Next-Generation Library Services Update

Bar Veinstein | Corporate VP, Management Solutions
The numbers are great but they don’t tell the whole story
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Alma – Strategic Plan for 2017

EX AX UX CX LX
EX Libris will invest in the Alma eXperience by improving the User eXperience and implementing Customer eXperience initiatives to enable the transformation of the Library eXperience.
Shifting Focus to the Strategic - Together

We Want to Work More Efficiently

We Want to Focus on Areas of Value

We Want to Drive New Services
We Want to Work More Efficiently
We Want to Work More Efficiently

We Want To...

- Streamline Staff Workflows
- Collaborate With the Community of Users
- Provide Highly Available Services
- Quickly Address Staff Needs
Completely New Visual Design
Personalized & Customizable
Responsive Design - Improved Experience on Tablets
Alma’s New UX
Dana Sharvit
Mike Rogers, UT
Wednesday @ 1:30pm

CREATING THE NEW UX TOGETHER
Open Testing Framework

Platform for community collaboration: testing of monthly releases

- Customer 1
- Customer 2
- Customer 3
- Customer 4
- Customer 5
- Customer 6

Test runs summary:
- 33 (30%) Untested
- 6 (20%) Automated
- 55 (50%) Passed
- 15 (14%) Failed
- 6 (5%) Blocked

50% passed
33 / 110 untested (30%).
67% improvement in scheduled maintenance time
Highly Available Services

67% improvement in scheduled maintenance time
Idea Exchange – Your Ideas Matter

Ex Libris
a ProQuest Company

Alma

Your feedback matters to us. Help us improve Alma by telling us what you’d like to see using the message areas below. You can also support something already posted.

We would love to be able to respond to every idea that is submitted, but this is not feasible. We are, however, committed to responding to the most popular ideas—those that have received the most points.

For more information please review our FAQ and guidelines. Thank you.

How can we improve Alma?

Enter your idea

Improved claiming functionality for resource sharing

There is a need for improving claiming functionality in resource sharing. When items are borrowed by library A and then loaned to library B, library A needs to be able to claim the item or else the item is going to be lost. This is made more difficult when library B is not part of the same federation. Library A ends up having to get in touch with library B, then request to claim the item in the Holdings Management system. This is a difficult and cumbersome task.

141 votes
Idea Exchange – Your Ideas Matter

We listen to your ideas:

20 votes instead of 10

36 ideas developed so far

38 ideas already in the roadmap

Display call number in all work benches in circulation and in all relevant user notifications.

Add a button to "Add Holdings" in the List of Holdings screen.

Ability to move item record(s) from one bib record to another.

There should be a way for institutions to share normalization rules amongst each other.

Create request from the patron's record
We Want to Focus on Areas of value
We Want to Focus on Areas of values

We Want To...

Address User Needs with OnDemand Models

Connect with Institutional Initiatives

Foster the Use of Digital Resources

Cultivate a Climate Of Assessment
Deeper Integrations with Selection Platforms

Integrate **Ebook Central**, **Oasis**, and **Alma** functions for seamless workflow

- **Seamless Order Process (Real-Time Ordering)**
- **Automated Ebook Central Holdings Update**
- **Enhanced EOD & EDI Workflows with Ebook Central**
- **Query Availability and Pricing within Alma**
Growth in APIs Transactions: April 2016 – April 2017

All time record 68,486,644 APIs calls in March 2017
APIs are Critical to Libraries’ Success

Extending Your Library with the Alma Open Platform

Josh Weisman
Wednesday @ 3:45pm
Managing Digital Resources in Alma

With a single interface and an integrated approach to all source material—electronic, print, and digital—Alma is breaking down collection silos in the library.

Boston University libraries shifted to using Alma for managing their digital collections, which increased efficiency, streamlined workflows, changed organizational structures and allowed them to develop new services.

UEL's libraries manage their digital assets using Ex Libris Alma, including professional materials used by specific schools, dissertations, and learning materials in alternative accessible formats.
Managing Digital Resources – Cloud Storage

Amazon S3 storage used grew by 700% since ELUNA 2016.

