

International Group of Ex Libris Users

Welcome to Stockholm and

- ANUG Meeting 3rd September
- 1st IGeLU Meeting 4th to 7th September

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Welcome to IGeLU!

It was snowing the first time the ICAU and SMUG Steering Committees met in Amsterdam (February 2005) to discuss the foundation of what was afterwards named IGeLU and we had a snow storm during the ICAU and ELUNA meeting in Boston (February 2006) when we discussed our mutual cooperation for IGeLU. Again we had snow in Stockholm (April 2006) for the first meeting of the Interim IGeLU Steering Committee with Ex Libris and for the preparation of the first IGeLU meeting. So maybe somebody started wondering if it was a good choice to pronounce "igloo" the name of our new association IGeLU. But as happens inside each igloo in real life, we have a warm and cooperative relationship with all the partners under the "igloo" umbrella.

Our aim will continue to be the sharing of information and experiences between the users, providing international opportunities (constituted by meetings, forums, working groups, documentation website) where the Ex Libris users can discuss and present their realizations and problems and where they can find solutions to their questions.

The level and the quality of partnership we will achieve with the producers, represents

a crucial point in this context, and we are very happy that the new Management of Ex Libris understood and strongly agreed with the importance and the value of this cooperation. What we would like to achieve is not only a formal relationship constituted by recurring occasions for presentation of products enhancements.

As in the past, we would like to offer much more to all of us:

- good meetings, with exciting foreseeing sessions where people can discuss of future scenarios and catch good ideas for the organization of their daily work;
- collection of proposals for enhancement of all the software with which we are dealing and collection of concerns about present functionalities of specific part of the products;
- cooperation in working groups for analysis and definition of new software tools;
- collection and presentation on our portal of documentation concerning users' developments.

Very few user organizations in the "library world" can offer something like this; very few of them are completely auto-



Signing the IGeLU Constitution in Siena, January the 9th 2006

mous from the vendors and are totally and directly managed by the users. Maintaining this organization represents a big effort and investment in terms of time and human resources from the side of the volunteers and their institutions and it is a clear and strong demonstration of the level of high satisfaction we have for our products and for the cooperation we have established with Ex Libris.

This framework offers us the opportunity for a frank and open discussion of the problems in the light of planning satisfactory solutions for both sides. Due to this strong cooperation we can have open discussions concerning the problems that we experience and we can work together for the success of the new tools.

The big challenge we have to

The long way to a new organization

Welcome to IGeLU! (cont.)

face now is to work together (ALEPH, SFX, Metalib, Verde and Digitool Users) dealing with only one user organization. This is something that will need some extra work - mainly at the beginning - for the organization's duties, but we absolutely need it because of the strong interoperability of our software and for the amount of interconnections in our activities inside the libraries.

We hope you will be happy to join our group and that you would like to contribute to the success of IGeLU with your creativity and active cooperation for developing our initiatives. You will be more than welcome!

*Guido Badalamento,
Chair of the Interim IGeLU SC*



Guido Badalamenti

How to become a member and why? – Peter Klien

Maybe you are the kind of person who is fond of reading statutes. In that case I will not be able to tell you anything very new – and sorry for that! But maybe you have not yet had the time to go through the exciting details of the exciting new IGeLU statutes. And therefore will be pleased to learn what IGeLU can do for you. So let me try to give you some hints.

IGeLU – as you might have heard – is the International Group of Ex Libris Users. “International” means: In our community members from all over the world are present and welcome. “Group” means: We are working together. And “Ex Libris Users” means: We no longer want to cooperate on a product specific level only (like we used to do in ICAU and SMUG), but instead want to accommodate our organisational structure to the changing users' needs. In our new association we will be able to coordinate product interests like we used to do. But we will also be able to interact with

our vendor (Ex Libris) with a much more general approach – wherever necessary.

So finally here they are – the main aims of our new IGeLU association:

- provide an open and transparent organisation with networking opportunities for all users of all Ex Libris Ltd. software products
- promote information exchange among institutions that use Ex Libris products in order to enhance their library services by sharing information, documentation and resources
- coordinate and prioritise requests for the development and documentation of Ex Libris products and support by Ex Libris
- represent the user community in dealings with Ex Libris and other relevant bodies

In order to fulfil these goals, IGeLU offers its members an association website with a great amount of information

(<http://www.igelu.org>). This site is set up with a modern open source content management system (Plone), which on one hand allows easy publication and on the other hand is perfect to share common work spaces. The IGeLU mailing list completes our efforts to make communication effective between the members. Additionally and most important of course, IGeLU arranges the Annual IGeLU Meeting, which will take place for the first time in 2006 in beautiful Stockholm (Sweden) (succeeding the 16th ICAU Meeting and the 4th International SMUG Meeting).

