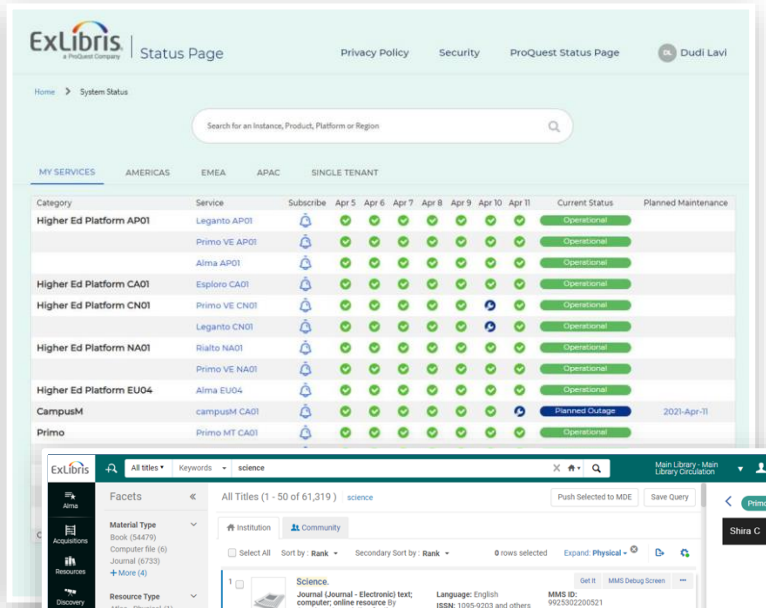
Ex Libris Update

Customer Satisfaction & Experience – Snapshot of Key Initiatives

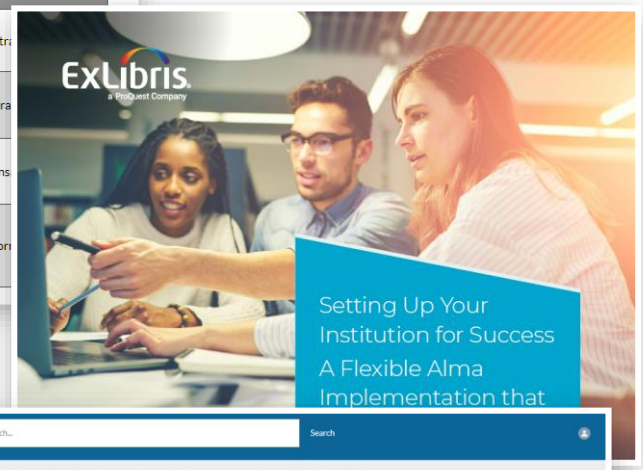
New Status Page

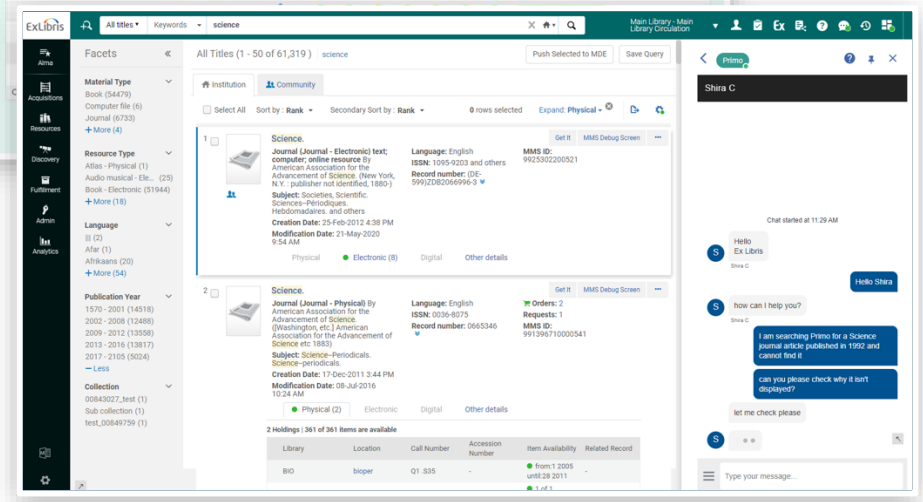


Online Performance Reports

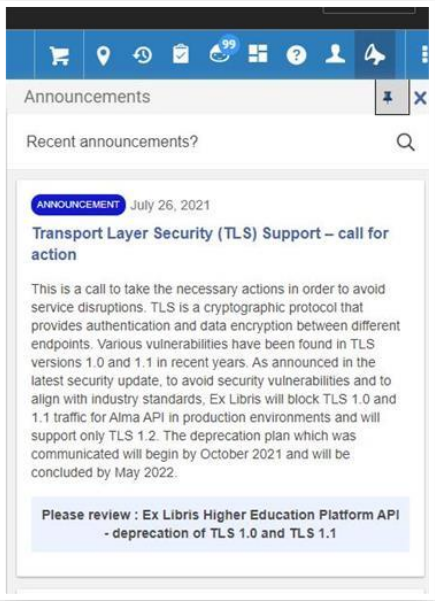
Product	Average (seconds)	95% of all activity is faster than... (seconds)	What is being measured?
Alma	0.81 sec	2.60 sec	Staff user screens and online tra
Primo VE	1.07 sec	2.87 sec	Search and full item details tra
Leganto	0.37 sec	0.66 sec	End-user resource list trans
