



IGELU
C o n f e r e n c e

12th - 15th September 2022

Q&A with Ex Libris Management

Wednesday September 14th, 2022

Q1

*Clarivate
Acquisition*

Now that the acquisition process is over, what are the ongoing plans for the merger of the Innovative products and the Ex Libris products into a single portfolio?

Q2

Clarivate
Acquisition

With the merger of the III and Ex Libris into a single business unit under Clarivate, this further reduces the competition in the ILS marketplace.

What assurance does the community have that proving, etc. can be considered competitive even though there is currently no real competition?

Q3

*Converis
Esploro*

What is the long term goal with Converis and Esploro?

Is the aim to consolidate the two products?

Q4

How do you deal with the massively-increasing numbers of results in Primo blended with CDI? Which steps will you choose to keep the results relevant and improve them when there are many more records with different thesauri?

Q5

RapidILL

In the spring, Ex Libris/Clarivate allowed Ukrainian libraries to freely join RapidILL and to be supplied by the RapidILL community. After the war, the country will continue to face huge challenges. Will Ex Libris/Clarivate allow Ukrainian libraries, researchers and students to freely continue to benefit from the help of the RapidILL libraries for some years once the war is over?

Q6

We regularly have cases which do not progress for extended periods, such as staying in Tier 1 for two months with no action, or in Development for years with no sign of any progress towards fixes.

What is Ex Libris doing to improve response times for cases and issue resolution?

Q7

Support &
Salesforce

We need to be able to see all ProQuest support cases. We are a global community of users, very willing to help each other. Being able to check if other institutions have already a case open for a certain topic, and what Ex Libris might have replied to that case so far, is an important tool for us. We need it back! If the software of the ProQuest support interface is not able to offer that possibility, please switch to another software.

Q8

General
Strategic
Cross-product

There is an ongoing problem with Release Notes that all Resolved Issues are not included, or have very poor descriptions that are incomplete or incorrect. Library staff managing products need this information to do their jobs. If a site did not have a case for an issue that does not mean that they were not affected or don't need to be informed.

Is there an internal initiative in Ex Libris committed to improving this communication and transparency issue, to support Library staff?

Q9

General
Strategic
Cross-product

Are there any plans to implement AI solutions in Ex Libris products? For example, tools to help bulk cataloging or prevent mistakes; tools that improve the metadata in CDI records, etc.

Q10

General
Strategic
Cross-product

Accessibility has become a hot topic for already some years now. Does Ex Libris plan to develop a cross-product approach and to implement an Accessibility Menu with options like Increase Text, Decrease Text, High Contrast, Negative Contrast and Underlining Links in all its solutions (Primo, Summon, Alma, Leganto, campusM, Rosetta, etc.)?

Q11

General
Strategic
Cross-product

What are the current plans for making Alma and Primo adhere to needs of public libraries? This means simplifying workflows and focusing on varied patron needs.

Or are public libraries “encouraged” to move to other solutions (e.g. ILL suite)?

Q12

General
Strategic
Cross-product

This summer, PLOS ONE has retracted more than 100 papers for manipulated peer review. There are currently more than 3,000 examples of "fake peer review" in the Retraction Watch Database, which contains about 40,000 cases of retractions and expressions of concern. Retracted items are a pain for research and data reliability in library solutions. Some databases, platforms and services already clearly display and alert when a retracted article is retrieved.

What are Ex Libris's plans to improve the display (in Primo, Summon, Leganto) and the management (in Esploro, Converis) of retraction information?

Q13

General
Strategic
Cross-product

The GDPR Focus Group completed its work in 2021, with Ex Libris and community participation.

What has Ex Libris done so far to implement the recommendations from the final report? How does the company plan to continue the work on data privacy protection and transparency?

Q14

Any last (?) question from the audience?