

Ex Libris Update



Customer Satisfaction & Experience – Snapshot of Key Initiatives

New Status Page

The screenshot shows the ExLibris Status Page with a search bar and navigation tabs for MY SERVICES, AMERICAS, EMEA, APAC, and SINGLE TENANT. A table lists various products and their operational status across different regions.

Category	Service	Subscribe	Apr 5	Apr 6	Apr 7	Apr 8	Apr 9	Apr 10	Apr 11	Current Status	Planned Maintenance
Higher Ed Platform APO1	Leganto APO1		✓	✓	✓	✓	✓	✓	✓	Operational	
	Primo VE APO1		✓	✓	✓	✓	✓	✓	✓	Operational	
	Alma APO1		✓	✓	✓	✓	✓	✓	✓	Operational	
Higher Ed Platform CA01	Esploro CA01		✓	✓	✓	✓	✓	✓	Operational		
Higher Ed Platform CN01	Primo VE CN01		✓	✓	✓	✓	✓	✓	Operational		
Higher Ed Platform NA01	Leganto CN01		✓	✓	✓	✓	✓	✓	✓	Operational	
	Rialto NA01		✓	✓	✓	✓	✓	✓	✓	Operational	
Higher Ed Platform EU04	Primo VE NA01		✓	✓	✓	✓	✓	✓	✓	Operational	
	Alma EU04		✓	✓	✓	✓	✓	✓	✓	Operational	
CampusM	campusM CA01		✓	✓	✓	✓	✓	✓	Planned Outage	2021-Apr-11	
Primo	Primo MT CA01		✓	✓	✓	✓	✓	✓	Operational		

Online Performance Reports

Product	Average (seconds)	95% of all activity is faster than... (seconds)	What is being measured?
Alma	0.81 sec	2.60 sec	Staff user screens and online tri
Primo VE	1.07 sec	2.87 sec	Search and full item details tra
Leganto	0.37 sec	0.66 sec	End-user resource list trans
ExLibris Higher-Ed Cloud Platform	0.22 sec	0.56 sec	API transactions for the platfor

Alma First-Year Success Program



The screenshot shows the ExLibris online chat support interface. A chat window is open with a user named Shira C. The chat history shows a message from Shira C: "I am searching Primo for a Science journal article published in 1992 and cannot find it." and a response from the support agent: "can you please check why it isn't displaying?". The background shows the Primo search results page for the query "science".

Online Chat Support Alma, Leganto, Primo VE

The screenshot shows the ExLibris in-app engagement interface. An announcement is displayed: "ANNOUNCEMENT July 26, 2021 Transport Layer Security (TLS) Support – call for action". The text of the announcement reads: "This is a call to take the necessary actions in order to avoid service disruptions. TLS is a cryptographic protocol that provides authentication and data encryption between different endpoints. Various vulnerabilities have been found in TLS versions 1.0 and 1.1 in recent years. As announced in the latest security update, to avoid security vulnerabilities and to align with industry standards, Ex Libris will block TLS 1.0 and 1.1 traffic for Alma API in production environments and will support only TLS 1.2. The deprecation plan which was communicated will begin by October 2021 and will be concluded by May 2022." Below the announcement, there is a call to action: "Please review : Ex Libris Higher Education Platform API - deprecation of TLS 1.0 and TLS 1.1".

In-App Engagement

The screenshot shows the ExLibris ProQuest support center interface. A welcome message reads: "Welcome to the ProQuest | ExLibris Support Center". Below the welcome message, there are featured articles and a section for finding support by product. The featured articles section includes a link to "Transport Layer Security (TLS) Support – call for action". The "Find Support by Product" section includes links to Administrative Tools, Alexander Street, Ancestry Library Edition, Bowker, CultureGrams, and Dialog.

