This is the Future Libraries Want
Margaret Briand Wolfe, Systems Librarian, Boston College
Andrew French, Director of Sales Operations, Ex Libris
Future Library Survey

Results & Analysis
Overview

• N=168
• Audience: Ex Libris Customers
• Time: June – July 2018
Q1: Does your library currently deal with

- Artificial Intelligence / Machine learning
- Voice Recognition
- Augmented Reality
- Virtual Reality
- 3D printing
- Fulfillment automation via Kiosks / Robots
- Gamification / Living labs / Technologies that may improve teaching & learning
- Other advanced technologies (please specify)

Main Insights: 15% actively using advanced technologies | 25% are exploring | Many additional technologies mentioned in the comments (next slide)
Q1: Does your library currently deal with (main comments)

- Robotics and microcontrollers
- Small scale industrial fabrication and automation
- Biology and chemistry
- Big data
- Drones for deliveries
- maker lab
- digital library
- BigData
- SAAS + cloud
- GPS location finding and embedding these services in discovery platforms; including wayfinding via wireless beacons; using AR to show where subject area of physical collections are located
- The college is pouring the foundation for a learning commons into which the library will move in a couple of years. There will be 3D printing available for students
- blockchain, linked data
- We have a maker space that is equipped with a lot of different equipment including laser cutters, a CNC mill, sewing and embroidery machines, and lots of other kinds of making technology.

- photogrammetry
- Drones
- One Button
- Video walls
- Platforms for preserving/archiving electronic records and making them accessible to the public
- We're researching blockchain and also the integration of wearable technology to help with wayfinding.
- We have just created a digitization center to digitize our university's theses and hope to open it up to the rest of our university's needs. We are also trying to get our professors to open up to the concept of OER textbooks in order to save our students money.
- Content analytics
- VLE, e-portfolio, lecture capture, various web based services
- Semantic web
- Use of cell phone apps
Q2: Projects you are dealing with today / plans for the future (1/2)

| • Finalization of Fab Lab. Distribution of learning/planes/resources related to this under a Creative Commons License. |
| • Development of a Free and Open Source Public Bio Lab facility. Distribution of learning/planes/resources related to this under a Creative Commons License. |
| • Finalization of a localized plastics recycling facility to repurpose waste plastics. Distribution of learning/planes/resources related to this under a Creative Commons License. |
| • Development and implementation of Free and Open Source 3D scanning platforms |
| • Development and implementation of rich public engagement and community activation programs that target the broad community. Distribution of learning/planes/resources related to this under a Creative Commons License. |
| • Further development and implementation of Free and Open Source automation platforms for use by community. Distribution of learning/planes/resources related to this under a Creative Commons License. |
| • AI robot for answering standard user queries. 3D printing in use for several years for user orders. |
| • We’ve had a 3D printer for several years. We’ve done some investigation of machine learning, particularly related to our digitized images. We’ve taken only the most preliminary look at VR technology. |
| • We are currently in the development phase of a project to roll out self-service kiosks throughout the library. |
| • Chatbot |
| • Blockchain and the peer review process |
| • Augmented reality and self service |
| • Not sure yet, but we may need BigData technology |
| • Makerspace area has VR, 3D printing, and gaming options. |
| • We have a virtual reality lab set up on our lower level that will be used for teaching faculty and students how this technology works and how it can be used pedagogically. In addition, a 3D printing MakerSpace will be moved from our campus IT building into our library some time in the next few months. |
| • Wanting to provide subject specific groups of electronic resources and their contents to students studying specific courses. |
| • 3D printing and virtual reality are part of our makerspace |
| • We do not have RFID and self-check. I realize these are not cutting edge, but they are an exciting possibility for us in the new building. No guarantee we'll get it. |
| • We are building a new library with a maker space and an off site collection. |
**Q2: Projects you are dealing with today / plans for the future (2/2)**

