Clarivate™
GenAI at Clarivate:
From research to applications
IGeLU 2024
Guy Ben Porat, VP of Academic AI

The honeymoon is over

Clarivate™

Where does your library currently stand in terms of implementing AI tools and technologies?

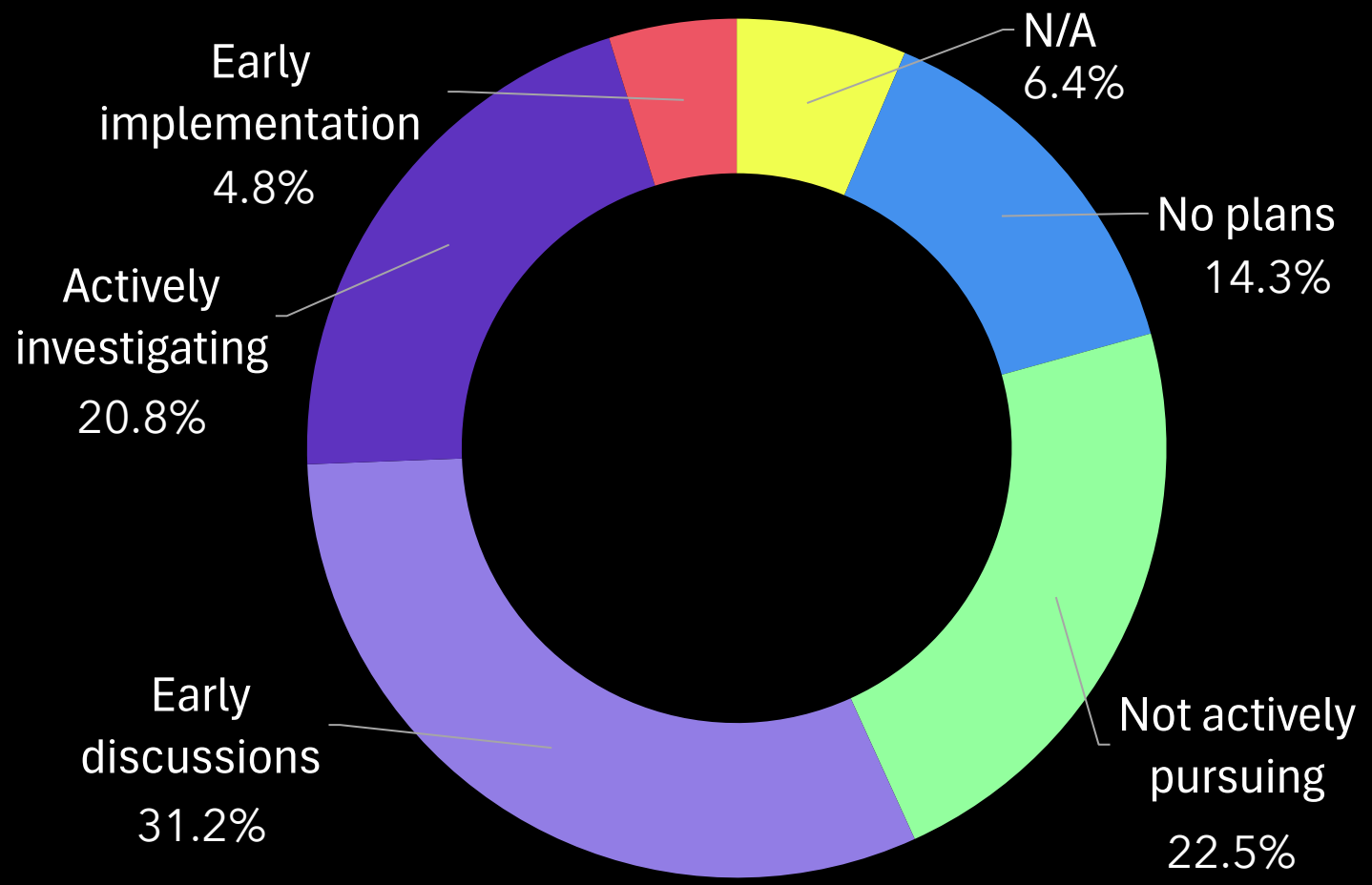
Clarivate Library Survey,
1,500+ respondents

Survey:

- Academic (75%), Public and National Libraries
- 20+ qualitative interviews

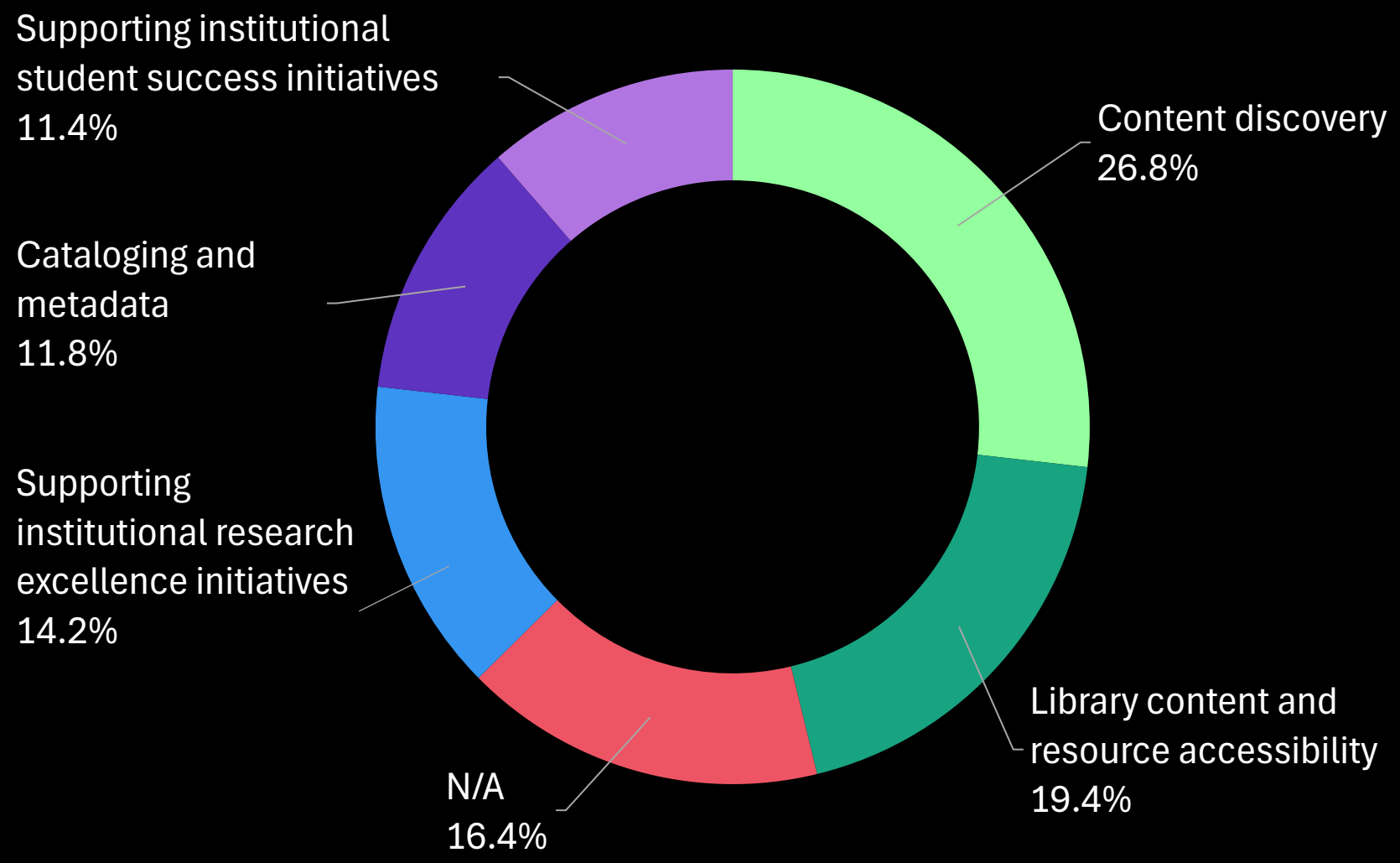
Visit:
clarivate.com/pulse-of-the-library

Clarivate™



In which area of library services do you see AI having the most significant impact?