So did you get an idea of why to become a member? But most likely, that you already are. If not and you want to know how – please visit the website! And by the way: Please do the same, if you feel like reading the statutes...

*Peter Klien,
for the Interim IGeLU SC*

“So finally here they are – the main aims of our new IGeLU association“



Peter Klien

The long way to a new organization

Let's work together... IGeLU on product development – Marco Streefkerk

The Steering Committee considers a well organised and effective influence of customers on the functionality of Ex Libris products a great benefit to members of IGeLU.

One of the main issues that we spoke about with Ex Libris management in Stockholm therefore was product development cooperation. On the table was a proposal by the SC that had been the result of quite some discussions also with the ELUNA. The proposal of course uses the experience of ICAU with ALEPH. But this cannot automatically be transposed to other products. Besides, there now is the responsibility that goes beyond the well being of individual products. IGeLU has to be able to say something also about the Ex Libris product suite as a whole. At the same time the SC didn't want a large bureaucratic process far derived from where the knowledge and day-to-day work with the individual products is.

That's why in the proposal to Ex Libris we split responsibilities. The continuous process of collaborating with Ex Libris on the development of the individual products is delegated to the Product Working Groups (PWG), while the overall responsibility for a well organised and effective procedure for all products remains at the hands of the SC. This already facilitates the possibility for the future when we might need

to balance priorities of development also across products. It also combines well with the renewed organisation structure of Ex Libris where there is a central management and product managers for each product. As a result the PWG can work directly together with the product managers, while the IGeLU SC together with Ex Libris CEO evaluates the effectiveness and discusses possible problems for all products on a regular basis.

The organisation of development cooperation for the individual product of course centres around the enhancement procedure, but also includes Knowledge Base improvements and more general strategic needs like focus groups. Also new in the proposal are mutual commitments for each of the above mentioned aspects of the cooperation. Ex Libris should be able to count on IGeLU to provide relevant information and knowledgeable partners to discuss and agree on development issues. On the other hand when IGeLU members invest their precious time in helping Ex Libris to define how to apply its development resources as competitively as possible, they should be certain that in the end their voice is heard. This at the moment is the most controversial issue. Just expressing good intentions of

both sides is according to the SC not good enough. At the same time trying to quantify the effort Ex Libris puts into listening to existing product customers is very hard and carries the risk of ending up in long discussions about how big an enhancement is and how much development it requires. But we still trust that we will find a solution for this important aspect that will be acceptable to both Ex Libris as well as the users.

While discussions about this overall proposal still go on, also action has been taken for the next step in the process. Each Product Working Group has to agree on how they will set up the development cooperation in general and the enhancement procedure specifically for their own product. This involves discussing details with the product manager at Ex Libris and also, apart from the ALEPH PWG, with the colleagues of ELUNA. It would be very desirable especially for products like MetaLib and SFX if all this effort would lead to clear results before the meeting in Stockholm. That way the first official IGeLU year would right from the start bring the major success of a prioritized list of users enhancement requests being delivered by Ex Libris product development to the best of their possibilities eventually resulting in better products for sale and for use.

Marco Streefkerk
for the Interim IGeLU SC

igelu
International
Group of Ex Libris Users

“One of the main issues that we spoke about with Ex Libris management in Stockholm therefore was product development cooperation”

Ex Libris

The long way to a new organization

Where have all the ICAUers gone? – Jiri Kende

After many successful years, in September 2006 the good old ICAU will be transformed into the hopefully good or even better new IGeLU.

Founded 1991, ICAU grew from a small group of enthusiastic librarians to a huge international organization with over 250 members of ALEPH users from all over the world.

What did we achieve? A platform for a lot of networking during and between the great annual conferences, a very good relationship with our software producer, Ex Libris, who from the very beginning supported the user organization in many ways, last but not least financially. Especially fruitful for both was the deep-

ening of the development cooperation on ALEPH500 in the last years – commitment of Ex Libris for implementation of important enhancements for each new ALEPH version, joint Focus or working groups in fields of common interest, joint successful efforts for improvement of handling and administration of the system. The trustworthy relationship and the high state of the cooperation between the users and the software producer reached definitely an unusually high level with benefit to all. This fact was one of the important reasons for many libraries to choose the ALEPH system and for us to be happy we did so ;-)

IGeLU will now integrate all users of Ex Libris products,

besides ICAUers and the SMUGers also the users of DigiTool, Verde and other Ex Libris products. IGeLU therefore will take care of the whole spectrum of products and users and still try to speak with one voice to the software producer. This is a big task and also a big chance for us and Ex Libris. Some ICAU-proved mechanisms might be used by IGeLU where appropriate, some will have to be newly invented. It will depend on the creativity of the users how effective the new organisation will be. We wish that after a few years the users can say: ICAU was great, but IGeLU is even greater”!

