Growing Together

Ofer Mosseri, General Manager, Ex Libris

Please allow me to introduce myself…

Senior positions in Professional Services, Marketing, and Sales
NICE Systems

1999-2015

General Manager
Ex Libris EMEA

2015-2020

General Manager
ProQuest EMEA

2020-2021

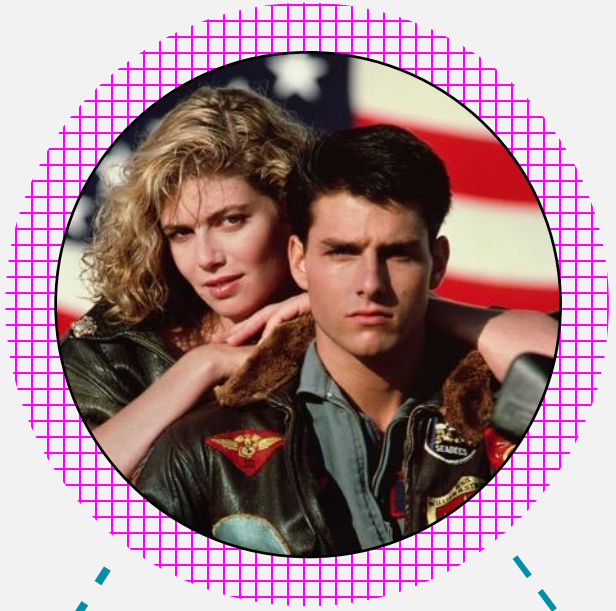
General Manager,
Ex Libris

2022

THE ELEPHANT
IN THE ROOM

Ex Libris

The bridge to knowledge



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Integrated Library Systems

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Integrated Library Systems

Content Discovery

Electronic & Digital Content

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Part of Clarivate

- Integrated Library Systems
- Content Discovery

Unified cloud-based library services platform

- Integrated Library Systems
- Content Discovery
- Unified cloud-based library services platform

Collaborative library networks

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- Integrated Library Systems
- Content Discovery
- Unified cloud-based library services platform
- Collaborative Library Network

Beyond the library

research, teaching & learning, student success

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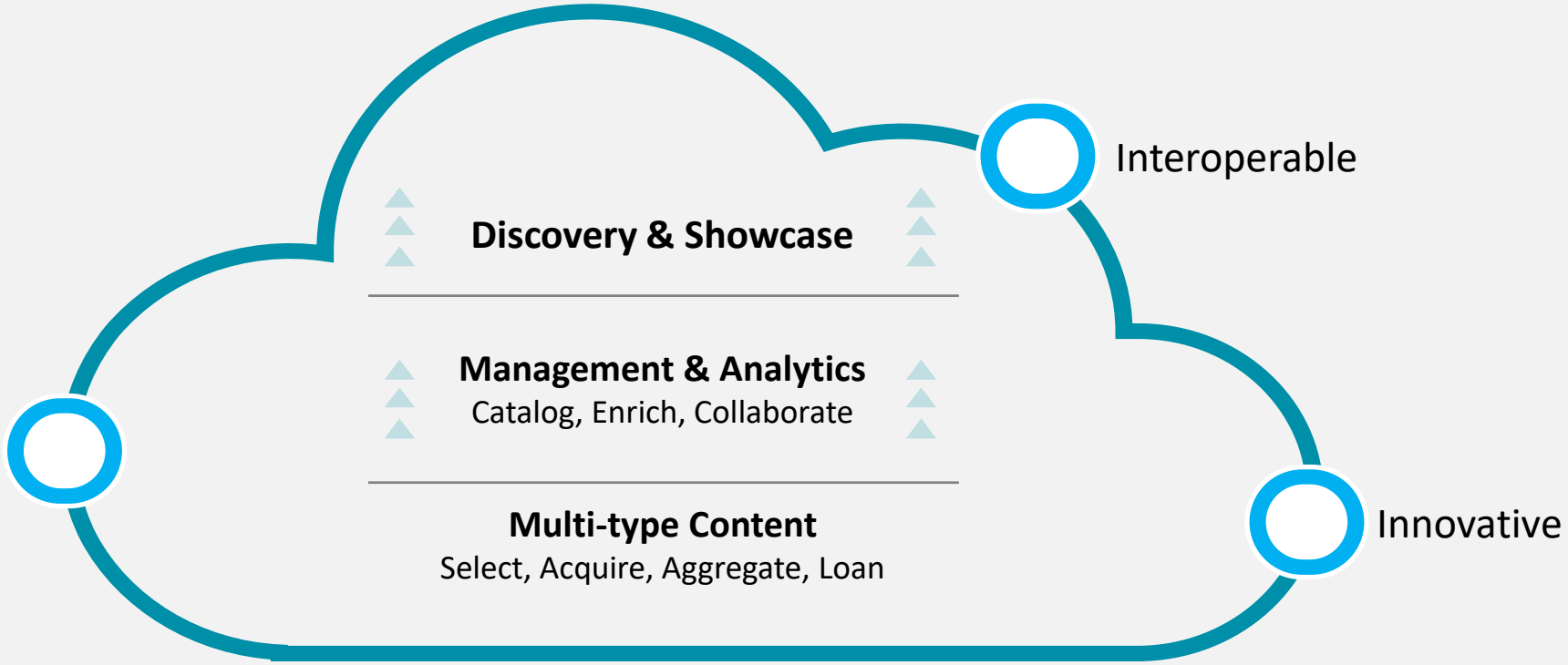
Library Transformation | **Research Excellence** | **Student Success**

