

# **Unifying Knowledge and Breaking Down Silos: Enhancing Access to Professional Insights**

Join us on a journey to transform how we collaborate—among ourselves and with Product development. This session marks the beginning of an ongoing conversation about extending participation, unifying our collective knowledge, and building a more transparent, inclusive model for community engagement.



# Who are we?



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# Session Overview



## Current Reality

Examining shared challenges



## Vision

Exploring next-generation collaboration possibilities



## Possible Solutions

AI-powered interfaces and communication tools



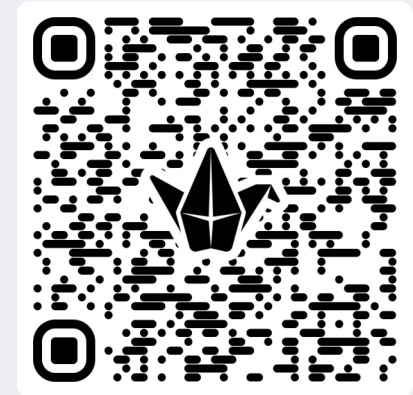
## Discussion

What are your thoughts?

We invite your active participation throughout.

Use the QR code to post ideas, questions, or comments

at any point during our session:





## Current Reality: Examples of Scenarios



Add a Field to the Record  
Export in Prime?

Cost Per Use Reports with  
Alma Analytics

Learn Policy Decisions

Local Portfolio Clickthroughs

Developing the Prime Widget

▶ 07:54



IGELU Presentation 2025





# Our Role in the AI Revolution



- **AI is here:** its already transforming work, communication, and knowledge
- **Our role:** shape its use, not just follow
- **Key opportunities:**
  - Stronger communication
  - Shared knowledge management
  - Guiding product development
- **Key risks:**
  - Privacy & confidentiality
  - Loss of accountability & professional judgment
- **Goal:** harness AI's potential while safeguarding our values



# DEMO of an AI-Powered Knowledge Tool:

## The Individual Librarian



One concrete example of our vision in action:

A prototype developed at Tel Aviv University of a **Multi-purpose RAG system** using OpenAI models.

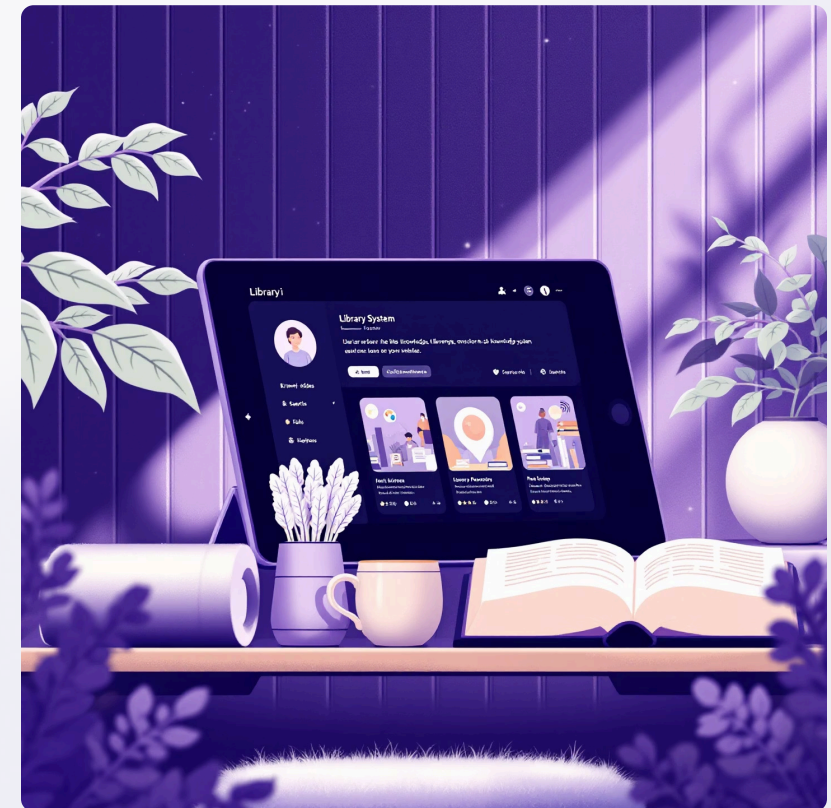
Resources **Publicly available on the web:**

- Clarivate Product Documentation
- University and Consortia public documents

**Supported File Formats:** PPTx, DOCx, PDF, HTML, TXT

### Scenario:

- ❏ "I am having trouble creating a cost per use report in Alma analytics. Can you please provide some tips and guidelines? Can you describe the process of creating such a report?"







