The Content Ecosystem – Content Updates
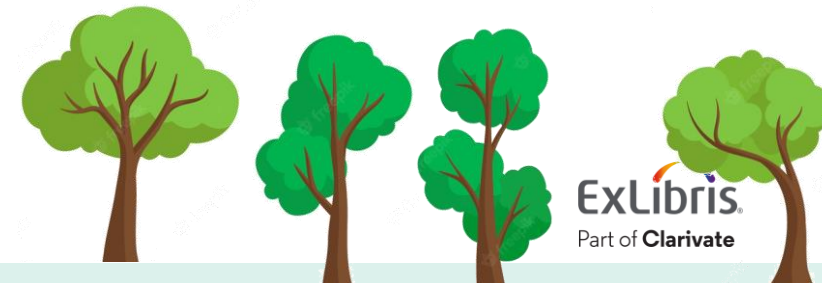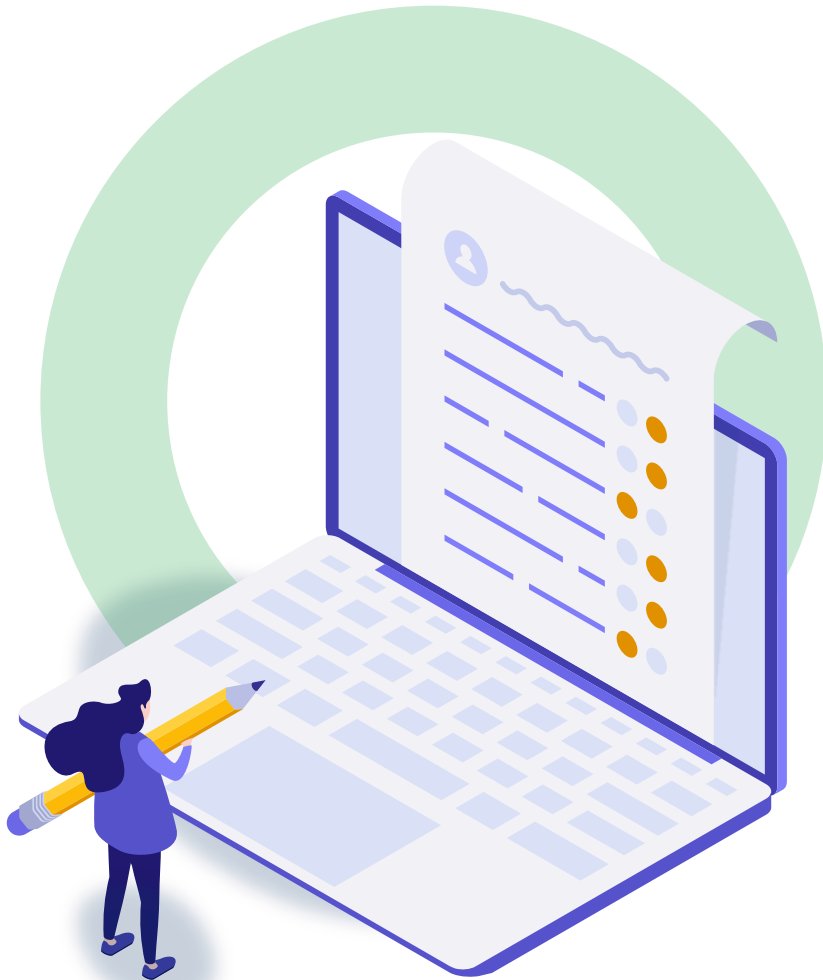
Rael Elstein | Content Product Manager

Agenda

- From Data Services to Data Excellence
- The Content Ecosystem
- Content Updates

From Data Services...