Clarivate Library Survey, 1,500+ respondents



Visit:
clarivate.com/pulse-of-the-library

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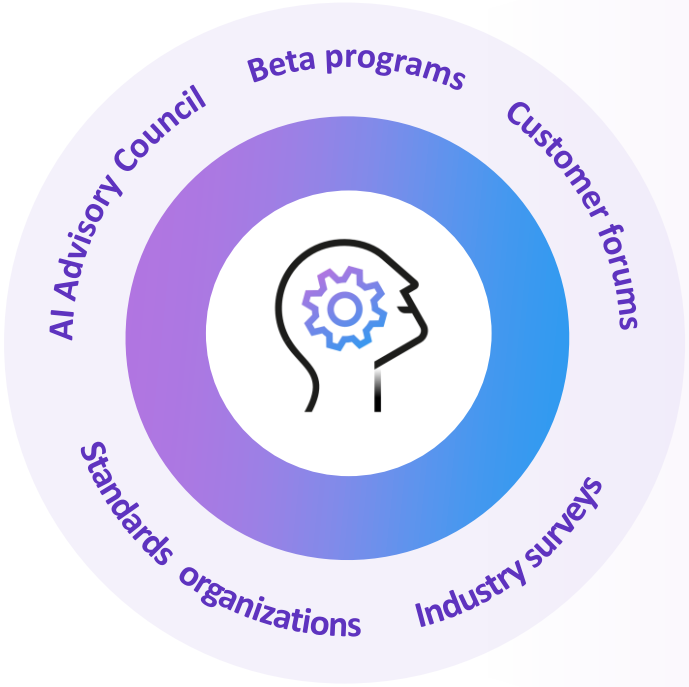
Responsible AI principles, informed by the academic community



Opportunities:

- Content discovery
- Insights from data
- Personalized learning
- Staff productivity

Concerns:

- Bias & hallucinations
- Learning shortcuts
- Bad actors (e.g. papermills)
- Plagiarism

AI Framework

Transparent

- Clear information about the content sources used
- Proper attribution and easy access to cited works

Ethical

- Measures to reduce bad information
- Collaboration with publishers to ensure clear usage rights
- Collaboration with industry org. for responsible AI implementations

Safe

- Human-in-the-loop
- Uphold privacy & security standards
- Adherence to evolving global regulations

Clarivate AI Advisory Council

Collaborating to promote responsible use of AI in academia

Launched May 2024
Members representing libraries and wider academia

Aaron Tay

Head, Data Services
Singapore Management University

Allen Jones

Director of Digital Libraries & Technical Services
The New School

Andrea Brandstatter

Head, Universitätsbibliothek Bibliothekssysteme
University of Vienna

Andreas Kirstein

CEO
Swiss Library Service Platform (SLSP)

Boyhun Kim

AUL for Library Information Technology
University of Michigan

Claire Lanyon

Collection Development and Access Manager
University of Auckland

Foster Zhang

Library Director and Chief Engineer
Hong Kong University of Science & Technology

Josh Sendall

Director of Library Services
University of Leeds

Kristel Veimann

Director of Library Services
National Library of Estonia

Leo Lo

Dean and Professor; ACRL President-Elect
University of New Mexico

Niamh McGuigan

Director
Center for Library Exploration and Research, Brown University Library

Ryun Lee

Head, Digital Initiatives
The Chinese University of Hong Kong Library

Samuel Fosso-Wamba

Professor in Information Management and Data Science
TBS Education

Clarivate™

Academic AI: Our Strategy & Approach

Advance Existing Solutions

Embed AI in current solutions

- Web of Science
- ProQuest Platform
- Ebook Central
- Ex Libris Discovery

Transform with AI

Innovate with new solutions

- Research Assistants
- Academic Coach
- Analytics Assistant
- Research Integrity

Increase Efficiencies

Unlock efficiencies for customers and Clarivate

- Metadata Assistant
- Process Automation
- Knowledge Assistant

Academic AI Platform: Powering all Clarivate products

Uniquely designed for academic needs

- Authoritative, trusted scholarly content
- Embedded in academic workflows
- Secured & private
- Deep partnerships with academic community
- Quality testing for responsible AI

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Clarivate Academic AI Platform

Technology Backbone

A&G Products

Content Operations

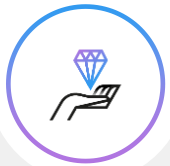
Academic use cases
Research Assistants | Metadata Assistants | Analytic Assistants | Image Assistants

Core platform services
RAG | Embedding Vector Database | Secured LLM Access

3rd-party AI Services

Clarivate curated content

AI Practices & Expertise



Best practices & guidelines

Testing & evaluation methodology

Developer tools

Prompt engineering consultancy

AI Ecosystem

Bring AI into our products

Meeting users were they are

Clarivate A&G

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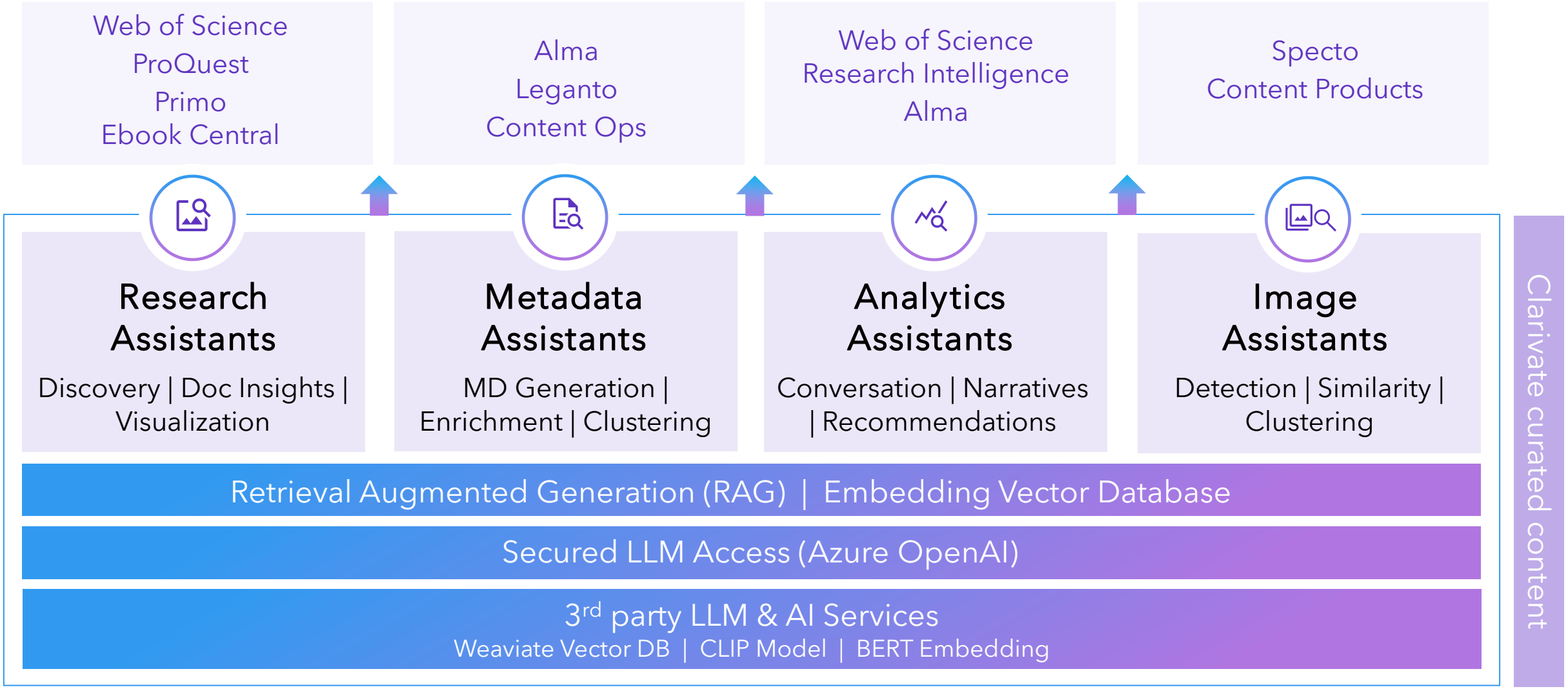
The Clarivate Academic AI Platform



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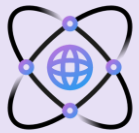
Research Assistant

Discovery Assistant*

Conversational Discovery



Linked Entities

Visualization

More…

Document Insights*

Summary

Entity Extraction

Predefined Questions

Users Questions

More…

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Metadata Assistant

Metadata: Books, Journals

Record Improvement

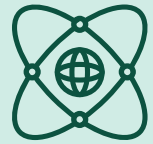
Record Enrichment

Using Cover page

Digital Files: Text, Image, Video

Metadata Generation

Clustering



Conversational Discovery Ready (LLM Vector)

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Analytics Assistant

Conversational

Guided data-driven Conversation

Chart Generation

Recommendations

Push Recommendation (Funds, Collaborations)

