



## Content Operations

Dear community members,

As IGeLU conference is just around the corner, I would like to extend an invitation to schedule meetings with community members who are planning to attend the conference in Leuven, Belgium.



Osnat Vilenchik, Content VP and myself would be happy to meet and discuss content related topics. Please let me know via email if you would like to schedule a meeting [tamar.ganor@clarivate.com](mailto:tamar.ganor@clarivate.com).

We are working on improving the quality of the metadata, I would like to clarify the difference between Brief Score and Bibliographic Ranking.



**Bibliographic Ranking** measures quality of Bib records based on an algorithm which calculates identifiers, names, subjects and more, and ranges from 1-150.

**Brief Score** is on a scale of 1-10, and is calculated based on identifying missing fields in MARC records, taking into account if the record is print/electronic, and monographs/serials. The Brief Score is configurable by the institution.

To summarize, the differences are:

1. The way they are calculated
2. The institution's ability to configure their own brief level rules.

### Idea exchange update

As of June 1<sup>st</sup> 2023, since the new content request process has started, 106 new ideas were posted. Of which, 83 existing providers and 21 new providers (4 non-provider specific content requests). 49 of the existing providers requests are still under review with the providers, 9 are already supported, 1 completed, 11 closed as we cannot do, and 7 planned for the upcoming knowledge bases updates.



Thank you for supporting this process, and notifying us of these content gaps.

## Library visits

Our dedicated Ex Libris employees are visiting libraries to get to know librarians and their routine workflows in an informal environment.



This August, our content operations team has visited the Humanities and Social Sciences library at the Hebrew University's Mt. Scopus campus, where Aleph was created and Ex Libris was born.

We would like to thank the Library staff from all the libraries who invite us and shared their time and experience with us, it is always a pleasure to meet and learn from dedicated professionals.



Hebrew University's Bloomfield library for the Humanities and Social Sciences staff, with Ex Libris Content Operations team

Starting a new tradition in this newsletter – **get to know Content Operations!**

I am happy to present Ravit, Content Support Manager at the content support:



I've been working at Ex Libris for 4.5 years, and the experience and knowledge

I gained at Content Operations is priceless.

I love understanding how metadata behaves across tools and products, and analyzing scenarios to solve issues.

Now, managing a team of Tier 1 and Tier 2, teaching them how to give you better service is what I look forward to every day.

We highly value the feedback we receive on our support cases, as it greatly motivates us to effectively address any issues you may have to ensure your utmost satisfaction.

If you have any comments or feedback on this newsletter, please feel free to reach out to me directly.

Best,  
Tamar

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