

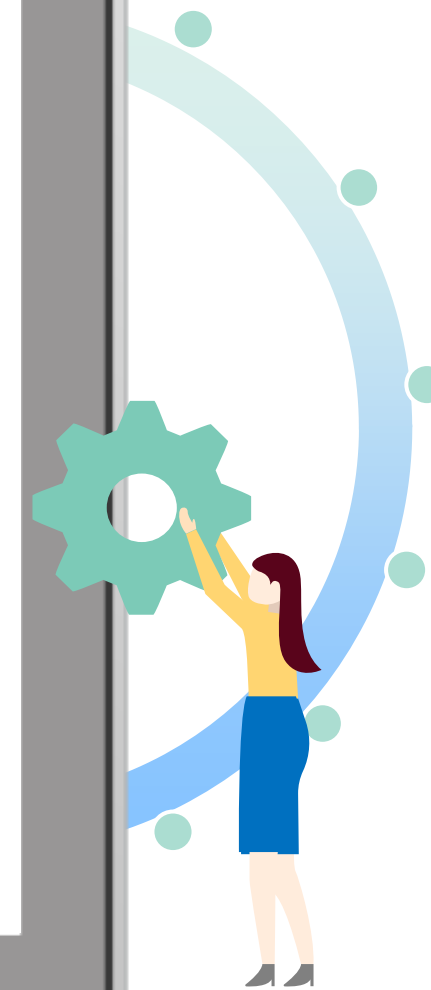


# *Content Quarterly Webinar:* End-to-End Content Experiences

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# End-to-End Agenda

- Content Operations:
  - From Request to Ingest and Support
- Institutions:
  - From Delivery to Discovery
- End-Users:
  - How it All Works Together



NoteBook

# End-User Experience: Search, Discovery and Fulltext Access

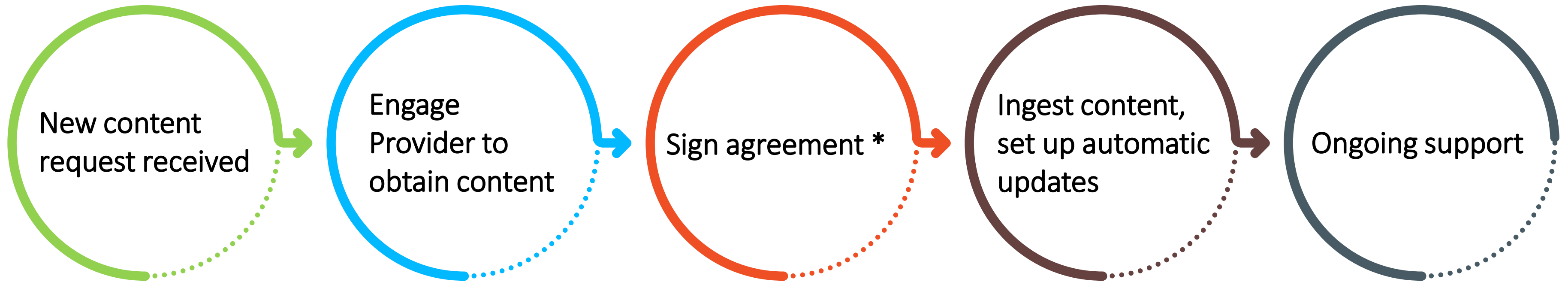


A screenshot of the ExLibris library website interface. The top navigation bar is dark blue with the ExLibris logo on the left and links for JOURNAL SEARCH, TAGS, LIBRARY SEARCH, ILL REQUEST, FETCH ITEM, and BROWSESEARCH in the center. On the right of the navigation bar are icons for QR code, a lightning bolt, and links for Sign in and Menu. Below the navigation bar is a large search bar with the placeholder text "Search anything". To the right of the search bar are dropdown menus for "Everything", a microphone icon, a magnifying glass icon, and a link for "ADVANCED SEARCH". Below the search bar is a yellow banner with the text "Sign in to get complete results and to request items" followed by a "Sign in" button and a "DISMISS" button. The main content area is light gray and contains three white boxes. The first box is titled "How does this work?" and contains text about Primo's search capabilities and a list of features: Renew books and videos, Create favorites lists, Export citations to Refworks and Endnote Web, and View full search results. The second box is titled "Where can I get help?" and contains a link "Ask a librarian how to start your search". The third box is titled "Questions? Comments?" and contains a link "Let us know what you think!".

