

# ExLibris Primo



Discovery and Delivery



## About Ex Libris

Ex Libris is the world's leading provider of automation solutions for academic libraries. Offering the only comprehensive product suite for electronic, digital, and print materials, Ex Libris provides the efficient, user-friendly products that serve the needs of libraries today and will enable them to transition into the future. Ex Libris maintains an impressive customer base serving thousands of sites in more than 75 countries on six continents.

Dedicated to developing creative solutions in close collaboration with our customers, Ex Libris enables academic, national, and research libraries to maximize productivity and efficiency and, at the same time, greatly enhance the user experience. By empowering patrons to discover and obtain the information they need, libraries ensure their position as the bridge to knowledge.

For additional information on Ex Libris Group, see <http://www.exlibrisgroup.com>



## The Library Challenge: Meeting Evolving User Needs and Expectations

Today's library users seeking scholarly knowledge resources have more options than ever before. This new information landscape requires libraries to meet user expectations for speed, ease of use, and relevance of results in order to once again assume a leadership position in setting discovery and delivery standards. The Primo® system from Ex Libris unlocks library potential by providing users with a universal solution for finding and obtaining the full spectrum of library materials--print, electronic, and digital--regardless of format and location.

## A New User Experience: Fun, Fast, and Focused

Drawing on the latest search technologies and Web 2.0 paradigms, the Primo solution goes beyond Web search engines and other Internet services. Libraries leverage their ability to provide access to a multiplicity of physical and electronic information resources from a single point.

Interactive and rewarding, Primo engages users by streamlining the search process from discovery to delivery, enabling patrons to quickly locate and obtain accurate, high-quality information from a wide range of sources. Users are presented with relevant library information, enriched with data originating from external resources, accompanied by situation-specific delivery options on which they can act. enabling patrons to quickly locate and obtain accurate, high-quality information from a wide range of sources. Users are presented with relevant library information,

enriched with data originating from external resources, accompanied by situation-specific delivery options on which they can act.

From widgets to Web services, a spectrum of access points provides users with the power of Primo whenever they want it and from wherever they are. By embedding Primo services in popular institutional platforms, such as Web sites and learning-management systems, and by enabling Primo for Mobile, libraries increase the accessibility to and usage of their collections. Primo can be integrated into the existing information infrastructure of academic institutions to enable them to best serve their user communities.

The **Primo Central Index** is offered as an integral part of the Primo discovery and delivery solution, which allows library users to enjoy the full benefit of a one-stop service for their research needs. Through a single search box, users can now search across the full breadth of content from the library's collection, exploring the library's locally-managed collections, along with the global and regional resources from the Primo Central Index. The Primo Central Index includes journal articles, e-books, newspaper articles, reviews, legal documents and more that are harvested from primary and secondary publishers and aggregators, and from open access repositories. Primo presents the results in a single, relevance-ranked list from which users can access items of interest.

**“With Primo, the Swiss Federal Institute of Technology Zurich (ETH-Bibliothek) is adapting its services to meet the evolving behavior of our users. In the age of powerful search engines, the demands of our research community are constantly changing, and their standards are higher than ever. With Primo we can meet those demands head-on.”**

*Arlette Piguet, project manager of the ETH-Bibliothek Knowledge Portal*

Provide your library users with a **single solution** for the **discovery** and **delivery** of all local and remote **books, journals, articles,** and **digital content.**

**It's Easy. It's Exciting. It's what your users expect.**

### Highlights for users:

**Intuitive**—Users begin working with Primo naturally, with no need for training. To ease the search process, the system accommodates flexible search syntax and provides “Did you mean” suggestions and additional results based on synonyms and the preprocessing of authority data. Upon receiving search results, users can refine them using faceted browsing or broaden the search with suggested new searches.

**Efficient**—Primo is fast, delivering highly relevant results in accordance with institutional or consortial access rights. Deduplication and “FRBRization” of data serve to streamline the discovery process.

**Use everywhere**—Primo search functionality can be easily integrated into institutional portals, course-management systems, and other third-party software, and can be easily carried around using Primo for Mobile.

**Integrated**—With OPAC via Primo, library services are available through the Primo main window. Users can renew loans; see hold requests, fees, and fines; and update their contact information via the Primo interface.

**Personalized**—Users can save search results, set preferences and alerts, and move library materials into their personal research space within Primo or in third-party products.

**Comprehensive**—Users discover and retrieve results from locally held and remote institutional resources. A mashup of additional services such as abstracts, tables of contents, and book jacket images provides users with a complete view of any item.

**Accurate**—Up-to-date availability information and media-appropriate delivery options provide a delivery process superior to that offered by conventional search engines.

**Collaborative**—Tagging, rating, and reviews encourage participation and enable users to share knowledge in a familiar, Web 2.0 environment.

### Building on Library Assets and Applications

Primo integrates with existing library environments and can be used with a range of administrative software products--from Ex Libris and other library system vendors--including integrated library systems (ILS), digital repositories, and searchable remote sources. By separating the user interface and the back-office system infrastructure, Primo optimizes discovery and delivery across all institutional resources--providing libraries with a solution that leverages existing library applications and minimizes total cost of ownership.

## Highlights for libraries:

**End-to-end solution**—Primo harvests data from library-controlled, web-harvested and open access resources, enriches it with information obtained from various external sources, detects duplicates and groups the records (applying the FRBR concept), and creates an index optimized for searching. Using this index along with the Primo Central Index of global e-content, Primo enables users to find the information they need and, ultimately, to get it.