Vimeo

**RAG Demo**





# Summary of an AI-Powered Knowledge Tool: The Individual Librarian



AI-powered interface used to make shared knowledge more accessible and actionable:

- **Aggregates knowledge** from diverse sources into one searchable base.
- Provides **accurate, cited answers** in seconds.
- Built with **privacy & local control** in mind.
- Other AI/commercial tools can serve similar roles (Microsoft Copilot Studio, Zapier Agents, N8N, etc.)

This represents just **one tool** in what should be a diverse toolkit for enhanced collaboration.

The tool is maintained on GitHub. Find it here:





**Let's Zoom out, back to the vision..**

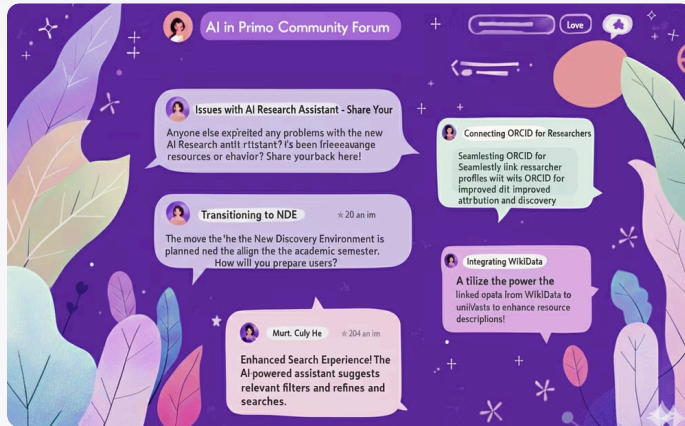




# Expanding the Circles of Collaboration



Designed to work at local, regional, and global levels, Serve as bridges between circles with AI support.