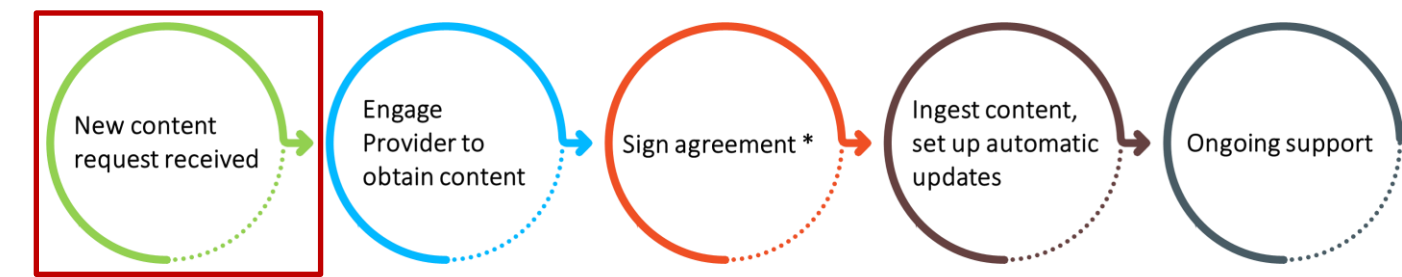


# Content Operations: From Request to Ingest and Support

# The Content Ingestion Process



# New Content Requests



## Idea Exchange

- Open platform to suggest new content globally
- For KB/Delivery and/or CDI/Discovery
- Community voting
- Selection criteria
  - Impact
  - Reach
  - Regional representation
  - Significant content
- Clear statuses for tracking updates
  - **UNDER REVIEW**
  - **ACCEPTED**
  - **PLANNED**
  - **ALREADY SUPPORTED**
  - **COMPLETED**
  - **CLOSED**



## NERS Voting

- Community owned and driven (Content Working Group)
- Voting for ELUNA/IGeLU members
- Ex Libris commitment to review top 10 requests
- Updates provided to Content Working Group (CWG)



## Annual Collections

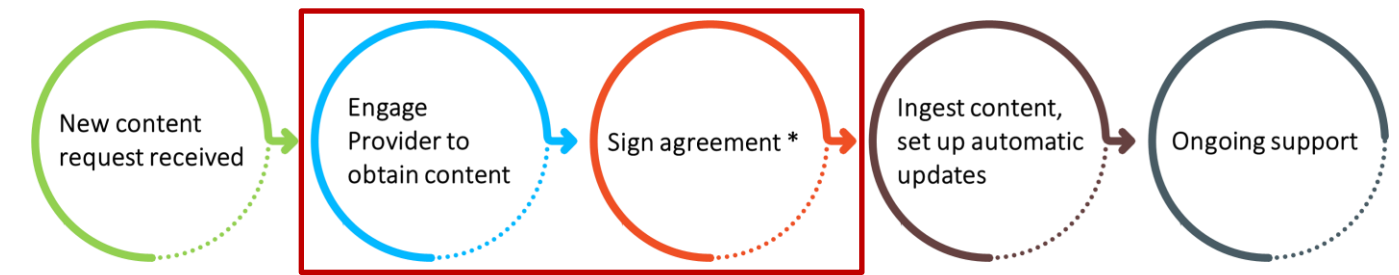
- No need to request on any platform
- Ex Libris has direct contact with annual collection providers
- Track this list on the Knowledge Center (yearly article)
- If a provider is missing, submit a support case and let us know