<table>
<thead>
<tr>
<th>Projects / Plans</th>
</tr>
</thead>
<tbody>
<tr>
<td>We are opening a makerspace next year.</td>
</tr>
<tr>
<td>We are not a technology-heavy institution, but we do have a maker space and we are working to determine the best direction for it (digital making vs. physical making, for example)</td>
</tr>
<tr>
<td>We have one 3D printer that sees little to moderate use. Nothing else on the horizon.</td>
</tr>
<tr>
<td>Too many to list; unknown if budgets will continue supporting endeavors unless ROI is verified. Some are pursued because they are a &quot;hot topic&quot;, without any clear association with the library mission statement.</td>
</tr>
<tr>
<td>We are planning to increase automatization with kiosks as well as using AI for basic reference service</td>
</tr>
<tr>
<td>We are looking into contracting for the development of an Alexa skill that would answer questions about our library. This work will most likely be done by a company called ThickStat that has an app called Libro.</td>
</tr>
<tr>
<td>We have so far done some limited crowdsourcing projects where leaderboards have been used to encourage contribution</td>
</tr>
<tr>
<td>Our library has been very slow to accept new technology, but with our new dean, things will change.</td>
</tr>
<tr>
<td>We are considering all of the above as we develop a new strategy. Adoption will depend on funding, priorities and fit with institutional strategies, for example. I'm keen to put makerspaces and VR spaces in the library as I think they would be well placed as the library is available to all and has long opening hours but this would depend on other institutional plans. I see AI as critical for our future but our adoption of it is likely to be driven by its use in products and services we use such as Alma Analytics rather than us developing anything ourselves.</td>
</tr>
<tr>
<td>Looking at using chatbots to answer routine enquiries, and basic AI to look at suggesting sources of help</td>
</tr>
<tr>
<td>We need a better support of selfcheck and return machines. We still have troubles with basic functions, including support of automatic direction of documents when coming through the return machine.</td>
</tr>
<tr>
<td>We use Splunk to organize and analyze log data to increase understanding of user behavior</td>
</tr>
<tr>
<td>We use embedded codes - like a QR code - to overlay images on static objects in the library. We're also looking at Project Aero adobe's new augmented reality authoring tool</td>
</tr>
<tr>
<td>We're exploring the use of world of warcraft to run skills development session in the library</td>
</tr>
<tr>
<td>We've created virtual tours of library buildings to help students orient themselves in our spaces - <a href="https://www.monash.edu/virtual-tours/sir-louis-library">https://www.monash.edu/virtual-tours/sir-louis-library</a></td>
</tr>
</tbody>
</table>
Q3: Which technologies will be adopted by libraries in the next 10 years

Main Insights: >50% Of libraries have already adopted or plan to adopt advanced technologies | AI, Voice Recognition and technologies for teaching and learning > 30% (indicating that these technologies will be adopted in the coming years)
Q3: Which technologies will be adopted by libraries in the next 10 years (comments)

- I'm sure some of these developments will take place, but at the cost of still not getting key data processes right
- Anything that gets away from antiquated systems and the thinking that we have now. Our libraries are stuck in the 20th century and our library tools don't help.
- No doubt, with the current and increasing pace of technological change, there will be innumerable new advanced technologies developed in the next 10 years that will be useful to, and used by, libraries.
- Practicality is key here. There's no way we have the resources to pursue things like this without a super solid justification. "Being trendy" isn't enough.
- Children who are embracing technology today will become our students within the next 5-10 years - we should be asking what they expect.
- Honestly, I have no idea what kinds of technologies will be common in 10 years. Anyone who does is kidding themselves.
- No idea what is possible, what resources would be needed to accommodate the majority of these, so truly impossible to predict!
- Cannot think of any.
- Blockchain! (Assuming either vendors or libraries invest in it.)
- OER textbooks.
- See comment above for technologies to improve teaching and learning. I'm not sure on the distinction between adoption and partial adoption as these technologies are largely still emerging and developing it's hard to say what full and partial adoption will look like. Inevitably different libraries will adopt different technologies to different degrees depending on their institutional priorities, e.g. AI will be available for an array of functions we might use it for some and not others or adopt different aspects at different rates and times.
- We'll adopt RDF format for library metadata, introduce URIs to our discovery FE and be able to leverage of the resource data harvested from across the web in our discovery FE
- I think that many of us are bored with 3D printers in their current form. They'll probably improve and become popular.
Q4: When looking at advanced library technologies, our main motivation is:

