

IGeLU Budapest 2015 Highlights

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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%

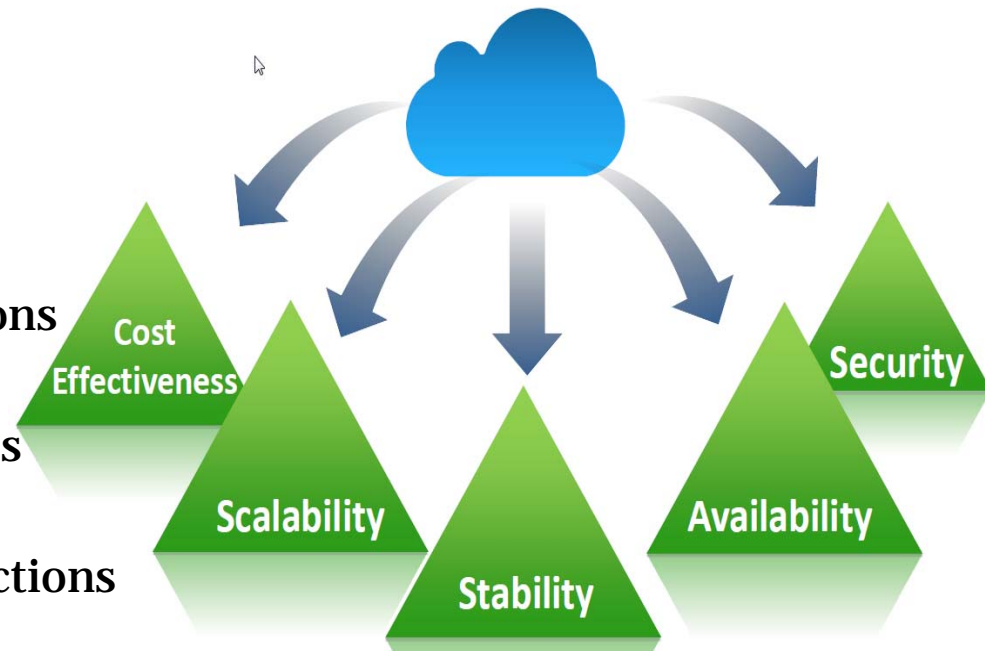
Rosetta 86%

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

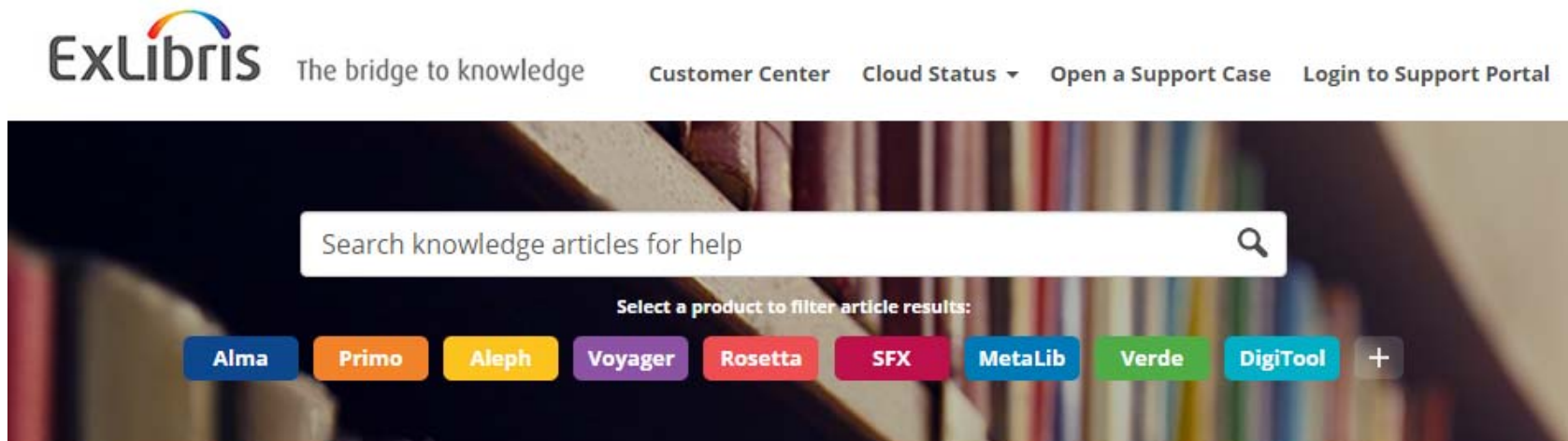


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Current Knowledge Landing Page

