

Adapting Primo for Korean Users: Challenges and Customizations

Hyojeong Kim
Digital Service Librarian
Seoul National University Library



SNUL – Ex Libris

The First in Korea

Adopted of Ex Libris' Cloud-based Alma & Primo in 2015

Joined the IGeLU Community as a Member in 2025



Korea Clarivate/Ex Libris User Group Community



ExLibris
Alma
Primo



Why we moved: Beyond a Legacy Korean Solution to Alma & Primo

Confronting the Limitations of SOLARS and Opening a New Path with Ex Libris



Challenges After Migration to Alma & Primo

Facing Global-Local Gaps

Linguistic

Korean-language search quality issue

Cultural

Unfamiliar Alma workflow / Non-intuitive Primo UX for Korean users

Technical

Lack of institution-specific customization



A Small Change with Cultural Meaning

Why We Switched the 'Save to My Favorites' Button — and What It Tells Us



Pin

Star



Agenda

01 Primo Customizations for SNUL

SMS Call Number Notification

Preliminary Bento-style Results Page

02 Remaining Challenges

Issues with Korean-Language Search in Primo

User Concerns about Primo Search Performance



01

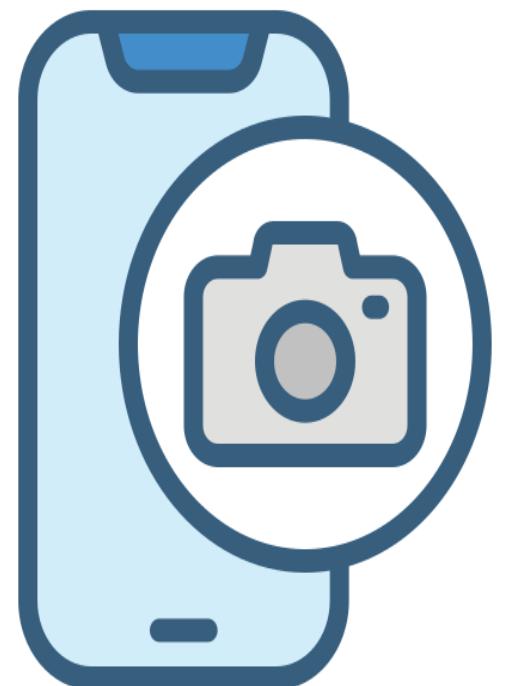
Primo Customizations for SNUL



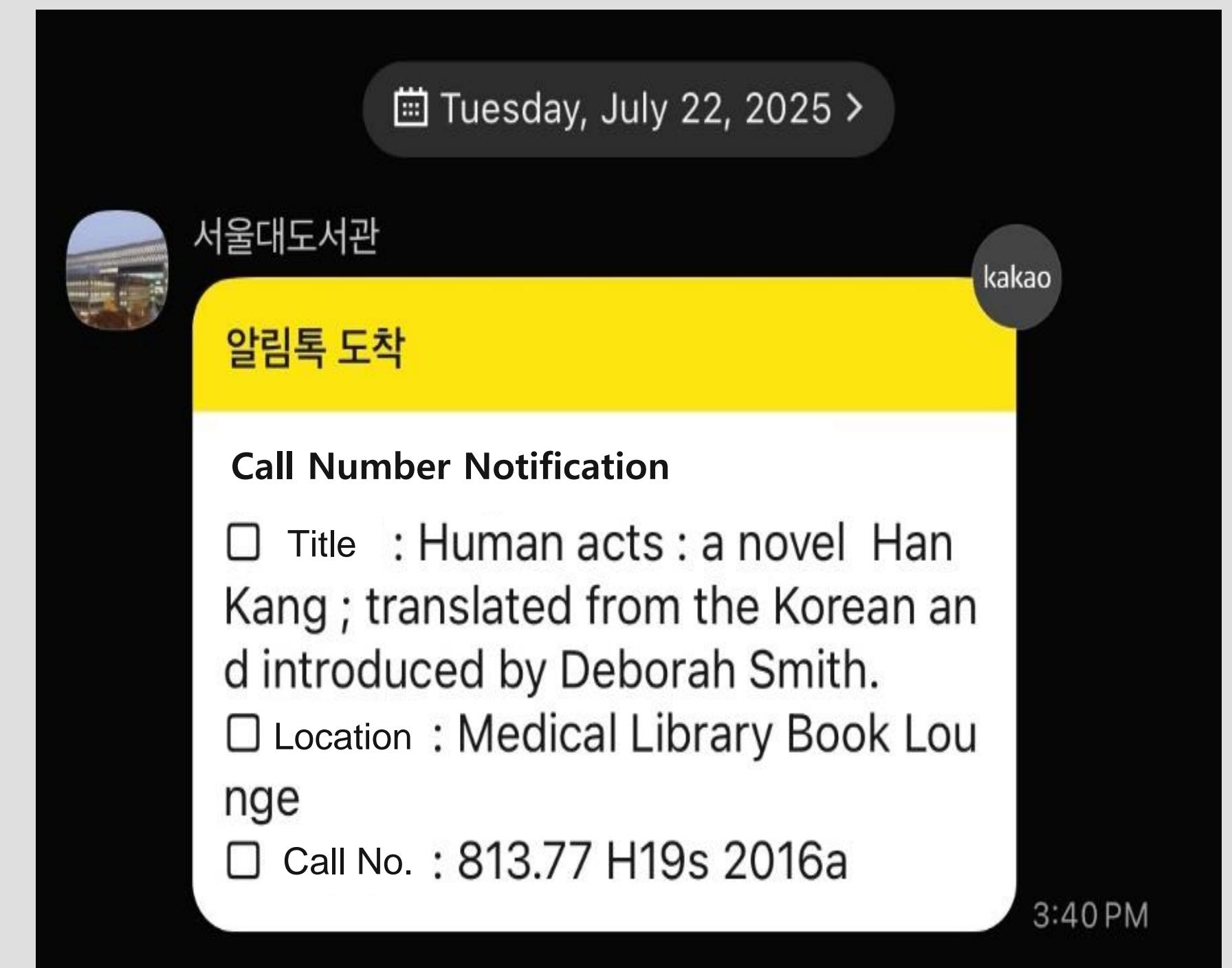
Primo Customizations for SNUL

SMS Call Number Notification

How do we keep track of a call number?