Jiri Kende
for the Interim IGeLU SC



*“more will be more,
if IGeLU succeeds
in combining the best
of both its predecessor
organizations –
SMUG and
ICAU”*

IGeLU from a SMUG’ers perspective – Beate Rusch

Less is More, this has been the motto of the SMUG community so far. Less organization and more exchange. People have exchanged experiences informally via the listservs, have presented their ideas at post-conferences of ICAU meetings. Business meetings chaired by Larry Woods from Iowa, the heart and the soul of the community, were rather short. Every volunteer was welcome on board of the Steering Committee without much voting. The organization itself was loose and sometimes a little chaotic. But the network has worked, hasn’t it?

“Is more formalization really more?” An old SMUG hand may ask. What benefits will the new organization like IGeLU bring? Will IGeLU change eve-

rything, will the community itself change in the end? Will more be a bore?

No, more will be more, if IGeLU succeeds in combining the best of both its predecessor organizations – SMUG and ICAU: The voluntary sharing of tips and tricks, information and documentation like it is good practise in SMUG together with ICAU’s skills of negotiation with Ex Libris. Both is needed: informal ways of exchange and formalized communication channels. Quick help from users and Ex Libris and confirmed, transparent development lists for our enhancement requests.

Actually, only a few things will change in the beginning: there will be four conference days

instead of two, there will be a new Steering Committee representing the interests of all users, a new website (www.igelu.org) and product working groups for all the products.

More will be more, if we all succeed in creating a virtual home for users with all as well as with one Ex Libris product only, for newbies as well as for old hands. But in the end, more will be more only, if IGeLU will get more influence on the further development of all Ex Libris’ products.

Beate Rusch
for the Interim IGeLU SC



The long way to a new organization

Building a Verde Users Group – Betty H. Day

Because Verde is the newest product in the Ex Libris suite of products, we do not have to make a transition but instead have the opportunity to work together to create a new user community as the Verde Product Working Group. At this time, there are not many IGeLU members who are in production with Verde but this makes it even more important that we use the opportunity of the next months to share our experiences implementing the Verde electronic resource management system and to collaborate with each other and with Ex Libris in shaping the product to meet our real needs.

Verde sits in a prime position integrating the work that we have done with our SFX implementations and the work that

we have done with ALEPH. The ALEPH and SFX/MetaLib user groups are well established and are making the transition to the new product working groups within IGeLU. Most Verde customers may already be part of one or both of those working groups but should also consider the importance of getting involved with the Verde Working Group.

At the IGeLU conference in Stockholm, time is scheduled for a meeting of the Verde group. At that time, we can develop a more formal plans and share experiences but I encourage any IGeLU member who has acquired Verde to consider getting involved with the working group. We will need a coordinator and several others who will coordinate the development of a list of

needed enhancements. There will be a parallel ELUNA Verde Working Group and the two groups will work together to create a shared list of issues and needed enhancements. Verde isn't yet a mature product and we have a great opportunity to shape the development of the product.

In advance of the meeting in Stockholm, if you have ideas to share, please send them on to the Verde User Group's listserv (or join it if you haven't yet done so) or contact me at bday@umd.edu.

Betty H Day
for the Interim IGeLU SC



Call for Volunteers for PWGs – Box – Jiri Kende

It was Marco Streefkerk who wrote to the SMUGers: "IGeLU needs you!" And this is true not only for the SMUGers but for the users of all products! There is still a lot of work to be done to get IGeLU going and the interim SC is happy to be already supported by a small group of volunteers, but more are still needed!

If you feel that you are able and willing to contribute to the shaping of the new organization, preparing the conference in Stockholm, helping with the organization of the new Product and Special Interest Working Groups etc., please contact the respective volunteer representatives:

ALEPH: Pat Busby
pat@chec.ac.za or Jirka Kende
kende@ub.fu-berlin.de and see also
http://www.igelu.org/Aleph/wg_aleph_proposal-13-4-06.pdf/view

SFX/MetaLib: Lukas Koster
L.Koster@uva.nl and see also
<http://www.igelu.org/metilib>
and <http://www.igelu.org/sfx>

Verde: Betty Day
bday@umd.edu and see also
<http://www.igelu.org/verde>

DigiTool: Ana Azevedo
ana@fe.up.pt

IGeLU will be as good as the commitment of its members, any help and ideas are more than welcomed!