Alma — Alma CZ
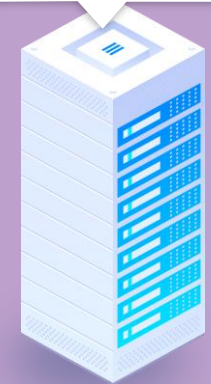
SFX — SFX KB

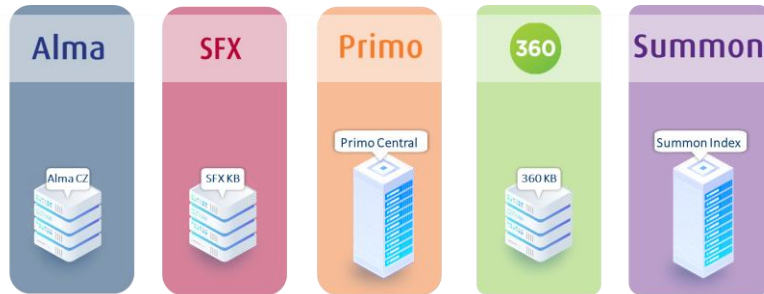Primo — Primo Central

360 — 360 KB

Summon — Summon Index

From Data Services to Data Excellence

- Introduction of Content Product Management
- Enhanced services with reinforced operations and support teams, continuous training
- **Transition from reactive to proactive work with community and providers**
- Simplified processes with single index (CDI) and unified workflows across knowledgebases
- Increased community involvement and attentiveness to requirements and feedback
- Better provider representation and understanding of mutual goals
- Focus on Content and Data throughout company
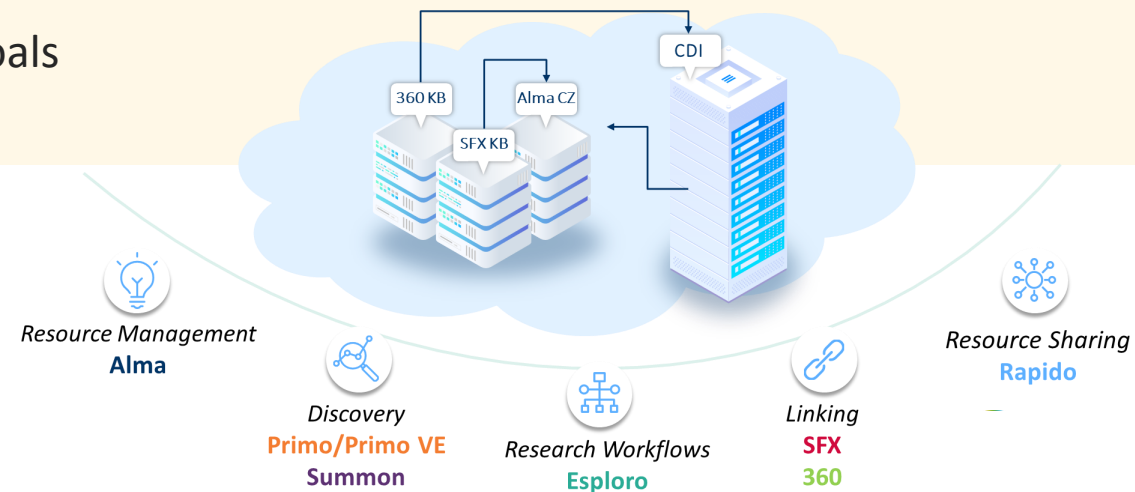
...to Data Excellence
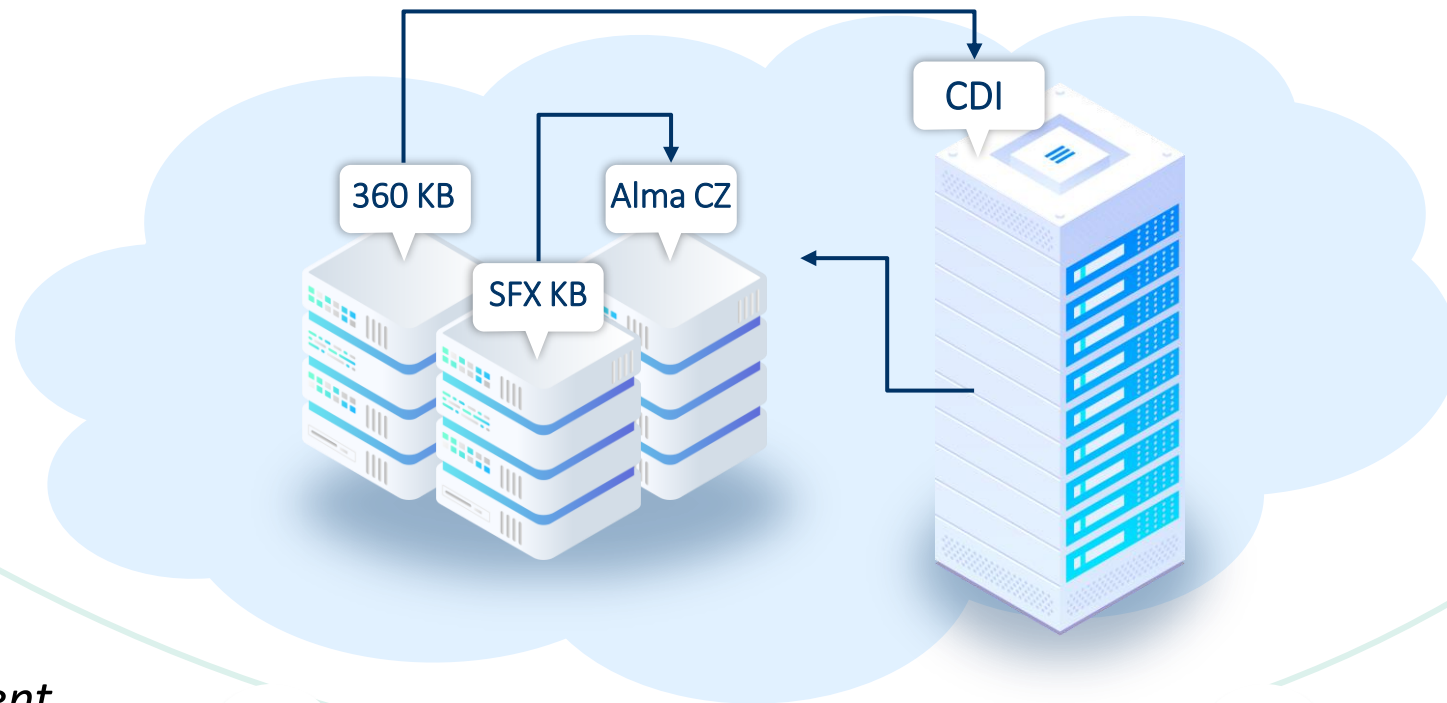
CDI

