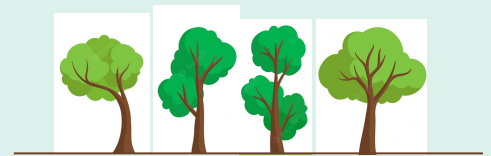




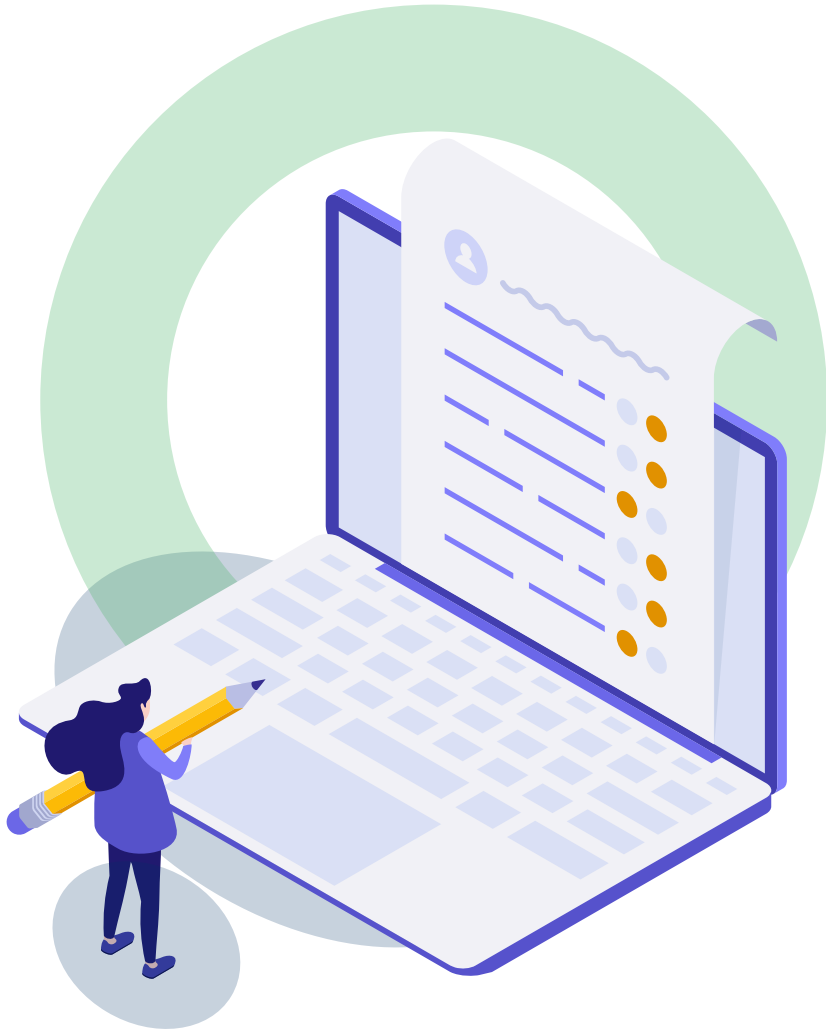
The Content Ecosystem – Content Updates

Rael Elstein | Content Product Manager



Agenda

- From Data Services to Data Excellence
- The Content Ecosystem
- Content Updates



From Data Services...


Alma

Alma CZ

A stack of four server units with a callout box labeled 'Alma CZ' pointing to the top unit.


SFX

SFX KB

A stack of four server units with a callout box labeled 'SFX KB' pointing to the top unit.

Primo

Primo Central

A stack of six server units with a callout box labeled 'Primo Central' pointing to the top unit.