Korean Standard



Primo Customizations for SNUL

SMS Call Number Notification

How We Implemented

Primo Back Office Customization Package

- Javascript directory> custom.js
- HTML/CSS directory> custom



Primo Customizations for SNUL

SMS Call Number Notification

How It Works

The Primo front-end reads the PNX record

EXPORT RIS ENDNOTE EXPORT BIBTEX

Title	Human acts : a novel / Han Kang ; translated from the Korean and introduced by Richard Howard
Author	한강
Publisher	Hogarth,
Year	2016
Library/Location	Medical Library Book Lounge Main Library Book Stacks
Call number	Please enter only numbers
Phone number	

This is a service that sends the search results to KakaoTalk. If you are not using KakaoTalk, it will be sent as a SMS message.

Select a desired location and enter your mobile phone number

OK CANCEL

expands

Holdings list retrieved from our library's holdings API

The screenshot shows the Primo front-end interface. At the top, there are various sharing and export options: SMS, QR code, X (close), a link icon, E-MAIL, PRINT, and CITATION. Below this is a table of bibliographic information. A callout box highlights the 'Library/Location' column, which lists 'Medical Library Book Lounge' and 'Main Library Book Stacks'. Another callout box highlights the 'Call number' column with the instruction 'Please enter only numbers'. A text box at the bottom states: 'This is a service that sends the search results to KakaoTalk. If you are not using KakaoTalk, it will be sent as a SMS message.' A red text box at the bottom center says 'Select a desired location and enter your mobile phone number'. At the bottom right are 'OK' and 'CANCEL' buttons. A blue arrow labeled 'expands' points from the 'Library/Location' column to the 'Holdings list retrieved from our library's holdings API' callout. A blue box labeled 'The Primo front-end reads the PNX record' covers the top part of the interface.



Primo Customizations for SNUL

SMS Call Number Notification

How It Works

Title	Human acts : a novel / Han Kang ; translated from the Korean and int	
Author	한강	
Publisher	Hogarth,	
Year	2016	Select the library and location
Library/Location	Medical Library Book Lounge	
Call number	813.77 H19s 2016a	
Phone number	01012345678	Enter the phone number

This is a service that sends the search results to KakaoTalk. If you are not using KakaoTalk, it will be sent as a SMS message.

OK CANCEL

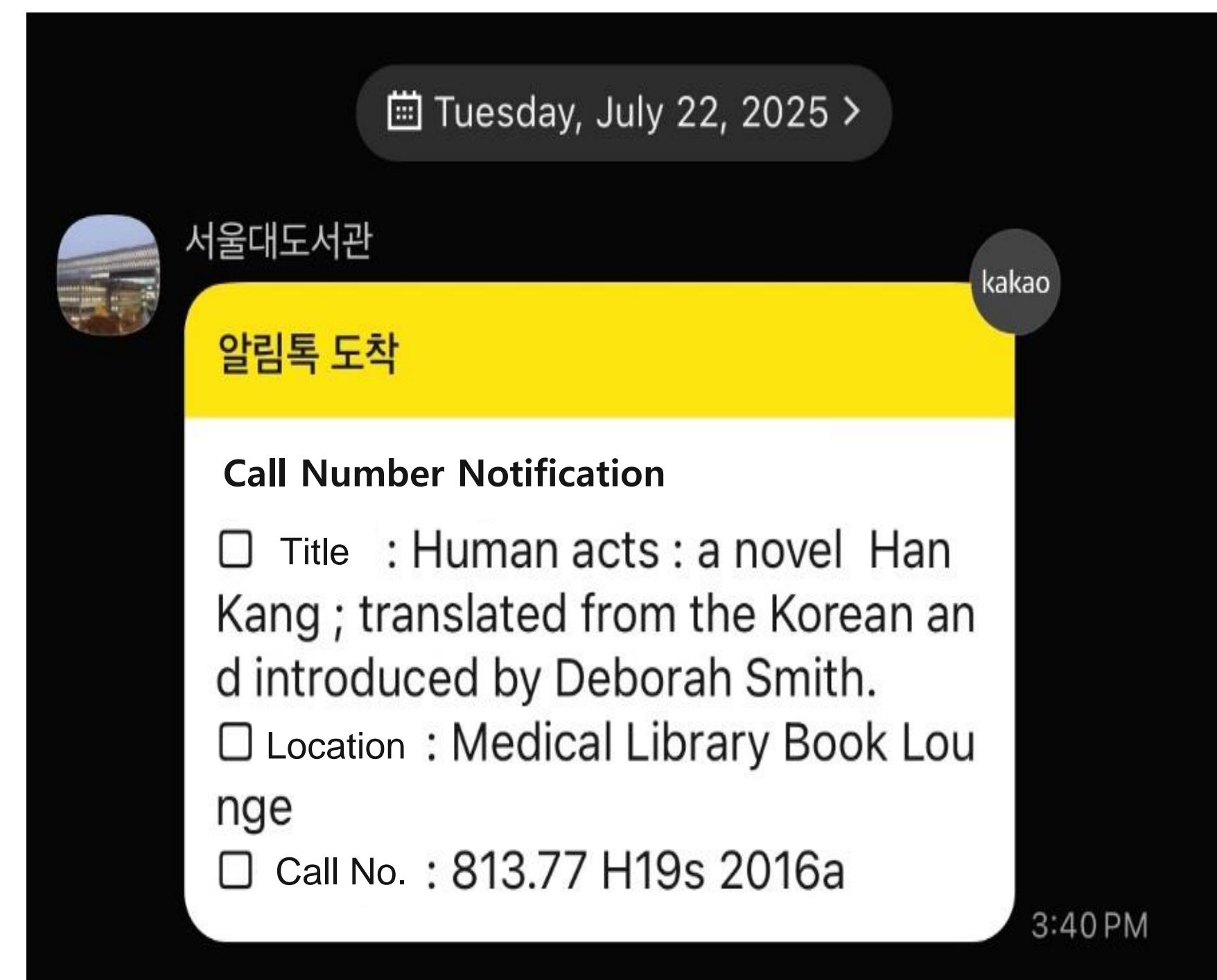
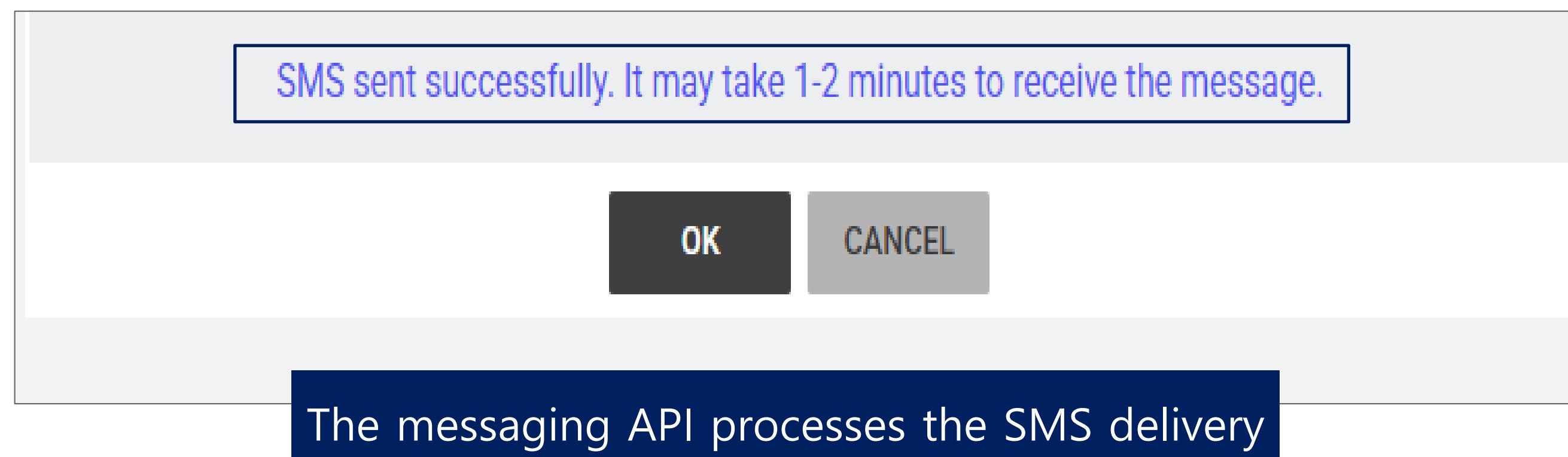
Sends a POST request to our library's messaging API