360 KB

Alma CZ

SFX KB

Resource Management
Alma

Discovery
Primo/Primo VE
Summon

Research Workflows
Esploro

Linking
SFX
360

Resource Sharing
Rapido

An **ecosystem** is a geographic area where plants, animals, and other organisms, as well as weather and landscape, **work together to form a bubble of life**

Knowledgebase Updates – Released

- 15% collection annual growth

- Workflow alignment across KBs

- Fuller representation of provider offerings

- Simplified new content request procedure via Idea Exchange and Support Portal

- Increased weekly cycle capacity for SFX and Alma by 50%

- Moved to daily updates of new titles for PQ EBC Perpetual, DDA and Subscriptions collection for Alma

- Timely release of annual collections and high level of transparency throughout the process (Knowledge Articles for all KBs)

- Proactive regional outreach to ensure fuller representation of local language content

Knowledgebase Updates – Planned/In Progress

- Increased focus on currency
    - Reduce turnaround time for updates
    - Extra analysis of current status of existing collections

- Alma "Collection Management Level" indication
    - Better represent the management level for greater transparency and clarity

- Adding contribution functionality in Alma CZ
    - Adding delete functionality for "community managed" collections

- CZ Management Group planned webinar: *CZ Metadata Overview, Contribution and Best Practices* (June 21)

Upgrading Record Metadata in Alma CZ – In Progress
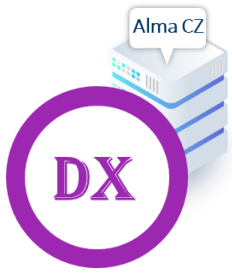
- Focus on **most popular e-book collections**

- Increased provider outreach

- Reanalyzing metadata quality score measurement

- Leveraging **alternative sources**

  - Massive enrichment of ProQuest Ebook Central "Express MARC" records (Nov 2021)

  - Utilizing Library of Congress *print* records for electronic metadata (in progress)

  - Converting non-MARC feeds to MARC-enabled (e.g. Project Gutenberg/March 2022)

Index (CDI) Updates – Released

- 10% annual CDI growth

- Released **hybrid linking** functionality (Nov 2021)
  - Over 100 collections converted to hybrid
  - Over 230 collections changes to Link in Record
  - Over 1 billion records affected
  - New collections released as hybrid, where appropriate

- Supporting **Quicklinks**
  - Quicker access and fewer click with direct linking to HTML/PDF pages
  - 15 providers already supported, with over 1.5 billion records
  - Additional providers planned throughout 2022

Index (CDI) Updates – Released

- Expanded **provider ID-driven article-level linking** for more accurate linking for over 20 providers

  - Gale, OUP, SAGE, PQ, JSTOR, and more

- Major **rights processing** improvements

  - Goal to reduce processing time to 24-48 hours

  - Decreased turnaround from 48-72 hours to below 50 hours

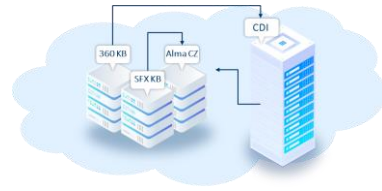 - Additional improvements in progress

Index (CDI) Updates – Planned/In Progress

- PQ Ebook Central release of book chapters (H2 2022)
- CDI Advisory Group

- Continued work on rights processing improvements
- Ongoing release of hybrid collections
- Ongoing release of Quicklinks support

