From Cradle to End User:
The New Content Journey

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Agenda

- New content in context
- Where does new content come from
- Where does new content go to
- Workflows for new content

New Content in Context

Meaning of New Content

Quality

Diversity

Community and Industry

Technological opportunities

What is New Content

New Providers
Establishing relationships with partners

New products
Providers offer new content types and modules

Annual collections
Collections that change slightly every year

Authority vocabularies
Promoting DEI (Diversity, Equity and Inclusion)

Different manifestation for existing content
Enrichment, metadata granularity, platform migration

Local content
Community contributions to CZ, CDI representations

ExLibris
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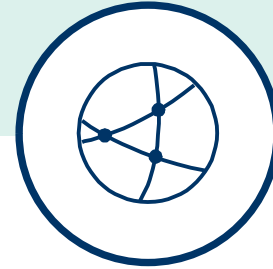
Requests for New Content come from:

Providers
- Contact form
- Ongoing communications

Community
- Working groups
- Support cases
- NERS
- Idea Exchange

Ex Libris
- Sales
- Professional Services
- Customer success
- Cross-Product
- Support

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Taking New Content From Cradle to End User

- New content & it's metadata are available

- Provider Relations verify available feeds

- Legal approval*

- Evaluating new content's metadata usability

- Deciding KBs/CDI/both

- Publish to the community in the Content Operations roadmap

- Automation*

Where Does The Content Go to

Evaluating New Content's Metadata Usability

- Feed delivery format
- Update frequency
- Perpetual or with removals
- Full text or not
- Does it have identifiers
- Metadata granularity

New eBook Collection

- Standard KBART
- Excel format
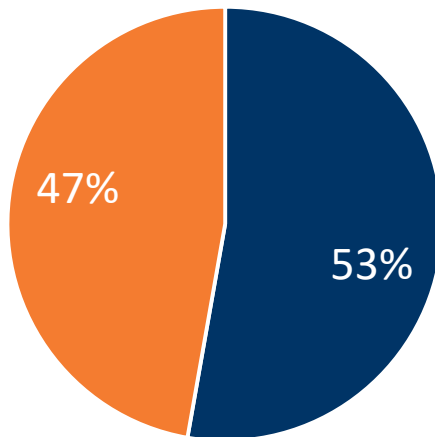- With unique identifiers
- Full text available

New Newspapers Collection

- Rich metadata with title and article level details
- XML format
- No identifiers
- Full Text available

Community Perception of Usability

What would you prefer as a general rule of conduct
with electronic ebook/ejournal collections:

47%

53%

■ Activate as soon as possible, regardless of Bib record quality
■ Wait for two weeks to get better Bib records before activating

Other Responses:

- Activate as soon as possible but then update as soon as better [Bib] is available

- Activate as soon as possible, but if its textbook we make it as a IZ record

- Do ASAP for ejournals, wait 2 wks for ebooks or other material types

- Activate as soon as possible but update after two weeks

- Activate asap, overlay with better metadata when available

- Activate it ASAP but have a note that the records are going to be updated

- If you can update in 2 weeks, go ahead w/ low quality

- Activate as soon as possible, but I hope the bibliographic description of the collection includes info that it is in the process of being 'built' and perhaps give a time frame

- I think it depends on whether there are bibliographic records available from another source (like WorldShare Collection Manager, the vendor, or a third party cataloger). We wouldn't activate a CZ collection with substandard bibs if we could load higher quality local ones. However, if it's the only way to provide discovery, then we would take the brief bibs over nothing.

- Why only 2 options? Can you request providers to provide at least minimal level records? I have noticed that some records do not have author names, description, subjects, etc. It is very challenging to work with those records.

