

IFLA REGIONAL DIVISION FOR ASIA & OCEANIA PRESENTS

# Discovery Tools for Libraries

Combining Trusted Contents and Generative AI in the  
Primo Research Assistant

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# speaker



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**ExLibris**  
Part of Clarivate



# About Ex Libris



## Library Management Systems (Alma)

### Why Libraries Choose Alma

- 1 Efficiency
- 2 Advanced Technology
- 3 Innovation
- 4 Community



**66%**  
of the world's top 100 universities

**2,500+**  
libraries in 54 countries

**42**  
consortia

and **160,000+**  
staff users around the world

**Maximize library impact.**

## Discovery Solutions (Primo, Summon)



**15+**

Years of experience  
and industry focus



**3700**

Live institutions using Ex  
Libris Discovery solutions



Used by **17** of the top  
20 institutions\* worldwide



**5.3 billion**  
Records in the Central  
Discovery Index



Content in **150**  
languages



**100%**  
Content neutral

# The bigger picture: Ex Libris' New Discovery Experience

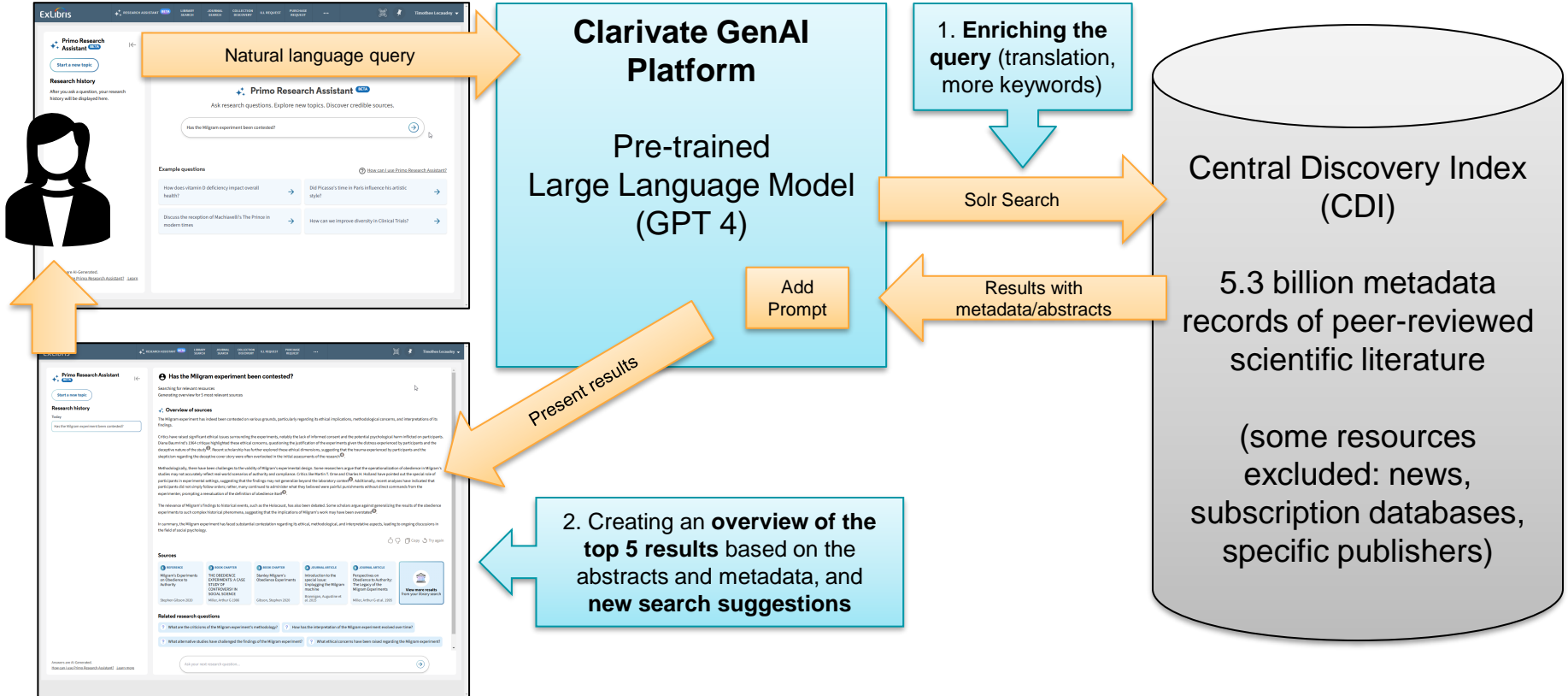
The Research Assistant is part of a larger set of improvements to the Primo user experience:

- **AI Research Assistant** (Beta released to all customers in 2024)
- **Linked Open Data** (2024 and 2025)
- **New UX for Primo Pages** (2025)
- **User Engagement Analytics** (2025)

In addition, the **Clarivate GenAI Platform** is also used in other applications in our portfolio, e.g. in the new **Alma Metadata Cataloging Assistant** released in November, or in the student coaching application **Aletheia**.

