

Ex Libris EMEA Welcome

IGeLU 2016

Ofer Mosseri

Corporate VP, General Manager Ex Libris EMEA

The Ex Libris EMEA Team



Ex Libris EMEA Professional Services – Update since last IGELU

84

Implementation Projects went live:

Alma, Primo, Leganto, Rosetta, SFX, MetaLib, campusM

252

Additional Libraries in daily operation with Alma

4

New countries added to Alma live institutions:

Norway, Italy, Netherlands, French Switzerland

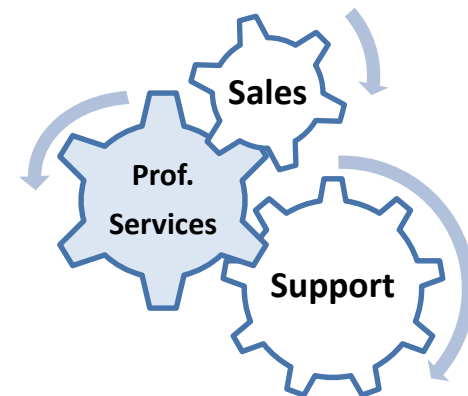
8

Library Network Projects (Alma, Primo)

7

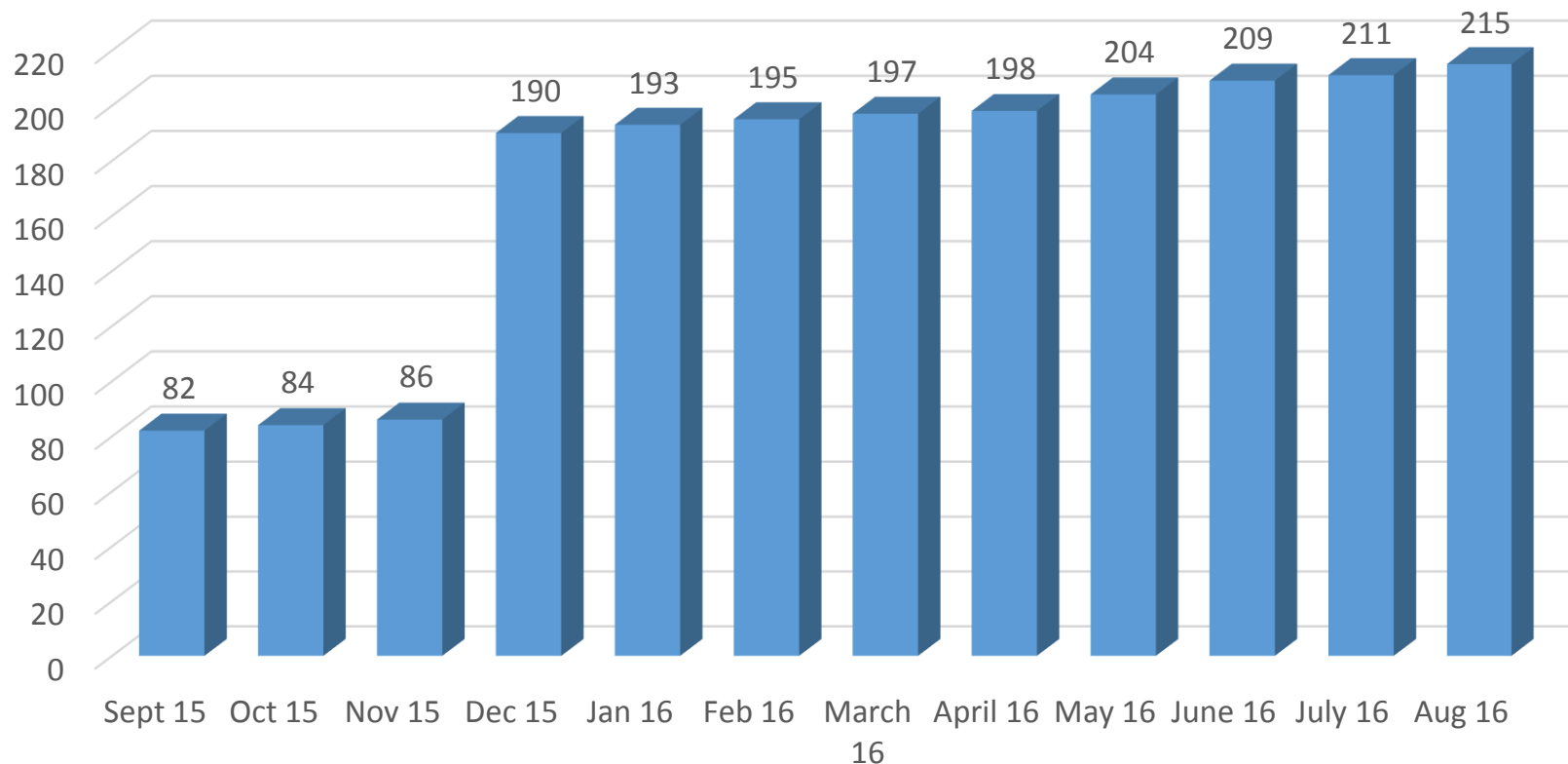
EMEA locations with Professional Services staff