Trend Analysis (Emerging Topics, Opportunities)

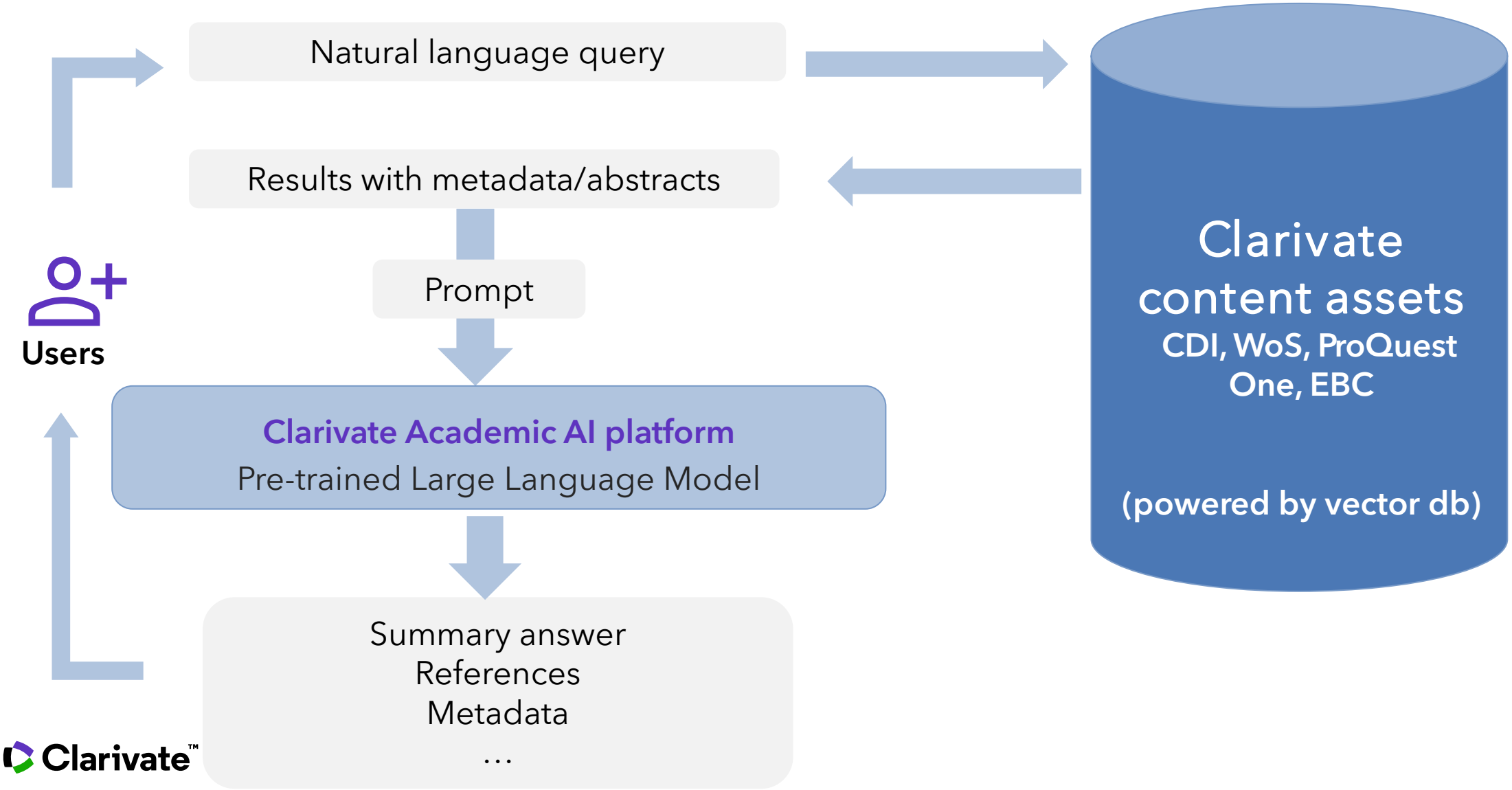
Narratives

Chart Analysis Narrative Generation

Narrative (Societal Impact)

Basing output on our trusted content sources:

Retrieval Augmented Generation Architecture (RAG):



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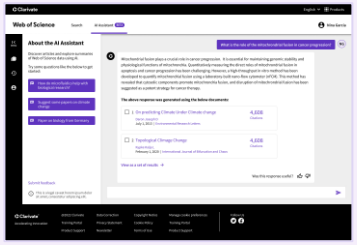
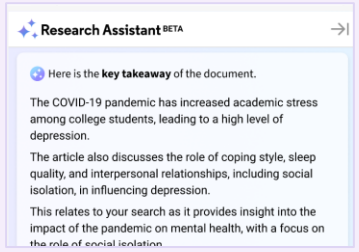
AI for Academia: Our focus areas

Research Assistants
AI-powered research
& discovery capabilities

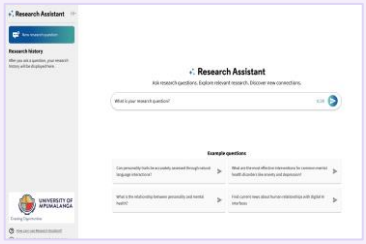


Web of Science
Launch: Sept. 2024



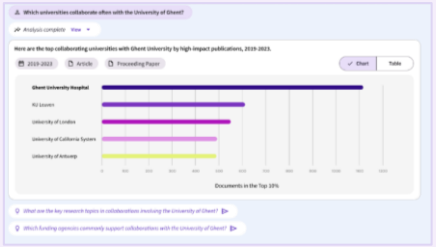
ProQuest
General release of beta version: Sept. 2024

Ebook Central
Beta starts Q4 '24



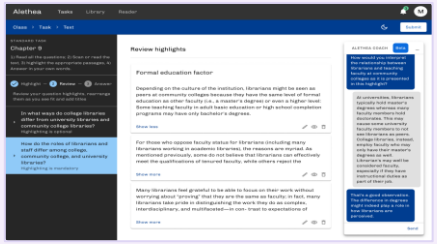
Primo
Launch: Sept. 2024

Analytics Assistants
A new way to engage with data and uncover insights



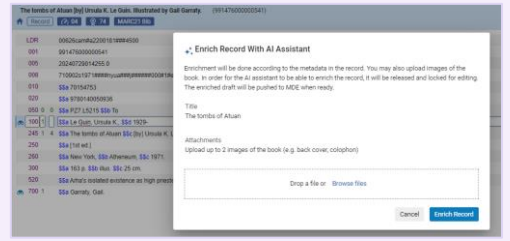
WoS Research Intelligence
First Dev. Partner Release: Sept. 2024

Academic Coach
Improving student learning & skills



Alethea
Launched

Metadata Assistants
Enhancing efficiencies and improving discoverability



Ebooks in Alma Community Zone
First phase released

Alma Metadata Assistant
Beta starts Sept. 2024

More products in planning, incl.:

