IGeLU Budapest 2015 Highlights

Macquarie University - Annette Schryver, Fiona Burton , Laszlo Gercsov

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Opening Session

Matti Shem Tov, President and CEO, Ex Libris

- 88 new customers
- 3,487 cloud customers
- 600 employees
- 2,250 Primo sites
- 540 Alma institutions

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- 6.2% CAGR (compound annual growth rate)

2014

APAC 20%

Nth America 35%

Europe 42%

Alma & Primo 68%

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- 170 new Primo customers since last IGeLU
- 100+ Rosetta customers worldwide
- Leganto – 1st version for 2015-16 academic year
- Over-performed contractual SLA
  93% customers > 99.8% availability
- *"Future strategy"* – acquired CampusM

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Global Operations Highlights

Yair Amsterdam, Chief Operations Officer, Ex Libris

- over 5,600 institutions
- 31,500 cases handled 1st half 2015
- 14 products and services supported

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94 global support staff:

	NA	HQ	EU	APAC	Total
Staff	27	51	12	4	94

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Satisfaction

	NA	EU	ROW	APAC
Satisfaction	90%	89%	88%	83%

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Satisfaction by Product:

Alma 85%
Primo 84%

Aleph 93%
Voyager 95%
Metalib 72%
Digitool 93%
Rosetta 86%
SFX 92%

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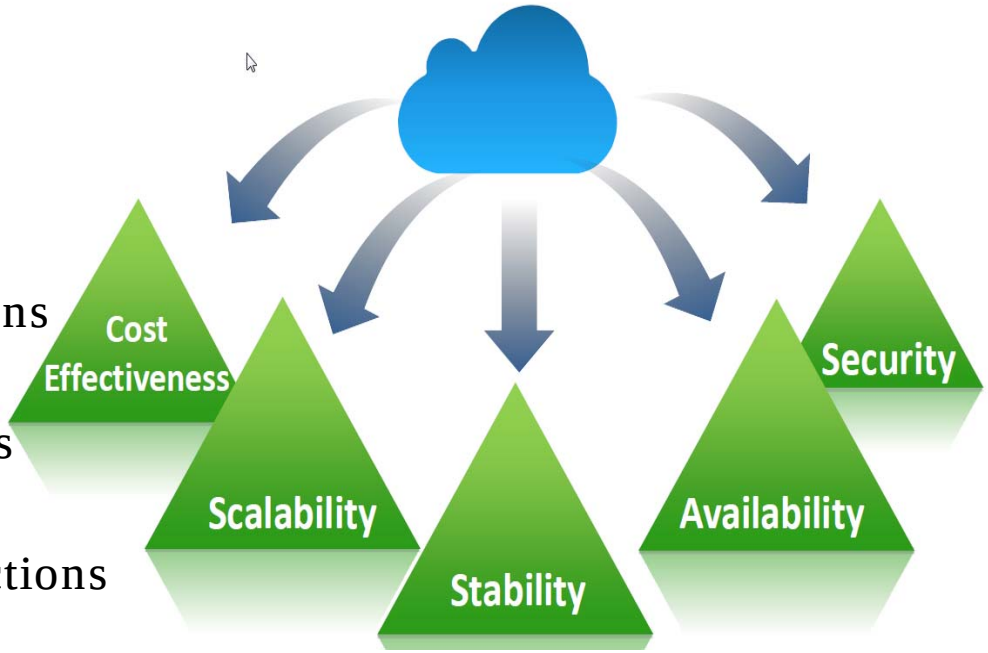
Cloud:

- 3,665 SaaS / hosted institutions
- 3 million daily Primo searches
- 1.4 million daily Alma transactions
- Uptime 2015 Alma 99.93
- Uptime 2015 Primo 99.92