Primo Customizations for SNUL

SMS Call Number Notification

How It Works



Primo Customizations for SNUL

SMS Call Number Notification

2025 Monthly Statistics Showing Active Usage

Month	January	February	March	April	May	June	July	August
Messages Sent	5,585	5,695	7,549	7,225	6,413	6,041	5,469	5,485
*6,100 messages sent monthly on average / 200 daily								



Primo Customizations for SNUL

Preliminary Bento-style Results Page

Search Results in Bento Box-Style

Books & e-Books

- HUMAN ACTS** (paperback, available)

Human acts : a novel / Han Kang ; translated from the Korean and introduced by Deborah Smith.

한강, 1970-
New York : Hogarth, 2016

Main Library Book Stacks (813.77 H19s 2016a)

[Location](#)
- Blackstone's guide to the human rights act 1998** (e-Books, available)

Wadham, John ; Helen Mountfield, K. C. ; Desai, Raj ; Sarah...
Oxford University Press, 2024

[Online access](#)
- The treatise on happiness. the treatise on human acts : Summa theologiae I-II 1/21 / Thomas...** (e-Books, available)

Thomas, Aquinas, Saint, 1225?-1274
Indianapolis, Indiana : Cambridge, [Massachusetts] : ...

[Online access](#)
- Judicial Reasoning under the UK Human Rights Act** (e-Books, available)

Fenwick, Helen ; Phillipson, Gavin ; Masterman, Roger
Cambridge, UK ; New York: Cambridge University Press, ...

[Online access](#)
- Healthcare : the impact of the human rights act 1998** (e-Books, available)

Garwood-Gowers, Austen ; Tingle, John ; Lewis, Tom
London: Cavendish publishing, 2001

[Online access](#)

[View all](#)

Articles & Thesis

- Resistance, mourning and testimony as ethical responses to the call of the other in 'La voz dormida' and 'Soneyoni Onda' / 베레아알바 [electronic...]** (Thesis, available)

Vera Pérez, Alba
서울 : 서울대학교 대학원, 2024

[Online access](#)
- When Brands Seem Human, Do Humans Act Like Brands? Automatic Behavioral Priming Effects of Brand Anthropomorphism** (Articles, available)

Aggarwal, Pankaj ; McGill, Ann L.
CARY: University of Chicago Press

The Journal of consumer research, 2012-08, Vol.39 (2), p.307-323

[Direct access to FullTEXT](#) | [View Journal TOC](#)
- Think human, act digital: activating data-driven orientation in innovative start-ups** (Articles, available)

Visvizi, Anna ; Troisi, Orlando ; Grimaldi, Mara ; Loia, Francesca
Bradford: Emerald Publishing Limited