(Denmark, Germany, France, Italy, Netherlands, Spain, UK)



Alma Ramp-up in EMEA

Increase of number of *institutions* live with Alma since IGELU 2015



Ex Libris EMEA Support in Numbers – since last IGELU

~27,000

SUPPORT CASES HANDLED

3,000

SATISFACTION SURVEYS FILLED

93%

SATISFACTION RATING IN 2016
(COMPARED TO 90% SATISFACTION RATING IN 2015)

258

NEW INSTITUTIONS SWITCHED TO SUPPORT

7

REGIONAL SUPPORT OFFICES
(GERMANY, NETHERLANDS, ITALY, FRANCE, SPAIN, UAE,
BRAZIL)



Continued Success in 2016





Thank You!

IGeLU 2016 Meeting

Kurt Sanford
CEO, ProQuest

5 September 2016



Two market leaders, each with a track record of innovation and market-leading solutions, have joined to deliver exceptional value to our customers.



**Deep Academic &
Library Expertise**



**Comprehensive
Content Offerings**



**Extensive
Knowledgebase**



**Leading
Cloud-based
SaaS Solutions**



**Broad Network
of Partners**



**Openness &
Collaboration**

ProQuest / Ex Libris – A Win For Our Customers

Combining Ex Libris' library software solutions and deep expertise with ProQuest's breadth of content and innovative software solutions enables us to improve how we help:

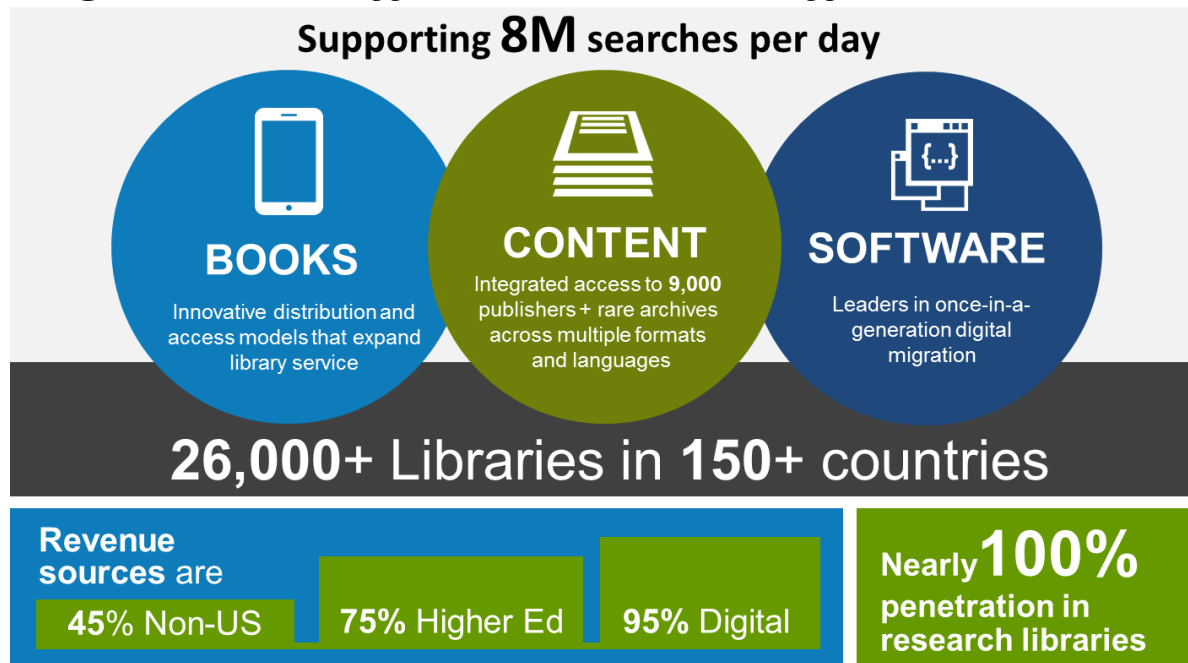
- Empower librarians to achieve their evolving mission, increase their efficiency, support new collaborative models, and deliver content and new services aligned with broader institutional goals.
- Deliver better research and learning outcomes.