Productivity & Impact | Discovery & Showcasing | Engagement & Learning

Alma Primo Summon Rosetta Esploro Leganto ProQuest RIALTO

Rapido RapidILL *Library App* Pivot-RP Research Professional News campusM

Ex Libris Higher-Ed Cloud Platform & Solutions



UX & Mobile | Cloud Operations | Analytics | Open APIs | Shared Content | Security & Privacy | Collaboration | Data Models

Genenral Manager

Ofer Mosseri

Business Units

Library Solutions
Asaf Kline

Research & Discovery Solutions
Guy Ben-Porat

Teaching & learning Solutions
Tamar Sadeh

Mobile Engagement Solutions
Miri Botzer

Growth Functions

Business Operations
Tammy Shomron Vinograd

Professional Services
Yaniv Cohen

Marketing
Yotam Kramer & Dani Guzman

Shared Enablement Functions

- Development & Platform
- Customer Success
- Customer Support
- Content Ops
- Cloud Ops
- Finance
- HR
- Legal

2022 Focus Areas

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Innovation

Customer Experience

Data Excellence

DEI

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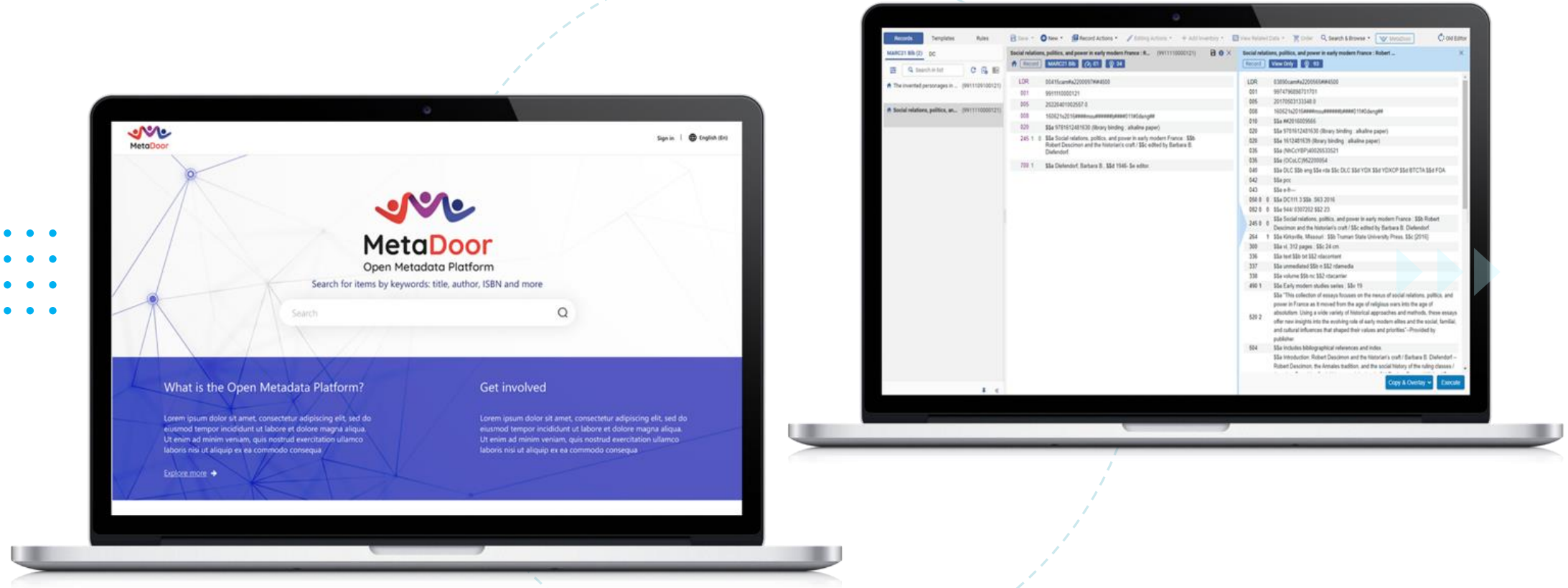
Innovation

- Open Metadata Platform
- Resource Sharing
- Library Mobile engagement
- Research Excellence
- AI & Machine Learning

MetaDoor - The Open Metadata Platform



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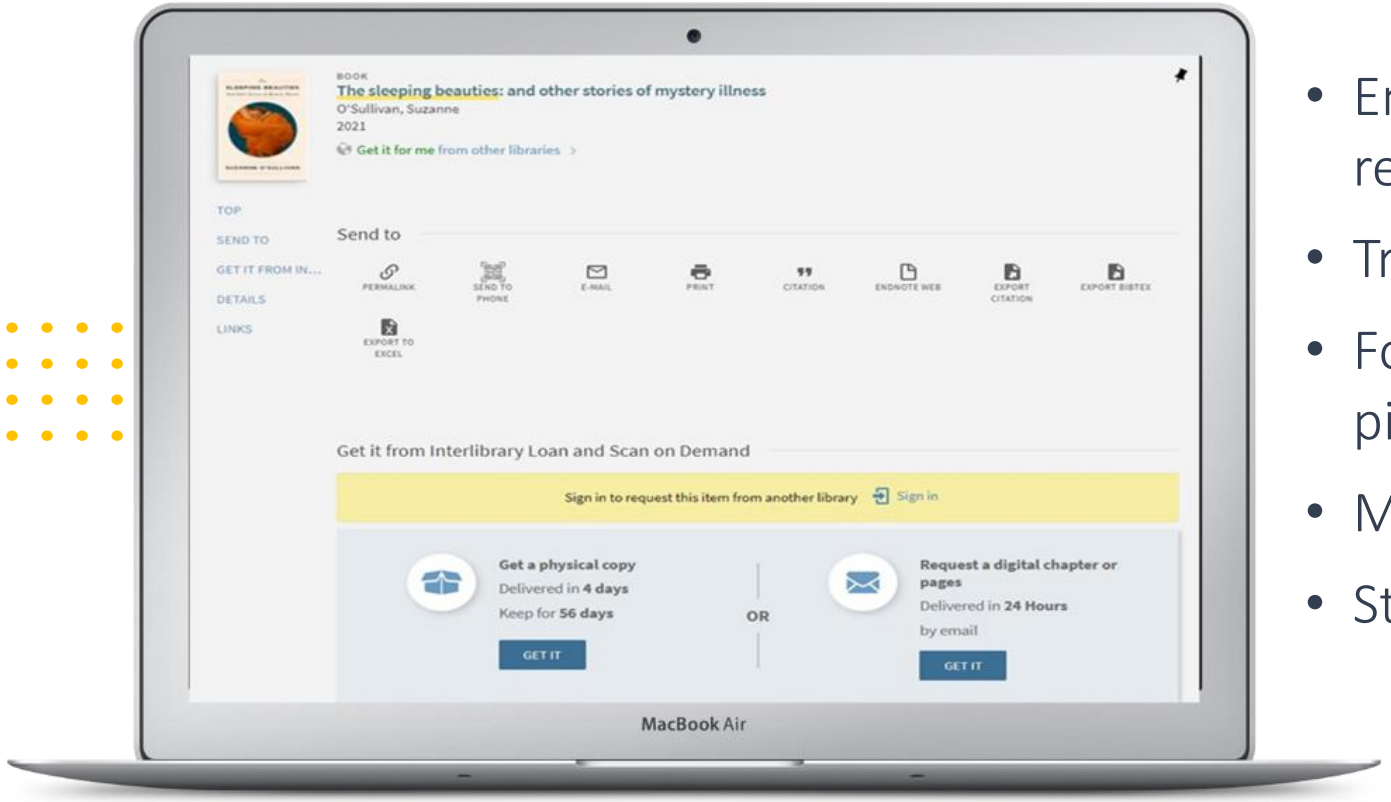
Rapido – Next Gen Resource Sharing platform



