



IGeLU2022 Hybrid Conference

Content Working Group Update

Content Working Group Update

Karin Perols, Karolinska Institutet, Sweden, IGeLU coordinator

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Outline

- What is the Content Working Group?
- Key Accomplishments in 2021-2022
- 2022-2023 initiatives
- Questions?

What is the Content Working Group?

A joint IGeLU/ELUNA group that supports the development and management of Ex Libris knowledgebases and discovery indexes that integrate with the following existing products: Alma (including Community Zone), SFX, 360, Summon, Primo, Primo VE, Central Discovery Index, and Rialto.

Key Accomplishments in 2021-2022

- Compiled and prioritized CDI pain points
- Participating in the formation of a CDI Advisory Group
- Provider Relations subgroup
- Beta tested improvements to Alma overlap analysis
- NERS Content Vote
- Increased member representation beyond Europe and USA with focus on Asia
- Updated charter

Compiled and prioritized CDI pain points report

CWG reached out to the WG's for Alma (including Community Zone MG), SFX, 360/Summon and Primo and collected and compiled a CDI pain points report that was shared with the Steering Committees of both IGeLU and ELUNA who then shared it with Ex Libris.

The top pain points were the following:

- Poor data quality negatively impacts patron discovery and access
- Insufficient Ex Libris support to address metadata issues
- Slow rights updates
- Outdated and offensive subject headings appearing in subject facet
- Primo and Summon author facets do not include CDI results
- Lack of EBSCO content in CDI



Participating in the formation and workings of a CDI Advisory Group

- Members from the WG's for Content, Primo (IGeLU and ELUNA), Summon, Alma, SFX, DEI
- Relevant Ex Libris product management.
- Leaders: Maribel Alvarado (IGeLU) and Pascal Calarco (ELUNA).
- Review of progress after one year.
- Monthly meetings since May 2022

The scope of the group is to:

- Discuss and prioritize resolution of pain points
- Discuss enhancement process and make recommendations for future
- Communicate progress to user community about Data Excellence Initiative deliverables related to CDI

Provider Relations subgroup

- Formed in late 2020.
- CWG members and Ex Libris Provider Relations staff.
- Bimonthly meetings during the last year. Currently waiting for a new director of Provider Relations.
- Completed feedback to improve provider resources on Ex Libris website
- Organized initial provider roundtable
 - 5 providers participated
 - Discussed metadata standards, open access, perpetual access, representation of non-book/journal content

Other activities

- Alma overlap: CWG members beta tested and provided feedback on improved Alma overlap analysis functionality.
- NERS: held a vote for content in July 2021. From the requests sent in Ex Libris processed 18 requests and at the start of August 2022 4 were completed, 5 were in progress and 9 were closed.
- Advocacy: Restoration of DOAJ coverage dates in KB's and Alma automated holdings from more providers.

Provided Content Product Management with Feedback on....

- Data excellence initiative
- Update issues with critical KB collections
- CDI QuickLinks
- CDI Hybrid linking
- MARC record enrichment
- Content support
- Ex Libris workflows for provider platform changes
- Open access content in KB's
- ProQuest Ebook Central chapter records in CDI

2022-2023 initiatives

- Brainstorm methods for community to submit and comment on new content requests
- Make recommendations to Steering Committee for content-based request process similar to recent Ex Libris shared agreement for product development
- Actively participate in CDI advisory Group
- Continue work of Provider Relations subgroup
 - Hold additional provider summits to discuss pertinent issues
 - Conduct provider survey to better understand provider needs and wants
- Look into making the meetings more convenient for different time zones to increase member engagement

Possible Content Listserv?

- We're considering creating a dedicated listserv focused on content related issues
- Potential benefits:
 - More meaningful discussions on content issues
 - Venue to suggest content additions from new providers
 - Crowdsourced gathering of problem examples for support cases
 - Better communication of known issues and workarounds
 - Less volume than ALMA-L so it's easier to keep up with
 - Updates from Ex Libris Content Operations
 - Recruitment of future CWG members?
- Will survey community as well as consult other Working Groups and Steering Committees on this

Current membership list:

Beth Juhl	University of Arkansas	USA	
Charlie Remy	Dartmouth College	USA	Coordinator ELUNA
Claire Chan	Hong Kong Academy for Performing Arts	Hong Kong	
Deborah Tomaras	Marist College	USA	ELUNA Primo and DEI Liaison
Galen Jones	The Open University	UK	Alma CZMG Liaison
James (Jim) Hammons	Ball State University Libraries	USA	ELUNA Summon/360 WG Liaison
Jennifer Carroll	University of New Hampshire	USA	Rialto Liaison
Jiri Pavlik	National Library of Technology, Prague	Czech Republic	SFX Liaison
Karin Perols	Karolinska Institutet	Sweden	Coordinator IGeLU
Kathy Varjabedian	Los Alamos National Laboratory	USA	
Larisa Smyk	University of Waterloo	Canada	
Molly K Beisler	University of Nevada, Reno	USA	
Noémie Ammann	ETH	Switzerland	IGeLU Primo Liaison
Piamsuk Thungkawee	Srinakharinwirot University Library	Thailand	
Rogene McCoy	South Metropolitan Health Services Library	Australia	
Sally Donnelly	Southern Cross University Library	Australia	
Selina Wang	Oberlin College	USA	
Stephanie (Step) Schmitt	University of California Hastings Law Library	USA	Alma Law Library SIG liaison
Tamar Ganor	The Hebrew University of Jerusalem	Israel	Provider relations subgroup chair
Xiaotian Chen	Bradley University	USA	Alma WG Liaison
Maribel Alvarado	Pontifical Catholic University	Chile	IGeLU Steering Committe Liaison
Pascal Calarco	University of Windsor	Canada	ELUNA Steering Committe Liaison

Thank you to members who recently concluded service on CWG!

- Christel Coquilleau, University of Lausanne, Switzerland
- Eleanor Craig, University of Sussex, UK
- Richard Guajardo, University of Houston, USA
- Stacy Magedanz, CSU San Bernardino, USA
- Ulrikke Greve Olufsen, University of Oslo, Norway
- Zorian M Sasyk, Metropolitan State University - St Paul, USA



Questions or concerns?

Email: content-wg@exlibrisusers.org