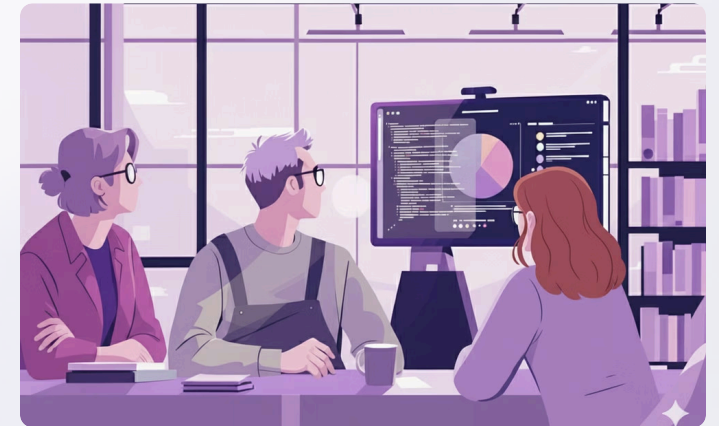
## Communication

Dynamic spaces for connection and shared discussions



## Knowledge

Living, community-maintained resources



## Designing the Future

a community-first model for co-creation



# Communication – Dynamic Spaces for Dialogue (A)



## Dynamic Spaces

for dialogue and discovery

## Inclusion

across regions, languages, and roles





# Communication – Building Bridges with AI (B)



## Build Bridges

between local discussions and global priorities

## AI Agents

to surface, translate, and connect ideas securely





# Communication – Personalization and Engagement (C)

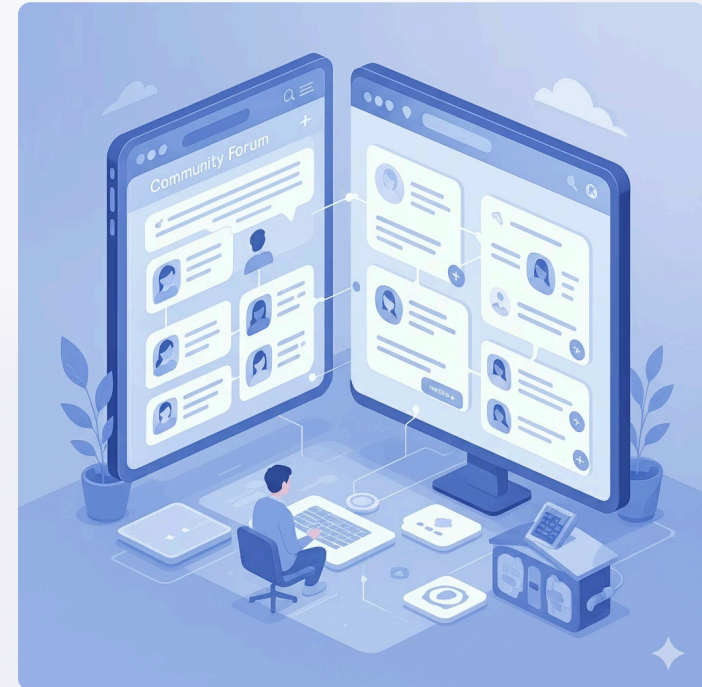


## Personalization Social network features

personalized feeds, following, recognition

## Gamification

badges, milestones, community champions





# Knowledge – Regional and Global Resource (A)

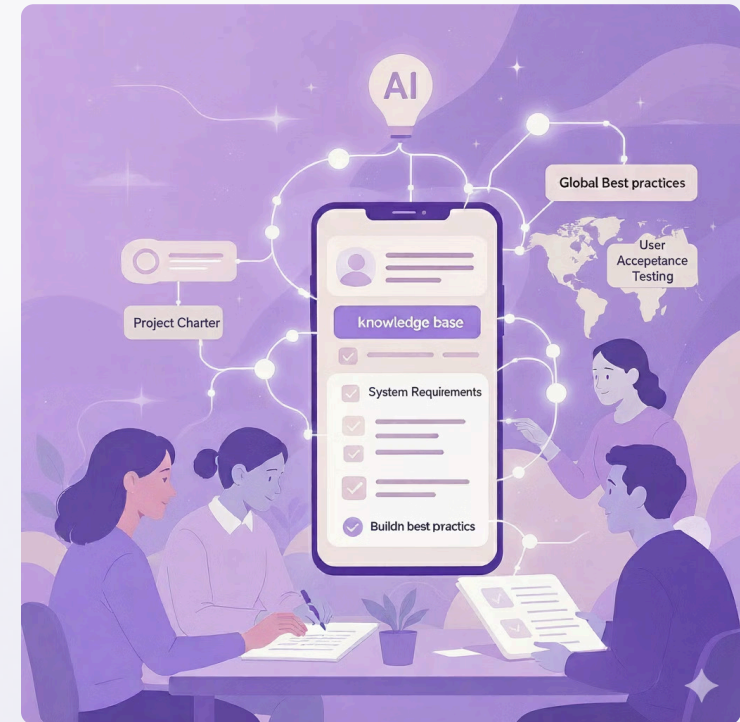


## Regional

Co-authored guides, reports, workflows for local needs

## Global

Wiki-style repository of best practices & use cases





# Knowledge – AI as a Bridge (B)

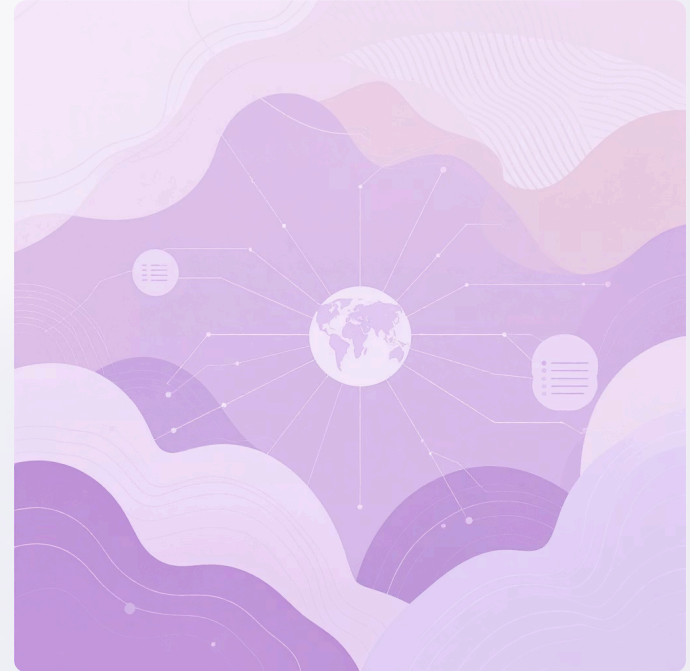


## **Bridging role**

AI links regional docs to global knowledge

## **Dynamic updating**

AI keeps resources current & connected