- Enhanced user experience: 80.00%
- Library operational efficiency: 60.00%
- Students productivity: 30.00%
- Making sure the library is keeping up with the latest trends: 20.00%
- Other / Comments: 10.00%
Q4: When looking at advanced library technologies, our main motivation is (comments)

- A place and space of **learning** that provides equitable access to all the community.
- **Value to the institution** and alignment with university strategy
- **Cost**
- Data capture / BI and balance with privacy.
- We are now also outside the library: Researchers/Lecturers
- **Practicality** and real-world need.
- Improving **teaching and learning**
- **Money**
- The library needs to keep up with services offered by other libraries in higher learning institutions
- Making the best of our **budget** while maintaining service and resources
- Less human resources devoted to fullfilment activities
- Showcase the value of new technology in the library to inspire better learning & research outcomes
Q5: Rank the main challenges in adopting new / advanced technologies in the library (5 is highest).
Q6: In a single sentence, how do you envision your library 10 years from now (1/5)?

- Inspiring possibilities through knowledge, stories and creativity.
- Much as it is now, but with fewer human staff.
- I hope it is one where basic functionality can be relied upon to work and when it doesn't we have a smooth route to a fix. If this can happen then libraries can share developments where our resources get better exposure - through LOD and the web, for example. But without open and effective metadata and data ingest and processing we can not start to build new functionality.
- Seamless integration of resources
- With current management, exactly the same as it is now but with different wallpaper.
- It will make an effort to stay up to date, but funding might be difficult.
- The library will be online, everywhere, there will be no current print collection, but library technologies will be so far advanced as to be unrecognisable.
- Our library will provide predictive dynamic research support to drive intellectual curiosity and output.
- Intergrated, customised and seamless access to information any where any time for our user community
- Library staff are the face and value-add to library clients, with routine tasks in service/retrieval, self-directed instruction via AI, VR and chatbots for general queries the norm.
- We'll have fewer items in print but will still have some. There will be more student-centered and project spaces.
- Digital first
- Vibrant, relevant - with welcoming i.e. not intimidating or inaccessible).automation and people (Librarians) who will continue to help patrons navigate their way through various tools and resources, to get the information they need.
- Our library will continue to be mix of the traditional and the more technologically advanced.
- A meeting place with much more technology with highly specialized personnel
- You need a person to champion these kinds of projects, we don't have anyone all that interested in most of these options.
- Continuing to make small steps forward in testing and implementing new technologies where they have demonstrated user benefits.
- Largely digital (resources) and virtual (services) using big data to tailor user experiences in real time using AI.
- To quote my library school prof: "Stay on the trailing edge of technology, not the bleeding edge." It is wonderful to explore new things, but it is not always appropriate to take your patrons along. Think of service, of what you know will work.
Q6: In a single sentence, how do you envision your library 10 years from now (2/5)?