## ProQuest Content

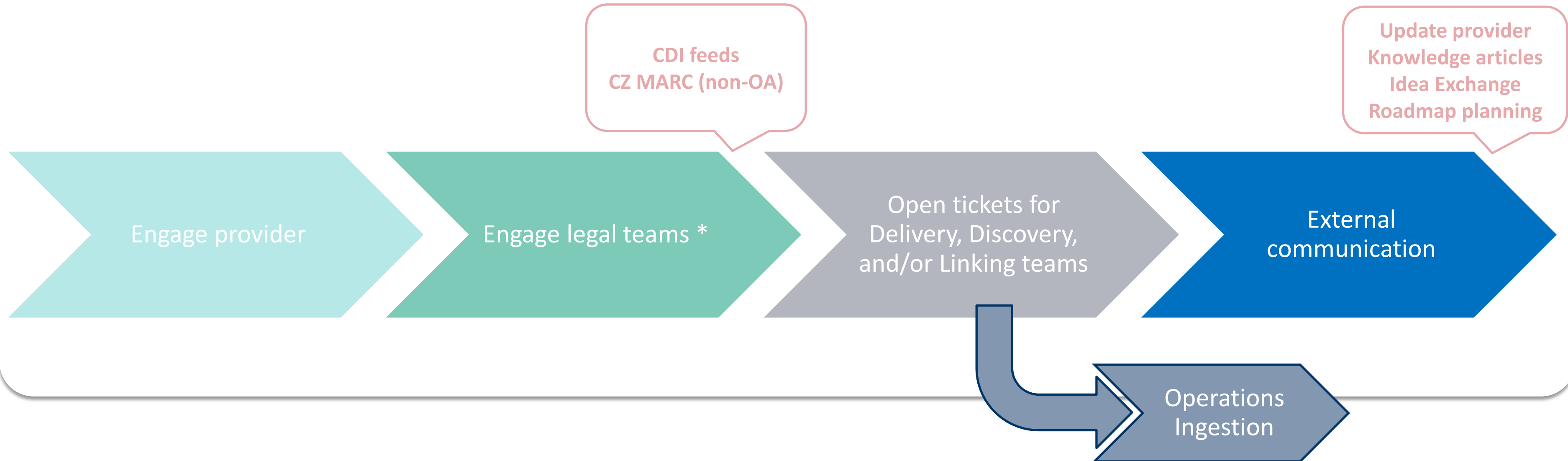
- No need to request on external platform
- We work directly with ProQuest to ingest new content in advance
- If a collection is missing, submit a support case and let us know