- End to end discovery to delivery resource sharing
- Transforming the user experience
- Focusing on future needs: ebook pilot, CDL and more
- More than 100 live institutions!
- Strong community collaboration

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Library Mobile app - powered by campusM

Mobile-first engagement for libraries

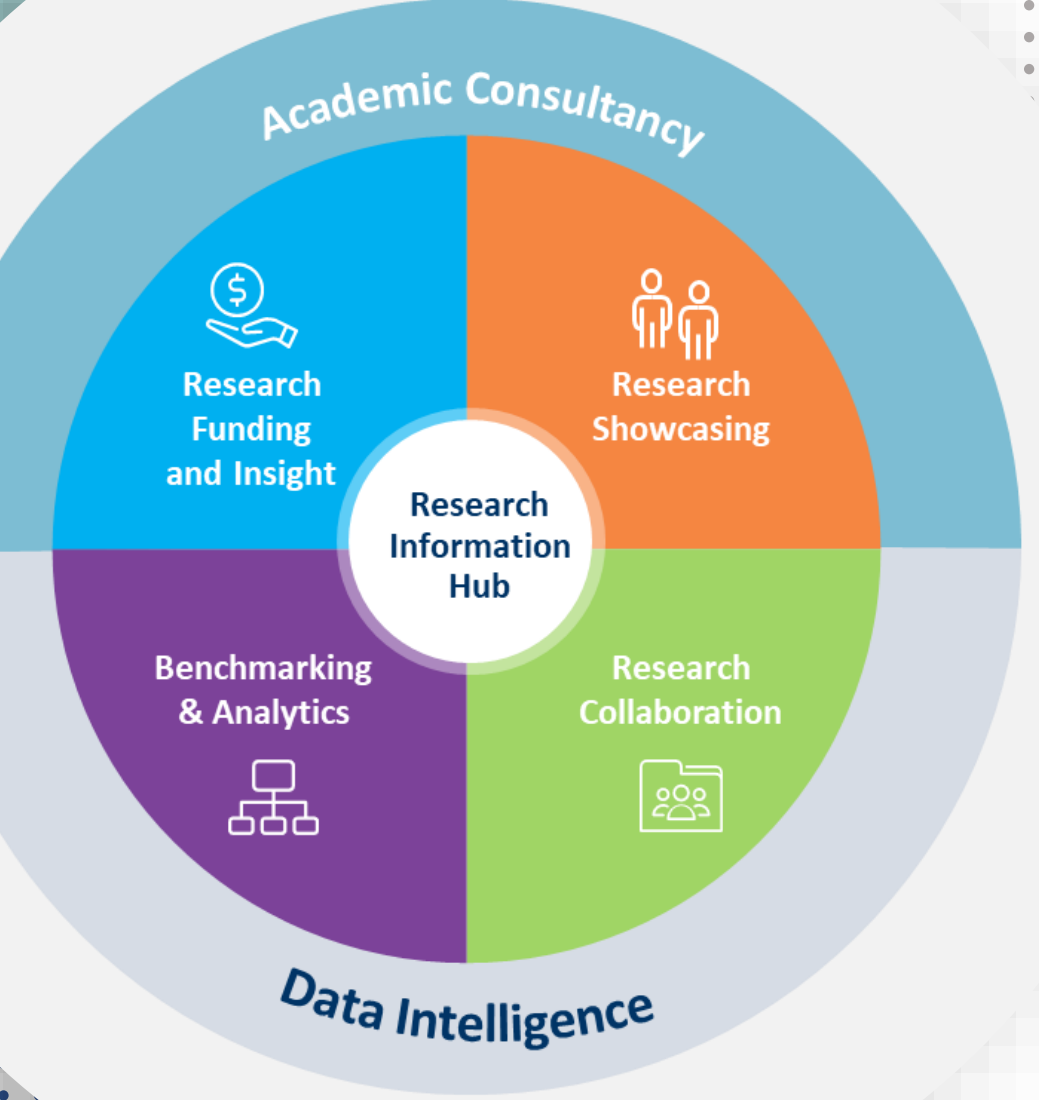
Full search and account functionality built-in

