

DEI+A: @Ex Libris with the collaboration of our community

Allen Jones
Alan Oliver
Judith Fraenkel





Clarivate is committed to creating and nurturing a company that is diverse, inclusive and a positive force in the world. We value each and every colleague and member of each of our communities.

Colleague Resource Groups – CRGs



Clarivate Volunteer Network



Women@Clarivate



Vibrant



Spectrum Pride Alliance



Element



Military Veterans@Clarivate

A product example from ProQuest Dissertations & Thesis (PQDT)



"The history I wrote was not mine to hold onto, but rather belongs to the drag performers of the past, present, and future."

— Dr. Lady J

PHOTO CREDIT: AN ARGO

PROQUEST DISSERTATIONS & THESES SUCCESS STORY

The Erasure of Drag Contributions in Performance History

How one researcher's decision to include her dissertation in PQDT allowed her to document, elevate, empower her voice

Let's go, with Judith and Allen



Judith Fraenkel

Senior Director of
Product
Management

Ex Libris, Part of
Clarivate



Allen Jones

Director, Digital
Library and
Technical Services

The New School
(New York)

How is DEI related to Ex Libris and its products?



We as a company have an impact on many people and are committed to help create a better, more compassionate future.

One of our top concerns is to ensure that our systems are built for and serve everyone equally. We are cognizant of the fact that unintentional/unconscious bias can be present in any product, system, algorithm, including ours.



Our approach and focus areas



DEI: Our path



Diversity in design



Concluding more than a year of our shared DEI work

Somewhere around 2020 we started a discussion about DEI and what it meant for the library world

Two very significant steps were initiated during this initial period: the creation of two groups



How did year 1 look

Creating our groups together and separately

Establishing the groups framework

Creating a safe space for open dialogue

Identifying focus areas

Discussing solutions and ways forward

Building our identity and positioning within the group and in relationship to the library vector

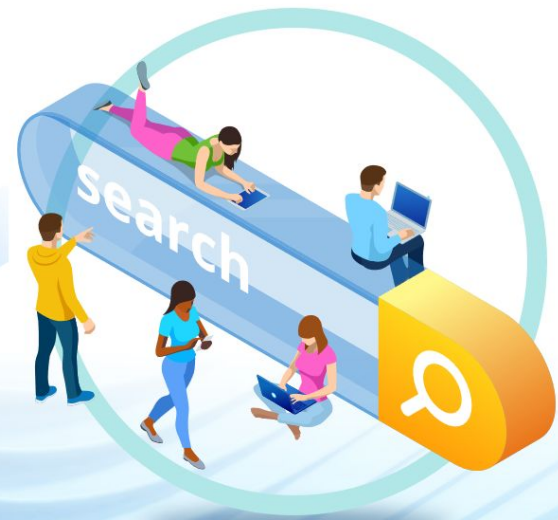
We had a sense of where to start



Bias



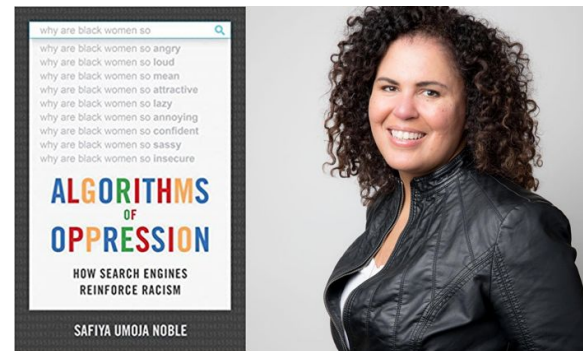
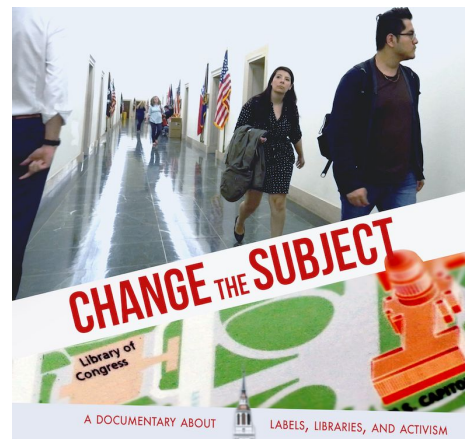
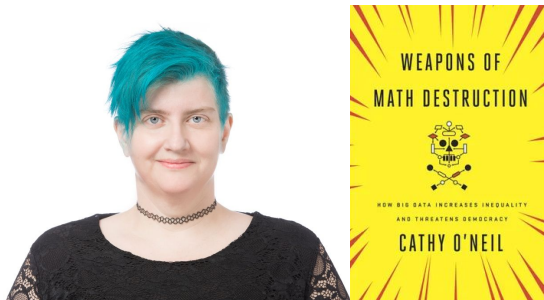
Systematic
Bias



Bias in
Discovery

DEI and Discovery

- We discussed
- We released solutions
- We met with people
- We learnt from experiences
- We discussed (again)
- Released additional solutions



DEI Approaches in Discovery and CDI

- In the Central Discovery Index (CDI), Ex Libris indexes metadata from thousand of content providers and sources from around the world
- When DEI incidents arise and it's determined that the metadata/subject headings are offensive, we reach out to the respective provider.