# Provider Relations Outreach



Requires provider responsiveness

## New Content



# Delivery Content Ingestion



## New Content Setup – Manual



## Ongoing Updates – Automated

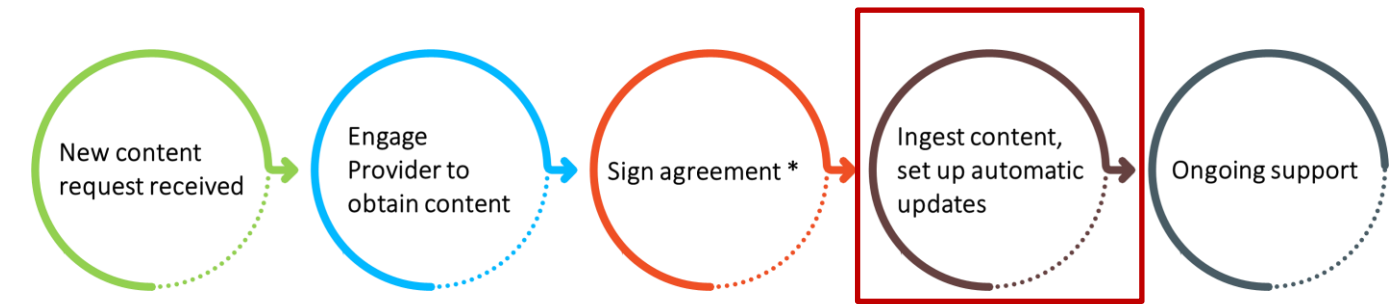


Skip if title list wasn't changed since last check

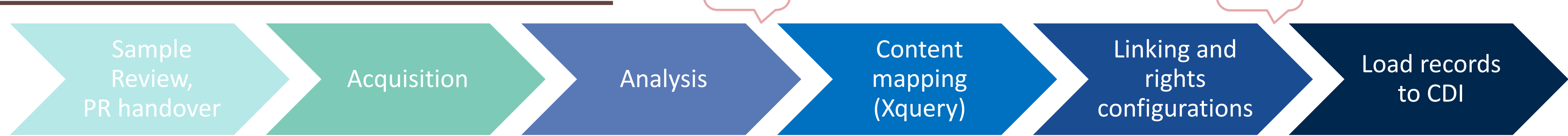




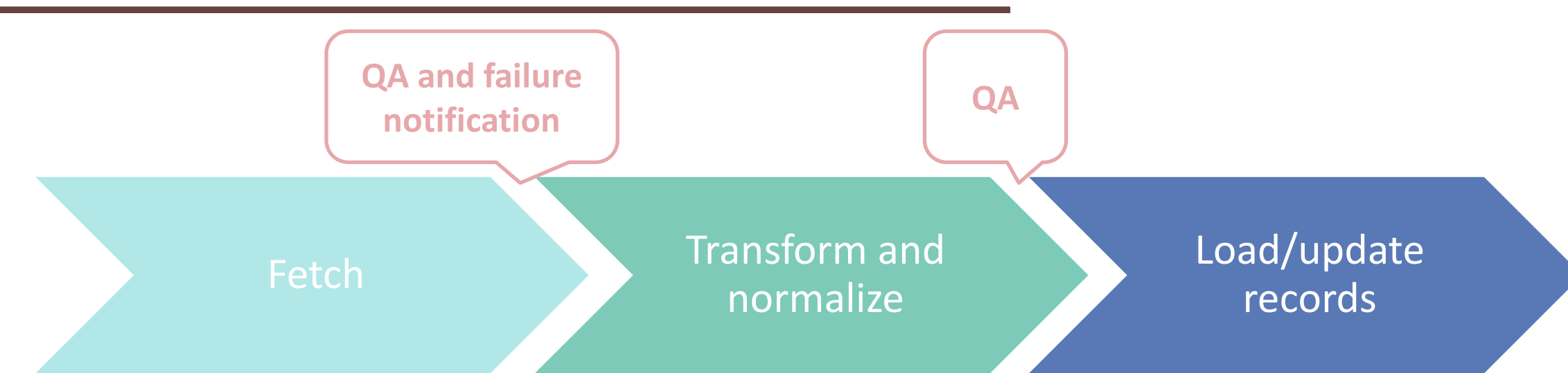
# Discovery Content Ingestion



## New Content Setup – Manual



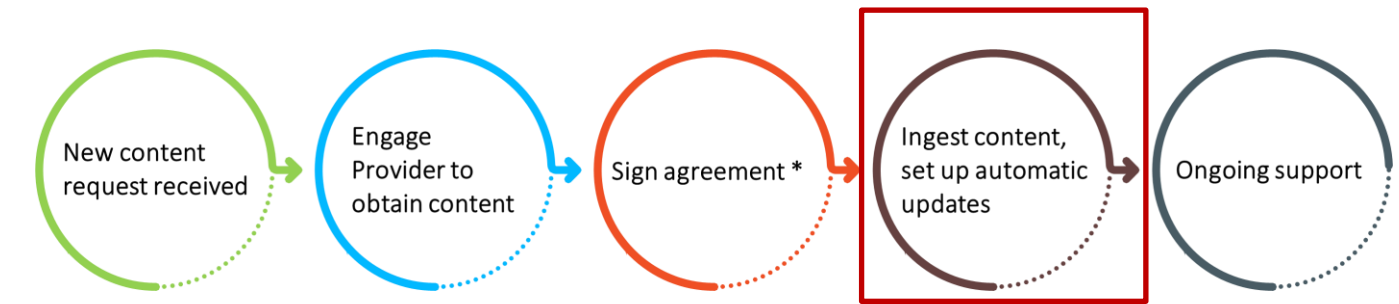
## Ongoing Updates – Automated



Refreshed twice weekly

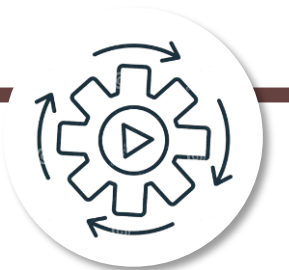


# Maintenance and Automation



## Automated updates

- Regular and reliable updates
- Currency
- Accuracy
- Automated quality assurance (QA)

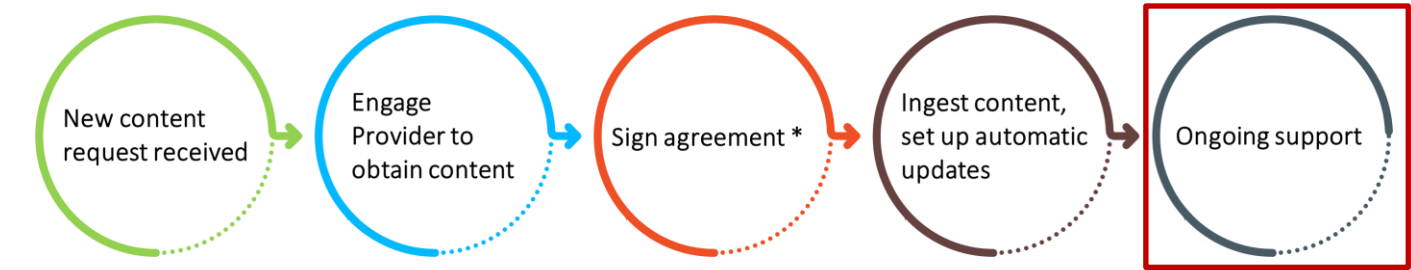


## Requires consistency from provider

- Format
- Location
- Syntax

Requires provider responsiveness