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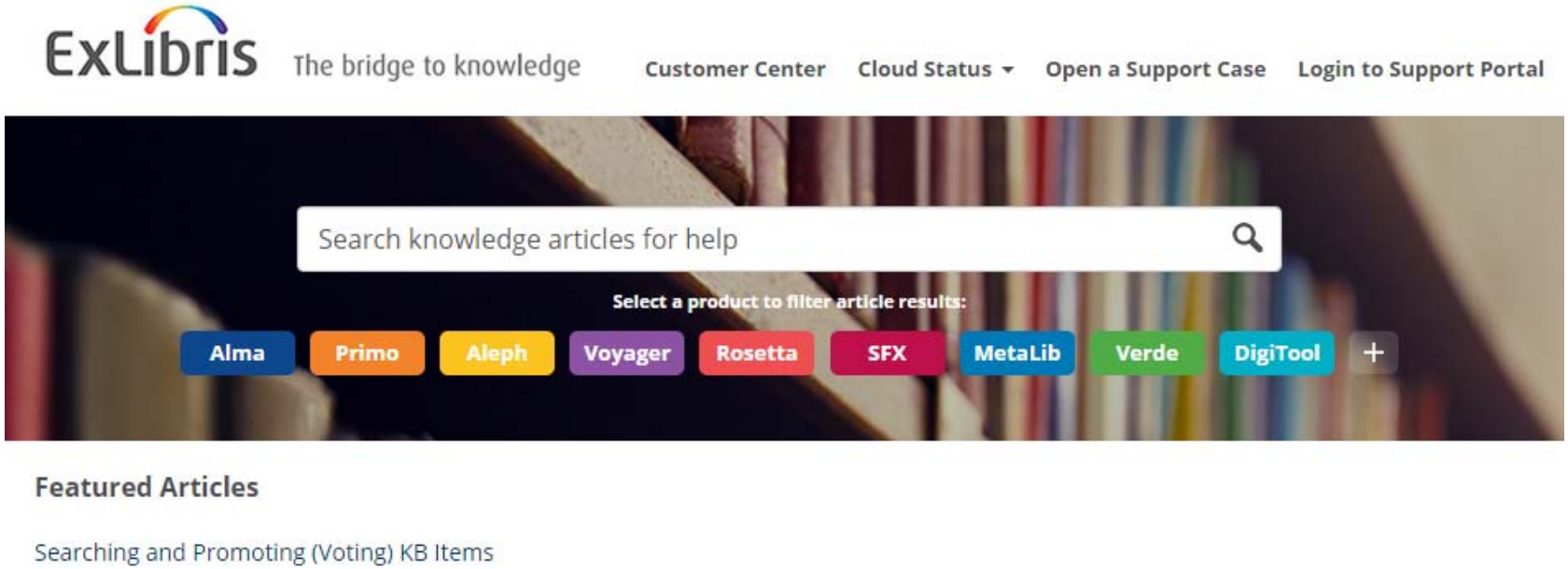
Current Knowledge Landing Page

- 12,890 articles
- access outside Salesforce, eg Google



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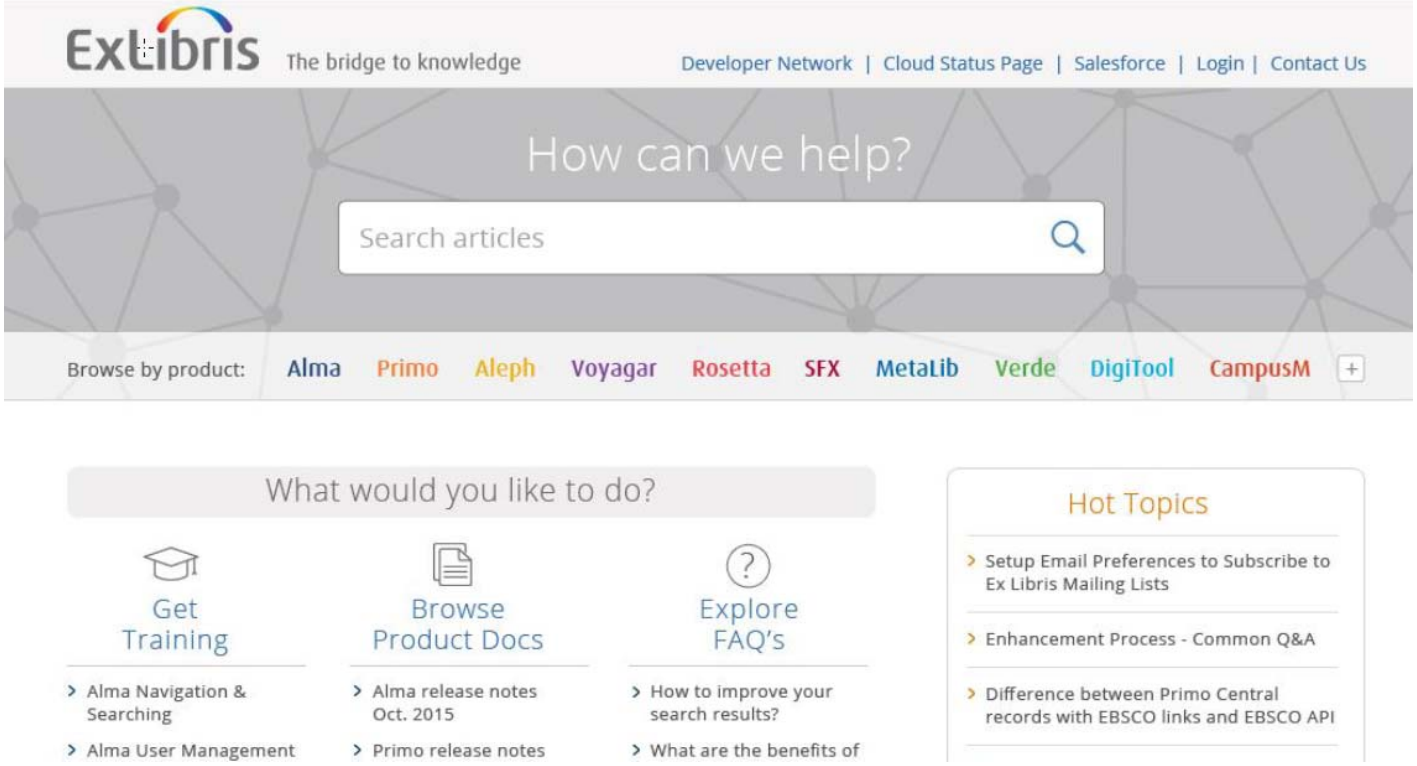
New “Customer Knowledge Center” coming Nov 2015