European journal of innovation management, 2022-12, Vol.25 (6), p.452-478

[Direct access to FullTEXT](#) | [View Journal TOC](#)
- Occasionalism, Free Will, and the Problem of Evil [electronic resource]** (Thesis, available)

Taskin, Zeynep Betül
[S.I.]: Indiana University, 2023

[Online access](#)
- Luke-Acts and Jewish historiography : a study on the theology, literature, and ideology of Luke-Acts / Samson Utanlet.** (Thesis, available)

Utanlet, Samson
Tübingen, Germany : Mohr Siebeck, 2014; ©2014

[Online access](#)

[View all](#)

Categorized by resource type

Books/e-Books

Articles & Thesis

Journals/DBs

LikeSNU Book Recommendations

Rare Books

All other types of resources



Primo Customizations for SNUL

Preliminary Bento-style Results Page

To Capture Search Keywords for LikeSNU



AI-powered Big Data Platform Built on Library, Research and Course Activity Data from SNU that offers

- Personalized Search
- Contents Recommendation(Book, Article, Course)
- Topic Exploration

	section	terms	count
1	total	Observational BeforeAfter Studies in Road Safety	6
2	total	1998 Indonesia	1
3	total	로잔도	2
4	total	이준만	18
5	total	Early reading achievement in children with expressive ph...	1
6	total	로살도	2



Search Keywords Log



Foundational Data for LikeSNU



Primo Customizations for SNUL

Preliminary Bento-style Results Page

To make the Search Interface Familiar for Korean Users

 YONSEI UNIVERSITY LIBRARY

Find Research Education Services Collections About My Library 

All

[Find](#) > [Search](#) > [All](#)

Search Keyword [cultural differences]

Articles 548,346

Articles 

Physical climate risks and investment behaviour, the role of [cultural differences](#).
Applied Economics. Jul2025, p1-22. 22p. 2 Illustrations.
Arian, Adam¹ (AUTHOR) Adam.arian@acu.edu.au
Zharfpeykan, Ramona² (AUTHOR)
Busulwa, Richard³ (AUTHOR)

[Full Text \(EBSCO\)](#) [등재 - Web of Science](#) [등재 - SCOPUS](#)

[원문복사신청 - RISS](#)

Round, just-below, or precise prices? [Cultural](#) differences in the prevalence of price endings in E-commerce.
Frontiers in Behavioral Economics. 2025, p1-18. 18p.
Ventura, Alfonso^{1,2,3} (AUTHOR)
Troll, Eve Sarah¹ (AUTHOR)
Soliman, Meikel¹ (AUTHOR)
...

Books, Media, Print Journals 70

Books, Media, Print Journals 

 Managing [cultural differences](#)
Moran, Robert T.
Routledge
2014 / 9th ed
 Books
[Sinchon] Yonsei University Library [658.18 014a] Available

 Managing [cultural differences](#)
Harris, Philip R. (Philip Robert)
Gulf Pub. Co
1996 / 3rd ed
 Books
[Sinchon] GSIS Library [Dean 658.1 96a] Available

Futurenuri(Korean vendor) LPS

 고려대학교도서관
KOREA UNIVERSITY LIBRARY

Search All 

LOGIN First Visitor 한국어 

Find & Borrow Research Facilities Community My Space

HOME > Total Search

Total Search

Search Keyword : [\[han kang\]](#)

Holding Materials 419 [All results](#)

 Book / Loan 8 times
작별하지 않는다 : 한강 장편소설 / 한강 스페셜 에디션(Han Kang special ...)
한강
문학동네 (2024)
Main Library

 Book / Loan 9 times
회 : 한강 장편소설 / 한강 스페셜 에디션(Han Kang special ed.)
한강
문학동네 (2024)
Main Library

 Book
La vegetariana
한강

Articles 161,885 [All results](#)

 Academic Journal
[Trauma in the novels of Han Kang].
Oderwald A; Stichting voor Literatuur en Geneeskunde; Contact: arko.oderwal...
[Source](#) Nederlands tijdschrift voor geneeskunde [Ned Tijdschr Geneskd] 202...
[Find it @ Korea Univ](#)

 Academic Journal
Greek Lessons: A Novel, by Han Kang. Translated by Deborah Smit...
Kim K; Emory University School of Medicine, Atlanta, GA, USA. kain.kim@emory...
[Source](#) The Journal of medical humanities [J Med Humanit] 2024 Dec; Vol. 45 ...
[등재 - SCOPUS](#) [조회 - Impact Factor \(JCR\)](#) [Find it @ Korea Univ](#)