Push notifications automated from Alma

Branded app w/ library-set configurations

Access to library services, information pages, etc.

Out-of-the-box quick polls, maps and more



Advancing **research excellence**

- Trusted, high-quality data & metadata
- Research Insights & Benchmarking
- Comprehensive researcher profiles
- Workflow automation, smart harvesting
- Wide access to global funding

Esploro, Converis · Web of Science · InCites · Pivot-RP · EndNote & RefWorks · Research Professional News

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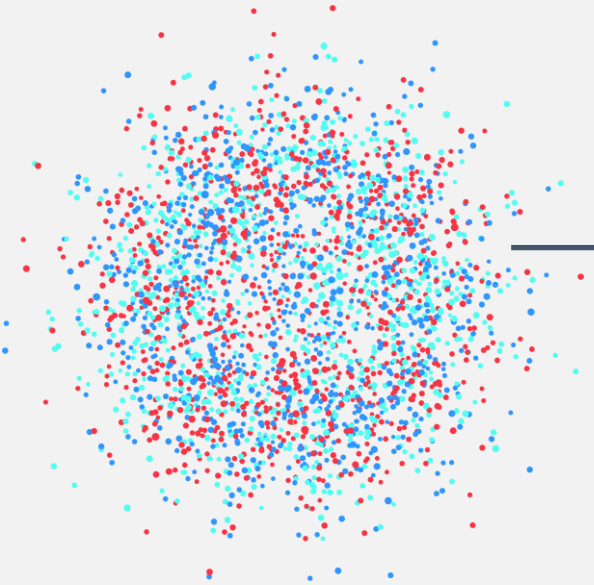
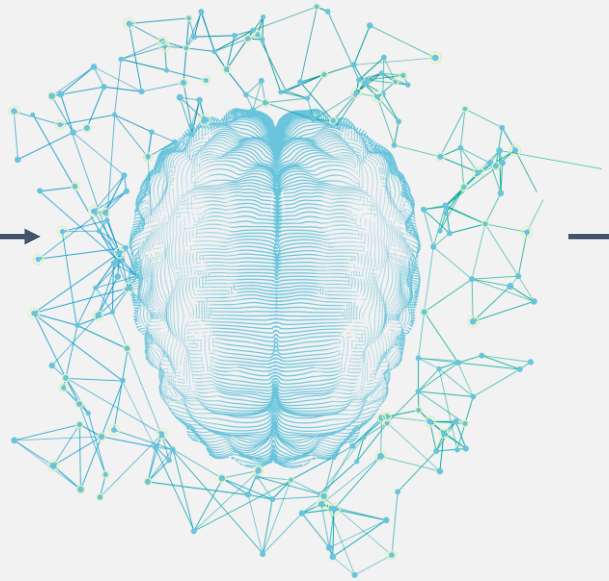
AI & Machine Learning