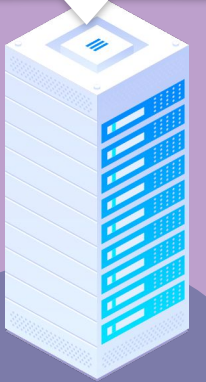
360

360 KB

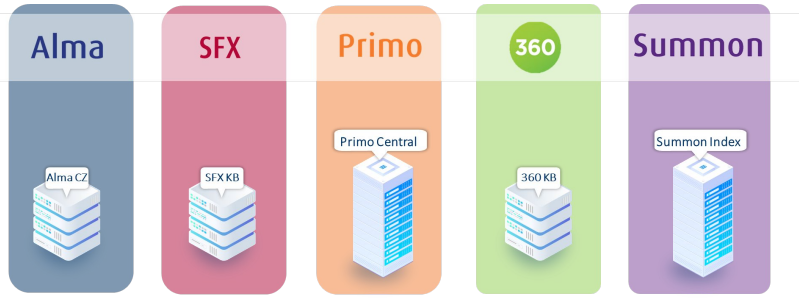
A stack of four server units with a callout box labeled '360 KB' pointing to the top unit.

Summon

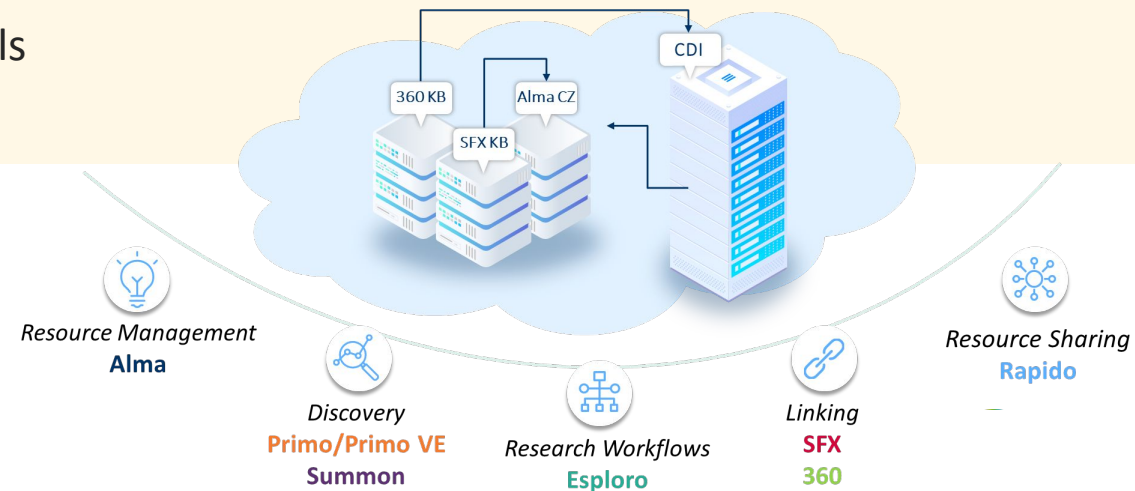
Summon Index

A stack of six server units with a callout box labeled 'Summon Index' pointing to the top unit.