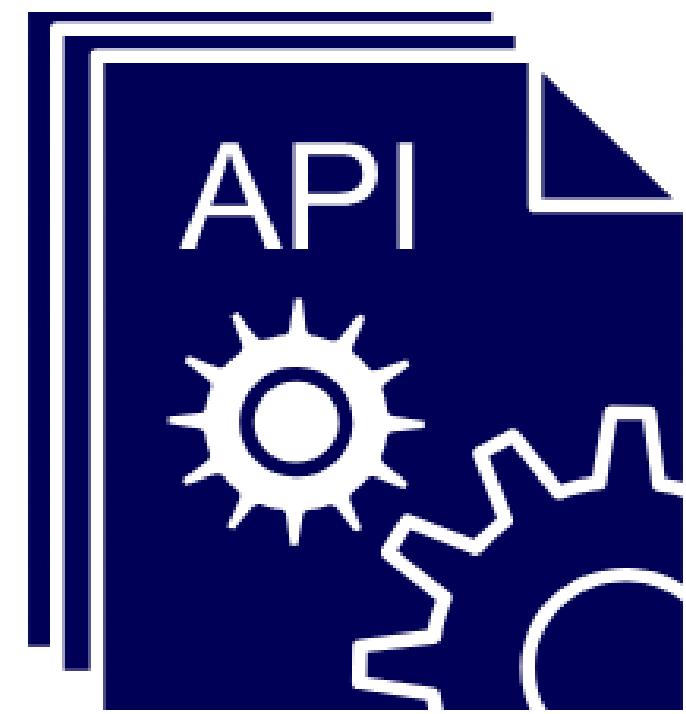
EBSCO Discovery Service



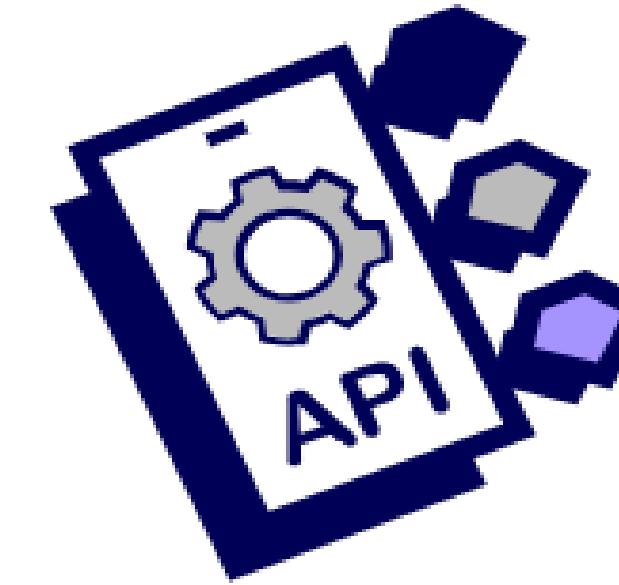
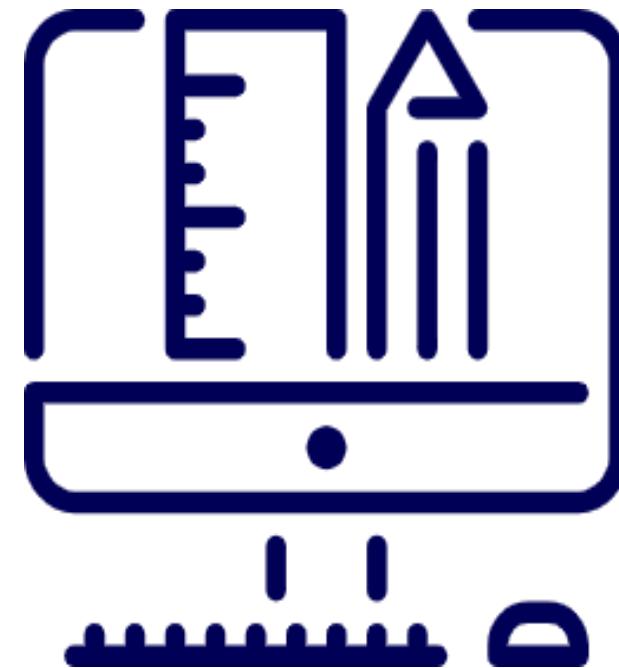
Primo Customizations for SNUL

Preliminary Bento-style Results Page

How We Built It Using Primo API



Ex Libris Developer Network



Primo API Documentation by resource types

UI Design and API Integration



Primo Customizations for SNUL

Preliminary Bento-style Results Page

User Feedback

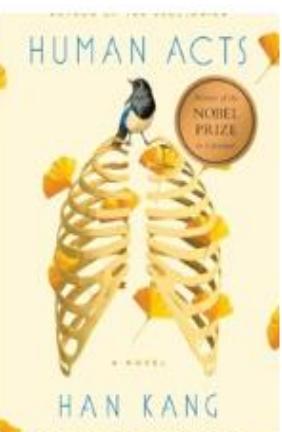
Books & e-Books

[View all ▶](#)


paperback
available

소년이 온다 : 한강 장편소설 / 한강 지음
한강, 1970-
파주 : 창비, 2014 (2015 초판10쇄)
Social Sciences Library (813.77 H19s 2014)

[Location ▶](#)


paperback
available

Human acts : a novel / Han Kang ; translated from the Korean and introduced by Deborah Smith.
한강, 1970-
New York : Hogarth, 2016
Main Library Book Stacks (813.77 H19s 2016a)

[Location ▶](#)

Articles & Thesis

[View all ▶](#)

Articles
available

한강의 이탈릭체에 관한 번역학적 논의: 『소년이 온다』 와 Human Acts를 중심으로
이재원 ; Lee Jae-won ; 조신 ; Zhao Xin
서강대학교 언어정보연구소
언어와 정보 사회, 2025, 54(0), pp.99-128

[Online access ▶](#)

Articles
available

한강의 『소년이 온다』 와 홀로코스트 문학- 고통과 치욕의 증언과 원한의 윤리를 중심으로
조성희
세계문학비교학회, 2018-03

[Online access ▶](#)

Most-searched resources displayed first



Books & e-Books

[View all ▶](#)

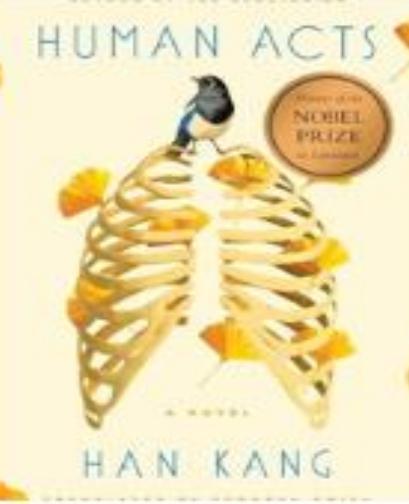
paperback
available

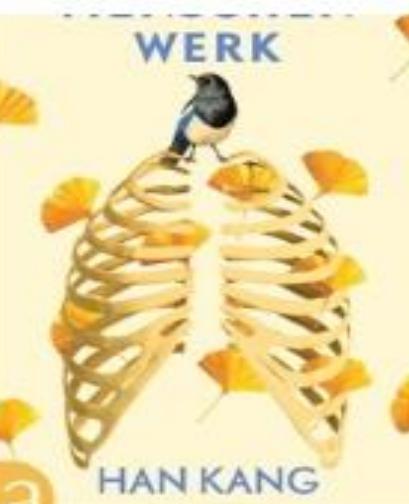

paperback
available

소년이 온다 : 한강 장편소설 / 한강 지음
한강, 1970-
파주 : 창비, 2014 (2015 초판10쇄)
Business Library Book Stack 1_Biz (813.77 H19s 2014)

