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# Content Working Group Update

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**IGeLU 2024**





# Agenda

- Content Working Group's scope
- Review of 2023-2024 activities
- Roadmap of 2024-2025 activities
- Questions for CWG and Ex Libris Content Product Management

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# CWG's scope

- Joint IGeLU-ELUNA working group
- Engages in activities, on behalf of the Alma, SFX, 360, CDI, Primo, and Summon user communities
- Support the development and management of the knowledge bases and indexes that underlie the products
- Areas of focus
  - Provider Relations
  - Content Operations and Support
  - Central Discovery Index software functionality

# 2023-2024 Activities

- Provided feedback on using Ideas Exchange for new content request workflows
  - Separate categories for new and existing providers
  - Increased individuals' total content Ideas Exchange points to 50
  - Existing provider requests do not require community votes
- Collaborated with Ex Libris to clean up Ideas Exchange content area
  - Closed requests that are now in Ex Libris systems or not possible, analyzed gaps between knowledgebases, etc.
  - Provided feedback on criteria for closing requests based on vote numbers and community engagement over time
    - Threshold for closing ideas:
      - No voting activity in more than 3 years old AND
      - Less than 30 votes
- Suggested changes to Salesforce content support categories to increase Ex Libris efficiencies, triaging of cases, leading to improvements in overall customer satisfaction

# 2023-2024 Activities

- NERS community vote (new providers only)
  - French and Lithuanian languages prioritized
  - 189 member institutions participated; totaling 4,629 votes
  - Advocated for improved status updates from Ex Libris on the highest voted providers, now in the monthly Content newsletter
  - All top 5 providers added, 3 collections implemented fully, 2 as zero-title database. Further 1 planned, 1 in discussion with the provider, 5 closed



NERS status page on Ex Libris Knowledge Center

# 2023-2024 Activities

## NERS community vote cont.

- Activations of the added collections have been low, ideas why?
  - Openjournals.nl: 204 votes and 12 activations
  - WIT Press: 141 votes and 1 activation each for journals and ebooks
  - Publicera: 124 votes and 21 activations
  
  - (Human Rights Watch Reports: 286 votes and 3 activations )
  - (Amnesty International reports: 241 votes and 1 activation )

# 2023-2024 Activities

- Discussed improving CDI peer review indicator in depth
  - Suggested exclusion of certain CDI record types
  - Ex Libris currently reviewing our feedback to determine feasibility of enhancements
- Discussed ways to improve representation of open access content in Ex Libris systems. Some of the questions discussed were:
  - Corrections of metadata from Unpaywall
  - Subscribe to open
  - How the OA indicator is assigned in CDI

# 2023-2024 Activities

- CDI Software Enhancement process in collaboration with discovery WG's
  - Ballot items mined from submissions in the Primo and Summon ballots
  - 10 enhancement requests
  - Voting between April 15 and May 3
  - 47 810 votes from 343 institutions/consortia
  - Results of the vote and discussions of the possibility to implement the suggestions are underway with Ex Libris



# 2024 CDI Software NERS Enhancements Results

Enhancement	# Votes	# Libraries
Hide undesirable CDI records	11,078	240
Improve accuracy of FT availability match on volume & issue	9,715	243
Enhance view it display options for links in record	6,484	107
CDI indexing coverage report	5,415	146
Add DOI's from sources besides CrossRef	4,120	75
Availability considers electronic, digital & physical	3,977	107
Apply "exclude CDI ebooks" only to FT available records	2,349	68
Add "transcripts" resource type	1,738	73
Display non-Latin script fields	1,557	64
Include local + CDI content in Primo Newspaper Search	1,377	58

# 2023-2024 Activities

- Other topics discussed
  - Enrichment of CZ records with AI
  - The providers platform (where providers can see how their resources are represented in the KnB)
  - Metadata enrichment issues, Adam Matthews one example
  - Information about upcoming platform migrations in Content newsletter
  - Turnaround time for adding new collections
  - More Quicklinks for non-English content
  - Content from predatory publishers in the KB's
  - Communication with community about CDI rights update problems/delays

# 2024-2025 Roadmap

- Provide feedback on content support issues to the Customer Support Advisory Group as needed.
- Advocate for significantly reduced turnaround times for the creation of new collections in knowledgebases with high quality metadata
- 2023 Content NERS follow up, and 2024 voting round (November)
- Autoholdings follow up
  - Advocate for more consistency functionality development across providers
  - Consistent and clearly marked autoholdings KB collections
  - 2-3 months of early user testing prior to release and creation of documentation to support libraries implementing autoholdings (especially acquisitions information)

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# 2024-2025 Roadmap


- Monitor project for AI enrichment of bibliographic records and provide feedback as needed
- Continue to advocate for better quality metadata and more accurate open access KB and CDI collections
- If necessary, provide additional feedback on the peer review indicator for CDI content
- Address user community concerns as they surface. Please contact us with ideas and concerns you would like us to look into!

# Current membership

Karin Perols ( Karolinska Institutet, Sweden)	Coordinator for IGeLU, CDI Enhancements
Charlie Remy (Dartmouth College, USA)	Coordinator for ELUNA, CDI Enhancements
Noémie Ammann (ETH, Switzerland)	IGeLU Primo WG Liaison
Molly K. Beisler (University of Nevada, Reno, USA)	NERS Co-coordinator
Xiaotian Chen (Bradley University, USA)	Alma WG Liaison
Cody Hackett (University of Arkansas, USA)	Rialto Liaison
Christopher Thomas (University of California at Los Angeles, USA)	Alma Law Library SIG Liaison
Nancy Babb (University at Buffalo, USA)	ELUNA Primo WG Liaison
Galen Jones (The Open University, UK)	Alma CZMG Liaison
Linas Salelionis (Kaunas University of Technology, Lithuania)	SFX Liaison
Lammy Benedictus (Arctic University of Norway)	
Anna Couthures-Idrizi (Sciences Po Bibliothèque, France)	
Selina Wang (Oberlin College, USA)	
Angela Sidman (Yale University Library, USA)	ELUNA Summon/360 WG Liaison
Maria Kovero (Helsinki University Library, Finland)	
Rebecca Nous (State University of New York, USA)	ELUNA Consortial CoP liaison



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# Questions about Content for CWG and/or Ex Libris



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# Thank you

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CWG

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