- All content and associated services available online in one integrated package and libraries transformed from rows of shelves to dynamic research and learning spaces.
- As a state/legal deposit library, I believe our core collecting principles will largely remain unchanged, but our focus on digital information will be greatly expanded.
- Less staff, more electronic items (physical items as more of a novelty), more integrated in academic scholarship.
- Online mobile first/self help/AI interacts with personal smart agents to navigate services. Social - connecting people across communities.
- Greater online presence with 24/7 support available in many forms
- More electronic resources, more technology to manage datasets, increased makerspace options.
- Focused on providing for the learning and information needs of our campus community in the most streamlined way possible, for them and for us.
- Still struggling with the high-tech/high-touch balance
- Focused on supplying information resources in any formats needed by faculty and students, and providing services and support for the teaching and learning processes of our community.
- The same but different
- Less books more technologies; library as a place more than library as a resource.
- Accessed remotely.
- Print in dark archive and everything else through virtual reference desks and electronic content via the researchers preferred method of electronic device.
- Seamless integration of resources and knowledge in a learning teaching and research environment
- Pretty much the same except more digital and less print based.
- A place for active, collaborative learning with noisy, social spaces filled with more computers and fewer books.
- Better discovery service that is fully customizable—we can control interface, content, etc., to improve user experience
- A vibrant hub of learning on campus filled with students studying and making things.
Q6: In a single sentence, how do you envision your library 10 years from now (3/5)?

- A technologically advanced, efficient library that serves the needs of its students regardless of socioeconomic background.
- Hopefully even more integrated into teaching and learning on our campus, with constantly improving discovery and access technologies.
- All electronic books and kiosk to check out any remaining paper copies and everything done online is where I envision the library 10 years from now if it survives.
- At the center of campus, as it is today, implementing technology and futuring as needed to support student learning and faculty/student research.
- Increasingly digital, but with significant collections still in print.
- Easier to use
- As the core of academic life on campus.
- Without books.
- An academic library committed to learning and scholarship using any tool, technology or space that achieves this.
- More equipment and electronic resources, fewer paper books circulating.
- Still serving students
- Preparing to build a new library building, taking advantage of whatever current trends in space design and technology will be in place 10 years from now.
- I know that this is not the right place to put this. However, I think that ExLibris should concentrate on making Alma better. There are some problems with it that should really be fixed in order for it to be used to its full potential.
- Hi tech
- Much more self-service.
- Flexible, streamlined, responsive.
- We have an Alma migration scheduled for next year, plus we are unveiling an all new, WCAG accessible website this August. I doubt that we will be on the cutting edge of technology, but I see our systems being much more integrated, user-centered, accessible, and cloud-hosted in 10 years.
- Libraries will become less about books and more about being stewards of information more generally.
- Mostly study space and innovation labs
- A place where researchers can connect to trustworthy and reliable information about our institution and its art collections.
- Smooth, seamless operation, students able to quickly find everything they need and have it served up in their choice of formats.
Q6: In a single sentence, how do you envision your library 10 years from now (4/5)?

- Spread thinner across an expanded series of niche services all of which require shorter, more expensive refresh periods while maintaining a reduced base operation from a significantly more removed, remote facility.
- Our library will be doing much the same thing, the only change will be the kinds of equipment available for checkout.
- Less of a library, more of a museum/exhibit space. Still a useful collaboration and learning zone.
- It will be even more so "the place to go" on campus because we offer so much of everything: technology, study help, comfort, food, socializing, quiet places, beautiful architecture, natural environments and entertainment.
- Reduced to a minimal staff and minimal physical resources.
- Provide electronic services to any computer in the world, and a physical presence that facilitates a collaborative learning experience for students.
- We're a public law library, so I don't see much changing beyond our print subscriptions moving to online only.
- I will be lucky if there is a library. We'll be lucky if there is a college.
- We will no longer be the gatekeepers of content. We will have to find a different role(s) to remain relevant.
- A virtual space full of learning and teaching resources with a physical representation that allows its users to get involved in different knowledge and learning experiences.
- We will be able to serve our patrons onsite, as well as at home.
- More a study hall, less a library.
- Efficient
- Leading our local and academic community in evaluating new technology and its potential applications.
- Not really a library, but an integrated component of some learning and research conglomerate.
- Mostly electronic learning and research.
- I would envision it as a presence on campus that provides support for the mission of the university by meeting information needs of students, researchers and faculty.
- Functioning almost entirely online.
Q6: In a single sentence, how do you envision your library 10 years from now (5/5)?