# Tiered Support Flow



**Customer Submits Case**



**Gatekeeping**

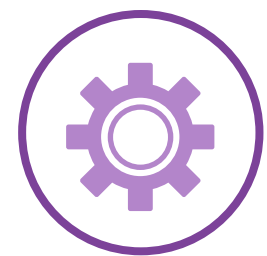
**Content Support Tier 1**

- Single record corrections
- Communication with providers (single title corrections)



**Content Support Tier 2  
Linking Team**

- Collection/feed level issues – manual updates
- Linking parser coding



**Operations  
Content Development  
Provider Relations**

- Automation of content updates
- CDI, KB and CZ maintenance (Revisions, CKB Update)
- Code fixes
- Communication with providers (collection/feed level issues)

# Knowledge Center Resources



- Knowledge Articles

- Known issues
- Anticipated changes (e.g., platform change)
- Best practices (e.g., CDI Tips and Tricks)

- Content Release Notes per product under Content Corners

- Collection lists per product

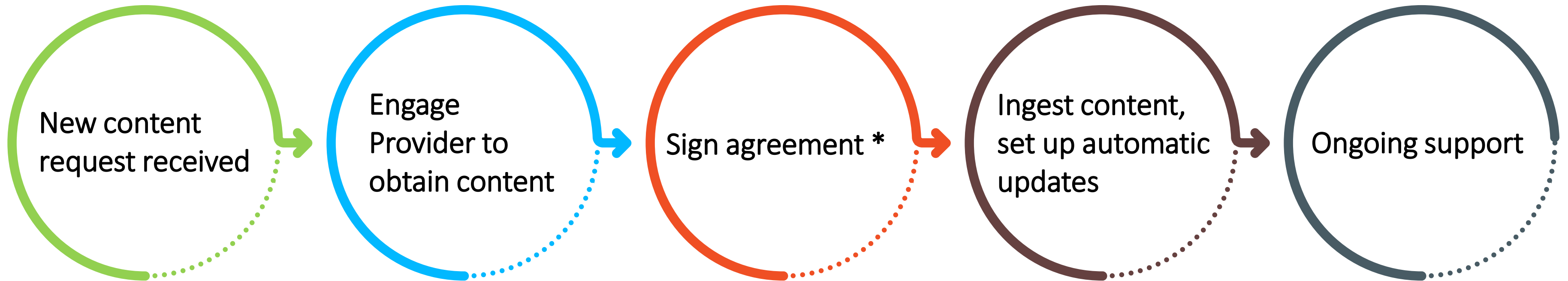
- Quarterly cross-product new content roadmap plans

