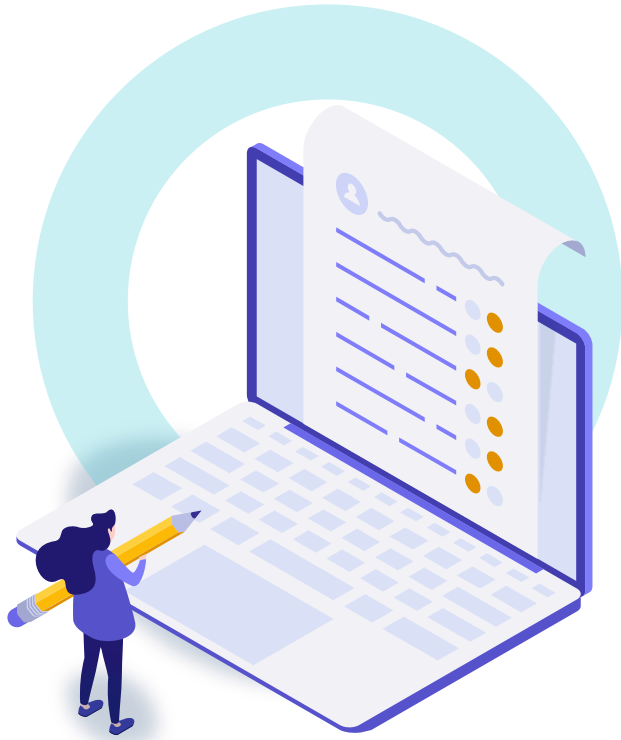




Content Transformed: 2022 Highlights and a Preview of 2023 Focus Areas

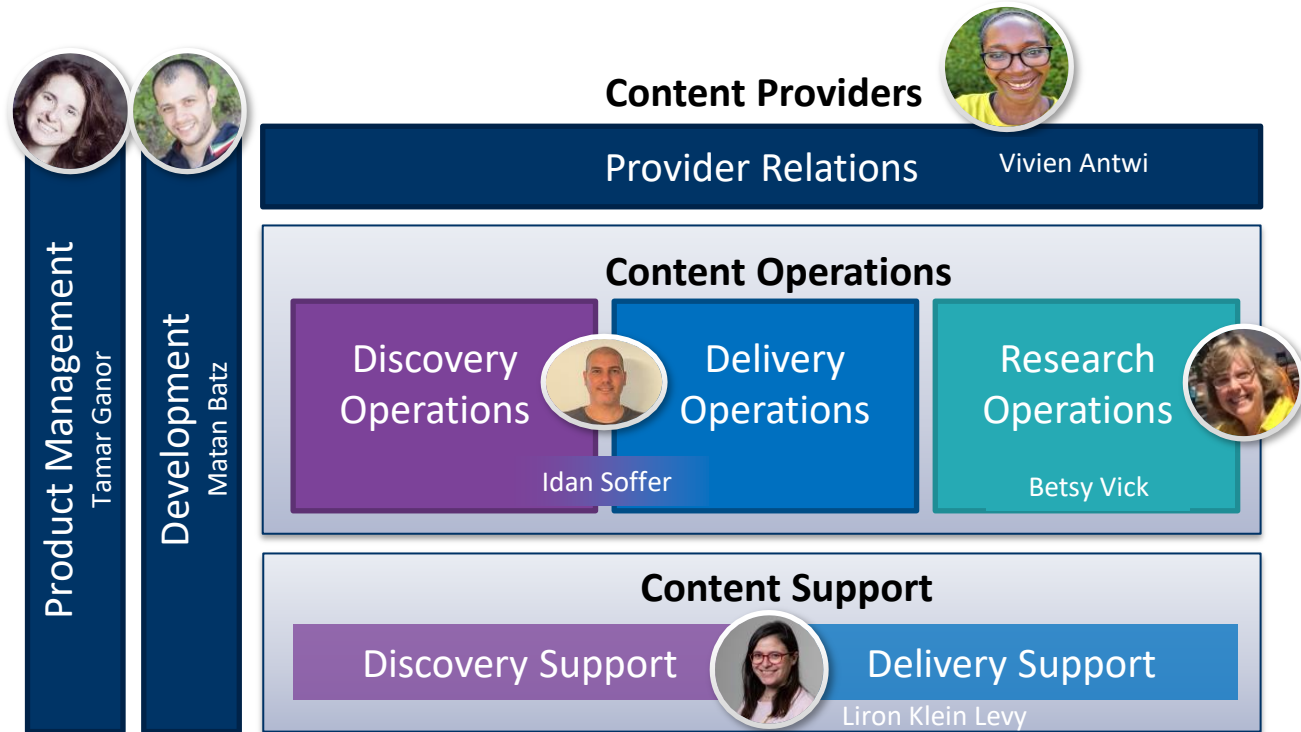
Tamar Ganor | Content Product Manager



Agenda

- Organization updates in content operations team
- 2022 content summary
- Looking forward to 2023