Data Explosion



AI & Machine Learning

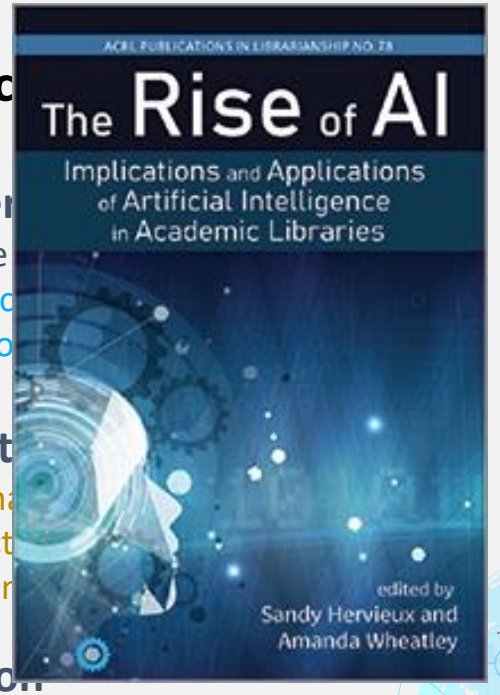


Library, Teac

Discover
- Article
- DEI rec
- Relatio

Metadat
- Title ma
- Subject
- Citation

Operation
- **DARA** - **D**ata **A**nalysis **R**ecommendation **A**ssistant
- **Ranking prioritization based on usage outcomes**
- Automatic decision making



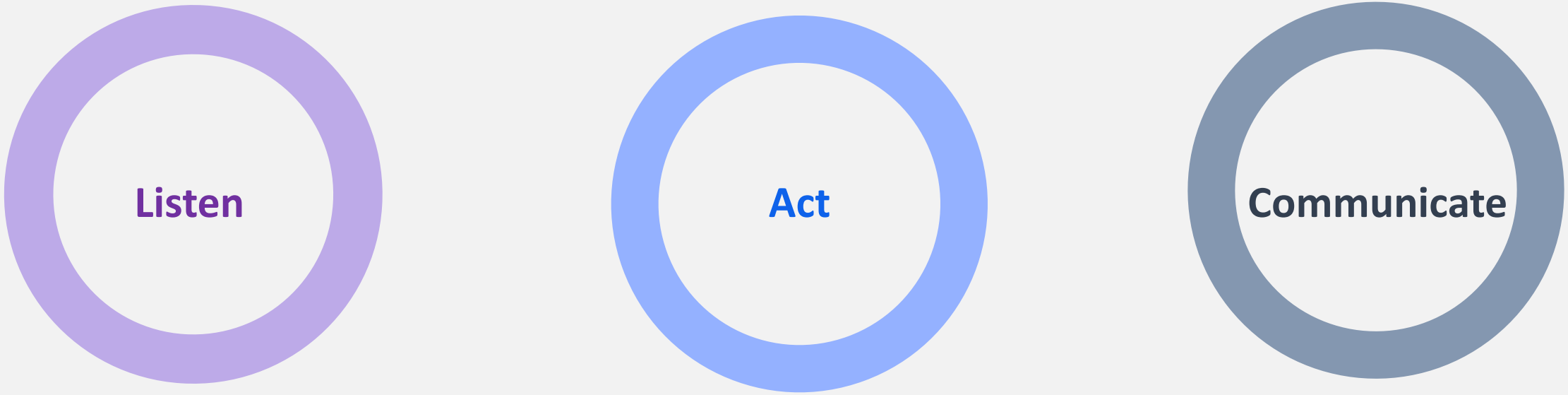
Research
- Smart Harvesting
- Recommendations for related articles

"Librarians are uniquely positioned to rise to the challenge that artificial intelligence (AI) presents to the field."

