

# EPUG-UKI Conference

*12<sup>th</sup> 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

**85+** of world's top  
100 universities

**105+** ARL  
institutions

**45** National  
libraries

**4.5+ B**  
Records in Central  
Discovery Index

**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

**90** countries  
**8** Data centers



# 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

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FAQ  
User Guides  
Knowledge Articles  
Central landing page for all material

## COMMUNICATION

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



## TRAINING WEBINARS

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

## CUSTOMIZE

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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



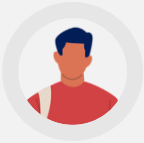
Full solution for cross-consortial, national and international RS



A cross-platform document delivery service

# 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