- I envision our library to be more welcoming and open to students via new technology for both study and entertainment to relieve the stress, that comes with learning.
- A lovely coffee shop for grannies reminiscing about the good old times. Everybody else will use it remotely.
- Still providing the same core services of space, support and content but largely digital and supported by AI
- Smaller and more focused on delivering research services remotely and managing digital collections.
- A learning space with a very limited range of physical books and a range of human and digital service points offering 24/7 support to users on site and remotely
- Much more systems that can gain time for time consuming tasks: efficient cataloging of digital resources, autonomous 24/7 selfcheck machines, improved user experience in finding electronic resources in Primo.
- More self-service/automation, smart learning spaces, anticipating needs ahead of time using ML
- still dithering
- Feet stuck in the concrete of the past, hands and head trying to keep contact with modern needs.
- service oriented
- Who knows! 10 years is a long time. Technologies change fast.
  Books will still be there, but other technologies will be added to the already existing benefits
- Priority: Adopting new technologies all the time
- Digital with tradition preserved
- A more customer focused efficient service delivering a better experience to facilitate customer productivity.
- As a gateway to worldwide education and research information
- more reliance on AI. Less manpower. Physical building not needed anymore
- less staff
- Few print books, lots of study rooms, collaboration spaces with smart boards, heavy duty computers with a small footprint and virtual labs for student projects
How does Boston College Envision its Libraries 10 years from now?
Buildings

• Hubs of research and technology related services
• Physical spaces for quiet contemplative study, noisy collaborative work, formal instruction, meeting rooms, community events
• Single stop for services: research, technology access and help, makerspace, media labs, publishing
Library Staff

• Concierges to services provided in the library and online
• Educators in core services
• More Online Resource Librarians
• Will partner with faculty and administrators in the development of curriculum and academic life and will curate supportive content
• Will develop better analytics data and tools to closely track relations between library usage and student success
Resources

• More materials available online
• Fewer print items available onsite but quick access to offsite items
• Better automated inventory control of what is available digitally, online and in print and where it is located
• One click full e-resource data access
• Personalized services automatically determined by online searching of library platforms
Collaboration

• Work to re-structure agreements and laws that will allow for digitization of and easy access to (one click) digitized materials and published scholarly e-resources
• Interoperability of Data / Standardized Metadata
• More involvement with Shared Print Retention Partnerships
• Upload of unique and specialized collections as digitized materials for universal access
• Open Library Services Platforms
Student/Faculty Relationships with Libraries

• Universally accessible space where students and faculty can congregate, use technology, conduct research, study, create and collaborate

• Online learning and online resources will become more prevalent as physically attending college becomes more and more unaffordable

• Move the books but not all of the books – studies show students like to study with others that are studying and prefer to study from actual text books over e-books
Charleston Library Conference

Questions / Discussion?

Contact me:

Margaret Briand Wolfe
briandwo@bc.edu
Thank you!
How can we make the **next leap** and further improve your experience?
And the answer is:

WHAT'S DIFFERENT NOW?
Because Everything Continues to Change
Causes for Transformation in our market

What’s happening in the technology world
- 100% Connected
- Virtual Reality
- Artificial Intelligence

What’s happening in the library
- The library is more than just a “library”
- Users expectations soars
- Doing more with less

What’s happening with Alma
- Reaching 1000’s of customers
- Big data
- SaaS experience

- Consortium: 44
- APIs: 65M/Month
- Countries: 38
- Bibs: 990M
- Customers: 1216
What did we learn?

That all of us at Ex Libris need to make changes and improvements in how our business is conducted in order to help cope with shifts in market environment.

And this is exactly the definition of: 

TRANFORMATION
TRANSFORMATION creates OPPORTUNITIES but also CHALLENGES
Alma is growing

A lot of ideas

Innovation is all around us

Security concerns is a world phenomena

Alma is becoming a platform

Big Data

Power to the users

Driving innovation & community

More secured solution

Library impact. Integrated solutions
Opportunities are knocking....