- Activate asap. Poor CZ bib = automatic search in OCLC and relinking to that OCLC record

Accommodating Multiple Solutions for Multiple Scenarios

Internal Workflows for New Content

Systematic Approach for New Content

Adding Automation

Being Proactive

Maximizing Impact

**Deciding
KBs/CDI/both**

Maintain Quality

Workflow for New Content

Request for New Content
- Providers
- Community
- Ex Libris

Evaluating
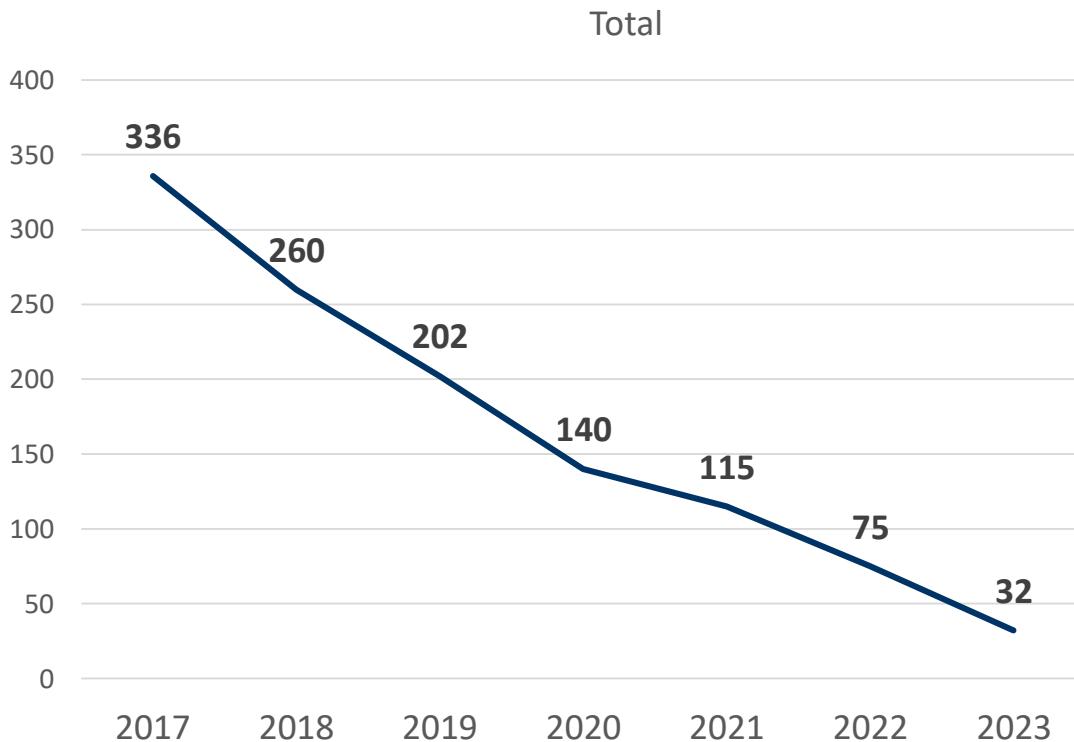- KBs/CDI
- Priority
- Legal
- Quality