- Leganto
- EndNote
- TDM Studio
- Specto

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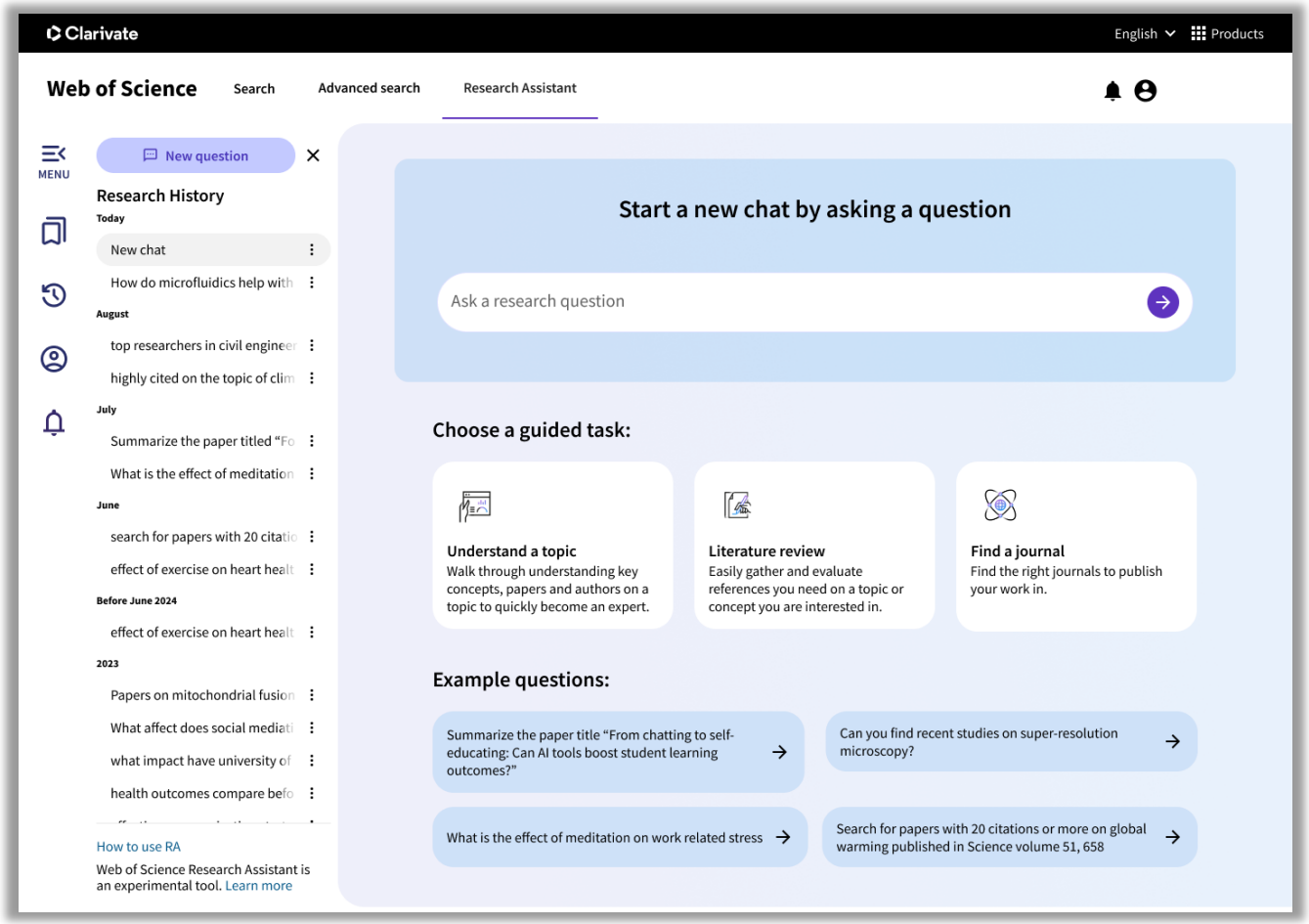
Web of Science Research Assistant

Available from September 2024



Research smarter

Helping researchers at all levels get more out of their interactions with the world's most trusted citation index– Web of Science Core Collection.

- ✓ *Intelligent discovery*
- ✓ *Task-based guidance*
- ✓ *Responsible AI*

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The Web of Science Research Assistant

Key features

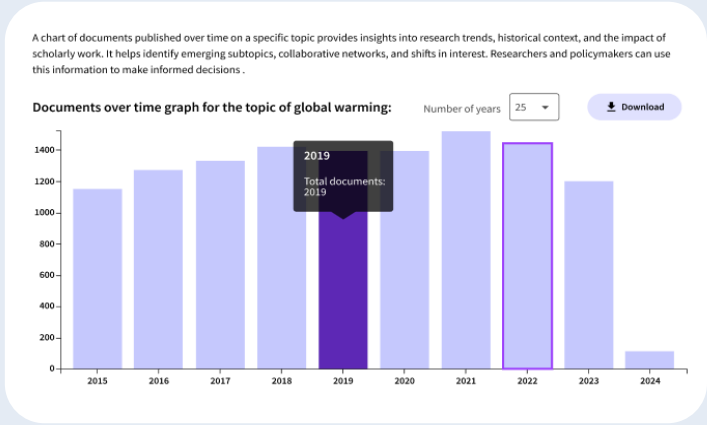
Search and Discovery

Guided workflows

Contextual visualizations

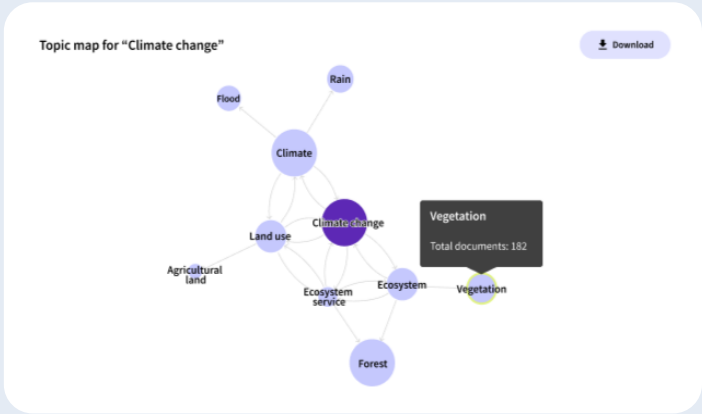
Articles on a topic over time

Patterns of publishing on this topic



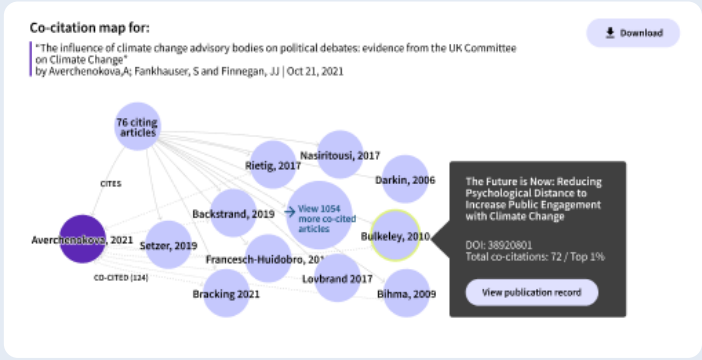
Topic map

See related and connected concepts



Citation network

See related documents
Co-citation map



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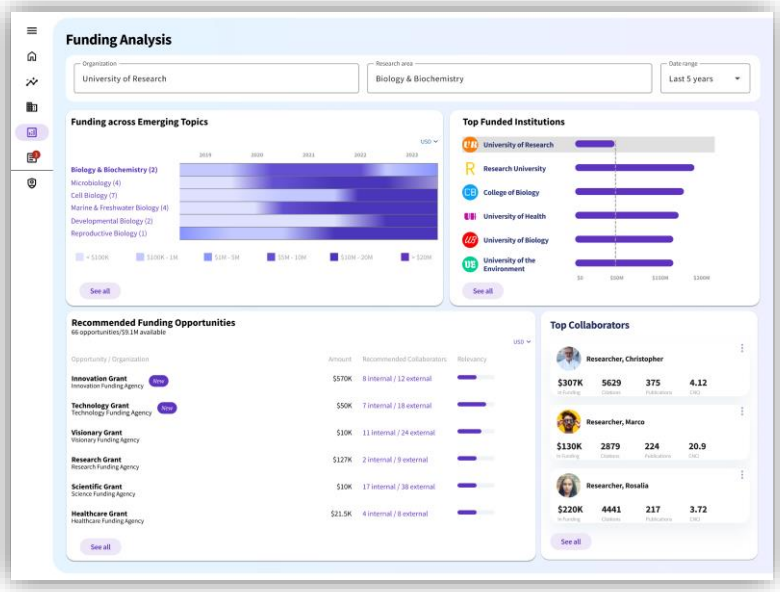
Web of Science Research Intelligence

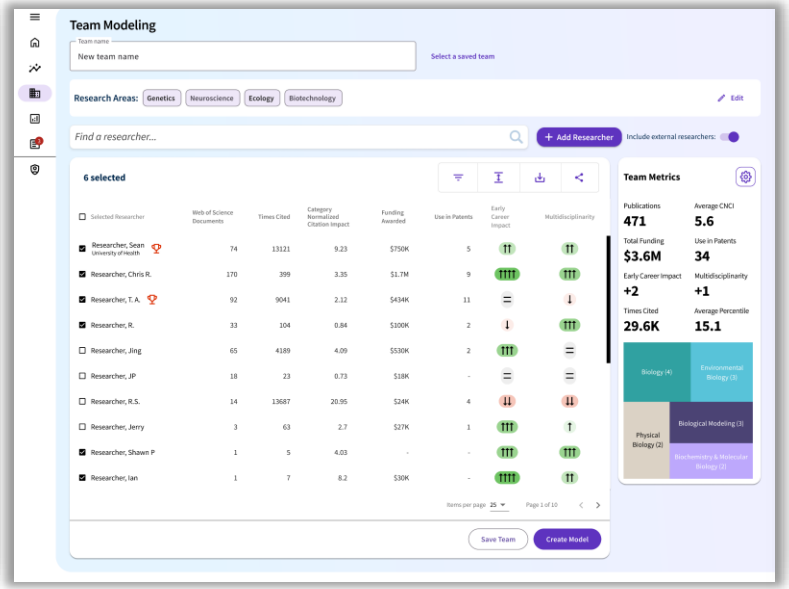
First Development Partner Release: Sept. 2024