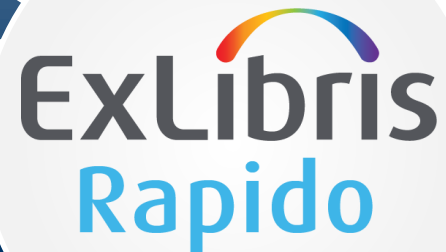
New Support Center

ExLibris resource sharing solutions



ExLibris
RapidILL

A fast and cost-effective interlibrary loan system tailored for **article** and **book chapter** requests **complementing** existing tools



ExLibris
Rapido

A **discovery-to-delivery** resource sharing platform for **all resource types**, working on top of any library system and **replacing** existing tools

User spend most of their time on other sites, not the library

So what they want is a discovery application that works the same as the sites they already know

Users really want...

Low friction, high impact



While this is a typical digital marketplace experience for users

Books › History › Americas

How to Stop Procrastinating: Powerful Strategies to... ★★★★☆ 101 \$19.99 ✓prime

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Becoming Hardcover – November 13, 2018
by Michelle Obama (Author)
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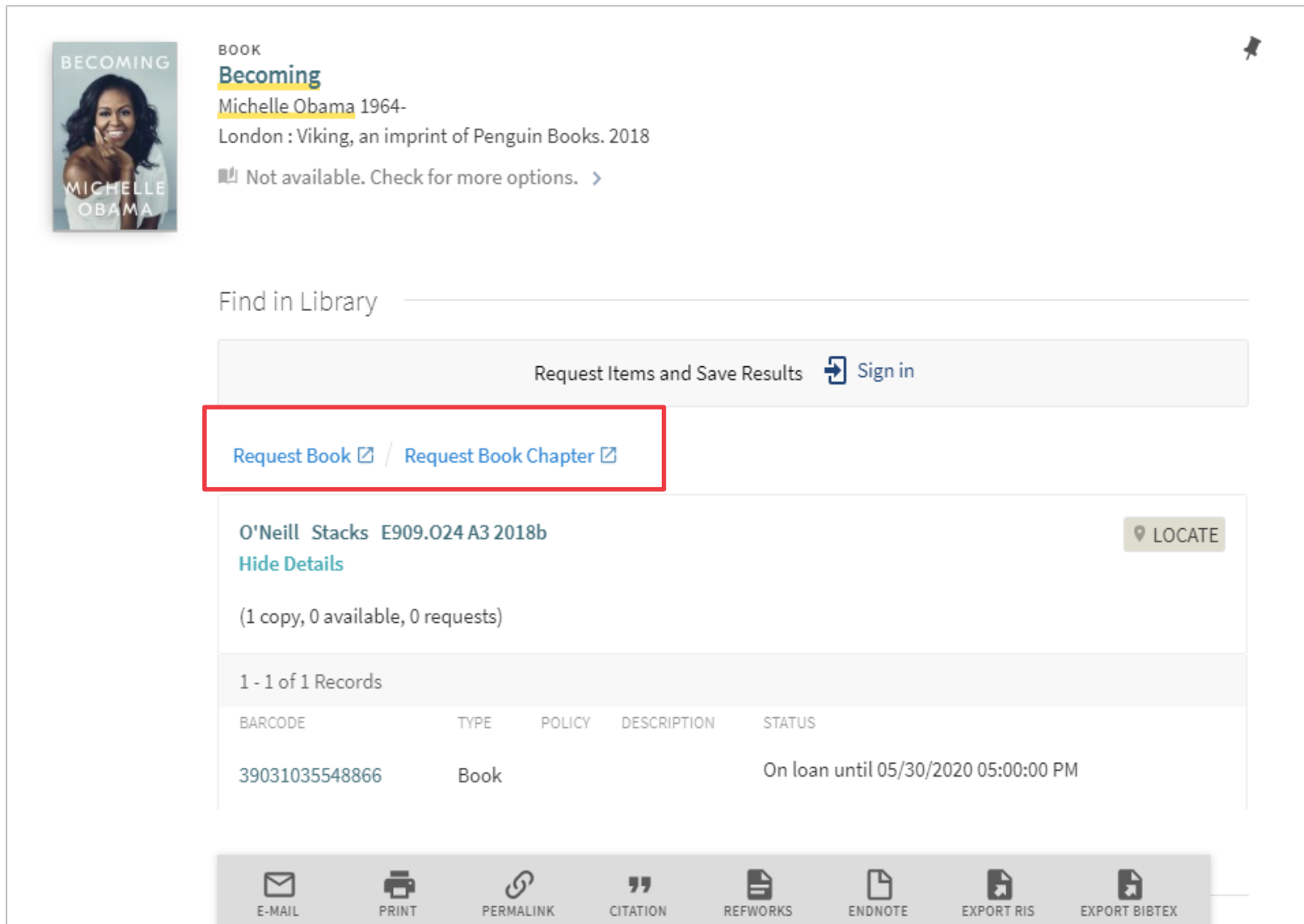
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This would be their experience via library systems



