

EPUG-UKI Conference

12th October 2021

Online Event via Zoom



Quick news and updates from Ex Libris and ProQuest Clarivate Situation Update

Tony Nercessian

ProQuest

The most trusted name in research, teaching and learning

26,000+ Libraries in 170+ countries

98% of the world's top 400 universities rely on ProQuest

3.2B Searches on ProQuest platforms each year



Ex Libris Today (well, in July)



5,500+

Institutions in the
Ex Libris cloud

105+ ARL
institutions

45 National
libraries

4.5+ B

Records in Central
Discovery Index

85+ of world's top
100 universities

92% customer
satisfaction

\$75+ B

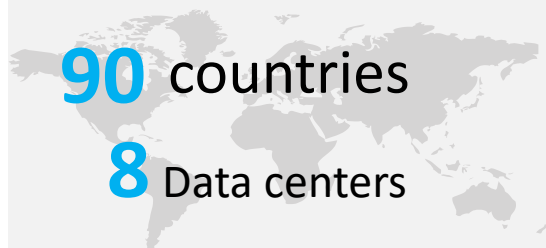
Funding opportunities
available



1,000+
Employees
globally

2,200+
Customer ideas
on the Ex Libris
Idea Exchange

>65 M
API calls
per month



Our Alma, Primo, and Leganto Community is Growing!

Alma | Primo

- Durham
- Essex
- Exeter
- Leeds Trinity
- Liverpool

Alma | Primo | Leganto

- Derby
- Dublin City University
- Northampton
- Nottingham Trent
- Sunderland



Our RapidILL Community is Growing Too!

Oxford and Cambridge Universities Choose Ex Libris RapidILL Interlibrary Loan Service to Improve ILL Speed and Collaboration

Share

Jerusalem, Israel — October 11, 2021



The two institutions will benefit from use of the automated ILL service whose fast turnaround time saves libraries time and money.

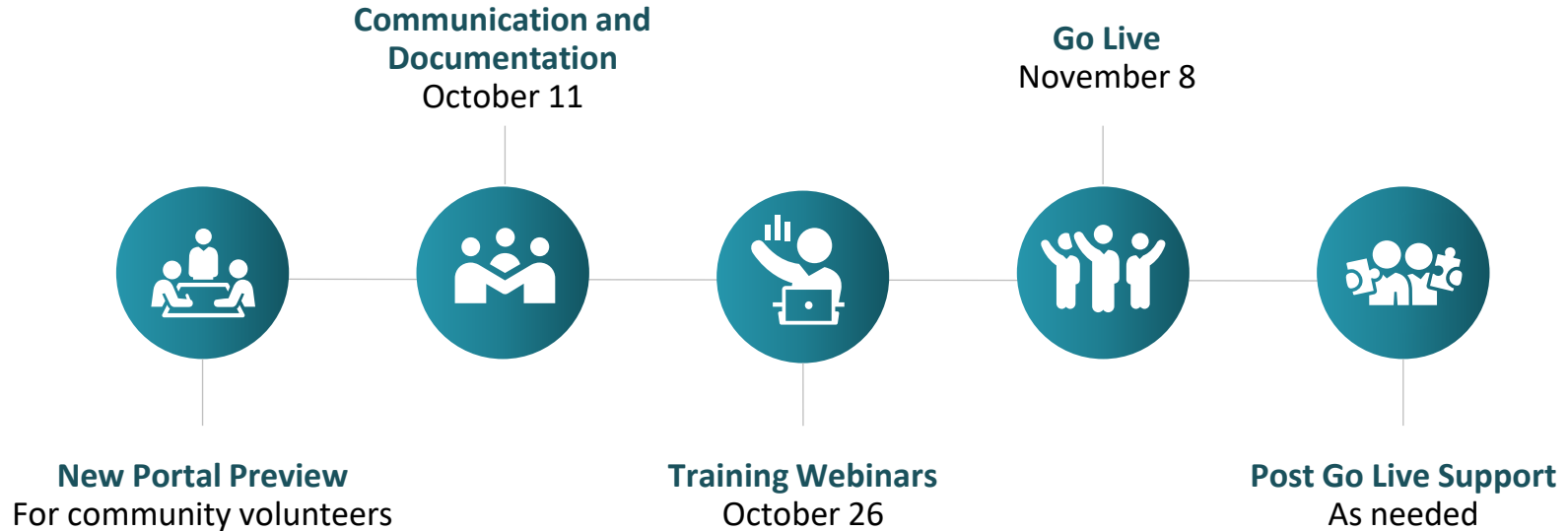


Jerusalem, Israel—October 11, 2021. Ex Libris, a ProQuest company, is pleased to announce that the libraries at two renowned institutions in the United Kingdom—the University of Oxford and the University of Cambridge—have adopted the Ex Libris RapidILL™ interlibrary loan service. With this acquisition, the universities have also become members of the global RapidILL community, opening their collections to institutions in the UK and around the world.

Support Update

Martin Büscher

Integrated Support Centre – Timeline



Communication Plan

DOCUMENTATION

FAQ
User Guides
Knowledge Articles
Central landing page for all material

COMMUNICATION

Heads-up – October 11
Further details – November 1
Go Live communication – November 8

TRAINING WEBINARS

October 26
Accommodating the regional time-zones – NA and EMEA/APAC

CUSTOMIZE

Addressing ProQuest and Ex Libris customers



Transition to the New Support Centre

- Ex Libris and ProQuest Support Portals will be in read-only mode during the weekend of the migration, off business hours. Details will be provided in the communication.
- Users will be migrated to the new Support Centre; a password reset will be required upon first log in
- All open cases, and closed cases created from 2015 and on will be available
- Published cases transition knowledge articles
 - Institutional permission to publish cases and case review/update – by November 5
 - Knowledge articles will be created during November/December

Resource Sharing Offerings

Resource Sharing Offerings

Both Alma and non-Alma Institutions



Peer-to-peer and
consortia level



Full solution for cross-
consortial, national and
international RS

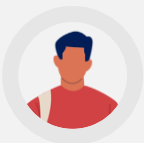


A cross-platform
document delivery
service

An illustration of a library building with a green roof and white walls, surrounded by a cluster of colorful circles in shades of red, orange, yellow, green, and blue.

Revolutionizing resource sharing, together

Libraries worldwide strive to improve value to their users, while reducing costs



Expanding the use of
resources to support
affordable learning initiatives



How can we simply answer
the question “Can the library
get this for me?”



Resource sharing as a key
part of a “collective
collections” approach

Libraries Achieving Great Results with RapidILL



Now part of **ExLibris**
A ProQuest Company



1.5 Million annual
requests



95% fulfillment rate



11.2 hours
turnaround time



500+ Total customers
worldwide

Library Mobile App