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



Featured Articles

Searching and Promoting (Voting) KB Items

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New “Customer Knowledge Center” coming Nov 2015

- SSO
- consolidated search

The screenshot shows the Ex Libris Customer Knowledge Center interface. At the top, the Ex Libris logo is followed by the tagline "The bridge to knowledge". To the right, there are links for "Developer Network", "Cloud Status Page", "Salesforce", "Login", and "Contact Us". The main heading is "How can we help?" with a search bar below it containing the text "Search articles" and a magnifying glass icon. Below the search bar, there is a "Browse by product:" section with links for Alma, Primo, Aleph, Voyager, Rosetta, SFX, Metalib, Verde, DigiTool, and CampusM. The main content area is titled "What would you like to do?" and features three columns of links: "Get Training" (with a graduation cap icon), "Browse Product Docs" (with a document icon), and "Explore FAQ'S" (with a question mark icon). Each column has a list of links. To the right, there is a "Hot Topics" section with a list of links.

Ex Libris The bridge to knowledge Developer Network | Cloud Status Page | Salesforce | Login | Contact Us

How can we help?

Search articles

Browse by product: Alma Primo Aleph Voyager Rosetta SFX Metalib Verde DigiTool CampusM +

What would you like to do?

Get Training

- > Alma Navigation & Searching
- > Alma User Management

Browse Product Docs

- > Alma release notes Oct. 2015
- > Primo release notes

Explore FAQ'S

- > How to improve your search results?
- > What are the benefits of

Hot Topics

- > Setup Email Preferences to Subscribe to Ex Libris Mailing Lists
- > Enhancement Process - Common Q&A
- > Difference between Primo Central records with EBSCO links and EBSCO API

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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”