ProQuest / Ex Libris – A Win For Our Customers

We are committed to:

- **Maintain Choice:** Support and enhance our existing software solutions
- **No Disruption:** Deliver on our commitments, including maintaining our longstanding commitment to openness and collaboration with other organizations in the industry
- **Enhance Solutions:** Make existing solutions even better
- **New Solutions:** Develop innovative new solutions that integrate with our customers' and partners' workflows more deeply than ever before
- **More Content Available:** Offer more content choices to more libraries and users around the world
- **Enhance Service / Support:** Meet the needs of customers in their regions, in their languages, and in their time zones

We offer an extraordinary range of unique content and SaaS software expertise that enables better research and learning outcomes as well as improving libraries' effectiveness and efficiencies.






We provide the world's best resource management and discovery and delivery solutions for Academic and National Libraries.

MANAGEMENT 

Leading a revolution to unify & simplify disparate library systems

DISCOVERY 

Pioneering unified library discovery, via search and serendipity

MOBILE 

Connecting campuses to students, with apps that increase engagement

6K research institutions

42 National Libraries

90 countries



Millions of searches per day across **2B** records

Content Solutions

We have one of the world's largest commercially available information archives.

20B

digital pages
curated, indexed and
organized to power
academic research

6

Centuries of
Content

Highly scalable and differentiated business

Massive digital
archives from world's
great museums &
libraries

Long-Standing
Partnerships with
Publishers

Expert Abstracting,
Indexing & Editorial
Enrichment

Digital Collections

Aggregated and A&I
Databases

Procurement,
Publishing and
Delivery

Distribution and
Support

BRITISH LIBRARY

The Economist
Intelligence Unit

BMJ



IEEE



The MIT Press

AP

{BnF

Bibliothèque
nationale de France



THE ROYAL
SOCIETY



ELSEVIER



Springer

VOGUE



ROYAL
ARCHIVES



NAACP



Books

We are the leading aggregator of Academic ebooks.



- Pioneered subscription, perpetual access, DDA, and STL acquisition models
- Recently launched best-in-class ebook platform, Ebook Central, and new Access-To-Own acquisition model
- **6,500+** customers
- **110** countries
- **750** publishers
- **750,000** ebooks, more than **20M+** print titles