# How is Generative AI used by the Research Assistant?

Primo



# How to access the Research Assistant

The screenshot displays the ExLibris Primo search interface. The top navigation bar includes the ExLibris logo and several menu items: RESEARCH ASSISTANT (highlighted with a blue box and an orange arrow), LIBRARY SEARCH, JOURNAL SEARCH, COLLECTION DISCOVERY, ILL REQUEST, and PURCHASE REQUEST. The search bar contains the text "milgram experiment".

On the right side of the interface, there is a "Research Assistant" widget. It features a blue header with the text "Research Assistant BETA" and a search input field containing the placeholder text "Ask a research question". An orange arrow points from this widget to the "RESEARCH ASSISTANT" menu item in the top navigation bar.

The main content area shows search results for "milgram experiment". The first result is an article titled "Saving a victim from himself: The rhetoric of the learner's presence and absence in the Milgram experiments" by Kaposi, David. The second result is an article titled "Just following orders? The rhetorical invocation of 'obedience' in Stanley Milgram's post-experiment interviews" by Gibson, Stephen; Blenkinsopp, Grace; Johnstone, Elizabeth; Marshall, Aimee. The third result is an article titled "Normalizing trust: Participants' immediately post-hoc explanations of behaviour in Milgram's 'obedience' experiments" by Hollander, Matthew M.; Turoneta, Jason.

An orange callout box on the right side of the interface contains the following text:

The Research Assistant is available in parallel to the standard Primo search functions, and can be opened as a separate tab or used directly using the widget on the right

# Let's see a query in action

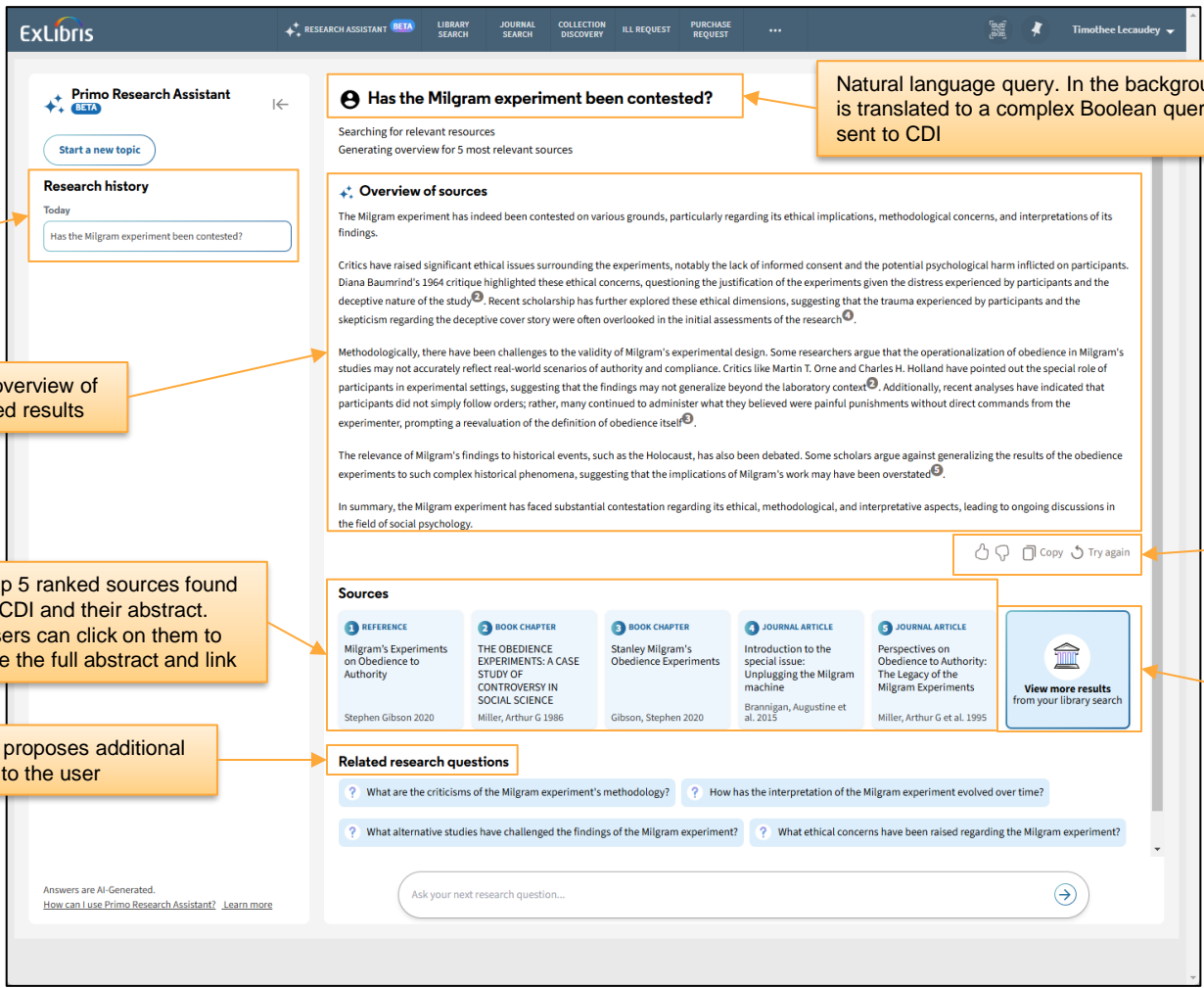
The screenshot displays the ExLibris Primo Research Assistant interface. At the top, the navigation bar includes the ExLibris logo and menu items: RESEARCH ASSISTANT BETA, LIBRARY SEARCH, JOURNAL SEARCH, COLLECTION DISCOVERY, ILL REQUEST, and PURCHASE REQUEST. The user's name, Timothee Lecaudey, is shown in the top right corner, with a callout box stating "The user is signed in".