AI Vision for Libraries

Operational Efficiency ⟶ Content & Discovery ⟶ User Services

Customer Experience – Listen, Act, Communicate



- Customer Delight Program
- Support Transactional Survey
- Adoption - insight into customers' usage and health

- CS1 – focus on software quality
- Expansion of chat-based support
- Improved localization
- Enhanced customer success and adoption activities

- Community engagements – user groups, working groups, advisory groups
- New Customer Experience Site

CUSTOMER EXPERIENCE

Enablement & Success | Support | Community & Collaboration

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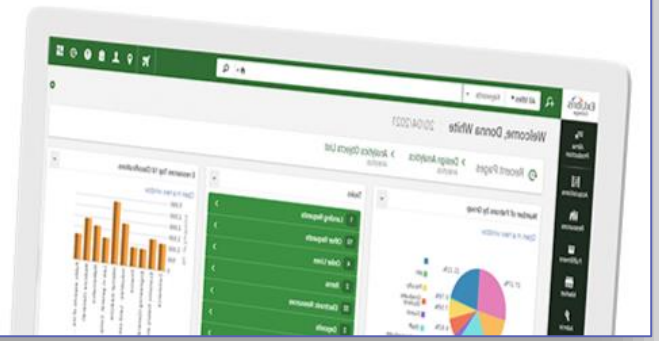
Ensuring Excellence, with a Personal Touch

We are your personal Ex Libris experience experts

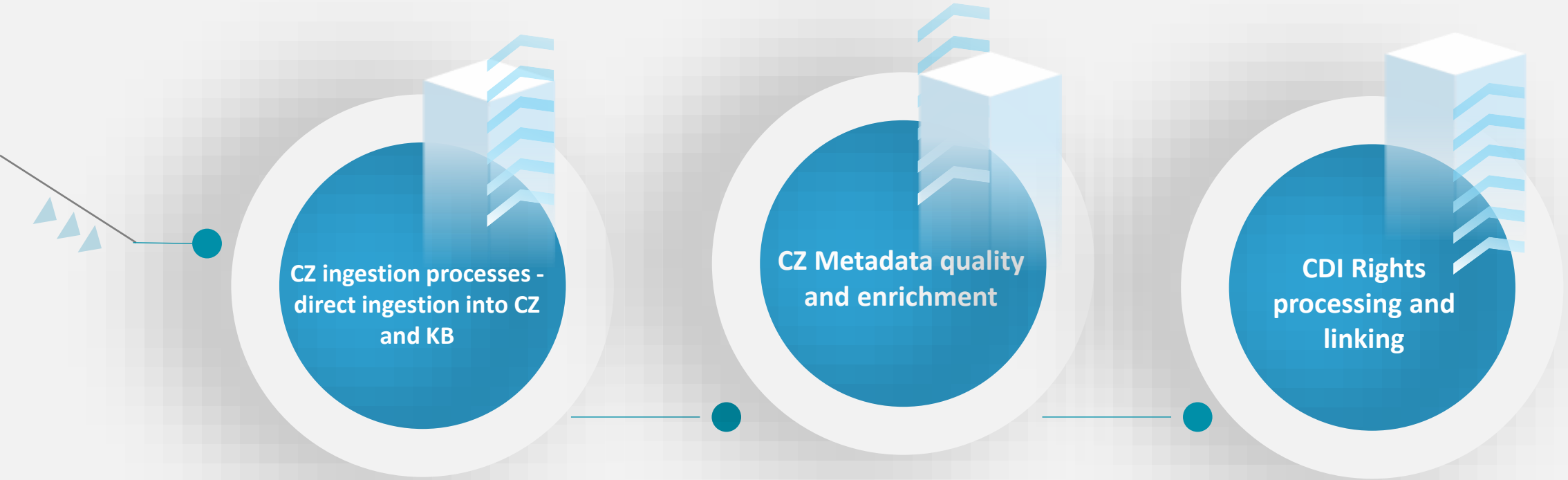
Watch a video →

We make sure you make the most out of your Ex Libris products



The Data Excellence initiative

Focusing on: Capacity, Efficiency, Speed and Provision, Quality



Addressing the intersection between technology and content

Diversity, Equity and Inclusion

Finished Year one of DEI efforts

- Customer Advisory Group
- Rollout of DEI-oriented functionality
- Cross-department Educational Programs