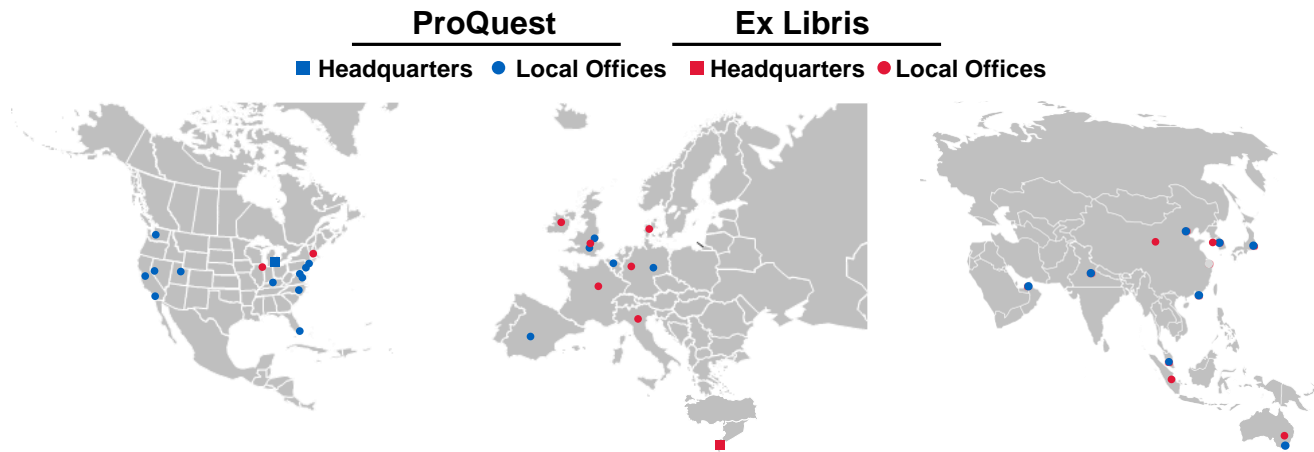
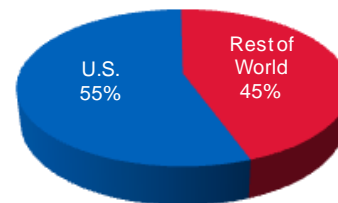
2015 acquisition brought print expertise and inventory management, setting the stage to create unified print and ebook workflows



Global Distribution Capabilities

- Sales generated in 150+ countries; 45% of sales outside the U.S.
- ~25,000 ProQuest customers
- ~6,000 Ex Libris customers
- Global sales, marketing, professional services, and customer support

2015 Combined Revenue by Geography



THANK YOU
kurt.sanford@proquest.com

Ex Libris Company update

IGeLU 2016

Oren Beit-Arie, Chief Strategy Officer, Ex Libris

1

ProQuest & Ex Libris: Joining Forces

2

Supporting Library Goals: 2016 and Beyond



A warm
WELCOME
to ProQuest Customers!

Our Strength is our Community

>80

NEW CUSTOMERS
SINCE LAST IGeLU

>760

ALMA INSTITUTIONS
WORLDWIDE

>3,200

**LIBRARIES USING PRIMO &
SUMMON WORLDWIDE**

>110

ARL LIBRARIES
USING AT LEAST ONE
EX LIBRIS PRODUCT

**AN ACTIVE, INTERCONNECTED
CUSTOMER COMMUNITY**



100s of ideas

**SUBMITTED ON THE EX LIBRIS IDEA
EXCHANGE FORUMS**

>40

NATIONAL LIBRARIES

>30 M

**ALMA API CALLS
PER MONTH**

ProQuest and Ex Libris:

Joining forces to deliver
exceptional value to customers



Leading Cloud-based
SaaS Solutions



Comprehensive
Content Offerings



Extensive
Knowledgebase



Openness &
Collaboration



Deep Academic &
Library Expertise



Broad Network
of Partners

Where Are We Today?