ExLibris Higher-Ed Cloud Platform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

Alma First-Year Success Program

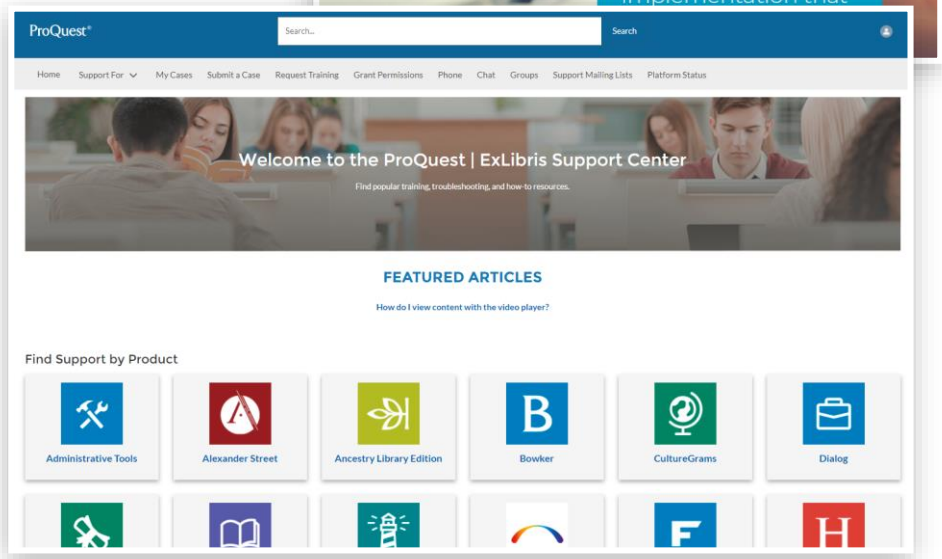




Online Chat Support Alma, Leganto, Primo VE



In-App Engagement



New Support Center

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ExLibris resource sharing solutions

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

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

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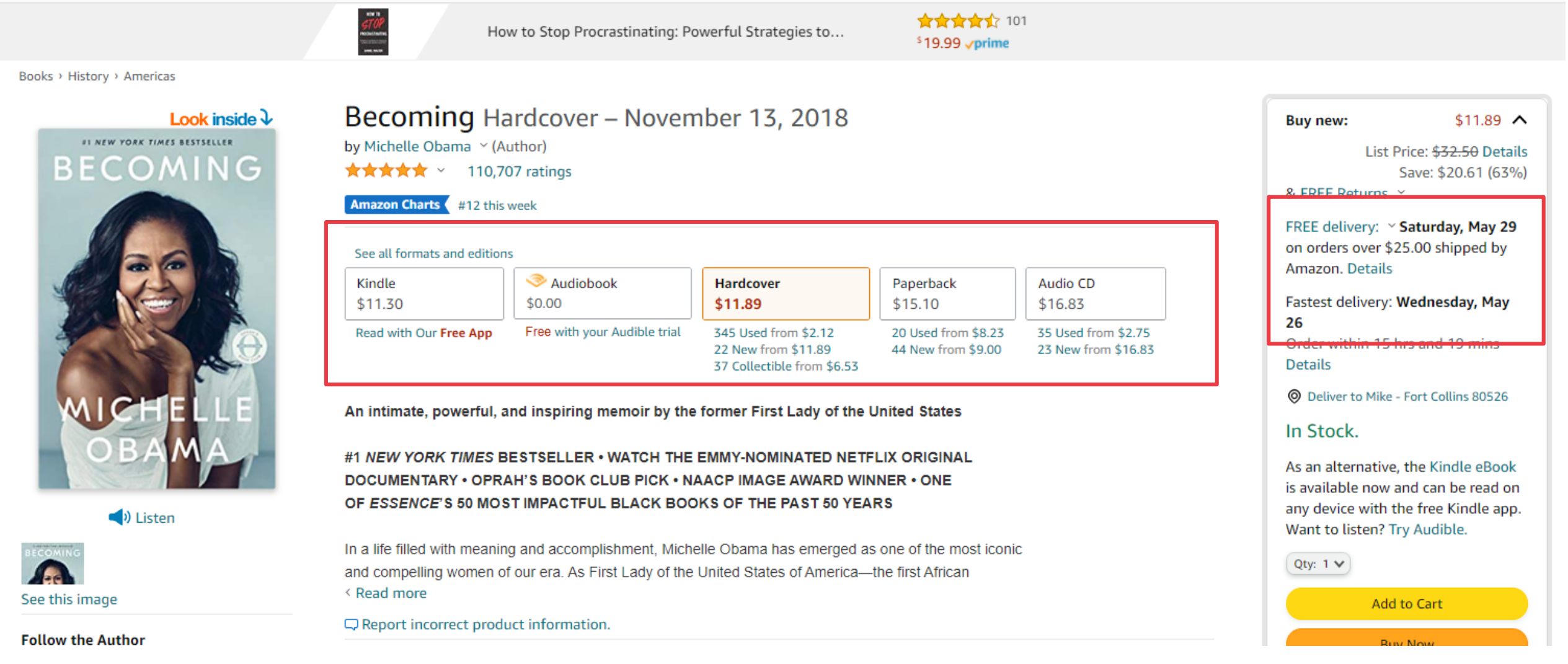
While this is a typical digital marketplace experience for users