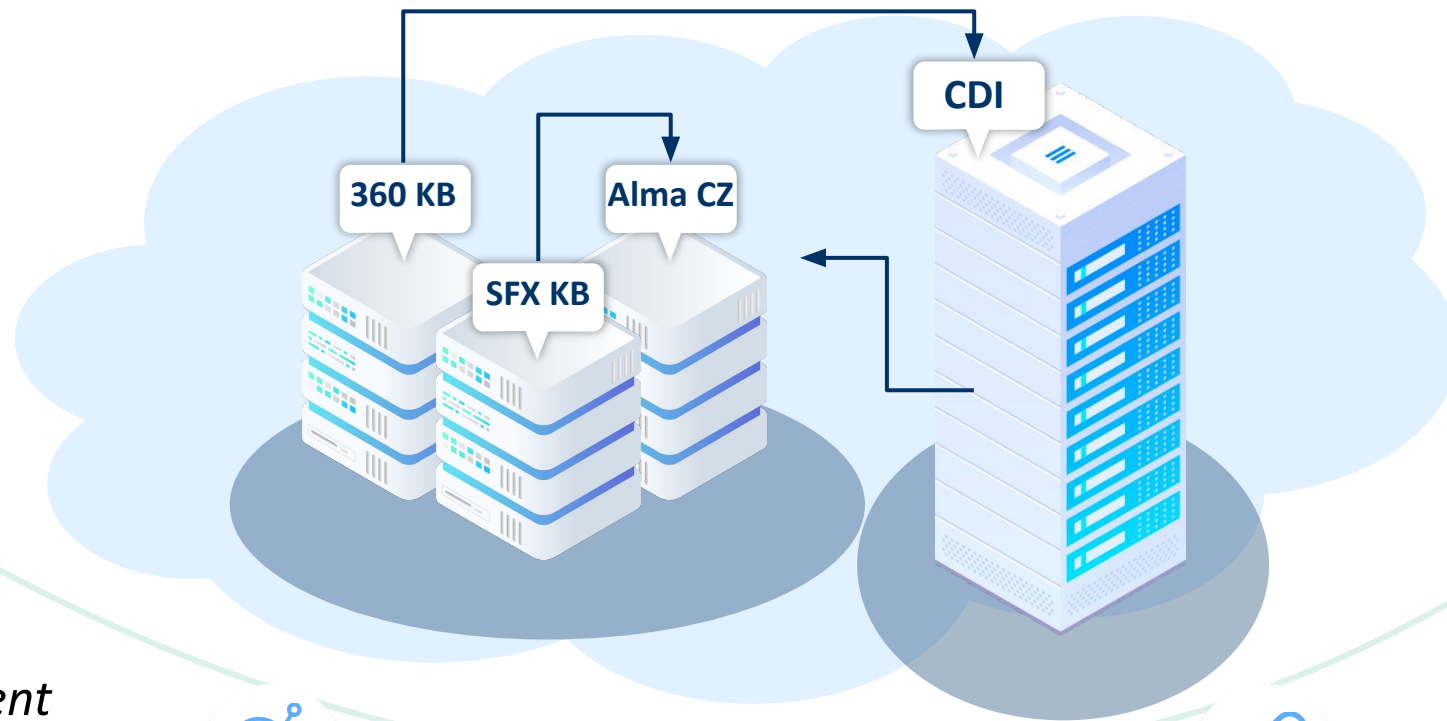
From Data Services to Data Excellence



- Introduction of Content Product Management
- Enhanced services with reinforced operations and support teams, continuous training
- **Transition from reactive to proactive work with community and providers**
- Simplified processes with single index (CDI) and unified workflows across knowledgebases
- Increased community involvement and attentiveness to requirements and feedback
- Better provider representation and understanding of mutual goals
- Focus on Content and Data throughout company



...to Data Excellence



Resource Management
Alma



Discovery
Primo/Primo VE
Summon



Research Workflows
Esploro



Linking
SFX
360



Resource Sharing
Rapido

An **ecosystem** is a geographic area where plants, animals, and other organisms, as well as weather and landscape, **work together to form a bubble of life**