- SSO
- consolidated search



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Alma Product Update

Bar Veinstein, VP Resource Management Solutions, Ex Libris
Dvir Hoffman, VP Product Management and Marketing, Ex Libris

- Alma no longer “early adopters stage”, but “early majority stage”
- Local hosting like a delivery of groceries, still a lot of work involved
- SaaS environment is restaurant, everything managed for you
- Michelin star rating – wants Alma to get 3 stars “worth the journey”

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Michelin ratings

- Quality of products
- Mastery of flavor
- Personality of the cuisine
- Consistency
- Value for money

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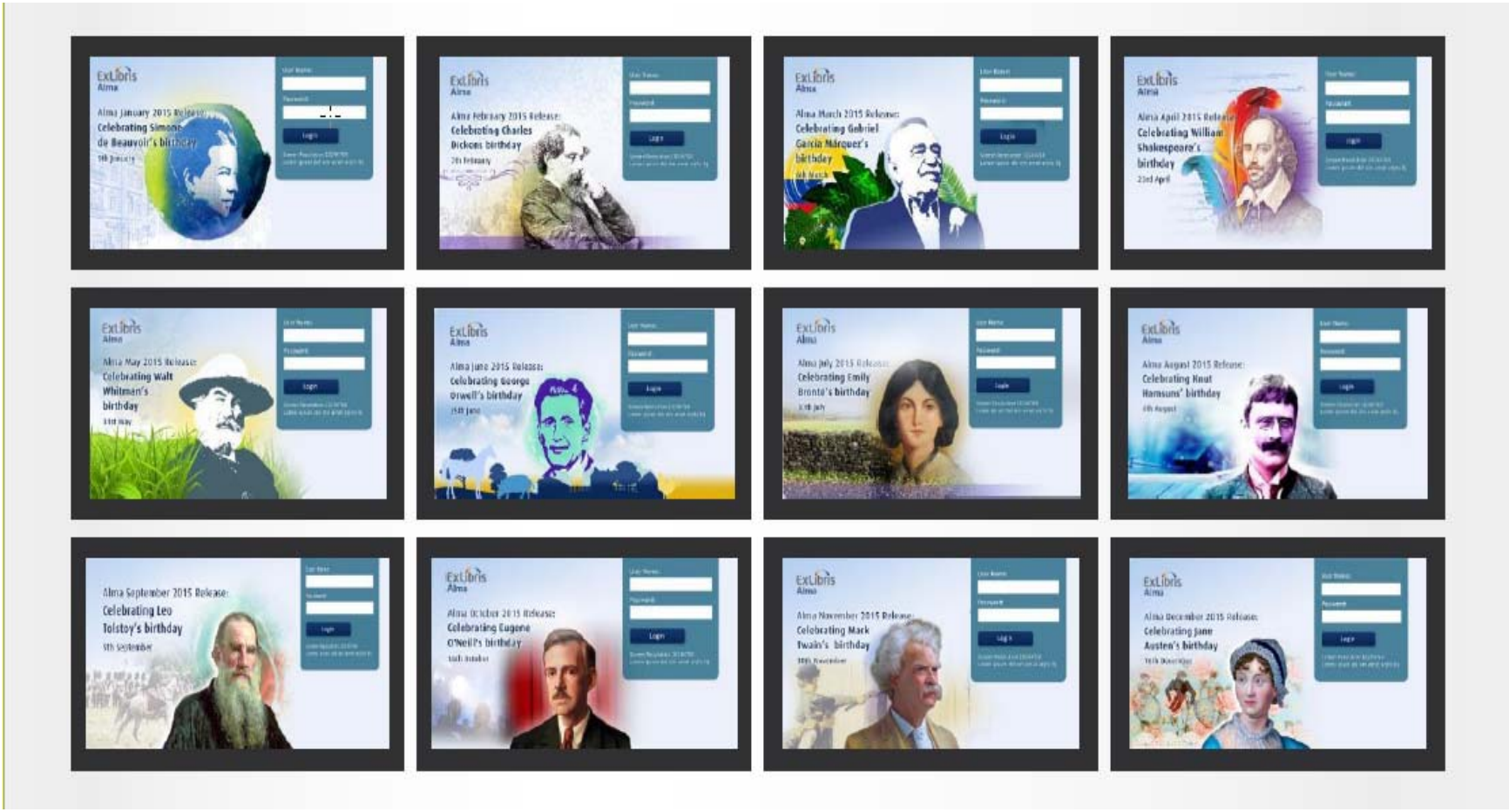
- September was Alma's 40th release



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- Over 1650 new features since July 2012