- Providers page

- Recorded webinars (this one too!)



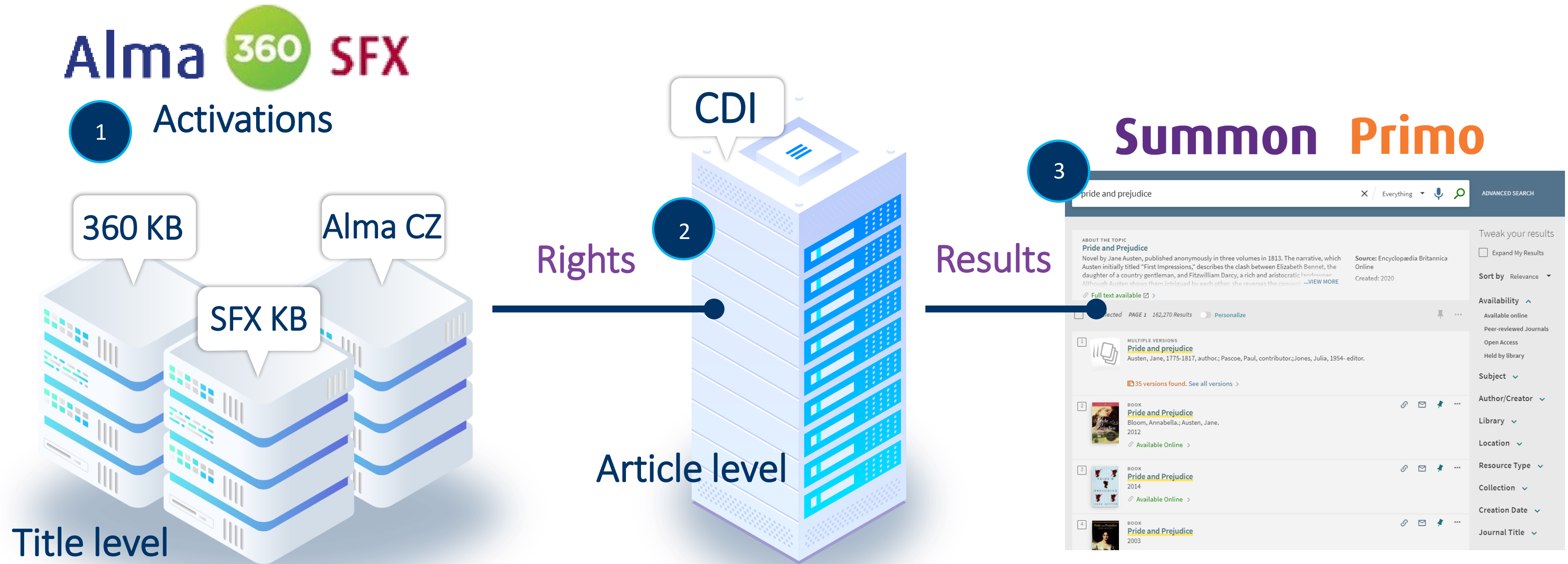
# The Content Ingestion Process





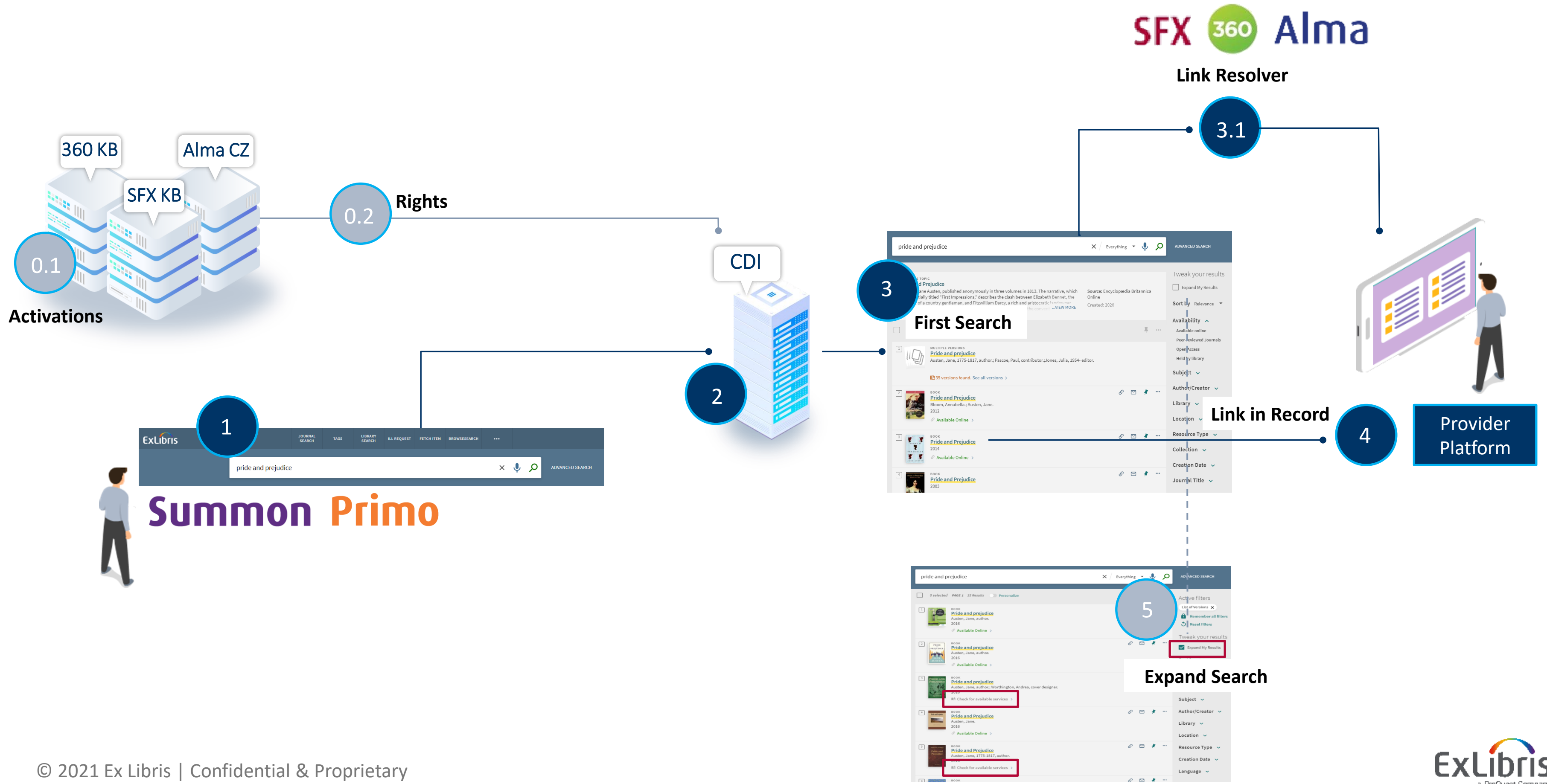
# Institution and End-Users: From Delivery to Discovery and Fulltext Access

# Institution Activation: from Delivery to Discovery



Title level

# How it All Works Together: End-User Triggered Process





# Thank you!

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