Product strategy for Ex Libris & ProQuest established & implemented



Remain committed to supporting existing ProQuest and Ex Libris products



Leveraging complementary product strengths, including:

- Intota vision incorporated into Alma roadmap
- Alma-OASIS real-time ordering integration
- Primo and Summon shared content
- Summon integration with Alma
- Knowledge-management capabilities embedded across products



Integrating support and knowledge management processes

- Support portal
- Customer Knowledge Center
- Status page



Supporting Library Goals: 2016 and Beyond



Enabling academic, research, and national libraries to deliver a superior user experience, drive student engagement, preserve knowledge, and increase operational efficiency

Supporting Library Goals: Key Focus Areas





Supporting Librarians: Resource Management

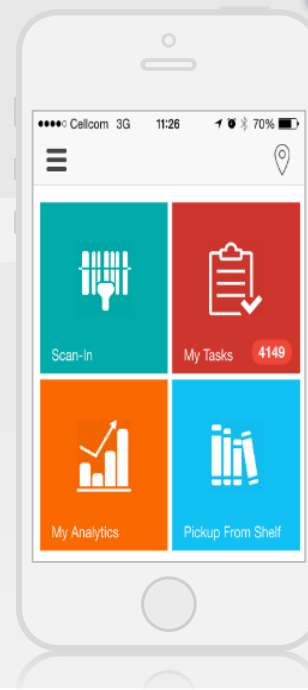


Since last IGeLU:

- Serving 20,000+ library staff across 500+ live institutions
- 100% of customers meeting SLA
- ~600 new features introduced (2015)
- Alma-OASIS real-time ordering integration
- Managing and exposing digital collections

What's next:

- Alma Mobile
- User experience and usability initiative
- Alma-Primo workflow optimization
- Integration of Summon discovery with Alma
- Alma enhanced with innovative capabilities from Intota vision

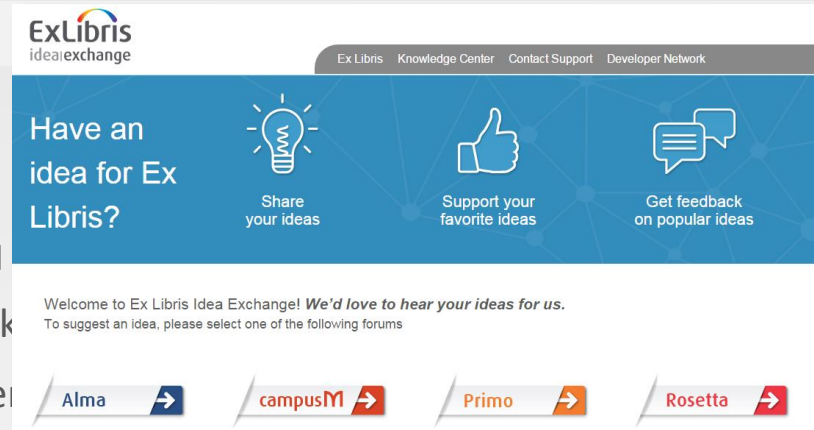
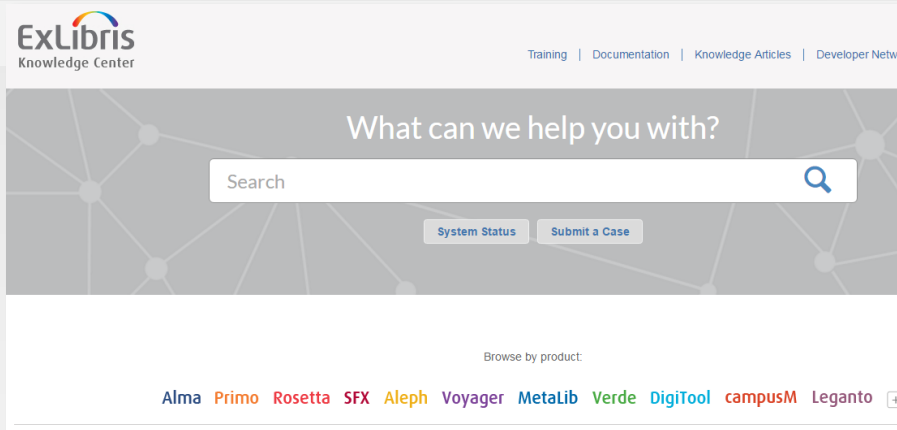