**Flexible**—Primo's open architecture enables institutions to continue working with existing back-office applications and to add or replace systems while maintaining a consistent user experience.

**Interoperable**—Primo supports industry interoperability standards such as the Open Archives Initiative Protocol for Metadata Harvesting (OAI-PMH), OpenURL, RSS, and Z39.50.

**Easy to maintain**—Graphical management interfaces and quick reporting capabilities facilitate Primo management and configuration, handled through point-and-click Web pages. A wide range of statistical reports enable library managers to obtain a complete view of user activity.

**Full consortial support**—From complete centralized control to total independence, a range of consortial configurations allows each member library to select its own settings for search options, user interface, calculation of item availability, and delivery options.

**Accessible**—Primo meets international accessibility standards required by leading academic institutions worldwide, allowing all users to enjoy the richness of institutional collections.

**Librarian-driven design**—Designed from the ground up in collaboration with international development partners, the flexible, open Primo system can be easily configured by library staff using built-in Web services—with no need to rely on IT staff.

**Scalable**—Ex Libris products run in many of the largest and most complex libraries and library consortia in the world. Primo is designed and built to meet the needs of these institutions, as well as academic libraries, public libraries and research centers.

“Primo Version 3.0 brings many of the user services features directly into the discovery interface, avoiding a hand-off to the Web-based catalog of the ILS for tasks such as those related to renewals, holds, fines, recalls, and user profile updates.”

Marshall Breeding, *Smart Libraries Newsletter*, August 2010



**Ex Libris USA**

**Chicago Office**  
1350 E Touhy Avenue, Suite 200 E  
Des Plaines, IL 60018  
USA  
Tel: 1 847 296 2200  
Fax: 1 847 296 5636  
Toll Free: 1 800 762 6300  
E-mail: [infousa@exlibrisgroup.com](mailto:infousa@exlibrisgroup.com)

**Boston Office**

313 Washington Street, Suite 308  
Newton, MA 02458  
USA  
Tel: 1 617 332 8800  
Fax: 1 617 332 9600  
Toll Free: 1 866 232 0202  
E-mail: [infousa@exlibrisgroup.com](mailto:infousa@exlibrisgroup.com)

**Ex Libris UK**

1 The Long Room  
Coppermill Lock, Park Lane  
Harefield, Middlesex, UB9 6JA  
UK  
Tel: 44 1895 824 440  
Fax: 44 1895 824 438  
E-mail: [infouk@exlibrisgroup.com](mailto:infouk@exlibrisgroup.com)

**Ex Libris Germany**

Gasstrasse 18, Haus 2  
D-22761 Hamburg  
Germany  
Tel: 49 40 89 809 0  
Fax: 49 40 89 809 250  
E-mail: [info-de@exlibrisgroup.com](mailto:info-de@exlibrisgroup.com)

**Ex Libris France**

Parc d'Affaires SILIC  
24, Rue Saarinen  
BP 20249  
94568 RUNGIS Cedex  
France  
Tel: 33 (0)1 57 02 12 50  
Fax: 33 (0)1 57 02 12 51  
E-mail: [exlibris@exlibris.fr](mailto:exlibris@exlibris.fr)

**Ex Libris Italy**

Lungadige Cangrande 8  
37126 Verona  
Italy  
Tel: 39 045 8344137  
Fax: 39 045 8306028  
E-mail: [info@libris.it](mailto:info@libris.it)

**Ex Libris Scandinavia**

Lautruphøj 1-3  
2750 Ballerup  
Tel: 45 20 71 73 09  
Fax: 45 44 89 43 00  
E-mail: [info-scan@exlibrisgroup.com](mailto:info-scan@exlibrisgroup.com)

**Ex Libris Israel**

Malcha Technological Park, Bldg. 8-9  
Jerusalem, 91481  
Israel  
Tel: 972 2 649 9100  
Fax: 972 2 679 8634  
E-mail: [exlibris@exlibris.co.il](mailto:exlibris@exlibris.co.il)

**Ex Libris Australia**

Level 2, 229 Greenhill Road Dulwich  
South Australia 5065  
Australia  
Tel: 61 8 8139 1500  
Fax: 61 8 8331 0851  
E-mail: [exlibris@exlibris.com.au](mailto:exlibris@exlibris.com.au)

**Ex Libris China**

Suite 608, Tengda Plaza  
No. 168 Xiwai Street  
Haidian District  
Beijiing 10004  
China  
Tel: 86 10 8857 5975  
Fax: 86 10 8857 5976  
E-mail: [exlibris@exlibris.com.cn](mailto:exlibris@exlibris.com.cn)

**Ex Libris Korea**

Room 203, 2nd floor  
Hyosung Intellian Officetel  
733 Ahyon-dong  
Mapo-gu, Seoul 121-010  
Tel: 82-70-8254-6543  
Fax: 82-2-313-5440  
[korea@exlibrisgroup.com](mailto:korea@exlibrisgroup.com)

**Ex Libris Asia Pacific**

101. Thomson Road  
29-01 United Square  
Singapore 307591  
Tel: 65-6478-2364  
Fax: 65-62580769  
E-mail: [exlibris-asia@exlibrisgroup.com](mailto:exlibris-asia@exlibrisgroup.com)

  
**ExLibris**  
The bridge to knowledge

[www.exlibrisgroup.com](http://www.exlibrisgroup.com)