Lead research forward in a changing world

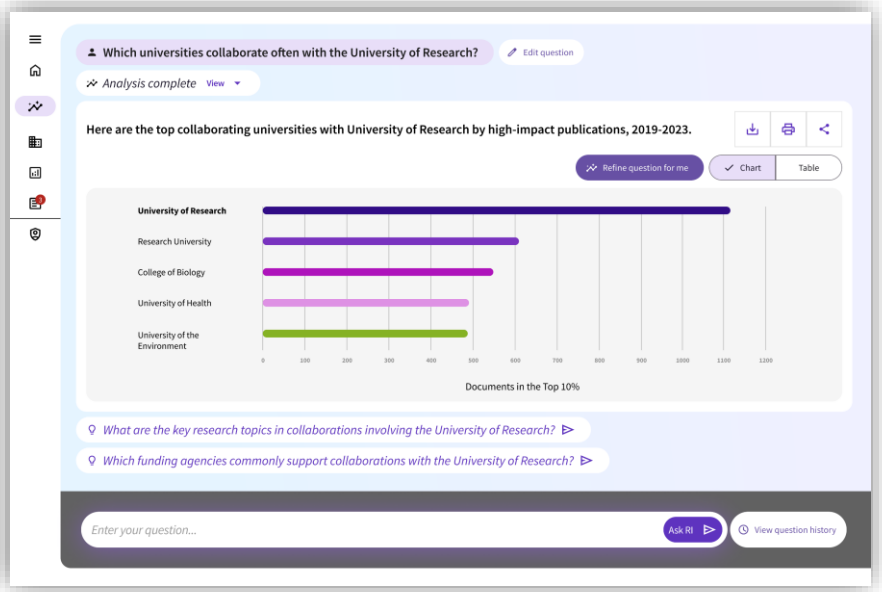
- Multiple research output types in one intuitive platform
- Tailored recommendations and scenario modelling
- Comprehensive societal impact framework and indicators



Unified funding & publication data to reveal opportunities you are uniquely positioned to win



Powerful scenario modeling capabilities



Analytics Assistant to gain insights whether you're a data scientist or have limited analysis experience

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ProQuest Research Assistant

General release of beta version in ProQuest One products: Sept. 2024

Providing rich document-level insights and helping users create better search queries

- Key takeaways of the document to quickly determine relevance
- Guidance on next steps like choosing a research topic and understanding key concepts in the document
- Helping users turn generic searches into structured Boolean queries, including synonyms and related terms

Clarivate™

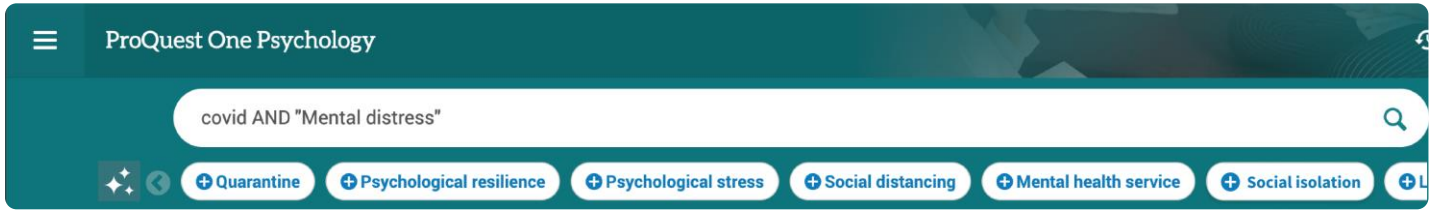
Generates synonyms and related terms to help users **easily craft a structured Boolean search**, adding relevant terms with a click

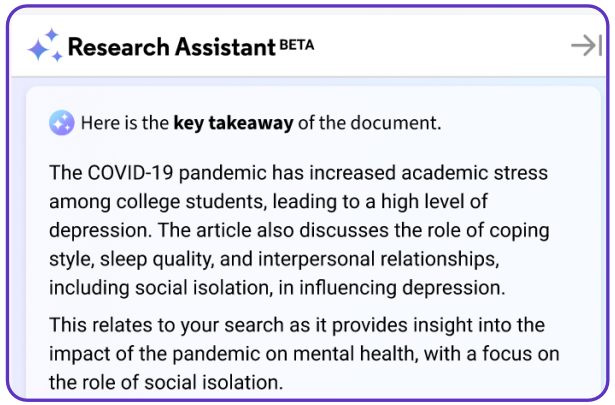
Insights are customized to the document being viewed, including a **key takeaway** to quickly determine relevance

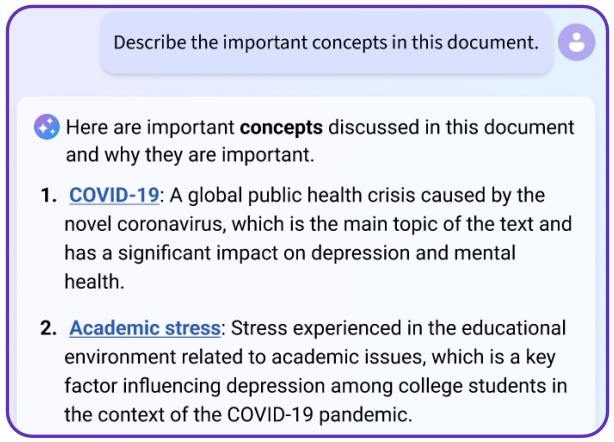
Users are guided to useful next steps such as exploring the **key concepts** discussed in the document…

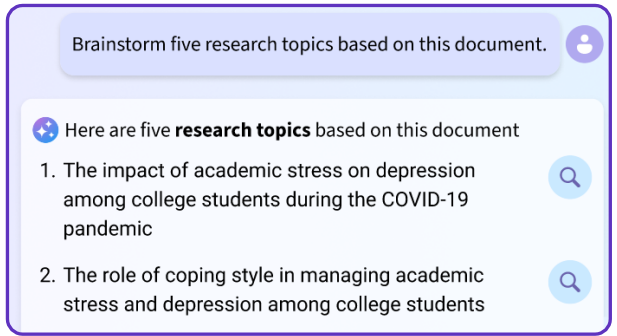
…or choosing from **suggested research topics** based on the document

Clarivate™







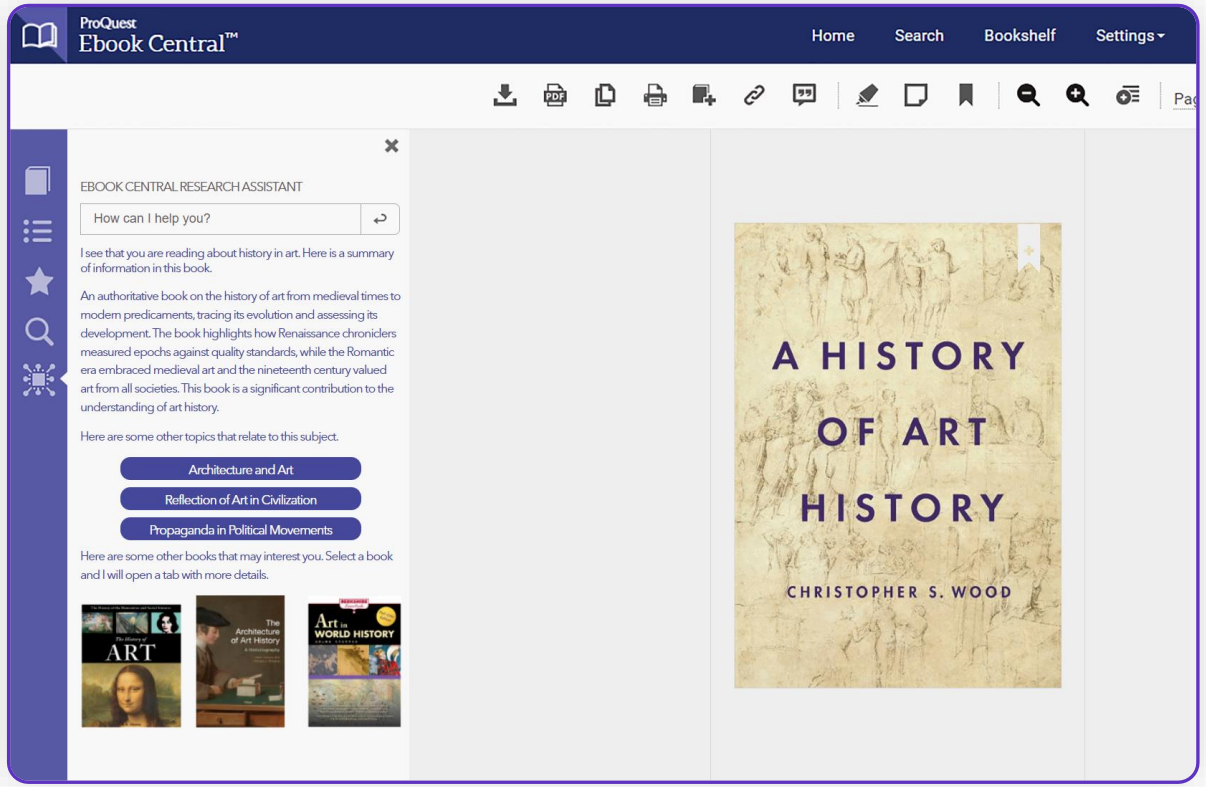


Ebook Central Research Assistant

Beta starts Q4 2024

Enhancing patron engagement with ebooks and helping libraries get the most out of their holdings