Supporting Collaboration: Ex Libris Tools & Platforms

Since last IGeLU:

- 30+ million API call per month on the Ex Libris Developers Platform
- Ex Libris Customer Knowledge Center launched
- Ex Libris 2016 Linked Data Initiative launched (40 customers)
- 570+ ideas submitted on the Idea Exchange forums
- Serving over 30 large consortia with Alma and Primo





Discovery: Enhancing the User Experience



Since last IGeLU:

- Supporting over 6.5 M searches a day
- Continued innovation: Exploration, digital collections, personalization, analytics
- Summon integration with research & learning systems
- New Primo user interface

What's next:

- Leverage a winning combination – content, metadata, technology, expertise
- Move towards a shared, comprehensive Primo/Summon content offering
- Use cross-product innovative services, e.g.:
 - Summon → Primo: Resource Recommender, Topic Exploration
 - Primo → Summon: bX Article Recommender, Personalization
- Release Summon integration with Alma
- Provide seamless workflows with library, research and teaching & learning tools (e.g., Summon-Alma, Primo-Leganto)

Course Reading Lists: Promoting Meaningful Learning and Student Success



Since last IGeLU:

- 21 customers across 9 countries
- Extensive usage by instructors and students
- Monthly product releases

What's next:

- Enhance copyright clearance workflows, analytics, and reporting
- Further streamline workflows through integration with reference managers and additional learning management systems
- Leverage the Ex Libris suite – enhance integration with Primo
- Extend openness through APIs and provide a mobile app

Mobile Campus: Improving Student Engagement



Since last IGeLU

campusM: Rich, personalized mobile experience

- Migrated campusM to Ex Libris Strategic Technology Stack and cloud platform
- New high profile customers across Australia, Europe, and US

What's next:

- Extend integration to Alma, Primo and Leganto
- Enhance integrations with Banner and PeopleSoft student record systems
- Introduce end-to end attendance monitoring solution utilizing iBeacons
- Focus on student retention & engagement, incorporating learner analytics



**Supporting
Librarians**



**Supporting
Collaboration**



**Supporting
Students &
Learning**



**Supporting
Research**

Supporting Research: Data Management & Preservation



Since last IGeLU

- Serving over 200 institutions across 17 countries
- Two new major versions released with 100+ new capabilities
- Extended integrations with Alma and Primo

What's next:

- Strengthen DAM-Preservation combination
- Further integrate Rosetta with Alma and Primo
- Leverage synergy between Rosetta and ProQuest products
- Focus on improving user experience and performance
- Continue collaboration with the Rosetta Advisory Board

Supporting Research: Digital Content and Open Access

Managing digital resources

- Integration with DAM systems & support for special collections workflows
- Integration with open source discovery (e.g. Blacklight)
- Exposure of digital collections through Primo

Promoting open access

- Indexing of OA collections from publishers and institutional repositories
- OA indication on article level
- Alma Article Processing Charges flows

Supporting Library Goals: Key Focus Areas





Azriel Morag Award Winners 2016

igelu
International
Group of Ex Libris Users

ExLibris
a ProQuest Company

The Azriel Morag Award for Innovation



Azriel Morag 1936-2013
Founder and first CEO of Ex Libris



"Azriel believed in innovation, daring, and the power of individuals to make a difference."



Winner of the Azriel Morag Award: Mehmet Celik



Mehmet Celik of KU Leuven

Mehmet was chosen for his work on the jQuery.Primo library. Institutions worldwide use jQuery.Primo to customise their Primo installations.

“It was Mehmet who came with an open-minded, creative and intelligent approach with what later became the jQuery.Primo library.”

Winner of the Azriel Morag Award: Christine Moulen



Christine Moulen of MIT

Christine was chosen for her above-and-beyond, ongoing contribution to the Aleph community, including popular contributions to the Developer Network.

“Christine’s innovation is not a one-time creation, it’s her day-after-day, week-after-week, year-after-year gift of brilliant and innovative answers and solutions to the Aleph user community.”

THANK YOU
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