We Are Content Operations:



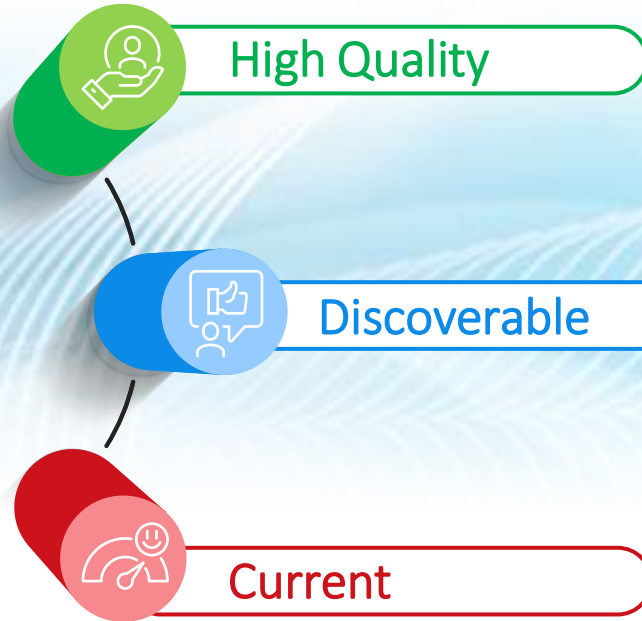


2022 content summary

Data Excellence (DX) theme



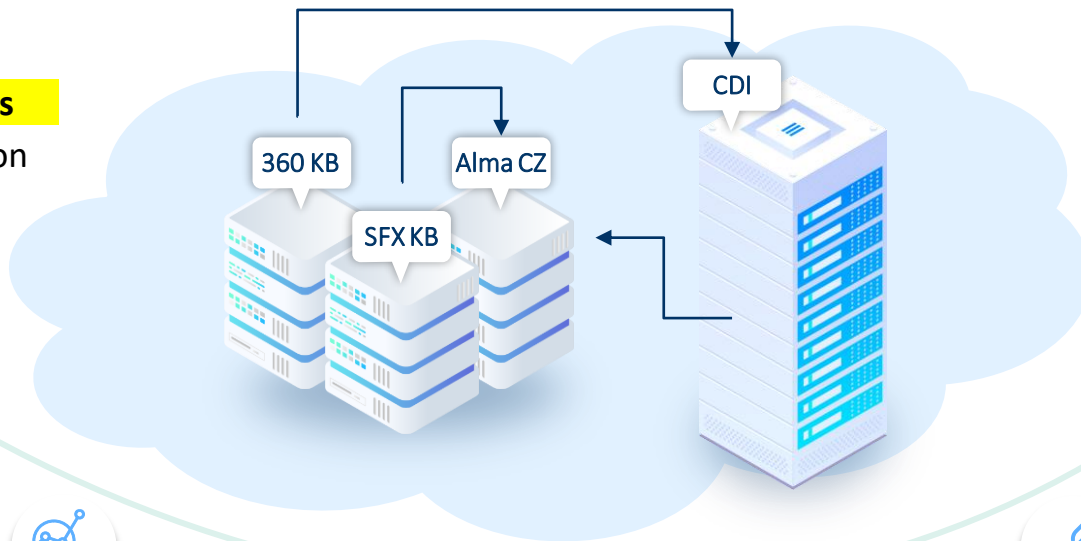
Putting the
excellence
in data



Content Across Our Services

KBs/CZ

- **74,700 collections**
- 15% annual collection growth



Central Discovery Index

- Books, articles, chapters, videos, datasets, more...
- **5.14 billion records**
- 10% annual record growth



