



# Content Panel Discussion



## Introduction

*Ex Libris's acquisition by ProQuest in 2015 has had an influence on Content operations (new approaches, consolidation of the different KBs and indexes, reorganization of Content teams, etc.). In the last few years, lots of changes have impacted library staff involved in content updates and operations: Alma has gained market share, replacing SFX for many institutions, and has become compatible with Summon, Electronic Collection contribution process has been deployed, KBART automation has been introduced, Institutional Repository Program has been reactivated, PCI Activation widget was redesigned, Content Corner sections on the Knowledge Center provide more information that in the past, etc. Moreover, the new Ex Libris Provider Zone and the new Central Discovery Index are now in the last steps of development. All these changes will form a background for this panel discussion, but it will go beyond that and include experiences from customers who are involved with e-resources management.*



## Panel participants

- **Maribel Alvarado**, Pontificia Universidad Católica de Chile, Head, Library systems and support area
- **Sita Austin**, Flinders University, Electronic Resources Librarian
- **Rael Elstein**, Ex Libris, Product Manager, CXO-Operations
- **Judith Fraenkel**, Ex Libris, VP of Content Operations
- **Christian Hänger**, University of Mannheim, Director of Library Systems & Special Collections
- **Ulrikke Greve Olufsen**, University of Oslo, Adviser - Digital Services
- **François Renaville**, University of Liège, Head of Library Systems



## Ranking

If Ex Libris' relevancy is based on fulltext matching of elements within the bibliographic and fulltext data (and presumably higher ranking for subjects, title, author, etc.), are you doing anything different for A&I services? It would seem these are more curated than other sources, so the relevance or value might be higher in searches for an academic article index.



## Partnership

A demanding issue for libraries is the reluctance of the major players (EBSCO, OCLC, ProQuest) to share the own bibliographic metadata with their competitors.

ProQuest/Ex Libris and EBSCO have negotiated about this topic for years.

What is the current status? Do you think that EBSCOhost databases will be one day (again) integrated in the index?



## Metadata administration

1. Can you describe the process of the metadata in the Ex Libris systems?  
What is the master system? Alma as Master KB?
1. KBART. Loading - auto loading is good, but ability to import any KBART file and update or activate community collection would help. Do you have any plans for additional auto-loading profiles? Any provider you have started to collaborate with?



## **Is less better?**

Much time, effort and energy are spent to increase the quantity and quality of the Alma CZ and Primo Central Index. Aren't they too big? Aren't there too many records/collections? Some are real duplicates! What is Ex Libris's policy for removing content? Could less be better?



## Support

1. When we query vendors about PCI or CZ collections we are often told to contact Ex Libris support and when we send the query to Ex Libris things grind to a halt. Sometimes problems drag on for months or don't get resolved (not always Ex Libris's fault). Do you think it is worth waiting for content issues to be resolved or should we find local solutions (ie: local collections)?
1. Would it be possible for Ex Libris to describe the process of how the staff working on content related Salesforce cases operate? It would be useful for the user community to know the workflow of what happens when you send in a case.