Moving Your Digital Collections to Alma
Asaf Kline & Amy Pemble
Thursday @ 4:15 pm
Survey question: Assessing usage statistics OUTSIDE library system

<table>
<thead>
<tr>
<th></th>
<th>Alma</th>
<th>Competitor 1</th>
<th>Competitor 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>56%</td>
<td>87%</td>
<td>71%</td>
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</tbody>
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Jane Natches, Tufts University
Emily Singley, Boston College
## Usage Analytics

### 14 COUNTER 4.0 Reports Templates:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>JR1</td>
<td>Journal Report: Successful Full-Text Article Requests by Month and Journal</td>
</tr>
<tr>
<td>JR1 GOA</td>
<td>Journal Report: Successful Gold Open Access Full-Text Article Requests by Month and Journal</td>
</tr>
<tr>
<td>JR1a</td>
<td>Journal Report: Successful Full-Time Article Requests from an Archive by Month and Journal</td>
</tr>
<tr>
<td>JR2</td>
<td>Journal Report: Access Denied to Full-Text Articles by Month, Journal, and Category</td>
</tr>
<tr>
<td>JR5</td>
<td>Journal Report: Successful Full-Text Article Requests by Year-of-Publication (YOP) and Journal</td>
</tr>
<tr>
<td>DB1</td>
<td>Database Report: Searches, Result Clicks, and Record Views by Month and Platform</td>
</tr>
<tr>
<td>DB2</td>
<td>Database Report: Access Denied by Month, Database, and Category</td>
</tr>
<tr>
<td>PR1</td>
<td>Total searches, result clicks, and record views by Month and Platform (previously DB3)</td>
</tr>
<tr>
<td>BR1</td>
<td>Book Report: Successful Title Requests by Month and Title</td>
</tr>
<tr>
<td>BR2</td>
<td>Book Report: Successful Section Requests by Month and Title</td>
</tr>
<tr>
<td>BR3</td>
<td>Book Report: Access Denied to Content Items by Month, Title, and Category</td>
</tr>
<tr>
<td>BR4</td>
<td>Book Report: Access Denied to Content Items by Month, Platform, and Category</td>
</tr>
<tr>
<td>BR5</td>
<td>Book Report: Total searches by Month and Title</td>
</tr>
<tr>
<td>MR1</td>
<td>Multimedia Report: Successful Full Multimedia Content Unit Requests by Month and Collection</td>
</tr>
</tbody>
</table>

### Default Dashboards
- 23 default dashboards (“out of the box” ready to use and change if desired)

### Default Reports
- 224 default reports (“out of the box” ready to use and change if desired)
How efficient is our acquisition process compared to other institutions?

**Analyze**
- Analyze how efficient is the acquisition workflow in your library
- How is your workflow efficiency compared to other institutions

**Optimize**
- Drill down to check per library the acquisition process
We Want to Drive New Services
We Want to Drive New Services

We Want To...

- Respond to Changing Priorities and Emerging Needs
- Strengthen the Connection with Teaching and Research
- Become the Hub for Innovation on Campus
Alma Roadmap – Agile Innovation

**Strategic**
- New UX project
- NERS & IdeaExchange

**Analytical**
- Benchmark Analytics and KPIs
- Comparative Collection Analysis

**Metadata Management**
- BIBFRAME & Linked Data
- Dublin Core Application profiles

**Fulfillment**
- Integration with copyright licensing agencies
- Automated fulfillment network

**Acquisitions**
- Vendor’s Pricing & Availability
- Integrations with OASIS & Ebook Central

**Resource Sharing**
- Integrated funding for RS
- Hybrid Rotas

**Alma Product Update**
Dvir Hoffman & Asaf Kline
Thursday @ 3:15 pm
BIBFRAME & Linked Data

- BIBFRAME & Linked Data
- MARC to BIBFRAME transformation
- Publication of sets in BIBFRAME format
- Support for BIBFRAME URIs

Linked Open Data Collaboration

Josh Weisman
Laura Akerman, Emory
Thursday @ 11:15am
Expand Your Services

Library Services (Alma)
Teaching Services (Leganto)
Research Services (To be named)

Our SaaS platform – allowing you to “get off the ground” quickly
Research Support Services

- Institutional Repository
- Research Data Repository
- Publication Lists

Unified

Quality Metadata

Integrated with Existing repository tools

Workflow based

Analytics Driven

Research Services Platform
University of Oklahoma Libraries – Innovation Hub

[Images of virtual reality equipment and users engaging with it]
It is not enough that we build products that function, that are understandable and usable, we also need to build products that bring joy and excitement, pleasure and fun, and, yes, beauty to people’s lives.

Don Norman - User Experience Pioneer