Knowledgebase Updates – Released

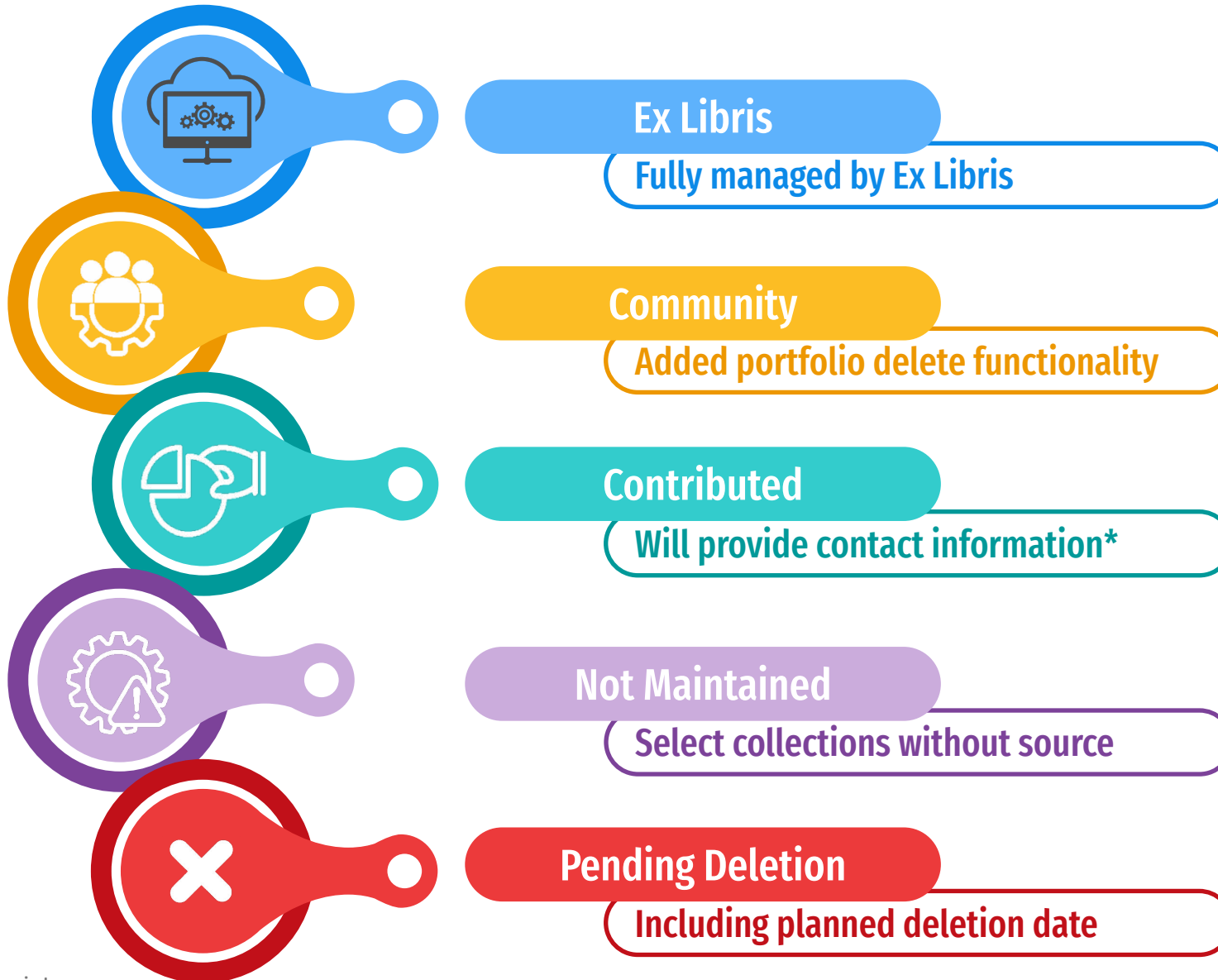


- 15% collection annual growth
- Workflow alignment across KBs
- Fuller representation of provider offerings
- Simplified new content request procedure via Idea Exchange and Support Portal

- Increased **weekly cycle capacity** for SFX and Alma by 50%
- **Daily updates** of new titles in *EBC Perpetual, DDA and Subscriptions* collection in Alma
- Timely release of **annual collections** and high level of transparency throughout the process (Knowledge Articles for all KBs)
- Added **contribution functionality** in Alma CZ (delete portfolios)
- **Collection Management Level** indication




