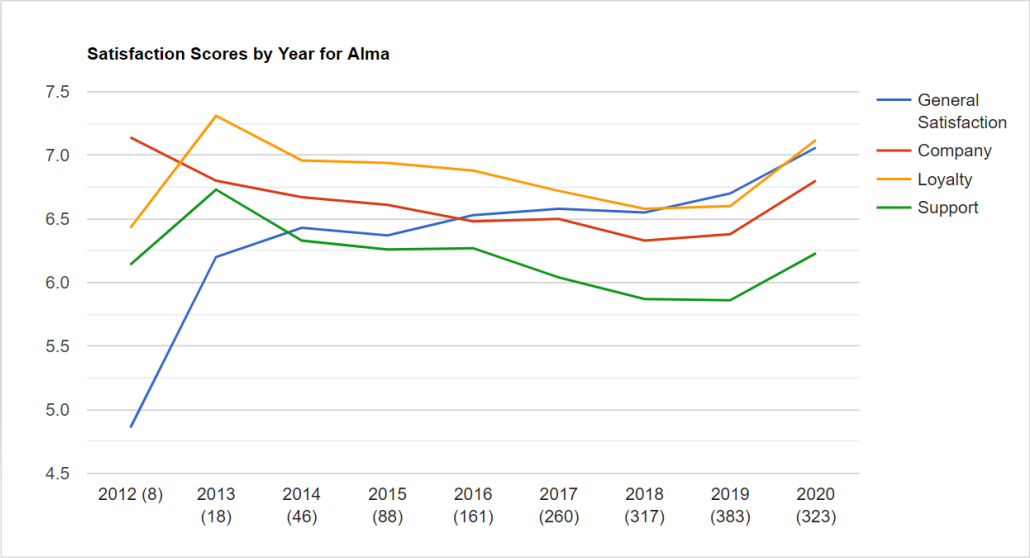
Adi Fubini
Global Tech Support

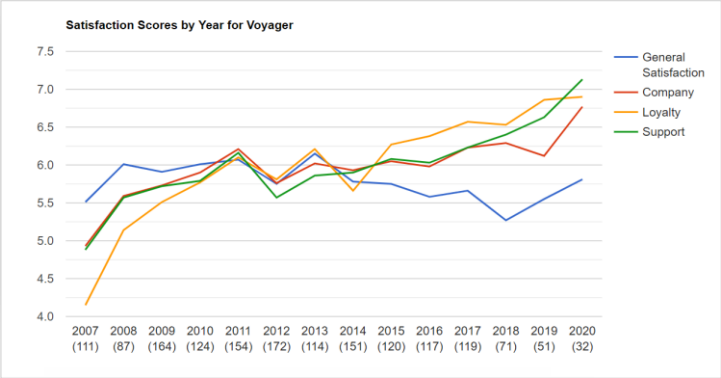
Yaniv Cohen
Global Professional Services

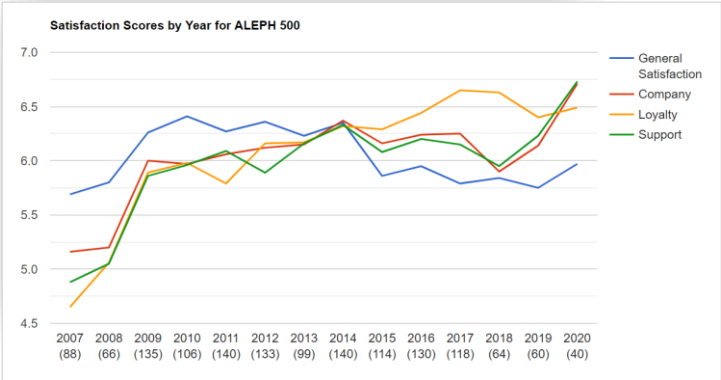
Jane Burke
Strategic Initiatives

© 2021 Ex Libris | Confidential & Proprietary

Customer Satisfaction & Experience – First Priority





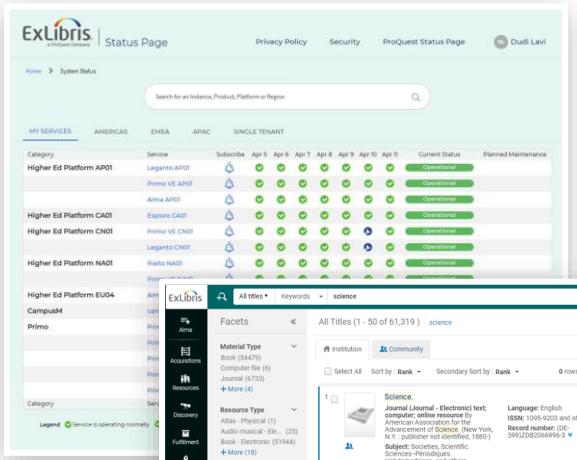


Library Perceptions, International Survey of Library Automation March 2021, Marshall Breeding