Big Data
Power to the users
Driving innovation & community
More secured solution
Library impact. Integrated solutions
Big Data
# of BIB Records (M)

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<tr>
<td>2016</td>
<td>570</td>
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<tr>
<td>2017</td>
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<tr>
<td>2018*</td>
<td>1184</td>
</tr>
<tr>
<td>2019*</td>
<td>1658</td>
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</table>

Big Data
<table>
<thead>
<tr>
<th>Res. Sharing per Region</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
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<tbody>
<tr>
<td>APAC</td>
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<td>45969</td>
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<td>EU</td>
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<td>NA</td>
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<td><strong>1491459</strong></td>
</tr>
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### # of Loans

<table>
<thead>
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<th>Year</th>
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<td>2016</td>
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<tr>
<td>2017</td>
<td>6000000</td>
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<tr>
<td>2018</td>
<td>9000000</td>
</tr>
</tbody>
</table>
Ex Libris is looking at a wide array of tools and approaches in order to provide recommendations

- AI
  - Machine Learning
  - Deep Learning
- Statistical
  - Linear Regression
  - Cluster Analysis
  - Anomaly detection
CONFIGURATION RECOMMENDATIONS
“I recommend that you create a SUSHI account based on your activated collections”

RESOURCE MANAGEMENT RECOMMENDATIONS
“I recommend you link the following local collection to the CZ”

FULFILLMENT RECOMMENDATIONS
“We see that a faculty member has requested a book. She can get it faster via resource sharing. Would you like to go ahead...?”

ACQUISITION RECOMMENDATIONS
“There are 7 high demand titles with insufficient copies to provide access. Would you like to consider purchase options?”
Welcome, Implementor, Ex Libris | Sunday, July 22

Admin Analytics

Recent Pages > Manage Recommendations > Monitor

Organization Calendar

Select Library/Institution

Western State

July 22 Sunday Closed
July 23 Monday Closed
July 24 Tuesday Closed
July 25 Wednesday Closed

View Full

User Management

Manage Users
Manage Researchers
Purge User Records
Load Desk/Department Operators
Bulk Fine Waiving
User Identifier Types

Recommendation

Manage Recommendations

Manage Jobs and Sets
Run a Job
Monitor Jobs
Manage Sets
Manage Exports

Notifications
2/28/2011
State Library Group - West State Exhibition Begins

Tasks
No tasks to present
We recommend SUSHI harvesting with Cambridge University Press instead of manual file uploads. Other institutions successfully harvested usage data from this vendor.
<table>
<thead>
<tr>
<th>File Name</th>
<th>Vendor</th>
<th>SUSHI Account</th>
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<td>-</td>
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</table>
DARA - Data Analysis Recommendation Assistant

- **CONFIGURATION RECOMMENDATIONS**
- **RESOURCE MANAGEMENT RECOMMENDATIONS**
- **ACQUISITION RECOMMENDATIONS**
- **FULFILLMENT RECOMMENDATIONS**
Prioritize It
Take Part in Prioritizing

- List of known issues per area will be shared with the community
- Each institution to place its priority
- Ex Libris ongoing review
- Include top priority issues in work plan
- Next focus area
What’s next?

- Working with product working groups on establishing process
- Trial Q4 and Q1 2019
- Evaluating results and next steps

List of known issues per area will be shared with the community

Each institution to place its priority

Ex Libris ongoing review

Include top priority issues in work plan

Next focus area
Introducing Prioritize It

Welcome, John Smith | Tuesday, July 24, 2018

Your dashboard is empty. Why not add a widget?
## Introducing Prioritize It

A screenshot of the Prioritize It interface showing a list of issues. Each issue is described with an ID, summary, description, component, status, target release, and supported by details. The interface includes sorting and filtering options at the top.