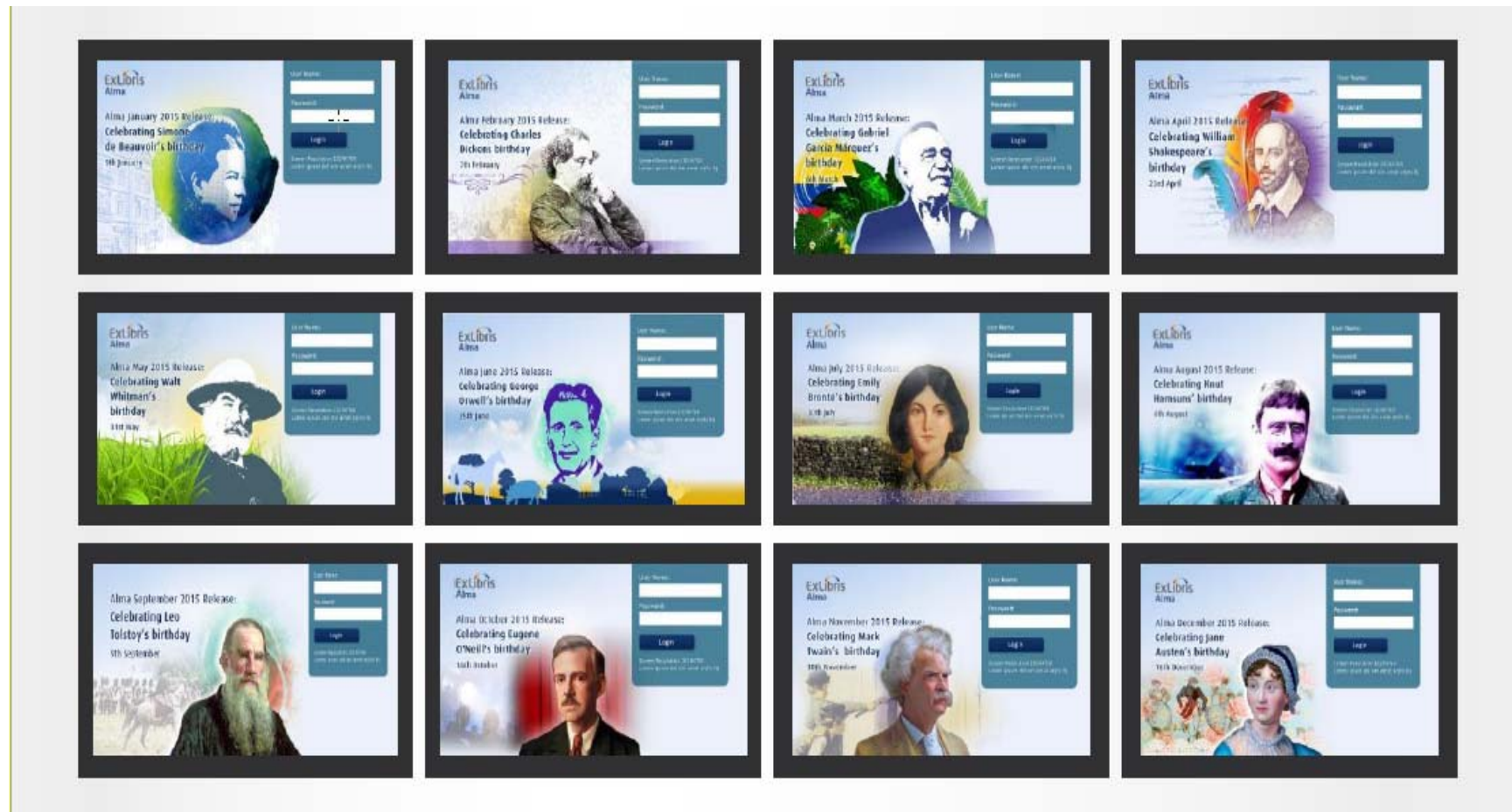
Michelin ratings

- 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”

The screenshot shows the Ex Libris Idea Exchange website. At the top left is the logo "Ex Libris idealexchange". A navigation bar contains links for "Ex Libris", "Knowledge Center", "Contact Support", and "Developer Network". The main content area has a blue background with a network pattern and three icons: a lightbulb for "Share your ideas", a thumbs up for "Support your favorite ideas", and speech bubbles for "Get feedback on popular ideas". Below this is a welcome message: "Welcome to Ex Libris Idea Exchange! *We'd love to hear your ideas for us.* To suggest an idea, please select one of the following forums". At the bottom are four buttons for "Alma", "campusM", "Primo", and "Rosetta", each with a right-pointing arrow.

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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