Collection Management Level



Knowledgebase Updates – Planned/In Progress



- Increased focus on currency
 - Reduce turnaround time for updates
 - Extra analysis of current status of existing collections (also impacts CDI)
- Proactive regional outreach
 - Ensure fuller representation of local and/or language content
 - Direct engagement with community or via Sales/Account Managers
- Exposing number of activations (November 2022)
 - Improve decision making when selecting a collection for activation based on regional selection
- Adding access model granularity to Alma Upload Electronic Holdings for EBC Owned content (tentatively February 2023)
 - E.g., 3U, UA (unlimited access), etc.
-  Data Excellence initiatives

Upgrading Record Metadata in Alma CZ

Extend Sources

Increase access to traditional sources to enrich records



Improve Measurement

Review and improve Brief Level quality measurement



Expand Strategy

Out of the box thinking and creative ideas



Upgrading Record Metadata in Alma CZ



Provider Outreach

Increased provider outreach with additional emphasis on mutual customer benefits

Alternative Sources

Non-MARC sources, authorized re-use of provider/source metadata

External Sources

Exploring pilot for external sources to enrich metadata



Enrichment Examples and Plans

Provider Outreach

- OECD iLibrary Working Papers Free
99% records LOW quality → 92% records HIGH quality
- Karger eBooks Collection
84% records LOW quality → 89% records HIGH quality


Alternative Sources

- Project Gutenberg Online Catalog
Only 5% records HIGH quality → 45% records HIGH quality
- Library of Congress Print records metadata for electronic records
Enriched up to 1 million records!
- **Under review:** pre-load MARC metadata when available (for select sources)



Index (CDI) Updates – Released



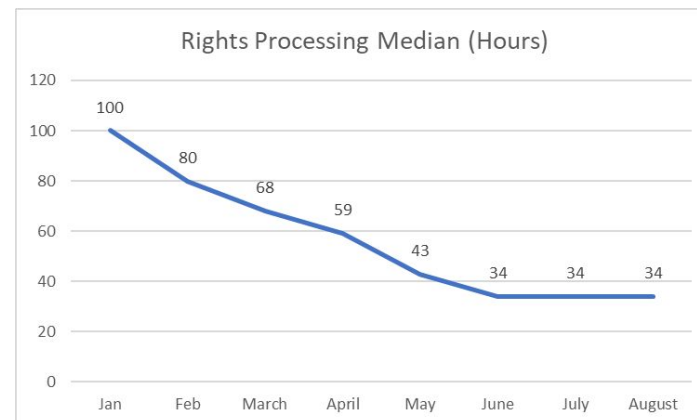
- 10% annual CDI growth
- Expanding **hybrid linking**
 - Over 100 collections converted to hybrid
 - Over 230 collections changes to Link in Record
 - Over 1 billion records affected
 - New collections released as hybrid, where appropriate
- Supporting  **Quicklinks**
 - Quicker access and fewer click with direct linking to HTML/PDF pages
 - 20 providers already supported, with over 10,000 collections
 - Additional providers planned throughout 2022 and 2023



Index (CDI) Updates – Released



- Expanded **provider ID-driven article-level linking** for more accurate linking for over 20 providers
 - Gale, OUP, SAGE, PQ, JSTOR, and more
- Major **rights processing** improvements
 - Goal to reduce processing time to 24-48 hours
 - Decreased turnaround from 48-72 hours to below 35 hours
 - Additional improvements in progress



Index (CDI) Updates – Planned/In Progress

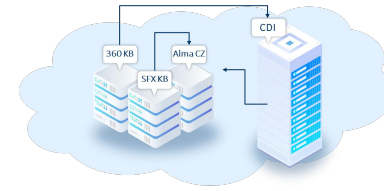


- PQ Ebook Central release of book chapters (Oct/Nov 2022)
- CDI Advisory Group

- Continued work on rights processing improvements
- Ongoing release of hybrid collections
- Adding Quicklinks providers
- Improve Peer Reviewed indication accuracy in CDI records
- *Expansion of link checker functionality*
- *Enhancement of CDI linking methods for easier configuration*
- *Improvements around CDI merged records*
- *Review of CDI usage reports*