- Key takeaways of the chapter to quickly determine relevance to the specific user and their search query
- Key concepts with contextual explanation
- Suggested research topics based on the chapter
- Helps address questions such as:
  "How do I know this is the right book for me?"
  "I don't have time to read the whole book"
- Triggers DDA, e.g., longer reading times, downloads, copy, and print



*Design preview

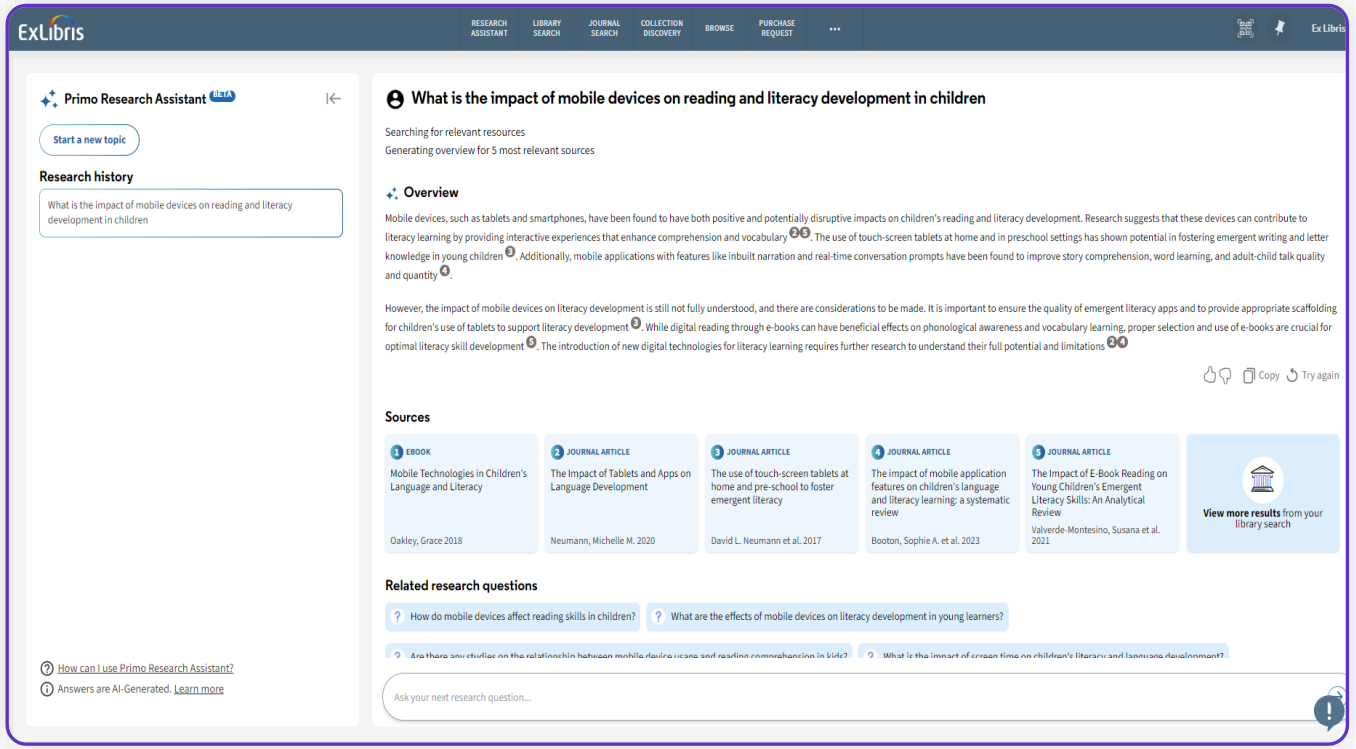
Clarivate™

Primo Research Assistant

Available from September 2024

Providing users an ideal starting point to find and explore learning and research materials

- Intuitive natural language search
- Narrative answers with links to relevant sources
- Multi-lingual, with answers and scholarly sources in English and the user's own language
- Helping users turn simple queries into more precise Boolean searches
- Maximizing use of your library's electronic collection



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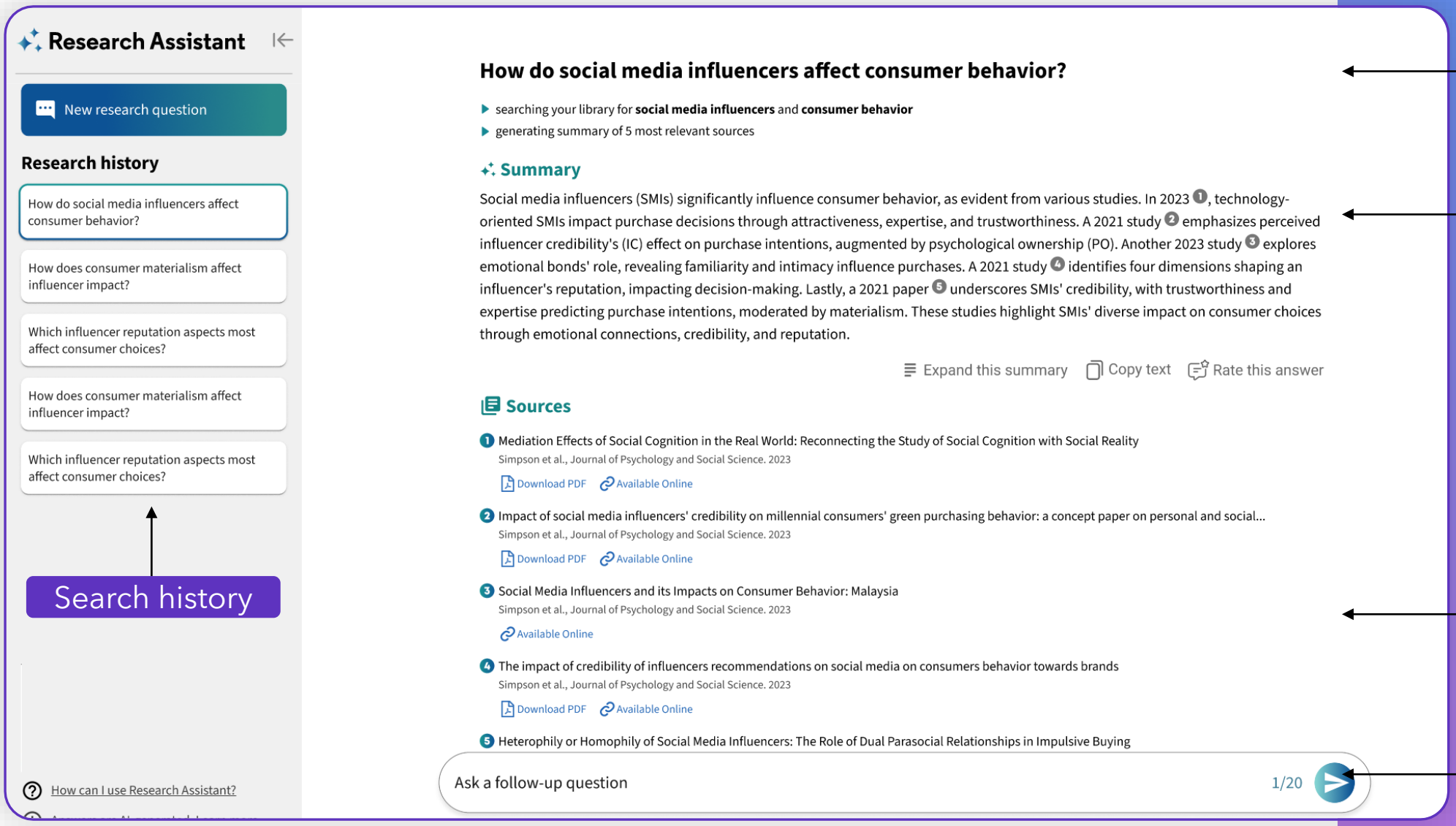