Resource
Management
Alma



Discovery
Primo/Primo VE
Summon



Acquisitions
Rialto



Research
Workflows
Esploro



Linking
SFX
360



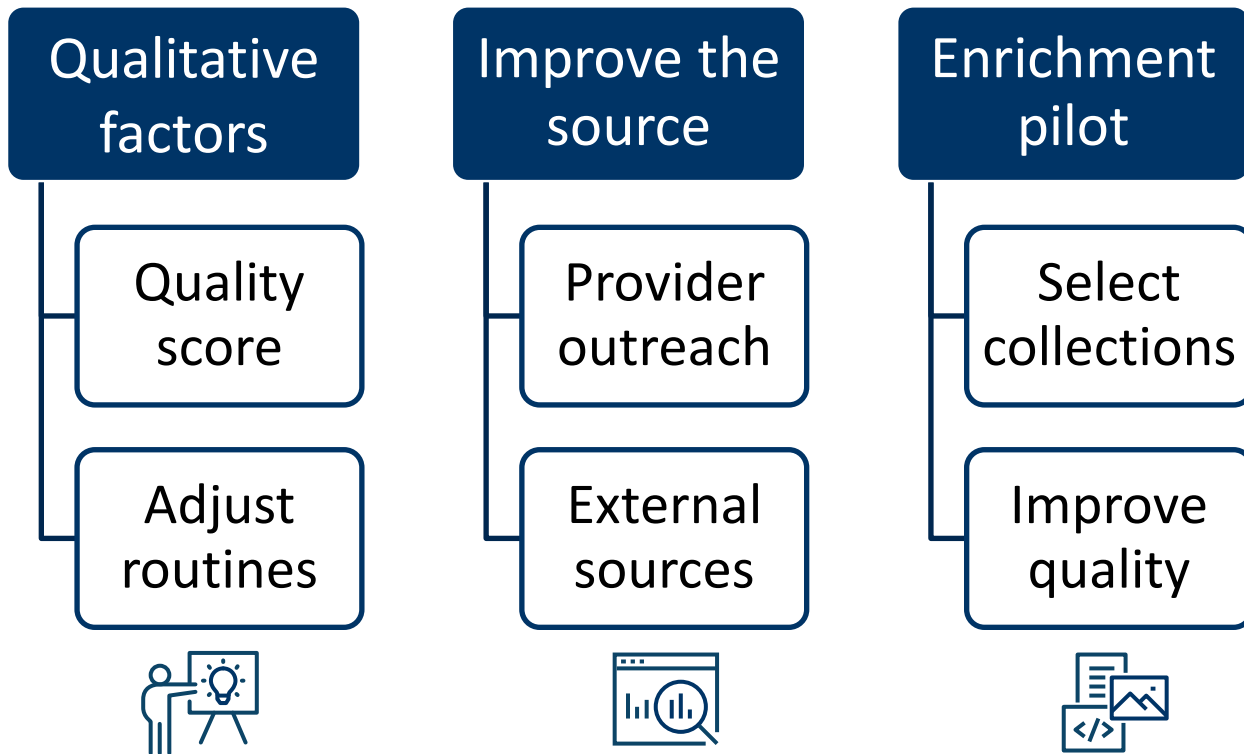
Resource
Sharing
Rapido

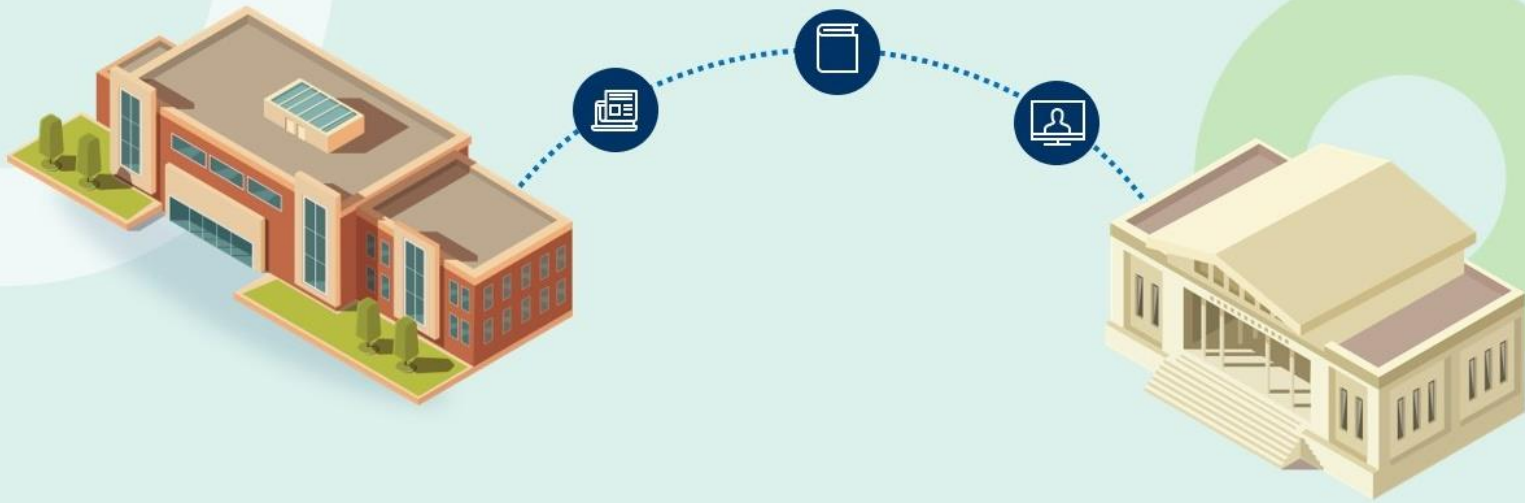
Quality

Measuring, improving, adjusting



Improving metadata





Discoverable

Easier to find, less clicks to access

Ebook Central book chapters in CDI

- November 2022 - first load of 55,000 records
- Gradually loading more until 20 million
- Will allow direct linking to chapter levels
- Boost search results





- 26 providers
- Over 10,500 collections with 1.55 billion records
- Over 250 institutions with at least 100 clicks in November
- Over 400 institutions currently active or testing
- More than 300,000 clicks in November
- Linking success rates – 99%



Peer review in CDI