Location ▾

- Main Library > Book Stacks > 813.77 H19s 2014 (not available)
- Main Library > KwanJeong 7F Reading Room > 국내문학상 (not available)
- Main Library > Reference Room_LikeSNU > 813.77 H19s 2014 (not available)
- Business Library > Book Stack 1_Biz > 813.77 H19s 2014 (available)
- Agricultural Library > Book Stacks_Agr > 813.77 H19s 2014 (not available)
- Law Library > Book Stacks_Law_3F > 813.77 H19s 2014 (not available)
- Social Sciences Library > 813.77 H19s 2014 (not available)
- Veterinary Medical Library > Cultural books_Vet > 813.77 H19s 2014 (not available)
- Medical Library > Book Lounge > 813.77 H19s 2014 (available)
- Medical Library > 813.77 H19s 2014 (not available)


paperback
available


paperback
available

All holding details in one click

Primo Customizations for SNUL

Preliminary Bento-style Results Page

Influence on Other Institutions

 **홍익대학교 | 중앙도서관**

PRIMO RA

Search All Find books, articles, journals & more Advanced

Use Data Research Collections Facility·Device Community

Search All Result

Switch to integrated view >

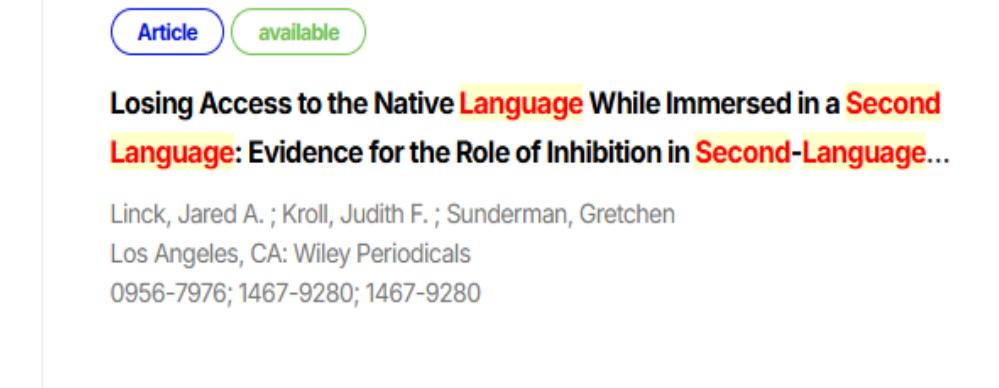
Search result with keyword 'second language learning'

Collection Data 5,942 Cases View all

 Book available

Problems in Second Language Acquisition
Long, Michael H
London : Taylor and Francis, 2017

Journal Articles 174,006 Cases View all

 Article available

Losing Access to the Native Language While Immersed in a Second Language: Evidence for the Role of Inhibition in Second-Language...
Linck, Jared A. ; Kroll, Judith F. ; Sunderman, Gretchen
Los Angeles, CA: Wiley Periodicals
0956-7976; 1467-9280; 1467-9280

 Article available

Shared Book Reading in Preschool Supports Bilingual Children's Second -



홍익대학교
HONGIK UNIVERSITY

 **POSTECH**
TAE-JOON PARK LIBRARY

Enter search term

LOGIN Proxy 한국어 Q

Find Services Research Collections About My Library

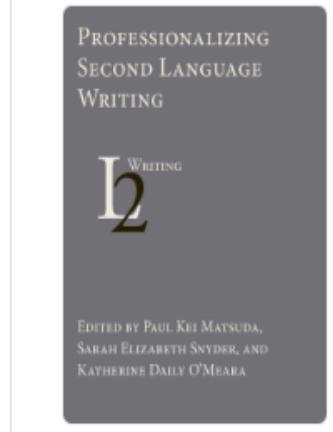
All

Home > Find > Search > All

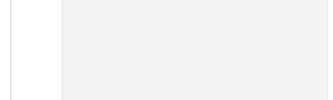
The search results for the keyword "second language writing".

Switch to integrated view ▶

Library Catalog 1 - 5 output / of 2,122 matches View All

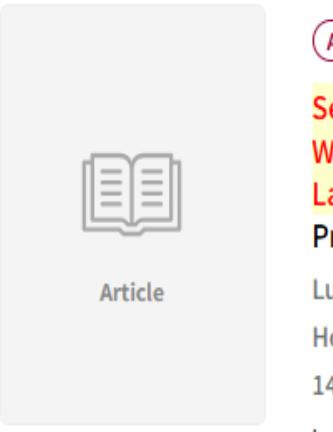
 Book available

Professionalizing second language writing
Snyder, Sarah Elizabeth, editor
Anderson, South Carolina : Parlor Press, 2017

 Book available

Graduate studies in second language writing

Article 1 - 5 output / of 22,143 matches View All

 Article available

Second Language Chinese Computer - Based Writing by Learners With Alphabetic First Languages: Writing Behaviors, Second Language Proficiency, Genre, and Text Quality
Lu, Xiaojun
Hoboken: Wiley Subscription Services, Inc, 0023-8333; 1467-9922
Language learning, 2022-03, Vol.72 (1), p.45-86