© 2021 Ex Libris | Confidential & Proprietary

Customer Satisfaction & Experience – Snapshot of Key Initiatives

New Status Page

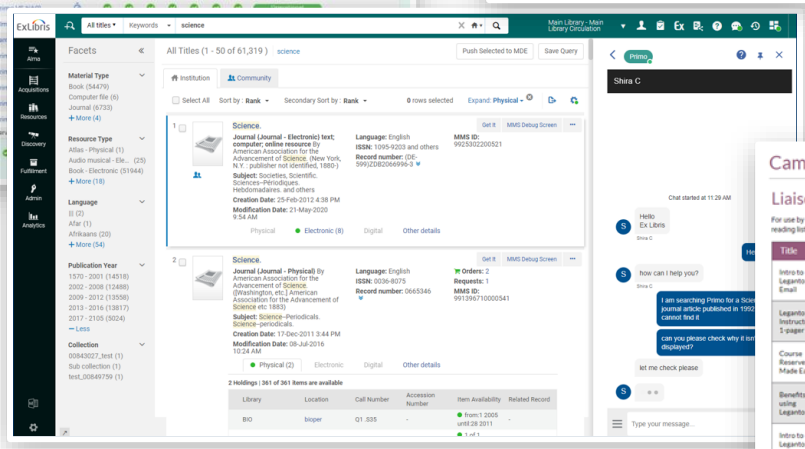


Online Performance Reports

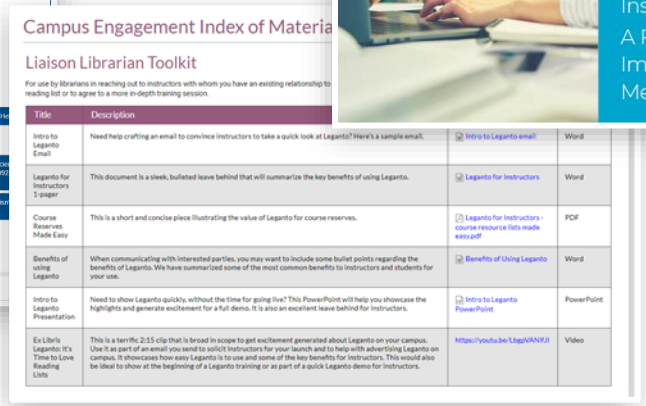
Product	Average (seconds)	95% of all activity is faster than... (seconds)	What is being measured?
Alma	0.81 sec	2.60 sec	Staff user screens and online transactions
Primo VE	1.07 sec	2.87 sec	
Leganto	0.37 sec	0.66 sec	
ExLibris Higher-Ed Cloud Platform	0.22 sec	0.56 sec	

Alma First-Year Success Program

Online Chat Support Alma, Leganto, Primo VE



Campus Engagement & Rollout Programs

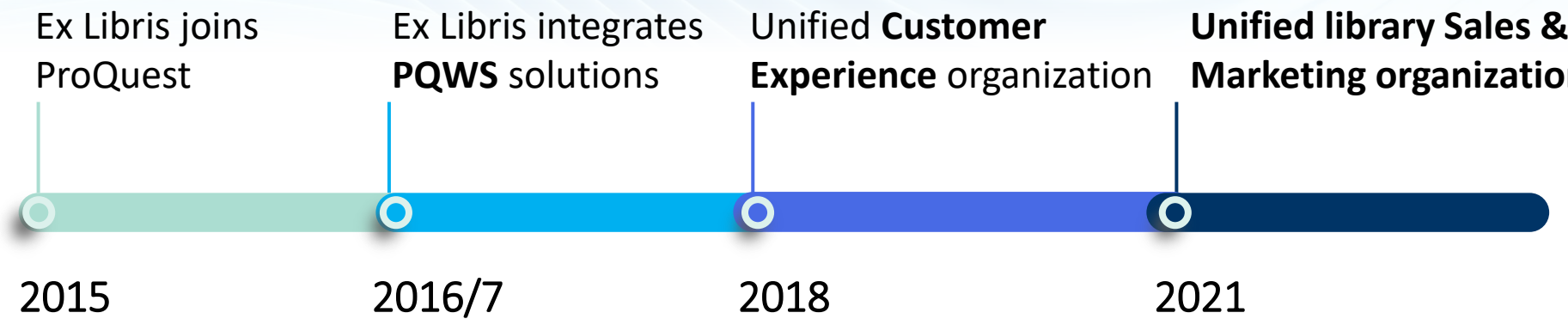


© 2021 Ex Libris | Confidential & Proprietary

ExLibris
a ProQuest Company

Ex Libris a ProQuest Company & ProQuest

Leveraging strengths, enhancing customer experience with a unified and holistic relationship management



© 2021 Ex Libris | Confidential & Proprietary

Ex Libris a ProQuest Company

© 2021 Ex Libris | Confidential & Proprietary

ExLibris
a ProQuest Company

Waiting to see you all!

© 2021 Ex Libris | Confidential & Proprietary

Thank you!

Oded.Scharfstein@exlibrisgroup.com
Jane.Burke@exlibrisgroup.com

ELUNA 2021 ANNUAL MEETING ONLINE MAY 2021

ExLibris a ProQuest Company