- Started from 506 million articles with Peer Review indication
- Now up to almost 551 million articles with Peer Review indication
- Meaning we added ~45M correct Peer reviewed indication.



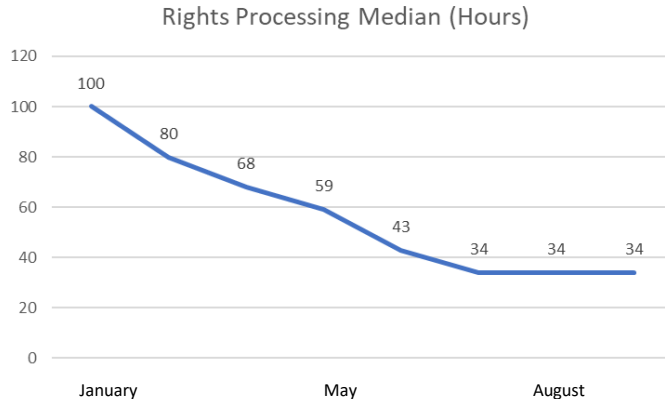


Current

Proactively staying up to date

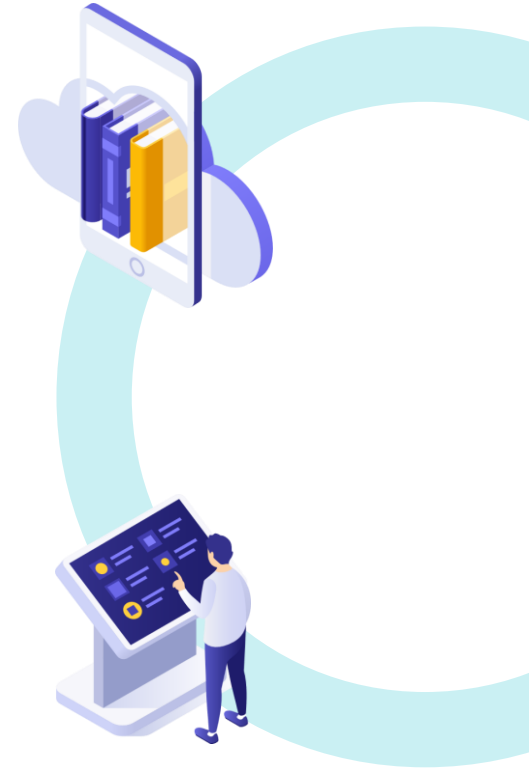
Enhancing Rights in CDI

- Improving rights processing
 - Decreased turnaround from 72-45 hours to below 35 hours (currently the median time)
 - Additional improvements in progress throughout 2023
 - Goal to reduce processing time to 24-48 hours



Proactive actions to improve currency

- Enhanced reports allowing agile proactive improvements to currency issues
- Improve CDI currency for top activated collections
- Driving proactive automation improvement following weekly case trends analysis



Direct ingest – how long does it take from provider to CZ?