### Issue 1: 63759
- **Summary:** GND authority records > escape characters in some fields are not displayed correctly in Primo
- **Description:** Issue with publishing of authority information where the personal name in the entry contains elements like "von", "van", "de" and similar expressions
- **Component:** Authorities
- **Status:** Fixed and Released
- **Target Release:** 2018 Q3
- **Supported By:** 154

### Issue 2: 82302
- **Summary:** In Browse Bibliographic headings, subfields $3q$ is missing
- **Description:** Examples: Prolific authors: Auden, W. H. $S$q (Wystan Hugh), $S$d 1907-1973 Cummings, E. E. $S$q (Edward Estlin), $S$d 1894-1962 Prolific composers: Gade, Niels W. $S$q (Niels Wilhelm), $S$d 1817-1890 Glinka, M. I. $S$q (Mikhail Ivanovich), $S$d 1804-1857
- **Component:** MD Editor
- **Status:** Pending Release
- **Target Release:** 2018 Q4
- **Supported By:** 88

### Issue 3: 81168
- **Summary:** Borrowing requests with active notes - unassigned’ task widget total appears to include not just active requests but also those with a status of cancelled by staff and rejected by partner, though requests with those statuses don’t display when you click the task link
- **Component:** Resource Sharing
- **Status:** Prioritize It
- **Supported By:** 42

### Issue 4: 72981
- **Summary:** "Generate Accession Number" list is not ordered alphabetically
- **Description:** In MDE, editing holding record while using the option "Generate Accession Number", the prefixes are displayed not in the alphabetical order. It is a problem, when the Institution has several dozens of prefixes.
- **Component:** MD Editor
- **Status:** Prioritize It
- **Supported By:** 16

### Issue 5: 60536
- **Summary:** Manage Purchase Requests - export to Excel does not carry over the Requester names & title in twice
- **Description:** Manage Purchase Requests, click on Tools > Excel Spreadsheet that is generated contains a column called Requester but there is nothing in it and the title is duplicated in columns A and B.
- **Component:** Selection
- **Status:** Prioritize It
- **Supported By:** 16
Idea Exchange

- Enhanced Holdings Record Search, Sets, and Jobs
- Improved Efficiency in Transit Process
Don’t Touch the Mouse

Personalized keyboard shortcuts for Alma
Alma users will be able to consult an expert from within the Alma UI.

**Who is an expert**
- Alma user
- From any institution

**Becoming an expert**
- Voluntary
- Define areas of expertise (e.g. Acquisitions)

**List of experts**
- Online experts
- Filtered by area according to the page in Alma

**Consulting an expert**
- By choosing “Ask an expert”

**Consultation**
- Using chat
Rachel - Unilege
Expert in: Acquisitions; Purchase order line ...

10:02 the platform and allow multiple platform users to communicate with each other

Rachel

10:03 Ok, I will check with our team and let you know

10:08 I'll need a key and a URL

Type here and hit <Enter> 😊
Security is transforming the world

Compliant at all levels: Products, procedures, documentation, contracts, and services

Identity Provider - 0 Passwords policy by the end of 2019!

Supporting the following Standards: ISO 27001, ISO 27018, ISO 22301, ISO 27017, SSAE 18 SOC 2, ICO
More Secured Solutions

- Support for OpenID Connect for Authentication
- Ex Libris Identity Service
Localization

- Netpunkt (DANBIB)
- SUDOC
- SBN
Digital Data Safeguarding

- Amazon S3
- Extraction of File Metadata
- Checksum/Fixity
- Benchmarking in Alma
Meeting

Introducing DARA

Voting priority on bugs

Hackathon, Idea exchange....

GDPR / IDP / Standards

Alma as a platform, Primo VE

Big Data

Power to the users

Driving innovation & community

More secured solutions

Library impact. Integrated solutions
Thank you!
Andrew.French@exlibrisgroup.com