On the left sidebar, there is a "Primo Research Assistant BETA" header with a "Start a new topic" button and a "Research history" section. The main content area features the "Primo Research Assistant BETA" logo and the text "Ask research questions. Explore new topics. Discover credible sources." Below this is a search input field containing the query "Has the Milgram experiment been contested?". A callout box points to this query, stating: "Natural language query. In the background, it is translated to a complex Boolean query and sent to CDI".

Below the search field, there is an "Example questions" section with a help link "How can I use Primo Research Assistant?". Four example questions are listed in light blue boxes with right-pointing arrows:

- How does vitamin D deficiency impact overall health?
- Did Picasso's time in Paris influence his artistic style?
- Discuss the reception of Machiavelli's The Prince in modern times
- How can we improve diversity in Clinical Trials?

At the bottom left, a footer note reads: "Answers are AI-Generated. [How can I use Primo Research Assistant?](#) [Learn more](#)".



Search history

AI-generated overview of the top 5 ranked results

Top 5 ranked sources found in CDI and their abstract. Users can click on them to see the full abstract and link

The RA proposes additional queries to the user

Natural language query. In the background, it is translated to a complex Boolean query and sent to CDI

Tools and Feedback. Giving feedback allows us to refine the algorithm

Link to the full results in Primo



## プリモ研究アシスタント

BETA

新しいピックを始める

## 研究歴史

Today

ミルグラム実験に批判の声がありましたか

Last 7 days

Has the Milgram experiment been contested?

## ミルグラム実験に批判の声がありましたか

Query in Japanese

関連リソースの検索

最も関連性の高い5つのソースの概要を生成

## 概要

スタンリー・ミルグラムの服従実験は、その倫理的および方法的な側面から多くの批判を受けてきました。特に、1964年にダイアナ・バウムリンドが提起した批判は、実験におけるインフォームド・コンセントや、参加者に与える可能性のある心理的影響についての懸念を中心に展開されました。彼女は、ミルグラムの実験が参加者の自尊心や信頼に対して有害である可能性があるとして指摘しました。この倫理的論争は、心理学的実験の倫理に関する議論を引き起こし、最終的にはミルグラムの実験が正当化されるという結論に至りましたが、批判は根強く残りました<sup>1</sup>。

また、ミルグラムの実験は、方法的な観点からも批判されています。特に、実験の設計が「有害な服従」という概念を適切に操作化しているかどうかについての疑問が提起されました。マーチン・T・オーンとチャールズ・H・ホランドは、実験状況における参加者の特別な役割についての批判を行い、実験の生體的妥当性に疑問を呈しました<sup>2</sup>。さらに、ミルグラムの研究がホロコーストなどの歴史的事件とどのように関連付けられるかについても議論があり、実験結果の一般化に対する賛否が分かれています<sup>3</sup>。