The screenshot shows a library catalog entry for the book "Becoming" by Michelle Obama. The book cover is on the left, and the title and author information are on the right. Below the title, it says "London : Viking, an imprint of Penguin Books. 2018". A status message indicates "Not available. Check for more options." Below this, there is a search bar labeled "Find in Library". A button labeled "Request Items and Save Results" and a "Sign in" link are visible. A red box highlights two links: "Request Book" and "Request Book Chapter". Below this, the location "O'Neill Stacks E909.024 A3 2018b" is shown, along with a "LOCATE" button and "Hide Details" link. The status "(1 copy, 0 available, 0 requests)" is displayed. A table shows "1 - 1 of 1 Records" with columns for Barcode, Type, Policy, Description, and Status. The table entry shows Barcode 39031035548866, Type Book, and Status On loan until 05/30/2020 05:00:00 PM. At the bottom, there are icons for E-MAIL, PRINT, PERMALINK, CITATION, REFWORKS, ENDNOTE, EXPORT RIS, and EXPORT BIBTEX.

BOOK
Becoming
Michelle Obama 1964-
London : Viking, an imprint of Penguin Books. 2018
Not available. Check for more options. >

Find in Library

Request Items and Save Results Sign in

Request Book / Request Book Chapter

O'Neill Stacks E909.024 A3 2018b LOCATE
Hide Details
(1 copy, 0 available, 0 requests)

1 - 1 of 1 Records

BARCODE	TYPE	POLICY	DESCRIPTION	STATUS
39031035548866	Book			On loan until 05/30/2020 05:00:00 PM

E-MAIL PRINT PERMALINK CITATION REFWORKS ENDNOTE EXPORT RIS EXPORT BIBTEX

Which is transformed in Rapido to an intuitive experience

BOOK
Becoming
Obama, Michelle
First edition.; 2018
“ In a life filled with meaning and accomplishment, Michelle Obama has emerged as one of the most iconic and compelling women of our era... ”

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Get a loan
Delivery in **5 Days**
Keep for 112 days
GET IT

OR

Get a chapter
Delivery in **24 Hours**
by email
GET IT

Real-Time Availability for offers

- Rapido checks both holdings and availability before it provides the best offer to your patron according to terms you have configured
- Both a loan and chapter digitization option display when policies allow

Rapido is a complete platform built for automation



Rapido

Key Components

Shared holding index

Library definitions and pods

Patron focused experience

Automated flows


Document delivery via RapidILL

Taking the next step with Rapido !

The logo for ExLibris RapidILL, featuring a rainbow-colored arc above the text. The text is split into two lines: "ExLibris" on top and "RapidILL" below it.

ExLibris
RapidILL

Together we've seen the **success** of RapidILL in UKI with many institutions joining the growing community and benefitting from **saving time and money** in document delivery transactions.

The logo for ExLibris Rapido, featuring a rainbow-colored arc above the text. The text is split into two lines: "ExLibris" on top and "Rapido" below it.

ExLibris
Rapido

Let's make the **next step** with Rapido to **transform** your **user experience** and automate your staff workflows alongside **replacing existing tools** (such as Worldshare, Tipasa, Clio and ILLiad)

ProQuest Information Solutions Updates