# Knowledge – Recognition and Connectivity (C)



## Recognition

credits, badges, acknowledgment for contributors

## Cross-linking

Forums and docs feed into each other





# Designing the Future: A Community-First Model for Co-Creation



- **Needs First:** The community defines priorities before product decisions are set.  
**Prototype Together:** Local solutions (widgets, dashboards, scripts) serve as early proofs of concept.
- **Build on Community Work:** Product teams adopt validated needs and ideas, reducing risk and speeding alignment.
- **Inclusive by Design:** Smaller libraries and individual contributors participate alongside major partners.
- **Proactive, Not Reactive:** The community helps shape solutions from the start, not just after release.



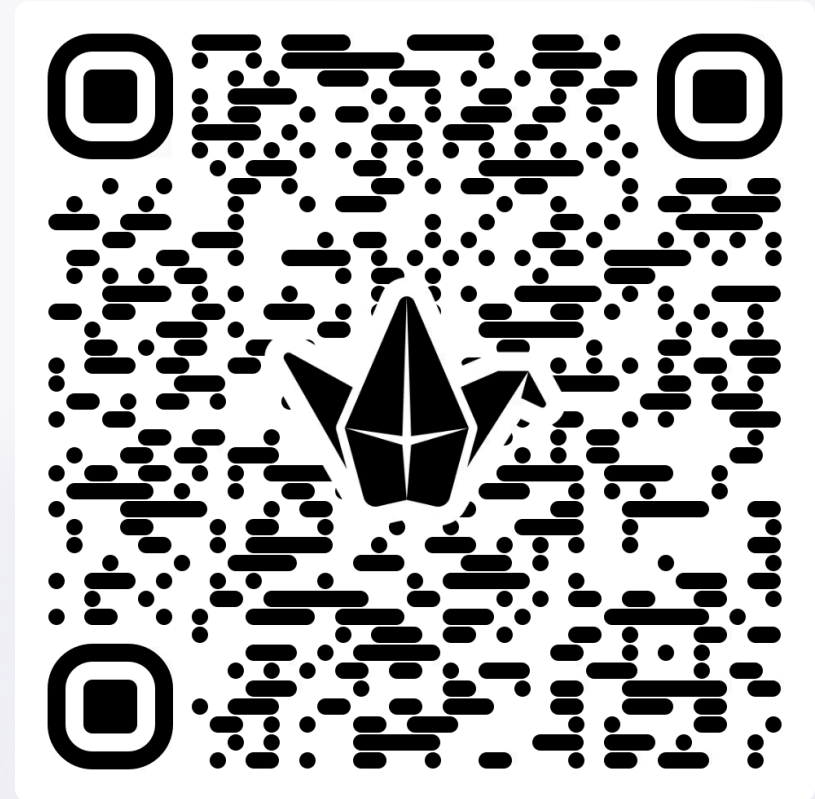


# Join the Conversation

This session marks a [kickoff—not a conclusion](#). We invite you to:

- Share your thoughts using the QR code
- Connect with us after the session
- Participate in upcoming community discussions
- Suggest additional tools and approaches

Together, we can transform how the Clarivate community collaborates, shares knowledge, and shapes the future of our library systems.





# Thank You!

For your active participation and valuable insights.

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