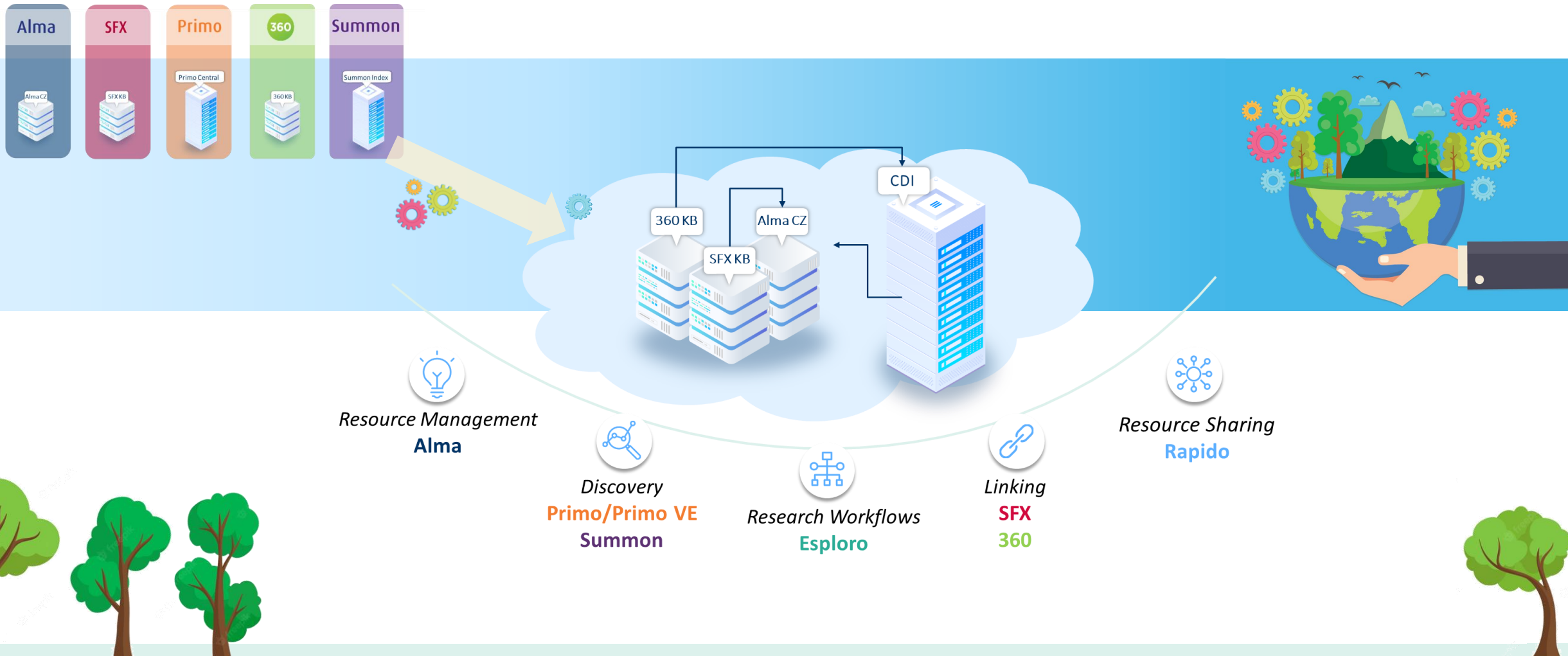# Serviceability Updates – Ongoing and Planned

- Faster case resolution time
  - Chat Support for CDI/Alma users in Europe
  - Chat Support for Alma CZ users in North America and Europe
  - Support to Support
  - Planned increase in support analyst capacity

- Improved transparency:
  - List of known provider platform changes
  - Known issues with providers
  - Quarterly roadmap plans
  - 2021 NERS requests in progress with high priority - 50% done

Serviceability Updates – Ongoing and Planned
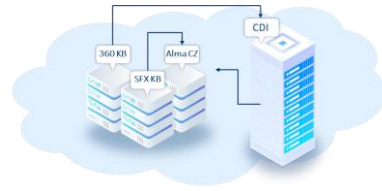
- Better communication:
  - Monthly meetings with Content Working Group and CZ Management Group
  - Quarterly Content webinars
  - Co-hosting webinar with CZ Management Group (**join us on June 21!**)
  - Monthly newsletters
  - Conducted joint roundtable with publishers and community members

From Data Services to Data Excellence;
The Content Ecosystem

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Thank you!

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ExLibris
Part of **Clarivate**