A first DEI step

Our approach for extremely offensive terms that we found, was to remove them from the subject headings from the index though the terms may still appear and be searchable in the abstract and title

This approach initiated a new direction and more understanding of our community needs



Dialogue, a space to think, a new solution

Configuring the DEI Exclude List for Primo VE

◀ Configuring the Central Index Linking Templates for Pr... | Configuring the Discovery Search Widget ▶

— Table of contents
No headers

To support Diversity, Equity, and Inclusion (DEI), the DEI - List of Terms to Exclude from Subject Heading page allows you to create a list of words and phrases that should be hidden in Subject fields that appear in the full display, brief results, and facets. When configured, the words/phrases are not case-sensitive and must match the contents of the Subject field exactly.

For example, if the word **nutrition** is excluded, Subjects containing only the word nutrition are not displayed, while Subjects that contain the word **nutrition** as part of a phrase (such as **nutrition periodicals**) will continue to be displayed.

Tweak your results

Sort by Relevance

Availability

Subject

- Periodicals (96)
- Nutrition Periodicals (63)
- Nutrition (57)**
- Electronic Journals (52)

Subject Included

Subject Excluded

Facet Example

To exclude a word or phrase:

1. Open the DEI - List of Terms to Exclude from Subject Heading page (Configuration Menu > Discovery > Other > DEI - List of terms to exclude from Subject Heading).

Back Save

Filename: DEI - List of terms to exclude from Subject Heading

Content: nutrition

Our journey continues

**Collaboration with
the community**

**Dialogue as our
main tool**

**Looking for new
ways of approaching
DEI**



**Working on new
areas beyond
discovery**

**Enlarging our teams
to cover more
territory**

**Include other voices,
more content**

Visibility and commitment

<https://www.exlibrisgroup.com/diversity-inclusion-equity/>



Our commitment

At Ex Libris we are **committed to diversity, inclusion and equity** as pillars that makes us a stronger company. **We are committed to an ethical approach while creating and enhancing our technology and products**



We will continue to address this issue comprehensively and support social justice



Ex Libris will continue to support the team dedicated to identify and act against bias



We will continue to create the necessary awareness and advance programs, to prevent and mitigate bias



We began our journey, but it is just the beginning. Let's peek at year 2.



DEIA – The Role of the Community / Year 2

Values

Explicability

Fairness / Justice

Privacy
by
design

Build the tools
Not the change

Relationality

- Engage with affected communities



Thank You (2021-2022)

- Jill Baron, Dartmouth College
- Deborah Tomares, Marist College
- Judith Drescher, Molloy College
- Augusto Ribiero, University of Portugal
- Erin Johnson, University of Windsor
- Christine Stohn, Ex Libris
- Judith Fraenkel, Ex Libris
- Erin Johnson, University of Windsor
- Vicki Jay Leung, University of Windsor
- Julene Jones, University of Kentucky
- Angela Boyd, San Diego Community College
- Glenn Tozier, Monterey Peninsula College
- Malaika Grant, University of Minnesota
- Xiaoli Li, University of California, Davis
- Judith Fraenkel, Ex Libris
- Michelle Bass, Harvard University

Discovery

- Examine new algorithmic approaches of anti-bias within CDI search result sets
- Consultants - Invite research practitioners, affected communities and indigenous people to discuss/advise on how to improve the discovery experience for their topic area of interest
- Term tool – expand DEI exclude list feature to provide content as opposed to remove term

Discovery

- User story - “What would an inclusive search result set look like? How might the Summon/Primo application behave differently than what currently exists?”
- Study CDI relevancy ranking of non-English materials or materials with non-LCSH subject headings
- Work with Alma Authorities Focus Group to identify issues affecting subject/name heading changes of high impact in both CDI and Alma.
 - Slaves -> Enslaved People
 - Victims -> Survivors
 - Indian Literature -> Indigenous literature –[geographic subdivision]
 - Sexual Minorities -> LBTGQ People
 - God (Islam) -> Allah

Content

- Area Studies – assess geographical areas where content in CDI originates, identify areas that might be under-represented.
- Provide programming on IGeLU/ELUNA member activities that promote change and reconciliation with Indigenous peoples (ELUNA Learns, etc.)
- Examine metrics of bibliographic impact – what indirect measures can be used to enhance relevance ranking? Are there measures to avoid? (ie impact factor, h-index)
- Work with Content Working Group to develop materials to assist regional publishers with ingesting content into CDI

Questions?