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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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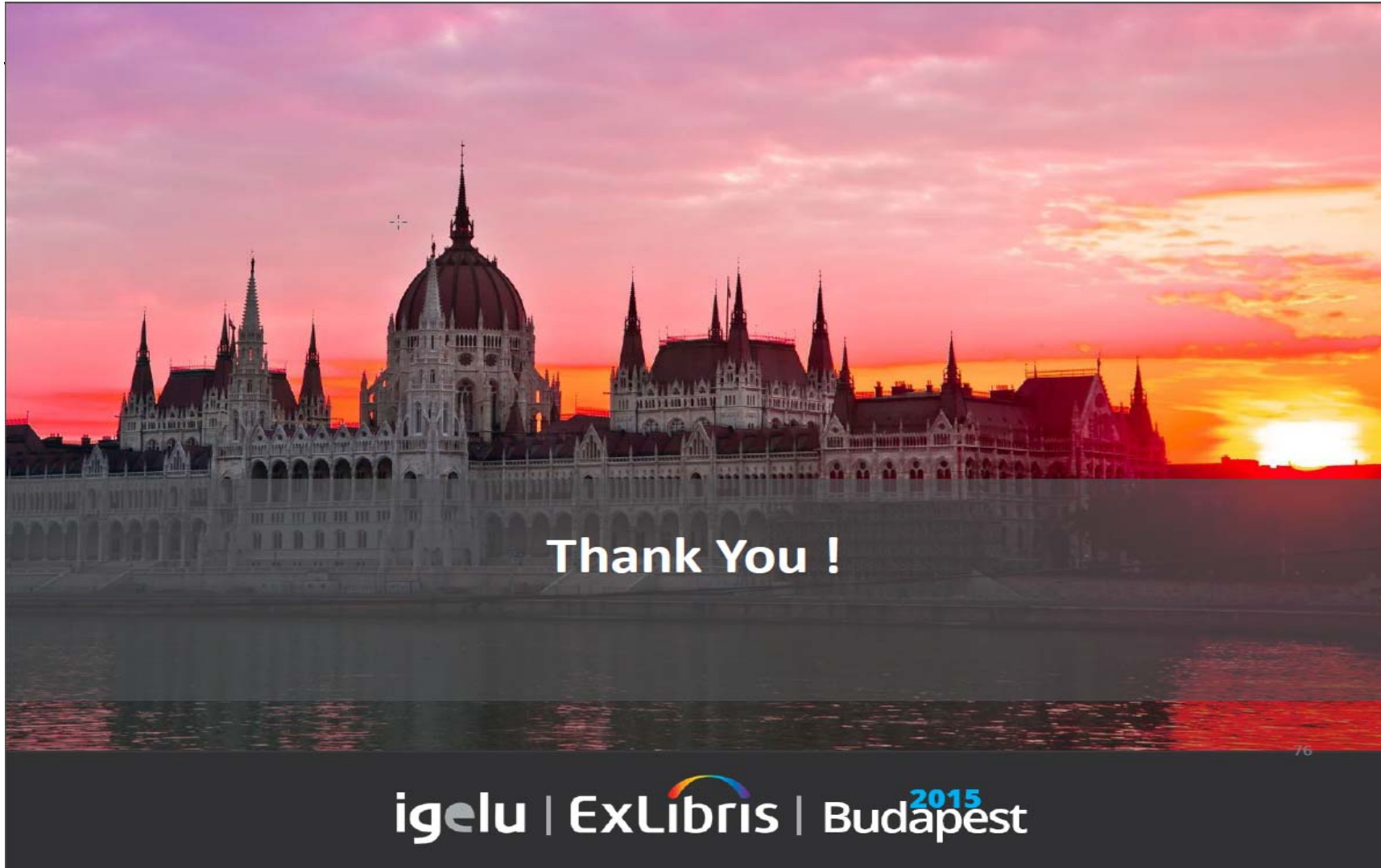
Analytics

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



Increasing focus on APIs

Mike Schaaf

Otago : Unīversity



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

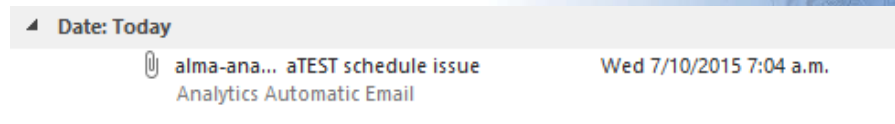


Ideas for Otago cont.