 Article available

Online access ▶



Value Creating University
POSTECH
POHANG UNIVERSITY OF SCIENCE AND TECHNOLOGY

02

Remaining Challenges

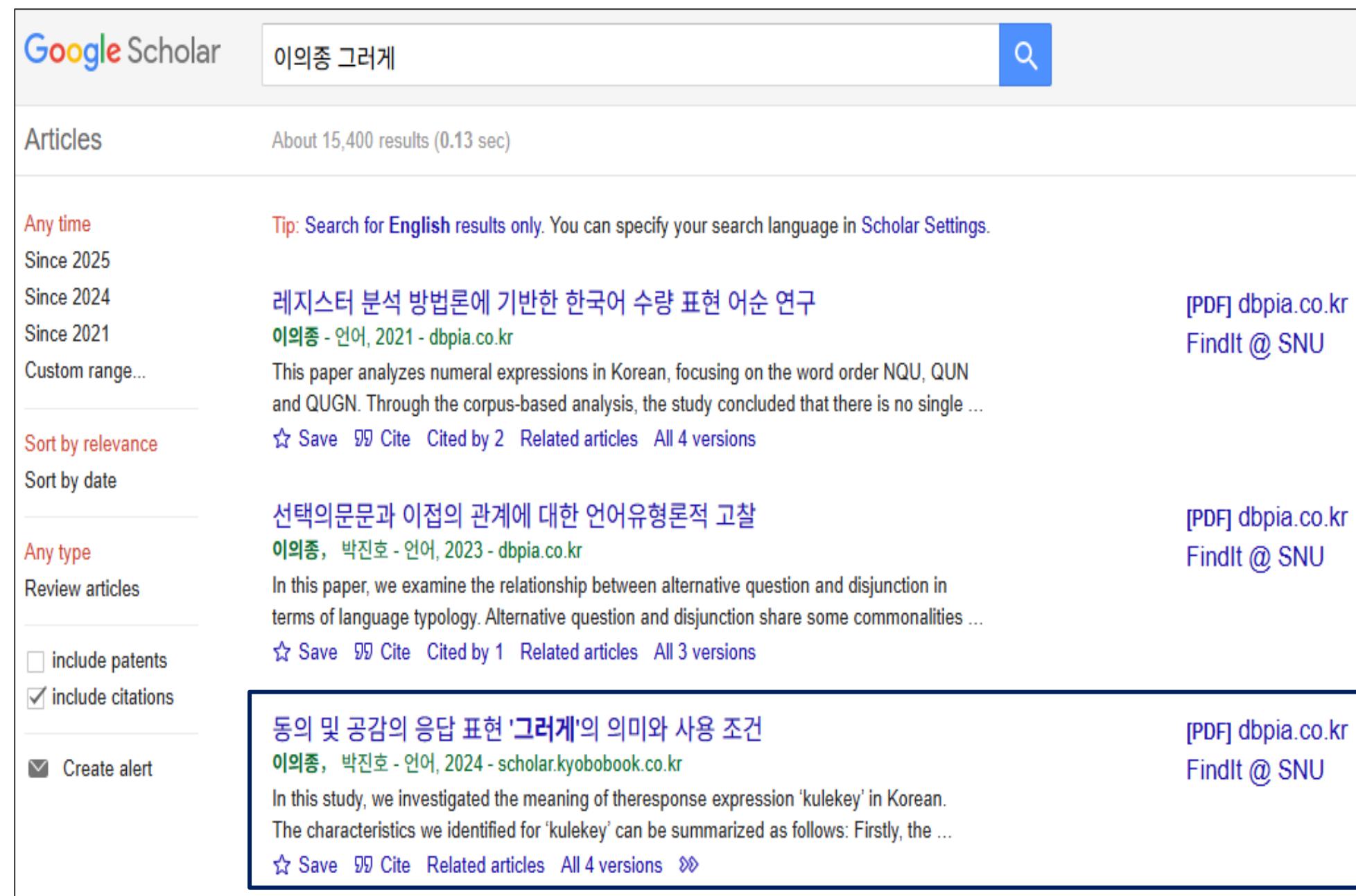


Remaining Challenges

Issues with Korean-Language Search in Primo

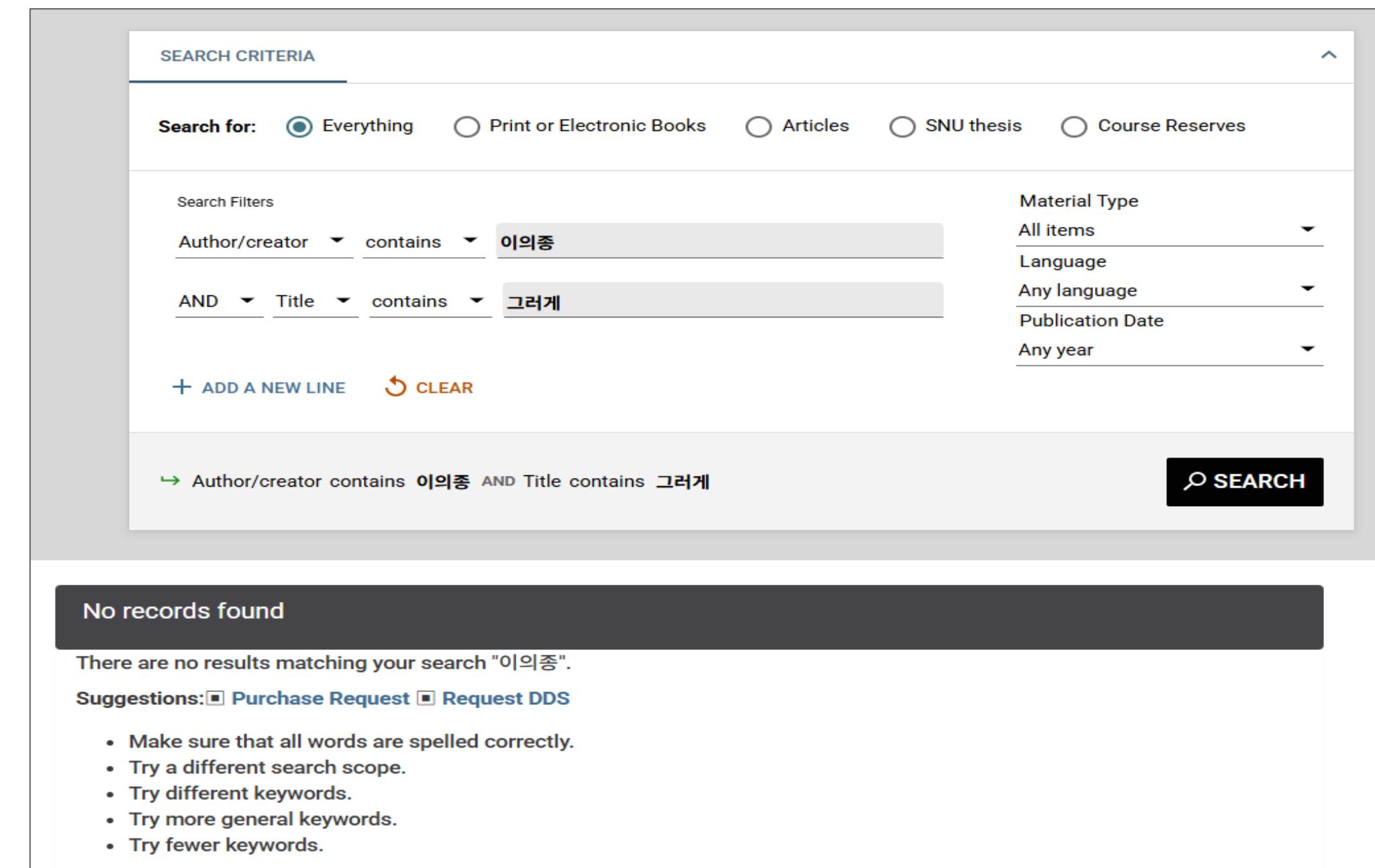
Inconsistent Results for Korean Title Queries

