



Data Excellence, Content, Summon/360 Session Q & A

What can individual institutions do to improve metadata from the database content they subscribe to?

Our goal is to give access to high quality metadata for all institutions, which is why we recommend first working with Ex Libris and the provider to see if we can reach a mutual agreement to have the provider supply their MARC metadata to Ex Libris which would then be used to enrich the Alma Community Zone, as well as benefit our 360 MARC Updates clients. To do this, you can simply submit an Idea Exchange request under the “enrichment” category, though if you are in contact with the provider you may also discuss this with them and direct them to us via the pq-provider.relations@clarivate.com email which will be of great use so that we know that the provider is engaged and interested in this mutual endeavor. Please note that MARC metadata generated by publishers and content providers is generally proprietary and, in many cases, may be an integral piece of the providers’ sales models. For this reason, we have created a legal agreement that outlines the parameters of how the metadata is used to benefit the Alma community via the CZ.

If we are unable to reach an agreement with the provider for Ex Libris to centrally ingest their MARC metadata, we will notify the community and then we would have to recommend a local load of the metadata if it is made available to your institution.

Does Ex Libris have a relationship with Google to push library holdings to Google or Google Books?

Amy Pemble: 360 Link has a feature that enables weekly uploading of library holdings to Google Scholar. Link below.

https://knowledge.exlibrisgroup.com/360_Services/360_Link/0Product_Documentation/Configuring_360_Link_and_Setting_Up_Sources_and_Targets/Setting_Up_Linking_Sources/Google_and_Google_Scholar/360_Link%3A_Google_Scholar_FAQ.

Is there a listserv specifically for content?

Karin Perols: No, questions are usually sent to the different product listservs.

Did the Provider Relations subgroup also work with/discuss the recent NISO vendor data standard?

Karin Perols: Not specifically, but we will pass this on to the subgroup.

Easy Activate is a problem for libraries that want a mix of subscribed content and high-quality but NOT subscribed data sources. I would love to have some "core" CDI collections identified that a library could opt to turn on en mass, without having to also enable the majority of the CDI. Core could be selected on basis of collection's customer base, Frequency of updates, and by CDI committee/librarian vote.

Rael Elstein: Title lists and feeds are supplied and supported by content providers, though many collections/databases exist that contain only Open Access or Free content.

There also exist in our Knowledgebases the Community Managed collections like the "free e-journals", etc., that might help to activate on a title-specific level.

What should a library do if an eBook has a link to the wrong edition?

Rael Elstein: Please submit a support case so that our analysts can investigate and correct the issue.

We have seen a proliferation of duplicate bibliographic records in the Community Zone, particularly ProQuest content records submitted via the so-called "Provider Zone." Content Support informed us that these duplicates were offered as distinct from other CZ records so that provider-specific content could be seen. According to the Community Catalog Policies, the community catalog should follow "a single record policy," with records being "provider neutral." Is this single record policy no longer relevant in order to satisfy the needs of different providers offering their data to the CZ?

Rael Elstein: The Provider Zone records are indeed a unique departure from the single/shared Bib record policy. That said, we have learned from this project and community feedback and are planning to transition to a new method of directly ingesting content into the Alma CZ in a new method. This is a long-term project. You can learn more about this here:

[https://knowledge.exlibrisgroup.com/Alma/Content_Corner/Supporting_Resources/Data_Excellence_\(DX\)%3A_Introducing_Alma_Community_Zone_Direct_Ingest_for_Title_Lists](https://knowledge.exlibrisgroup.com/Alma/Content_Corner/Supporting_Resources/Data_Excellence_(DX)%3A_Introducing_Alma_Community_Zone_Direct_Ingest_for_Title_Lists).

I find that ExLibris Content staff are usually good about fixing a one-off issue, but they often treat all issues as one-off issues. Do you have strategies for convincing support staff that an issue is systemic and occurring across a number of resources? I spend a lot of time documenting the extent of a problem--even after I have identified it.

Rael Elstein: Our goal is to train our staff to look for bigger-picture or more systemic issues, but a very convenient way to do this is to submit support cases on the collection level rather than the title level.