Search history

Semantic search

Answer with references

Sources with links to full text

Next Chat Prompt

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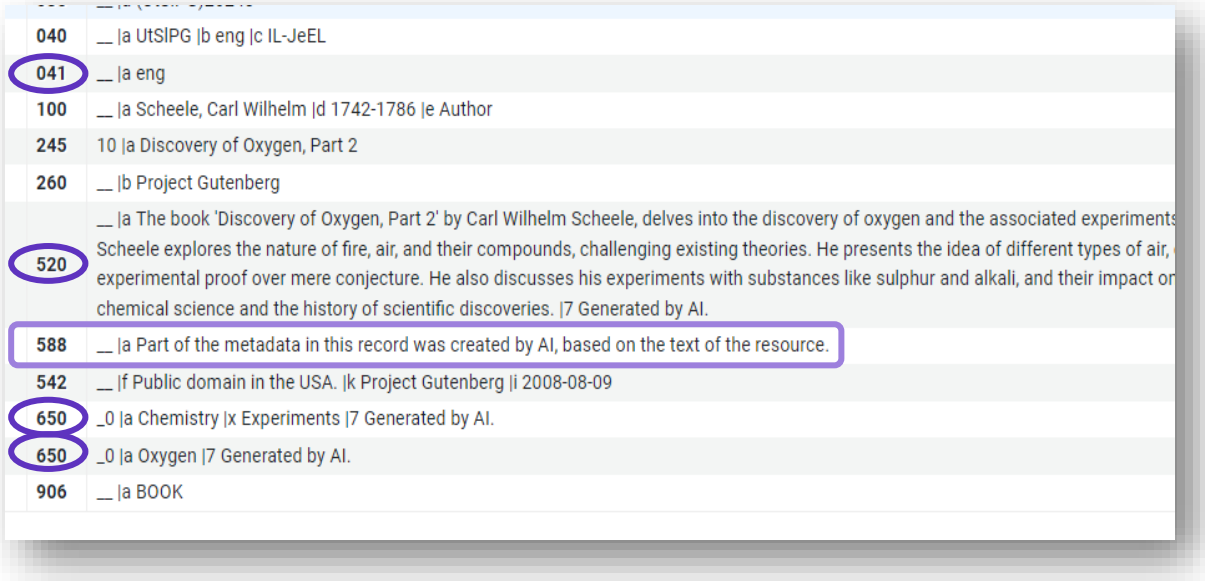
Alma Metadata Assistant & Community Zone

Beta starts Sept. 2024

Phase 1: Enriching records in the Alma Community Zone and Ebook Central Platform

- Increasing content discoverability
- Enhancing productivity – metadata generation at scale



040	__ |a UtSlPG |b eng |c IL-JeEL
041	__ |a eng
100	__ |a Scheele, Carl Wilhelm |d 1742-1786 |e Author
245	10 |a Discovery of Oxygen, Part 2
260	__ |b Project Gutenberg
520	__ |a The book 'Discovery of Oxygen, Part 2' by Carl Wilhelm Scheele, delves into the discovery of oxygen and the associated experiments Scheele explores the nature of fire, air, and their compounds, challenging existing theories. He presents the idea of different types of air, experimental proof over mere conjecture. He also discusses his experiments with substances like sulphur and alkali, and their impact or chemical science and the history of scientific discoveries. |7 Generated by AI.
588	__ |a Part of the metadata in this record was created by AI, based on the text of the resource.
542	__ |f Public domain in the USA. |k Project Gutenberg |i 2008-08-09
650	_0 |a Chemistry |x Experiments |7 Generated by AI.
650	_0 |a Oxygen |7 Generated by AI.
906	__ |a BOOK

Original Full Text

Metadata Assistant

- Language
- Summary
- Subject Headings (LoC)

Enriched MARC Record

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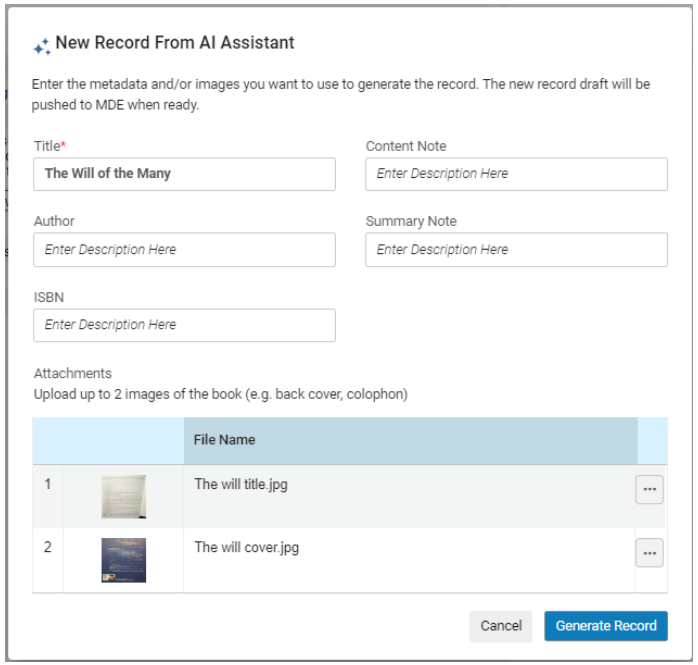
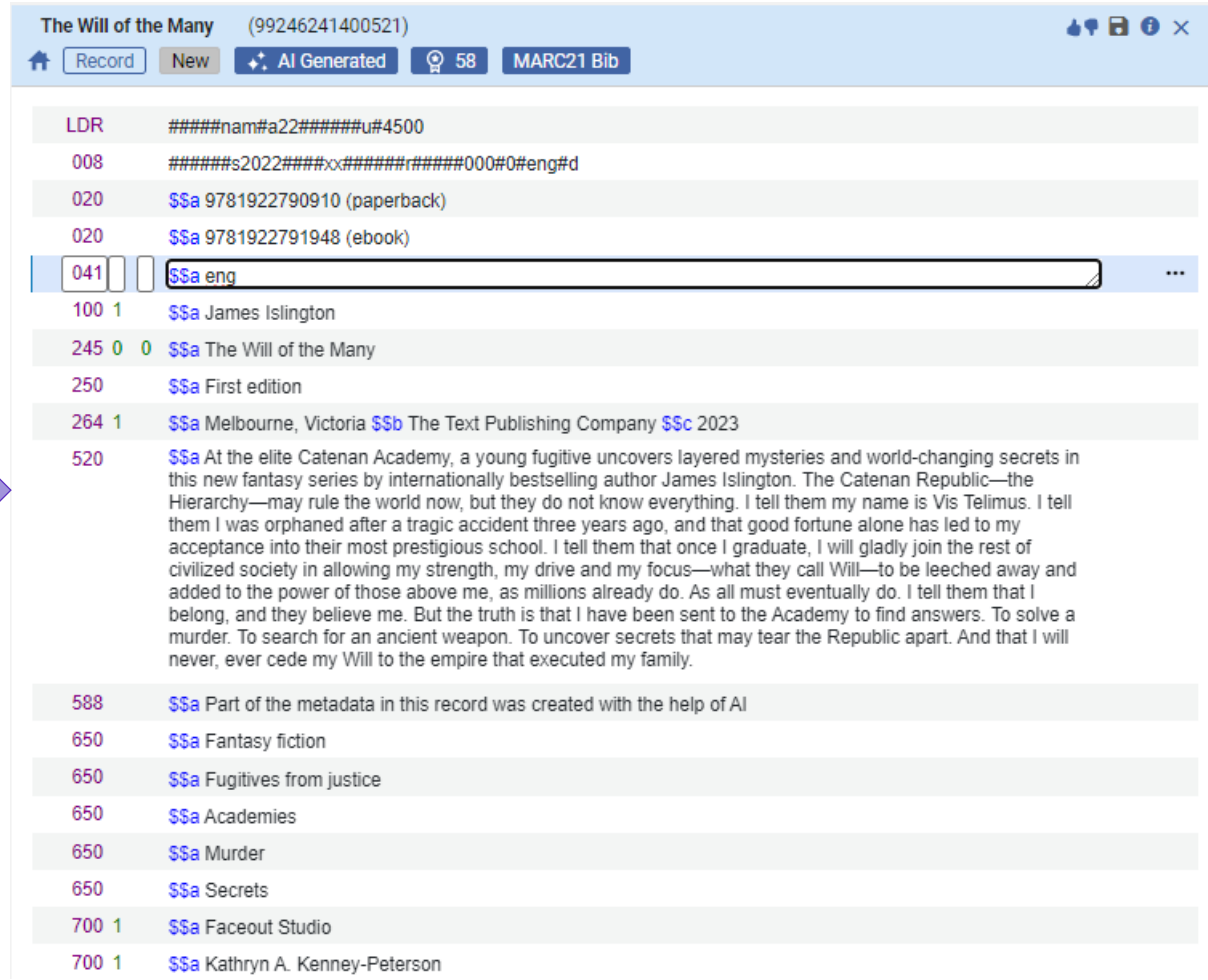
Alma's Metadata Assistant – Beta in Sep