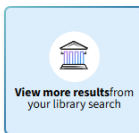
これらの批判は、ミルグラムの実験が人間の服従に関する理解に与えた影響を考える上で重要な要素となっています。実験の結果は、服従のメカニズムに関する洞察を提供する一方で、その倫理的および方法的な問題は、今後の研究においても考慮されるべき課題です<sup>4</sup>。




 資料
 
 再試行する

## 出典

<p>1 BOOK CHAPTER</p> <p>THE OBEDIENCE EXPERIMENTS: A CASE STUDY OF CONTROVERSY IN SOCIAL SCIENCE</p> <p>Miller, Arthur G 1986</p>	<p>2 JOURNAL ARTICLE</p> <p>Seeing is believing: The role of the film Obedience in shaping perceptions of Milgram's Obedience to Authority...</p> <p>Perry, Gina 2015</p>	<p>3 EBOOK</p> <p>Arguing, Obeying and Defying</p> <p>Gibson, Stephen 2019</p>	<p>4 JOURNAL ARTICLE</p> <p>A Virtual Reprise of the Stanley Milgram Obedience Experiments</p> <p>Antley, Angus 等 2006</p>	<p>5 JOURNAL ARTICLE</p> <p>Perspectives on Obedience to Authority: The Legacy of the Milgram Experiments</p> <p>Miller, Arthur G 等 1995</p>
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## 関連する研究上の質問

- ミルグラム実験の倫理的問題についての研究はありますか
- ミルグラム実験に対する批判の歴史的背景は何ですか
- ミルグラム実験の結果に対する反論はどのようなものですか
- ミルグラム実験が心理学に与えた影響についての文献はありますか

Here, the top 5 results are in English, but despite this, the Research Assistant provides the overview in Japanese.

Follow-up questions are suggested in Japanese

回答はAIによって生成されます。  
プリモ研究アシスタントはどのように使用すればよいですか? もっと詳しく知る

次の研究の質問をしてください...



# Behind the scenes: Solr query generation

## English

The user's question:

Has the Milgram experiment been contested?

Solr query sent to CDI:

(Milgram experiment controversy) OR (Milgram obedience study criticism) OR (challenges to Milgram experiment findings) OR (Milgram experiment ethical concerns) OR (re-evaluation of Milgram's obedience research) OR (Has the Milgram experiment faced criticism?) OR (What are the controversies surrounding the Milgram study?) OR (Are there any challenges to the findings of the Milgram experiment?) OR (How has the Milgram experiment been disputed in psychological research?) OR (What objections have been raised against the Milgram obedience study?) OR (Has the Milgram experiment been contested?)

## Japanese

The user's question:

ミルグラム実験に批判の声がありましたか

Solr query sent to CDI:

(Milgram experiment criticism) OR (Milgram study ethical concerns) OR (Milgram obedience experiment controversies) OR (critique of Milgram's findings) OR (Milgram experiment moral implications) OR (ミルグラム実験 批判) OR (ミルグラム実験 反論) OR (ミルグラム実験 倫理的問題) OR (ミルグラム実験 批評) OR (ミルグラム実験 影響) OR (ミルグラム実験に批判の声がありましたか)

# No “magic”, but a tool useful in many ways

- The Research Assistant provides a **new way to search and view results**, rather than a direct answer to the user’s questions
- It uses LLM and GenAI technology, but it is not ChatGPT-like
- As a new tool, used in conjunction with others, it has many advantages:
  - By expanding the search query, it helps **reducing silence**, and by focusing on the top ranked results, it **keeps away the noise**
  - The overview is **based on reliable metadata**, and **can be immediately checked against the original abstracts** it is based on
  - Results are **easier to read** than a simple results list
  - **Suggestions** help the user discover more **results beyond the initial question** and widen the search scope
- We believe that, if we provide the proper information to users, the Research Assistant will be a great tool for all library users and reference librarians alike

# More to come in 2025

- Q1 2025
  - Add filters (Resource Type, Date, etc.) to the search
  - Add “How to Cite” functionality
- Q2 2025 (final roadmap to be based on Beta testing feedback by customers)
  - Research Assistant in the new UX
  - Document Insights (powered by ProQuest Research Assistant)
  - Natural Language search added to Primo VE directly
  - Ongoing prompt adjustments and LLM upgrades

# **Thank you!**

For more information and demos, please contact me at  
[timothee.lecaudey@clarivate.com](mailto:timothee.lecaudey@clarivate.com)