- 1-3 hotfixes per month, quick
- Now looking at improving usability and user experience

2016

- New acquisitions models: APC, EBS
- Mixed consortia models
- Managing digital resources
- Emerging/Advanced metadata formats: LoD, BIBFRAME
- Benchmark Analytics

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- Internal certification process for Ex Libris staff

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- Post-Deployment Expert Services (coming) – optimize, extend, analyse

- ALMA-L
  - 2119 subscribers
  - 7000+ messages since start of list

- Value for money - Value on Investment (VOI) Program, staffed by Diane Baden and Carmit Marcus, produce *Alma Value Report*

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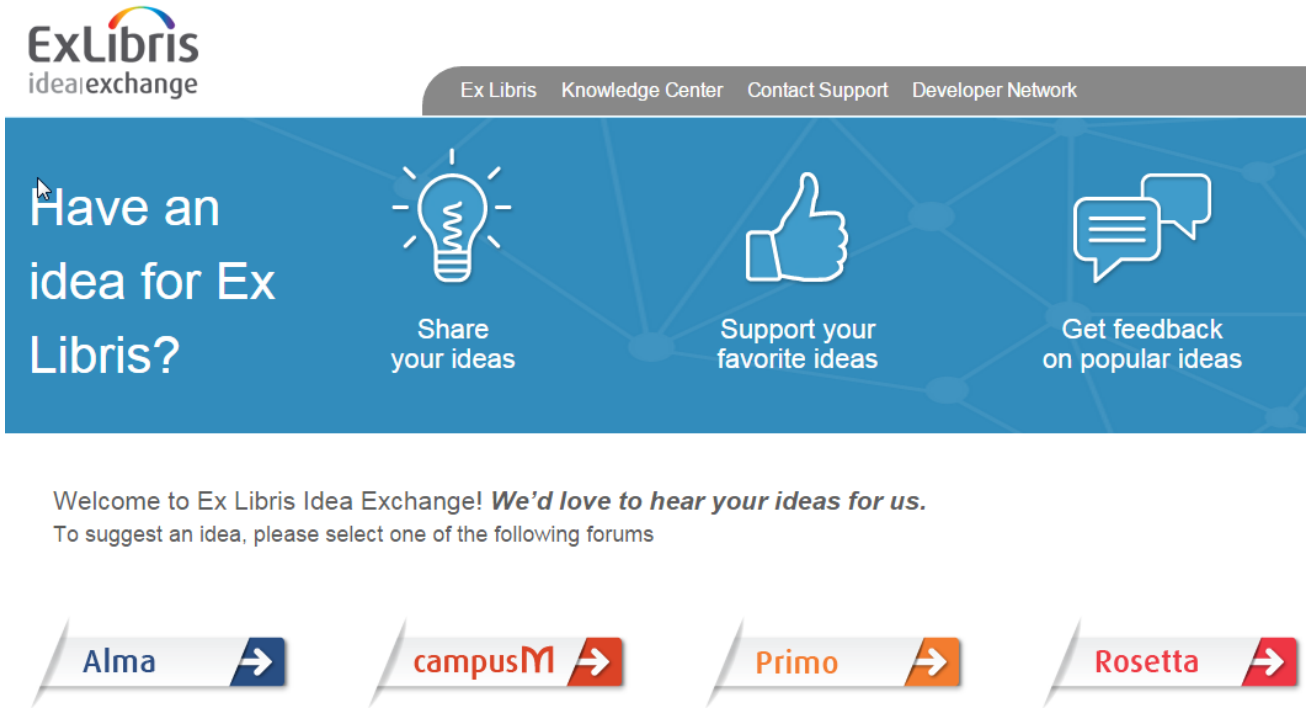
• IdeaExchange – but NERS remains the **only channel** for "Roadmap Commitment"