Approval
- Automation setup
- Other usability

Managing Community Requests for New Content

- Advantages of Idea Exchange
  - Transparency – anyone can vote, post and see
  - Prioritize by votes and comments
  - Regional content
  - Archive of requests
- Prioritize in NERS
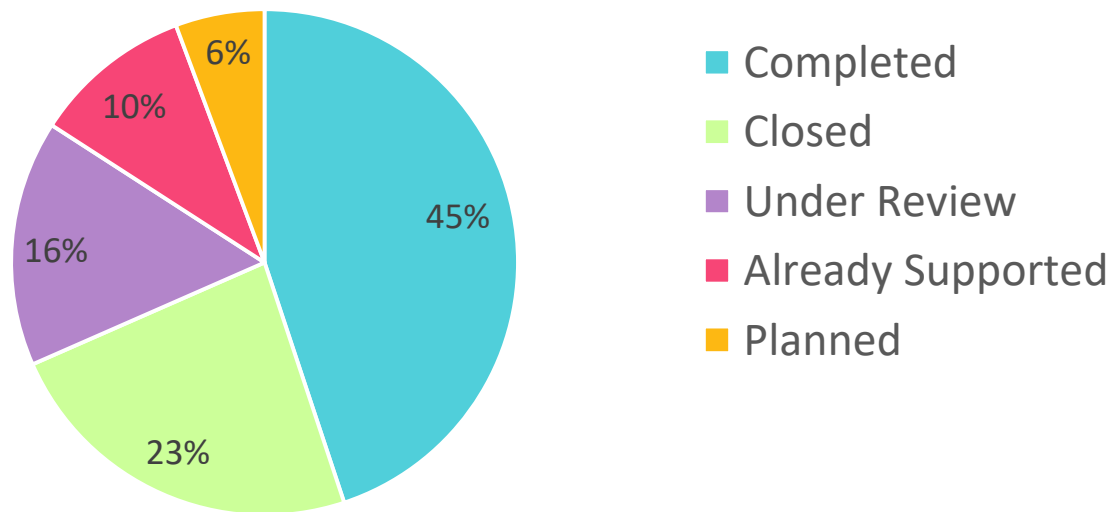- Cases for existing providers - discontinue

Ideas Posting Over the Years

Total

336
260
202
140
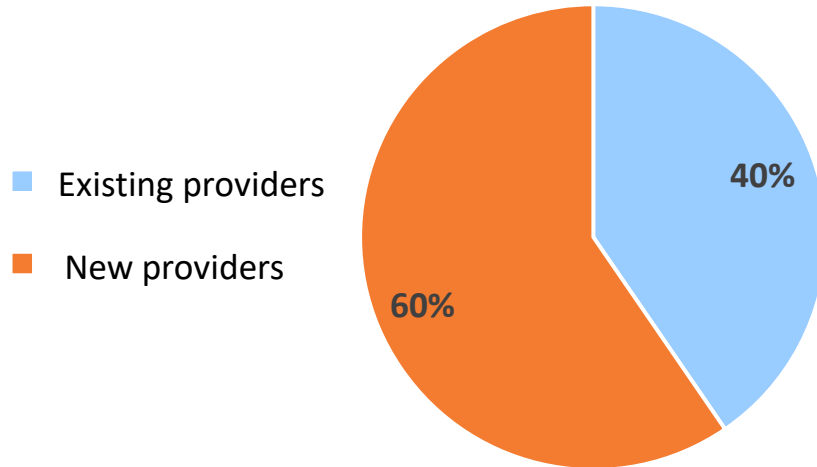115
75
32

400

350

300

250

200

150

100

50

0

2017 2018 2019 2020 2021 2022 2023

— Total

*As of End of April 2023

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Total Ideas Status

Total

- Completed — 45%
- Closed — 23%
- Under Review — 16%
- Already Supported — 10%
- Planned — 6%

Idea Exchange Statistics

Provider analysis
Ideas submitted 2017 - 2022

- ■ Existing providers
- ■ New providers

40%

60%

No identifiers

Primary sources

Historical collections no longer sold

New Providers Requests types

- Regional non-English content

- Open Access

- Single titles

- Enrichment

- Authority Vocabularies

How to Make a Case For Your Idea

- Check if this idea was already posted, and vote for it

- Where you would like to see the content

- New or existing providers

- Provide any possible detail including:

    - Number of collections from the provider

    - Contact person

    - Link

    - Language for non-English requests

Taking New Content on a New Path

- Using **High Quality** metadata

- Finding the **right place** for best representing the metadata (KBs and/or CDI)

- **Diversify** the KBs and CDI

- **Transparency** in new content requests, priorities and decisions.

Transparently Collaborating to get new content in the right place

A Special Thanks to the Content Working Group
Especially Beth Juhl and Cody Hackett

Thank you!

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