How does Ex Libris handle diversity and inclusiveness issues within the metadata of CDI records? Do you work with regional publishers to include under-represented communities? How would someone recommend these types of providers?

Rael Elstein: We work alongside the ELUNA/IGeLU Steering Committee and participate in a DEI Working Group. If you have more questions about this, please reach out to us here: Anti-Bias@exlibrisgroup.com.

Does CDI connect retractions with related articles?

Rael Elstein: If there is a message from the provider you may be able to locate it on their site. At this time we do not have a retraction indication, unless the provider altered the name of the title to include this indication.

When will the Elsevier ScienceDirect Freedom Collection 2022 package be added to the knowledgebase? This is an annual package which we would like to accurately represent in our KB.

Rael Elstein: This collection is available. You can track the annual collections being added here: https://knowledge.exlibrisgroup.com/Alma/Content_Corner/Supporting_Resources/Alma%3A_Annual_Collections_2022.

The Idea Exchange vote for adding new content is problematic for content which may be niche or not acquired by many institutions. Institutions aren't going to vote for content which they don't own - is the Idea Exchange the only way to request that new databases or packages be added to the 360 knowledgebase?

Karin Perols: The Content Working Group has held NERS voting for content and we have had different regional request for different votes to address this.

What can Ex Libris do in the current data ingestion process? Currently individual libraries have to spend a lot of their staff time to seek corrections/updates in multiple Salesforce tickets. Often times the same question(s) could have been posed, but not all tickets are public.

Rael Elstein: We do recommend making your cases public, if your institution allows this. That said, when there are larger, systemic or provider-level known/planned changes/issues, then we publish knowledge articles to help make this information more available.

Is there some type of election process for the Summon WG?

Brent Cook: I do believe there is an election process for the chair, though in the past we have had only one person interested in at a time. The working group committee is always looking for new members.

Is there an IGeLU summon Working Group?

Brent Cook: We have a representative from IGeLU on the ELUNA Summon Working Group but not a specific group. If there was interest, I'm sure one could be formed.

Shouldn't Option 3 of the Full text searching represent OFF/OFF on the slide? I believe you said turn both of them off. I've been confused about this since the previous webinar.

Brent Cook: Yes, it should be OFF/OFF. The graphic was incorrect and needs to be updated. Thanks for catching that.

We currently review the CZ updates task list once a week to check for errors and changes that require action on our part. With the semi-weekly updates, to continue our existing process, will we thus need to shift to reviewing the CZ updates task list every 3 days?

Rael Elstein: This would be optional; you may choose to continue checking weekly. Please note that this is a gradual transition and for now we are only working with individual providers.

Finding inaccurate OCLC record numbers in CZ records for electronic resources is a nightmare for my consortium and its members. The inaccurate data creates extra work for ILL staff who have to answer requests for the wrong formats of resources, and additional work for catalogers and consortium staff to maintain accurate holdings in both Alma and WorldCat. Will the Data Excellence initiative address this situation, so that data on our resources will be correctly synchronized between both platforms?

Rael Elstein: This topic has been discussed at length with the CZ Management Group, which is an Alma subgroup focused on content and metadata in the CZ. At this time we do not plan to remove these numbers as they are used by other institutions for various other purposes. That said, I would recommend reaching out to the CZ Management Group for more info.

How will the Data Excellence program impact the 360 knowledge base?

Rael Elstein: At this time we are beginning our work with Alma and CDI. changes and improvements in CDI will benefit all of our Discovery users (e.g. better linking options, etc.).

Is there a regular schedule ingest of Google digitized books into the CZ or CDI?

Rael Elstein: I do not think there is. Please submit a case so that we can check this.

Has there been consideration of assigning collections an overall score for record quality that can be easily displayed in Alma? This would greatly help in assessing whether a collection is worth activating.

Rael Elstein: Yes! We are working on many methods and ideas of what would consist of a "score" on the collection level to represent the quality of the collection's records, but also represent additional important information. We are still in the ideation stage here, but it is being looked into.