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Dvir…

Fine Ingredients of 3 Star Michelin Meal..

Boosting Collaborations

Unified Management

Optimised Workflows

Extendable Platform

Analytics

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CZ – top bibliographic contributors

University of South Australia

VCU Make it real.

UNSW AUSTRALIA

LANCASTER UNIVERSITY

THE UNIVERSITY of ADELAIDE

Imperial College London

University of Western Sydney
Bringing knowledge to life

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Boosting Collaboration

• NLNZ – Maori Subject Headings recently added

• Consortia support – centralized acquisitions, joint negotiations, shared vendors, and more developments coming soon

Unified Management

• Moving to cloud storage @ Amazon S3

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Optimised Workflows

- Real-Time Acquisition – YBP, Harrassowitz
- Coming soon, integration with Amazon (search via Alma, see results in Alma, create order from results)

Extendable Platform

- Developer Network – at launch in May 2014 there were 21 REST APIs, now ~ 100
- Currently 12 million API calls per month

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Analytics

Coming soon:

- increase export capabilities
- combined acquisitions-inventory-usage analysis capability
- benchmark analytics

Longer term:

- title level and overlap analysis
- extended COUNTER support
- predictive analysis

Thank You !
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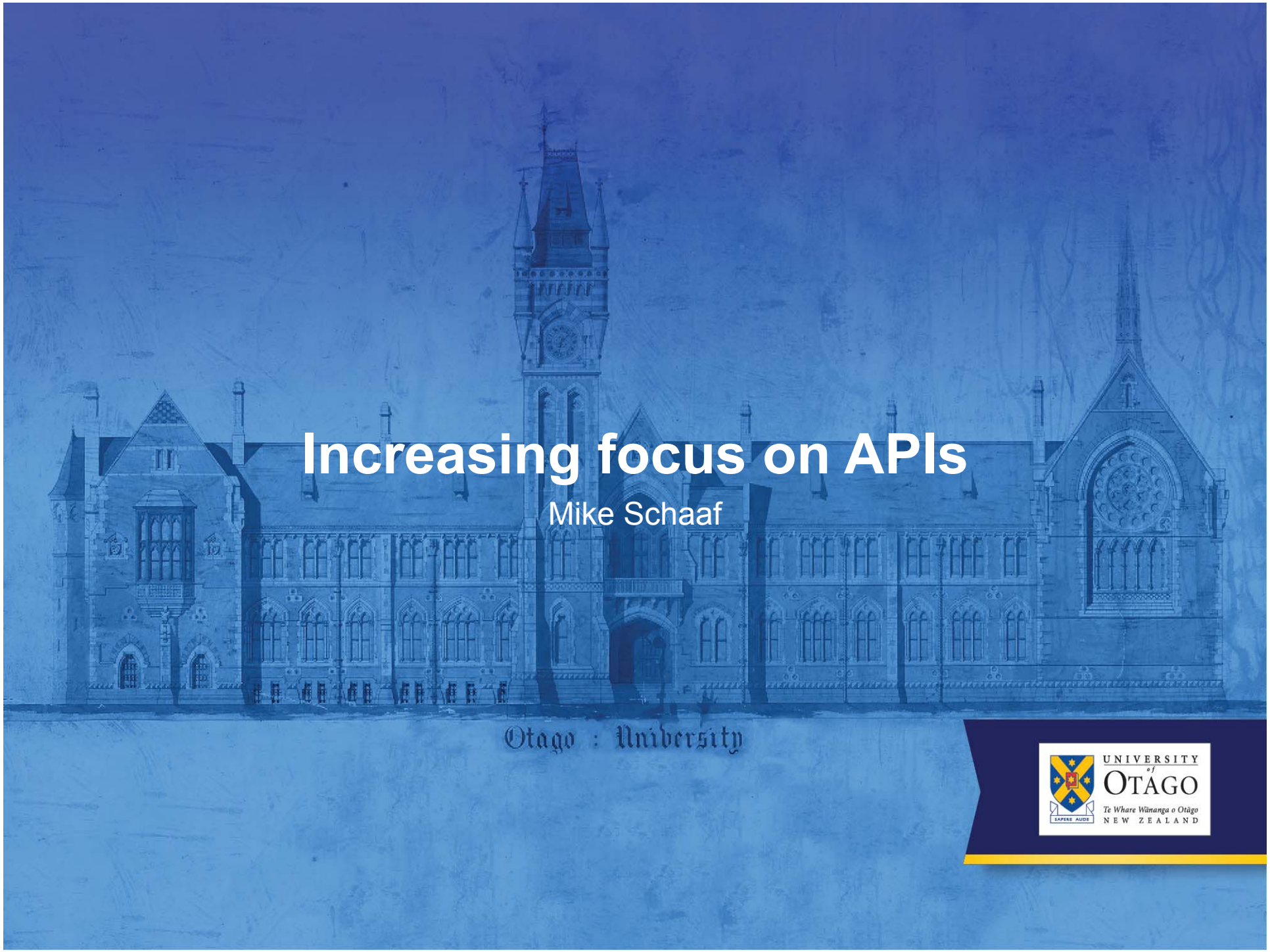
Thank you



Increasing focus on APIs

Mike Schaaf

UNIVERSITY of OTAGO
Te Whare Wānanga o Otāgo
NEW ZEALAND

Current situation

- Holding off on using APIs extensively
- Waiting on Ex Libris solutions
- “Fire fighting” rather than building new features

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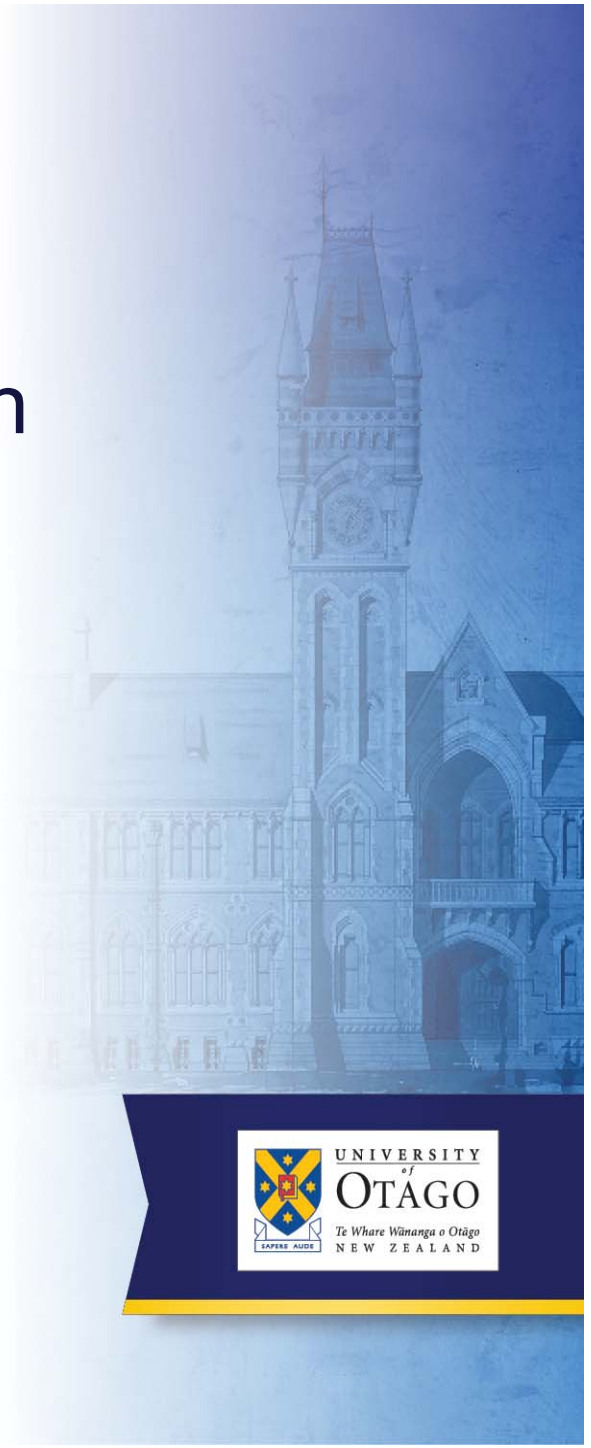
- Ex Libris reporting large growth in API usage and availability
- available APIs from 21 at Dev zone launch to 107, with plans for more
- Makes sense for them