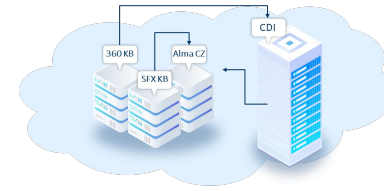
Serviceability Updates – Ongoing and Planned



- Faster case resolution time
 - Chat Support for CDI/Alma users in Europe
 - Chat Support for Alma CZ users in North America and Europe
 - Support to Support
 - Planned increase in support analyst capacity
- Improved transparency:
 - List of known provider platform changes
 - Known issues with providers
 - Quarterly roadmap plans
 - 2021 NERS requests in progress with high priority - 80% processed



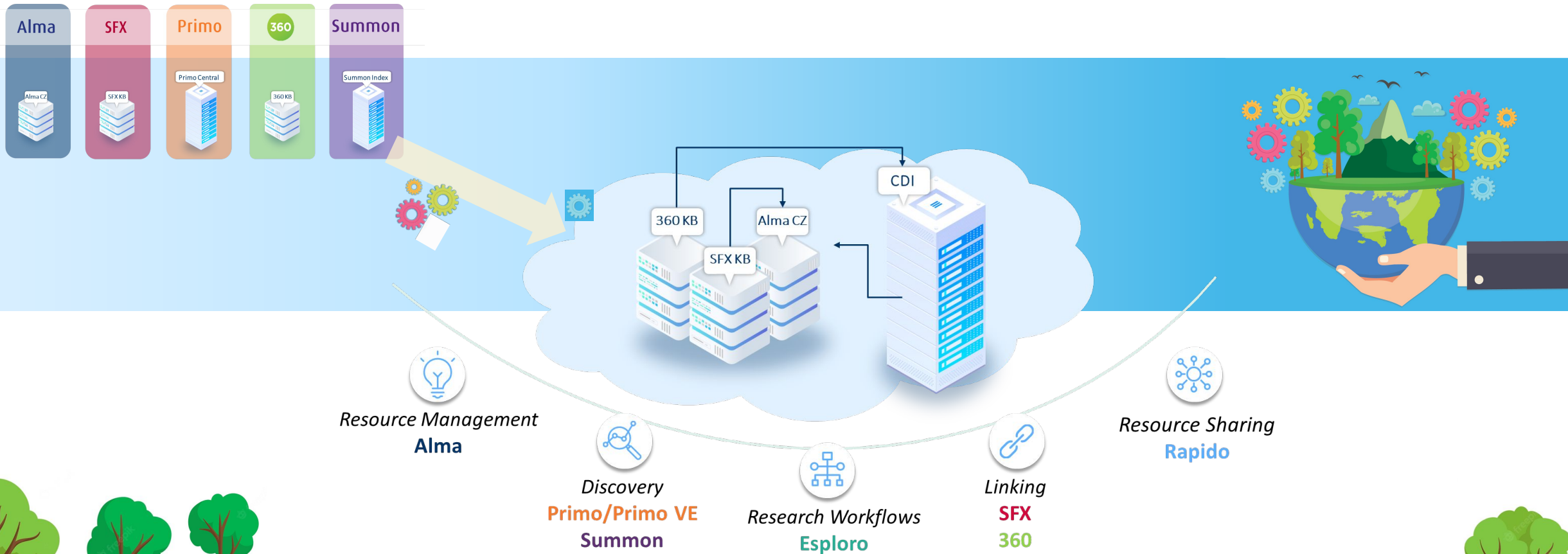
Serviceability Updates – Ongoing and Planned



- Better communication:
 - Monthly meetings with Content Working Group and CZ Management Group
 - Monthly newsletters
 - Quarterly roadmaps for new content
 - Quarterly Content webinars
 - Co-hosted webinar with CZ Management Group
 - Conducted joint roundtable with publishers and community members



From Data Services to Data Excellence; The Content Ecosystem





Thank you!

Rael.Elstein@clarivate.com