Jiri Kende
for the Interim IGeLU SC



*“IGeLU
needs you!”*

Stockholm conference

IGeLU 2006
STOCKHOLM

Welcome to my Stockholm – Ragnar Helin



We will start the Meeting with an ANUG meeting for representatives of the national user groups. This meeting will be held at the Library of the Swedish Parliament.

On Monday the programme will start at 9 AM at the Swedish Film Institute. You will find more information about the Institute and the conference agenda on the conference website

www.bib.slu.se/icaui_igelu2006/meeting/index.html

Keep looking for more informa-

tion at our website, which is continuously updated.

We are planning two social events for this conference. On Monday evening there will be an opening reception at the Swedish Film Institute sponsored by ExLibris.

On Tuesday evening we will visit the fascinating Vasa Museum for a guided tour and buffé. This evening is sponsored by Fujitsu, the Scandinavian distributor, together with the Swedish

user group. You can find more information on the Vasa Museum at

www.vasamuseet.se/Vasamuseet/Om.aspx?lang=en.

We will also organize visits to libraries in Stockholm, which you may attend if you wish. You will receive more information about this at registration.

Stockholm is a beautiful city and I'm sure you will find the evenings most entertaining, besides our social events.

*Ragnar Helin
Chair of the
Organizing Committee*



Stockholm conference

IGeLU 2006 STOCKHOLM

Call for Papers and Posters - Gerard Bennett

IGeLU invites you to submit proposals for presentations and poster sessions at the 1st annual conference in September. Information and links will be found on the website www.igelu.org/Conferences. To retrieve a form for submitting proposals go to: www.igelu.org/Conferences/formproposals/view.

As the original call stated, proposals may cover any of the Ex Libris products, the interactions between them, and their interoperation with other systems. We are aiming to represent user experiences of all of the products in the presentations and posters. Proposals may also cover topics not necessarily linked to any particular product but having a bearing on the wider development of library and information systems.

Presentations

Conference sessions will normally be 90 minutes and may include 2 or more presentations. When submitting a proposal let us know how long the presentation will last and include time for questions and discussion.

Poster sessions

The conference venue provides generous space for posters, and these are especially

welcome. Posters will be displayed throughout the conference and there will be specific times allocated for discussion with the presenters of the posters.

Topics

Since the original call for proposals we have had a number of submissions in the areas of Shibboleth, MetaLib X-services, MetaLib usability, SFX and document delivery, and SFX and local categories. We have had fewer covering ALEPH, Verde, DigiTool, ARC or ADAM, so submissions in these areas are especially welcome. Other areas of interest include:

- Innovative use of products
- Integration of products
- Experiences of latest releases of products
- Follow up to highlights of last year's ICAU and SMUG meetings:
 - ◇ Web services and ALEPH
 - ◇ Google Scholar
 - ◇ Scholarly communication
 - ◇ RFID
- Verde: user experiences
- Work of IGeLU Focus Groups
- Usability/accessibility of interfaces
- Consortia issues

We look forward to your proposals. They offer a great way

to share information and experiences with colleagues and also to contribute to a very special event, the 1st IGeLU annual conference. Please e-mail your proposals using the form to

Gerard Bennett,
g.j.bennett@westminster.ac.uk

(University of Westminster tel:
+44 207 911 5147)

*Gerard Bennett
for the Interim IGeLU SC*



Poster from Norway at ICAU in Porto 2004

*Please e-mail your proposals
using the form to Gerard
Bennett,:*

g.j.bennett@westminster.ac.uk



Poster from KOBV at ICAU in Paris 2002

Reports from the Interim IGeLU Steering Committee

IGeLU meets Ex Libris in Stockholm – Gerard Bennet

Picture the scene – early Spring in Stockholm, a meeting room in the library of the Filminstitutet, overlooking a stretch of bleak Bergmanesque landscape, the light bleached, the ground punctuated here and there by lumps of compacted snow. Easy to imagine the *Scytheman*

<http://www.imdb.com/title/tt0050976/>

and his troupe of dancers on the horizon, but far better to picture a summer scene, the kids football match maybe from *My life as a dog*.

<http://www.imdb.com/title/tt0089606/>

At least with that compacted snow we could make at least one capacious igloo... Soon footsteps are heard approaching. The SC members gather their notes and prepare their greetings. The door opens, and follows a bustle of handshakes and hellos, arranging of seats, laptops and phones, as the meeting settles to order...fade...