What it means for us?

- Custom solutions
- We can prioritize
- Developer effort required

What others are doing

- Custom Primo interface
- jQuery.PRIMO “the missing Primo API”
- Online payment gateways (PayPal)
- Native apps on mobile

What others are doing cont.

- Barcode printing spine labels
- Extending beyond 65k Analytics limit
- Simplified MaRC editor

Ideas for Otago

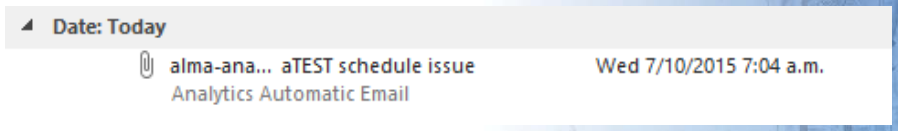
- Disclaimer

Ideas for Otago cont.

- Scheduling of reports

Schedule issue demo
Time run: 6/10/2015 6:03:28 PM

Loans	Returns
3,339	2,033



Manually run before Alma load completed

Schedule issue demo
Time run: 7/10/2015 8:18:38 a.m.

Loans	Returns
3,339	2,033

Manually run after Alma load completed

Schedule issue demo
Time run: 7/10/2015 9:02:29 a.m.

Loans	Returns
4,235	2,522

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Ideas for Otago cont.

- Easy way to provide reports to non-Alma users.
- Bulk exports from Analytics into 3rd party tools to beat the 65k limit.
- “Interactive” reports

Ideas for Otago cont.

- Primo into OBI – reporting possibilities.
- Online payment gateway.
- Live data reporting.

THANK YOU

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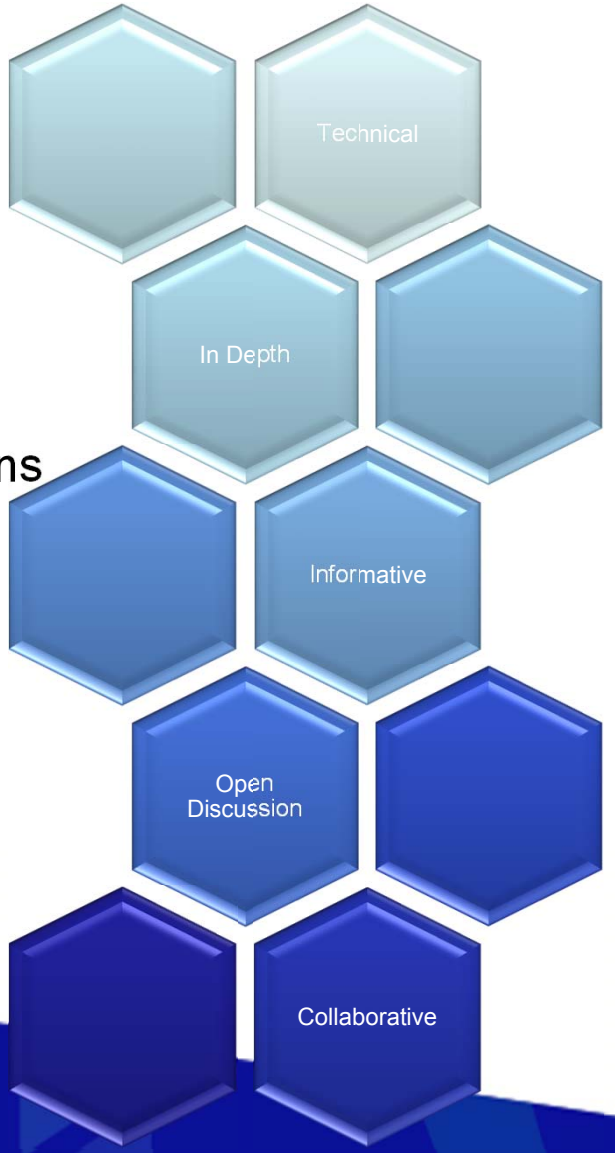
IGeLU 2015 – Developer Day Reflections