Google Scholar



Google Scholar search results for "이의종 그라게". The search bar shows the query. The results page displays two articles. The first article is by 이의종 and 박진호, published in 2023, titled "선택의문과 이접의 관계에 대한 언어유형론적 고찰". The second article is by 이의종, 박진호, and 안아, published in 2024, titled "동의 및 공감의 응답 표현 '그라게'의 의미와 사용 조건". Both results show links to dbpia.co.kr and FindIt @ SNU.

Primo



Primo search results for "이의종 그라게". The search criteria are set to search for "Everything" and use "Author/creator contains" and "Title contains" filters. The search results show the same two articles as Google Scholar. A message at the bottom states "No records found" and provides suggestions for improving the search.



Remaining Challenges

Issues with Korean-Language Search in Primo

Limitations of Multilingual Author Name Search in CDI Records

How to Enable Multilingual Author Name Search?

Records published from Alma

Mostly Our Local Holdings

Authority data applied in Alma

Search/display adjusted
via Normalization Rules
(Primo Back Office)

CDI-provided Records

Subscription Resources

No local authority control possible

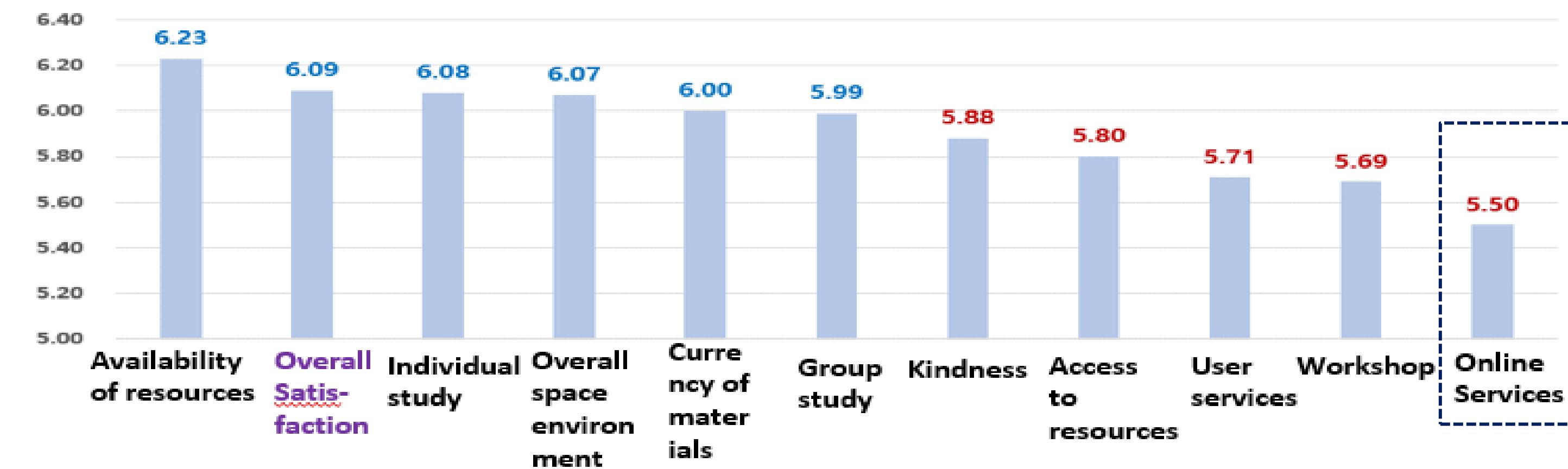
Metadata must be corrected
by publisher / CrossRef



Remaining Challenges

User Concerns about Primo Search Performance

2024 SNUL User Satisfaction Survey Results



129 Online Service Related Comments	Primo on the web and in the mobile app	40	The search takes too long to load
	Proxy	7	Request to improve off-campus access stability
	Etc.



Beyond Customizations

Overcoming structural challenges through exchange and collaboration



Suggestions Q&A



Thank you

Hyojeong Kim
Digital Service Librarian
Seoul National University Library
hyojeongg@snu.ac.kr

