Age of Automation

How We Make Sure Content Stays Current

Gavriel Cohen & Jess Short, Knowledgebase Team
GOAL OF THIS WEBINAR

Knowledgebase Operations: Behind the Scenes!

Automating KB Content: Who, What Where

A Quality, Updated KB: Challenges, Privileges, Goals
AGENDA

- Meet the Knowledgebase Team Members
- The Dark Ages of the Manual Past
- The Goal and Process of Our Automating Tools
- The Journey of Automating
- Current and Future Goals
HELLO! MEET THE PRESENTERS

Jess Short, Manager of Content Operations (Seattle Office)
Amy Dobrowolsky, Metadata Analyst (Seattle Office)
Gavriel Cohen, Metadata Analyst (Jerusalem Office)
HELLO! MEET THE TEAM

SKILLS
- Metadata Analysis, Software, and Technology
- Research and Cataloging
- Communication and Customer Service

KNOWLEDGE
- Strong industry (Library and Publishing) Knowledge
- Library & Information Degrees
- Provider Expertise & Metadata Standards
- In-depth subject matter expertise

EXPERIENCE
- Library Experience
- Veterans in the Software Industry
- Developing Tools
KNOWLEDGE BASE v. DISCOVERY
A NOTE ON THE DISTINCTION
The Granularity of Metadata in Discovery Services & Knowledgebases: Title-Level vs. Chapter-Level

- Knowledgebase: Title and Database Oriented
- Discovery Service: Article, Chapter, Item Oriented
HOW DISCOVERY SERVICES & KNOWLEDGEBASES WORK TOGETHER TO MAKE CONTENT DISCOVERABLE

- The library will track databases/collections and/or titles in the knowledgebase
- The knowledgebase will then send that information (known as “rights”) to the discovery service
- When a library user searches for a book in the discovery service, the discovery system will know if users at that particular library have rights access to that particular title
- When the user finds the book or book chapter they are looking for, they click on the item and the discovery service sends the user to the book provider platform to access the full-text
DARK AGES OF THE MANUAL PAST

A DAY IN THE LIFE OF PRE-AUTOMATION

Past Industry at a Glance
- No Standards!
- Technology or Lack Thereof
- Speed

E-Resource Supply Chain
- Connecting author to vendor to researcher
- Wheels of Transformation
- KBART Participation
- Collect, Correct, Connect
THE JOURNEY OF KNOWLEDGEBASE AUTOMATION
BUILDING AN AUTOMATION TOOL

FUNCTIONAL SPECIFICATIONS DOCUMENT

Librarians & Developers Living Together

Joint Collaboration and Continual Iterations
QUALITY AND SPEED: THE MAGICAL INTERSECTION

SPEED

QUALITY
# AUTO LOADER FOR THE KB

<table>
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<tr>
<th>Purpose</th>
<th>Method</th>
<th>Scale</th>
<th>Monitor</th>
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<td>Keep the Knowledgebase up-to-date and accurate in a scalable manner</td>
<td>Automated tool that fetches, normalizes, and loads data from various Content Providers into the KB with minimal manual intervention</td>
<td>Full automated update for 80% of collections</td>
<td>Create a balance between automation and manual work&lt;br&gt;The report is used as an input for the Metadata Analysts</td>
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AUTO-UPDATE PROCESS

• Mandatory for every new collection released
• Full automated internal update cycle
ENSURED QUALITY

Judgement → QA → Approved Ingestion for Delivery → Thresholds
OPERATIONAL CYCLE

New content on staging environment
Update release
QA Review
Thresholds
Adds, deletes, and change transformations
THEN → NOW: Updates & New Collections

Updates

2X

New Collections

3X
KB Automation Focus Areas

ALWAYS BETTER, ALWAYS FASTER

Identifying and Developing Functionalities

LEVERAGING OUR RELATIONSHIPS

Collaborating with Data Providers
QUESTIONS
thank you!

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