More to come in 2022

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ExLibris
Part of Clarivate

We grew together as part of ProQuest

Resources,
Outreach

Joint Solutions,
content & technology

Domain experience,
expertise

Ex Libris

ExLibris
The bridge to knowledge

ExLibris
a ProQuest Company

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ExLibris
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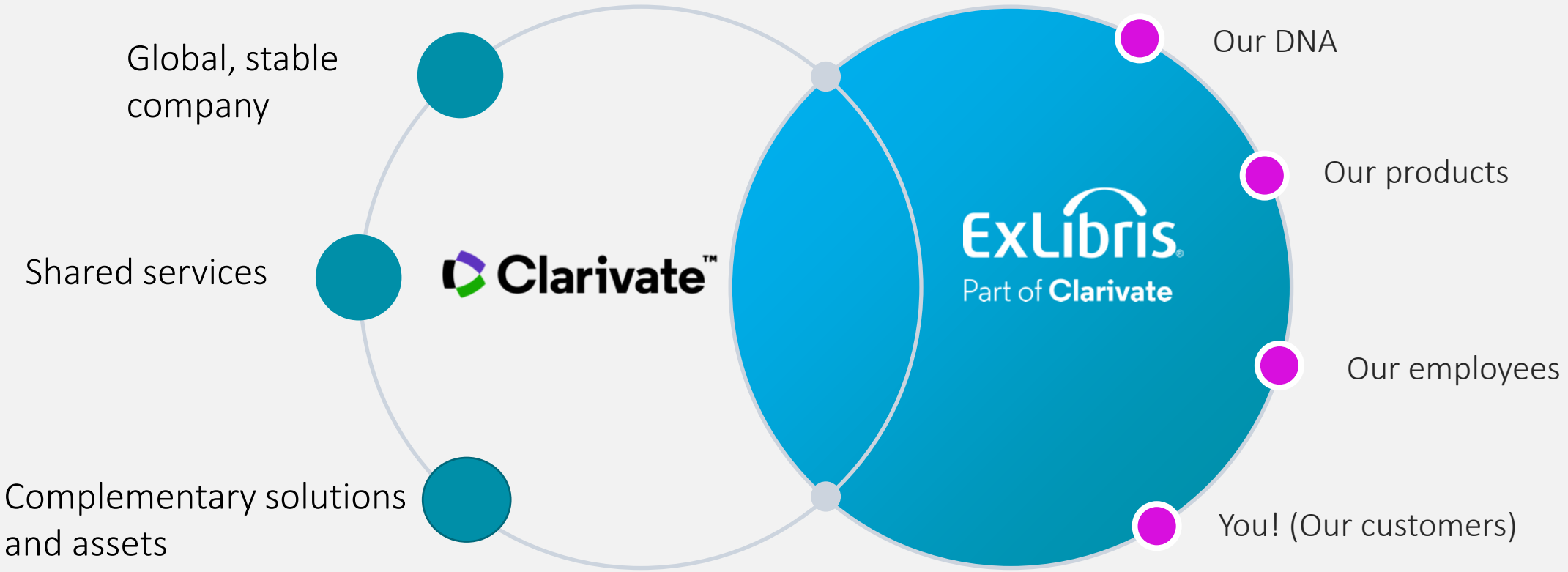
We will continue to grow as part of Clarivate



Ex Libris → ExLibris The bridge to knowledge → ExLibris a ProQuest Company → ExLibris Part of Clarivate

Part of Clarivate

- Ex Libris retains strong focus on the library domain
- Company wide ‘Center of excellence’ for Higher Education software innovation and expertise
- Joint solutions and integrations
- Strong collaboration with the user community

Clarivate enables us to move forward

- Shared Services
- Large Sales, Support and Customer Success organization
- Deep domain, technology expertise in research
- Budgets, Resources, Reach

Ex Libris
Part of Clarivate

Our Commitment

- Ensure ongoing and transparent communication
- Listen to your changing needs and act upon them
- Continue to Innovate
- Constantly improve our products & services
- Strengthen the collaboration with the community

Next year, We will see you in person!

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Thank You