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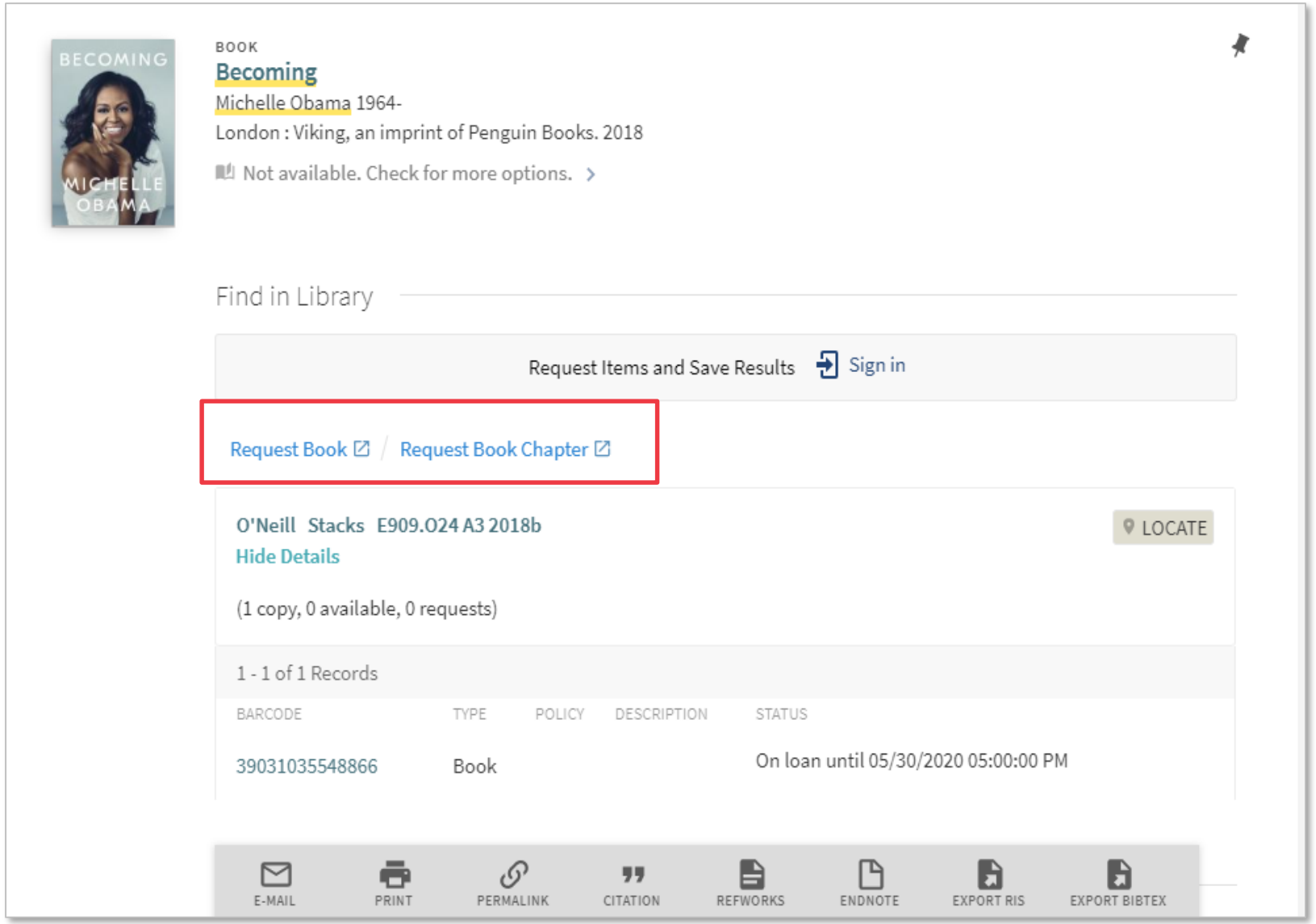
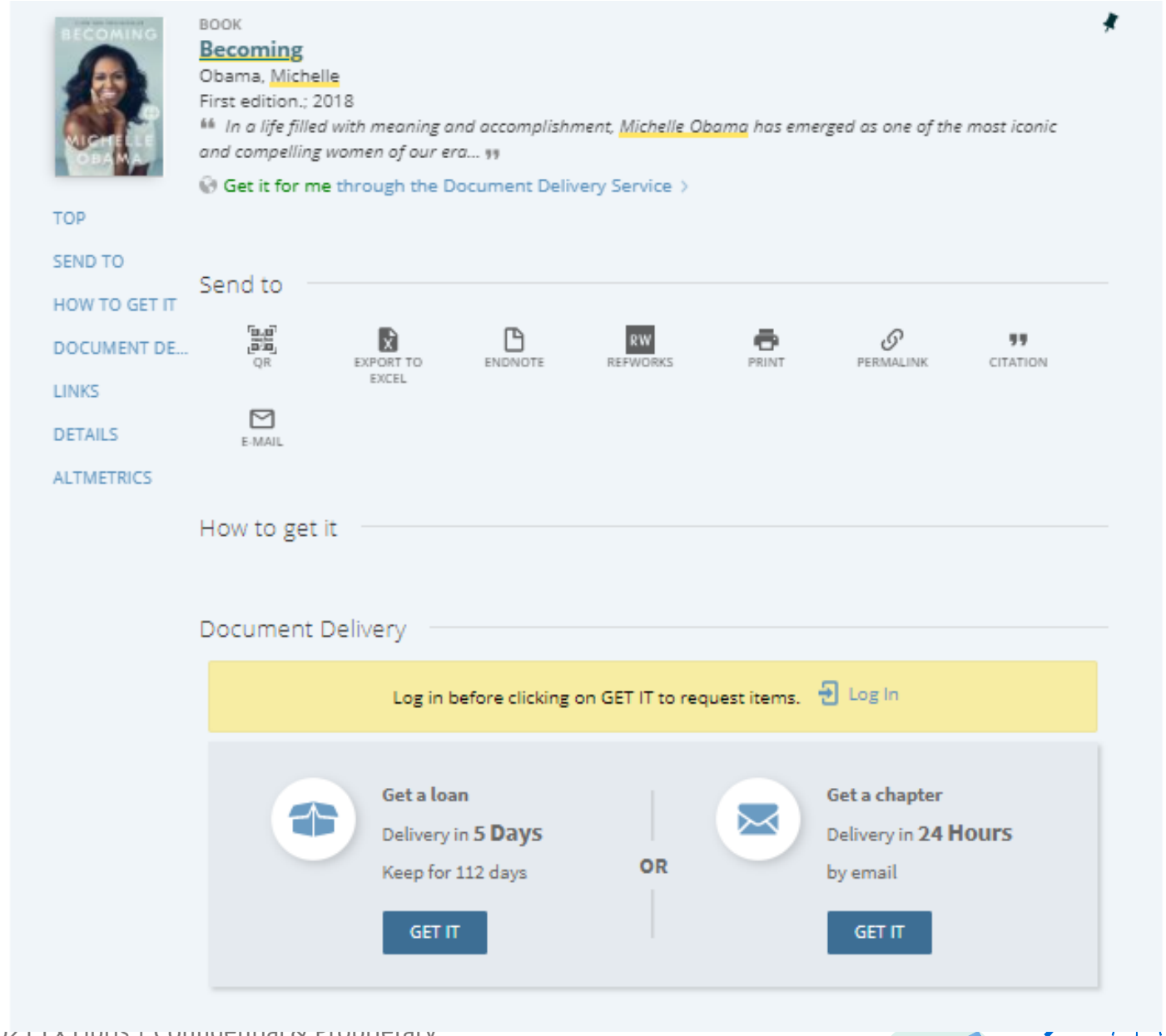
This would be their experience via library systems



Which is transformed in Rapido to an intuitive experience



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

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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

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Taking the next step with Rapido !

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.

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)

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ProQuest Information Solutions Updates