Ben Dalwood

University of
South Australia

Content and Delivery

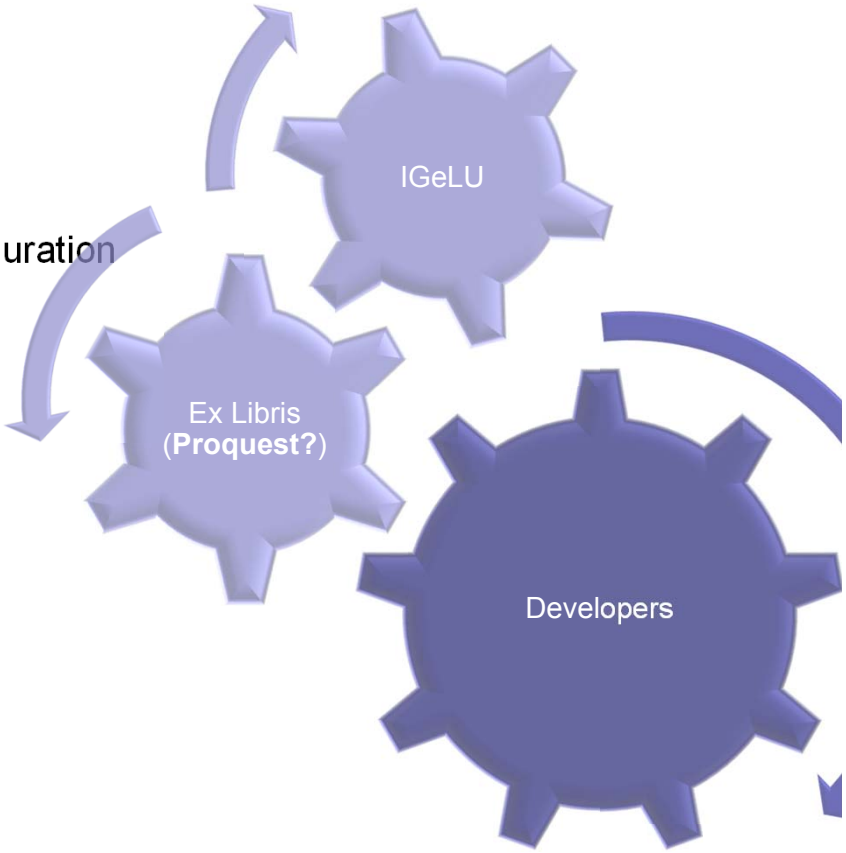
- Lightning talks: a good brief overview
- Constructive delivery and discussion
- Collaborative efforts to better the community
- Open discussions promoted further collaborations



University of South Australia

Ex Libris on board

- Ohad Shaked
  - The new Primo UI and approach for UI configuration
- Guy Ben-Porat



For the next one…

- During the main conference, a must. (i.e. not a Saturday) ☺
- More technical, in depth discussions on ideas and developments.
- More **informal** involvement from Ex Libris
- Maybe some hands on “hacking” collaborations between developers

Thanks

- Masud Khokhar & Corey Harper
- Interoperability and Linked Open Data Special Interest Working Group
- ANZREG
- IGeLU
- **$**pecial thanks to Dave Allen