- Scheduling of reports

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

Loans	Returns
3,339	2,033



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

Loans	Returns
3,339	2,033

Manually run before Alma load completed

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

Loans	Returns
4,235	2,522

Manually run after Alma load completed



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

Otago : Unīversity



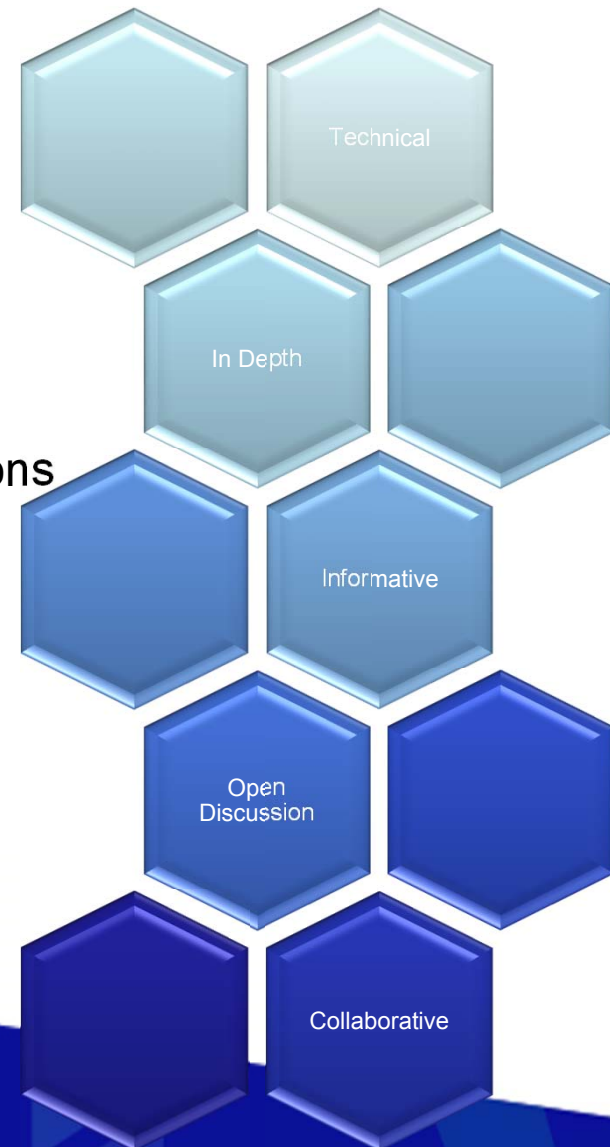
IGeLU 2015 – Developer Day Reflections

Ben Dalwood



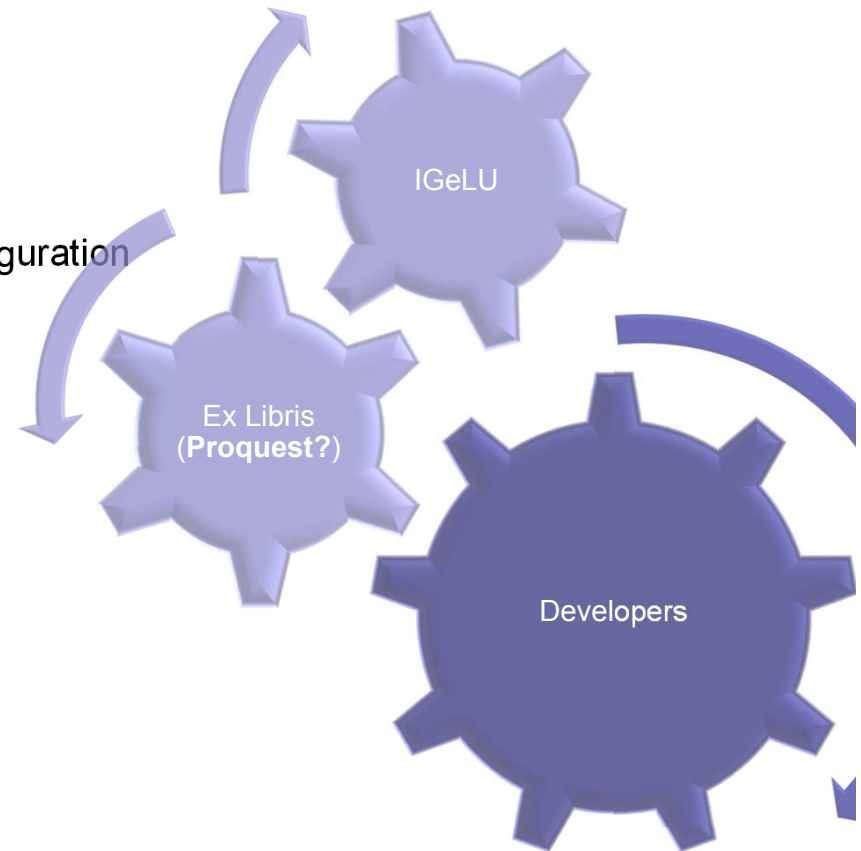
Content and Delivery

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



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
- Special thanks to Dave Allen