Fully Embedded
in the Metadata Editor





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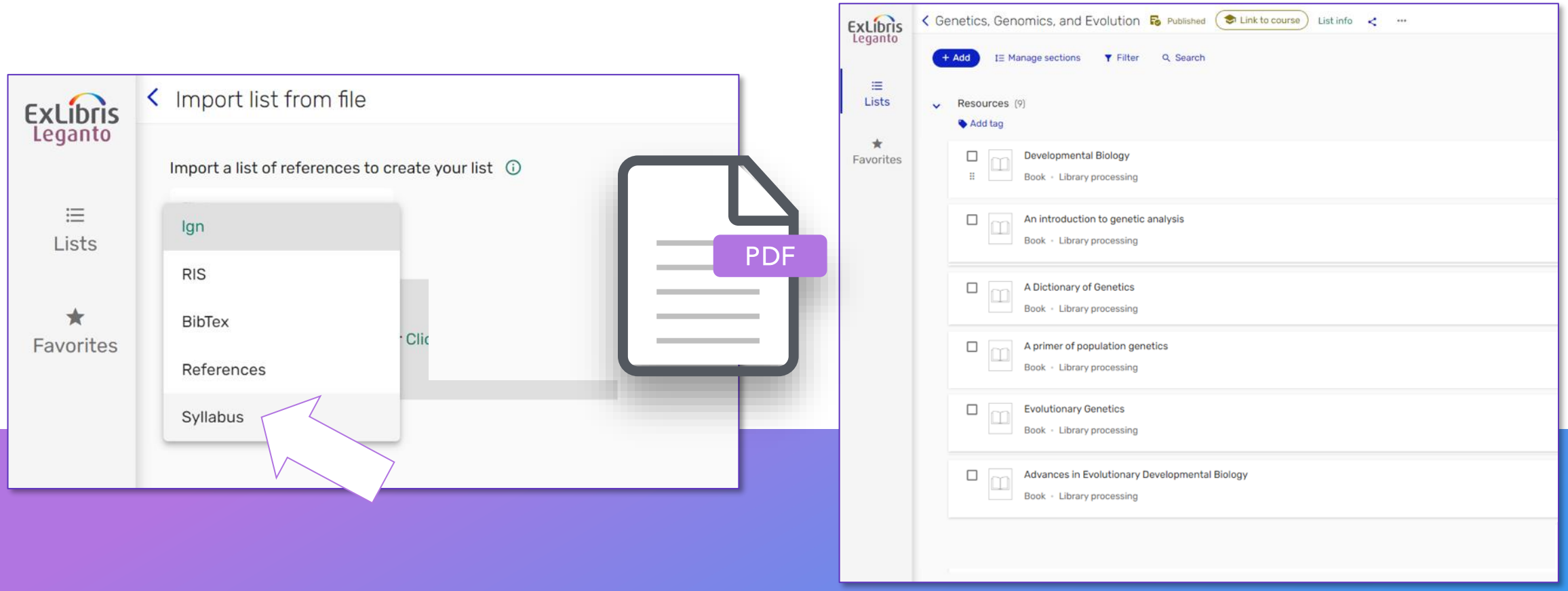
Leganto – Syllabus to Reading List



Beta release at the end of the year

Clarivate™

Alethea
Released

Boosting students' engagement with course readings and nurturing learning skills

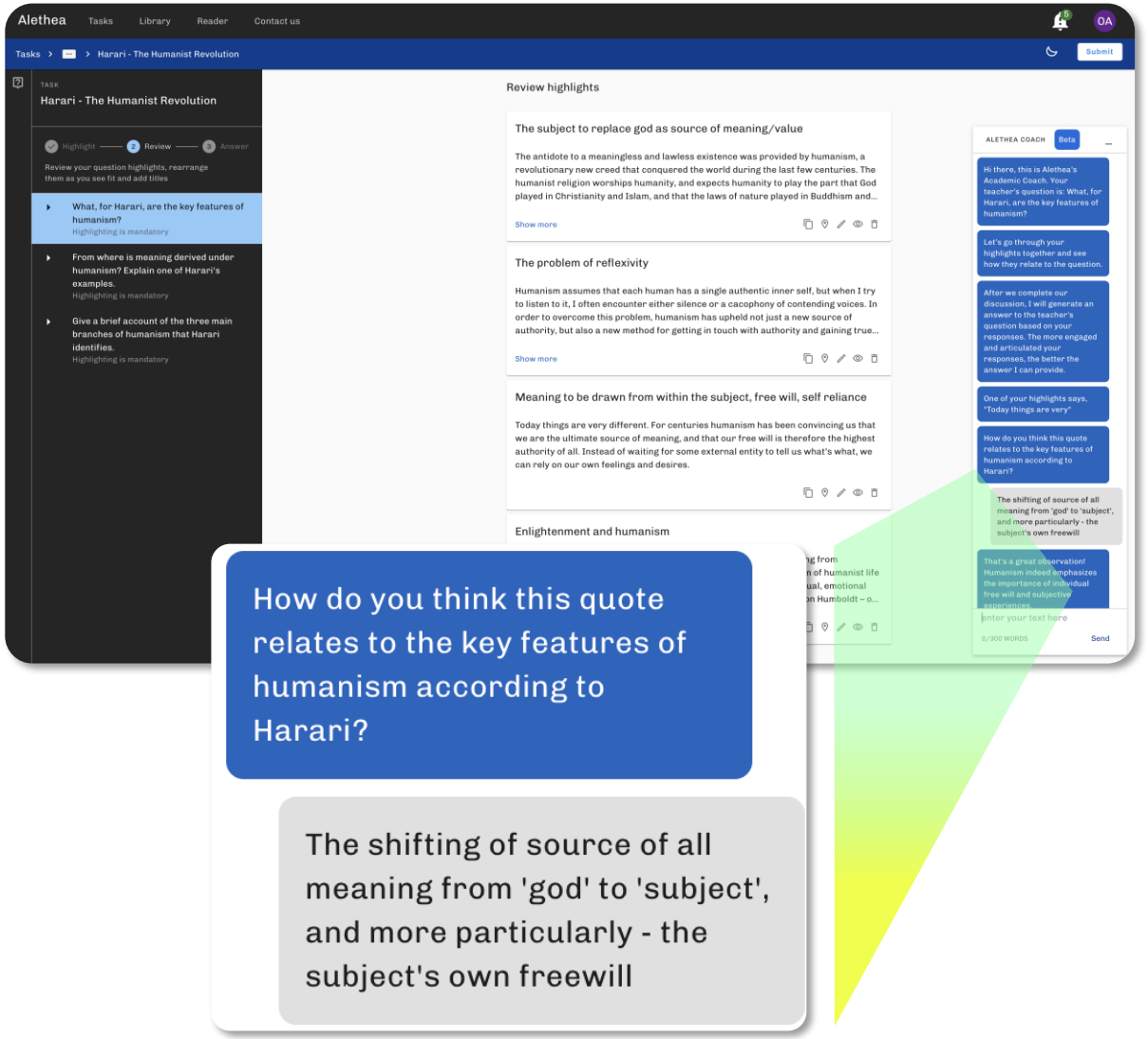
Academic Coach

- Chat-based interactions and prompts to improve engagement with course readings
- Combines proven learning principles and AI

Instructor Assistant

- Easily build effective reading assignments, with questions tailored to course materials
- Actionable insights to evaluate student needs
- Integrated into Learning Management Systems

Alethea is part of Clarivate's A&G Innovation Incubator



Clarivate™

AI for every library

Clarivate webinar series

Demystifying AI (and what it means for libraries)

On-demand

Research Smarter with the Web of Science Research Assistant

Sept. 18

Advancing research and discovery

ACRL-Choice

Oct. 1

ExLibris
Part of Clarivate

Clarivate™
Thank You
Guy Ben Porat, VP of Academic AI