Cambridge – 417 collections; JSTOR – 285 collections



Daily file updated – 24 to 48 hours refresh



Accommodates additions, updates and deletions

Alma CZ



Ebook central daily updates

- Adding the ebook central full catalog directly to Alma
- Since November 2021 uploaded more than 262,000
- Currently over 90% of ebook central titles are in Alma



And more...

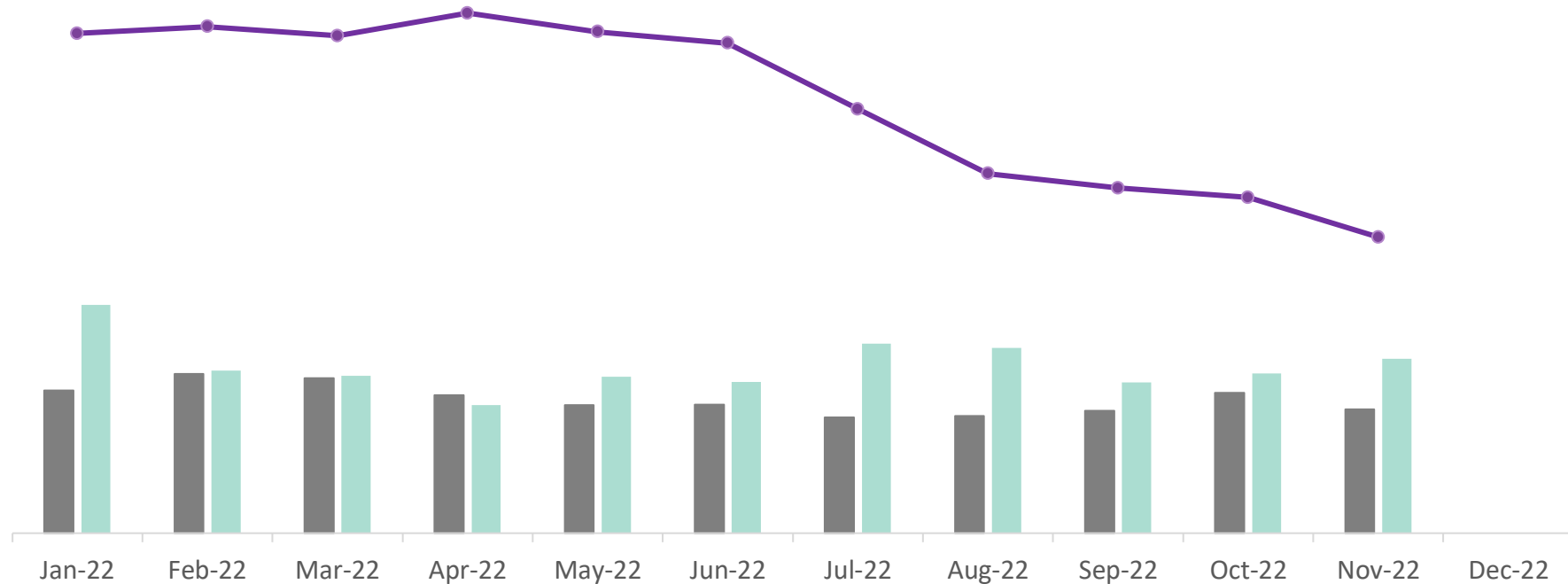


Customer's experience with content support improvements

- High attention to reduce backlog
- Project Flash
- Increase capacity



Content Support- Backlog, Submitted and Closed Cases



Collection Management Level



Collection activation indication



Collection ID: 614330000000000002

MMS ID: 995521883500041

 **Management Level:** Ex Libris

 **Asia Pacific:** 128

 **Europe, Middle East and Africa:** 485

 **North America & Latin America:** 852

 **Total Activations:** 1465

Check out your regional content – you may be surprised!

2022 initiatives – data excellence



Ebook Central
book chapters

Direct ingest

Rights
processing time

Quicklinks

Peer Review
in CDI

Upgrading
metadata

Looking forward
to 2023...



Long-Term content and Data Focus

- More transparency and improve communication
- Improve new content life cycle



Content – current, complete and discoverable

- **Data excellence:** quality, discoverability and currency
- Operational efficiency to improve updates **monitoring** and **new content** turnaround time
- **Communication & collaboration** with customers and providers
- Customer experience with content **support**





Thank you!

Tamar.ganor@clarivate.com

ExLibris
Part of **Clarivate**