Or something like that, when your hardworking SC met Matti Shem Tov (President and CEO Ex Libris) and Marc Daubach (Corporate Vice President and General Manager for Europe), for a morning to work through a packed agenda, in early April. The range of topics covered was comprehensive: the relationship between IGeLU and Ex Libris; the total cost of ownership (TCO) issue; developments in ALEPH, MetaLib, SFX, and of course Primo; the pricing of Primo and its relationship to the other products; the KBs in both SFX and MetaLib and the presence of regional resources in them; the level of service from local distributors; local developments vis á vis the core products; product development co-operation; the doc portal; Piv-

otal; consortia issues; the Systems Seminar; and Ex Libris role in the Conference in September. You can read elsewhere in the newsletter about TCO and the product development co-operation.

From Matti's update on Ex Libris developments we learned that each product now has a product manager to 'face the market' and who would liaise with the IGeLU PWGs (product working groups) – but were product managers close enough to the developers? we asked; that Ex Libris were working to include all local developments into the core code; that we would see a slowing of the rate of version release and of SP release, and a consolidation of the number of customers on different versions, e.g. a push to have most customers in Europe on ALEPH 18 by the end of 2007 – a challenge for local distributors we thought; that with version 18 of ALEPH all outstanding contractual commitments had been carried out. We learned of new features in MetaLib (clustering) and important changes in MetaLib release policy: as much as possible of 3.14 would go into a Service Pack, with the next major release to be MetaLib 4, due out in the last quarter of 2006. And Ex Libris learned of the disappointment of the SC with this: especially the deferment of accessibility compliance until the release of v.4. We heard some positive things on the question of the Knowledge Bases: a commitment to deal with the absence of regional resources in the MetaLib KB, and to improve the currency and quality of the SFX KB; and

Ex Libris heard our request for far more transparency with regard to the lists of resources being worked on, and the status of requests for resources to be included. We got a further insight into Primo, how it would relate to not only the OPAC and other local resources, but also remote resources (e.g. it would talk to the universal gateway in MetaLib). But we also needed foresight – what it would cost in money terms and in management: to manage the interfaces between Primo and the other products.

The Systems Seminar question provided a lively discussion. The SC stressed the value of previous seminars to users, and its wish not to see the seminar tacked onto the IGeLU conference, as in the case of the ELUNA meeting. You could not provide the requisite depth users want from the seminar, in 1 ½ or 2 days, nor easily get round the difficulties that holding the event in Israel would pose to many institutions. Hamburg as a location may offer a compromise, though the jury is still out on the final decision.

By 2pm our visitors had gone, and we had time to reflect on the meeting. The eventual outcome would depend on the follow-up actions for each side, but the abiding impression was of Ex Libris's willingness to grapple with problems. One could speak of ice having melted indoors as well as outside.

Gerard Bennett
for the interim SC



Interim IGeLU Steering Committee in work at the Film Institute

“Picture the scene – early Spring in Stockholm, a meeting room in the library of the Filminstitutet, overlooking a stretch of bleak Bergmanesque landscape, the light bleached, the ground punctuated here and there by lumps of compacted snow.”



Interim IGeLU Steering Committee in front of the Swedish Royal Castle

Reports from the Interim IGeLU Steering Committee

IGeLU working with Ex Libris ... - Pat Busby

One of the major roles of a user group is being a channel of communication between users and the software vendor, and this highway has been well-trodden this year between IGeLU and Ex Libris.

Two areas of concern expressed by users at the 2005 annual meeting in London were those of total cost of ownership (TCO) and the new Pivotal CRM functionalities. Ex Libris responded positively to these expressed concerns and requested consolidated detail on these issues so that these could be addressed – so IGeLU stepped in ...

TCO

A most pressing issue for libraries who are expected each year to do more with less, but who need to remain on the technological cutting edge in order to meet their mandate to their users, was the issue of add-on products and the cost implications thereof. The eagerly anticipated Primo discovery tool was the major impetus for discussions with Ex Libris in this regard. In response to a formal approach by the Steering Committee, Ex Libris committed to presenting the Primo pricing structure – which would include advantageous pricing for existing customers – at the ELUNA (Ex Libris Users of North America) annual meeting in June. Ex Libris CEO Matti Shem Tov also emphasized that users should not be concerned that the ALEPH OPAC or Metalib development would in any way be reduced because of the availability of

Primo. The SC's request for a statement on the core functionality of ALEPH, in order to bring clarity to the whole issue of what functionality would continue to reside in ALEPH as opposed to being developed in separate/other products, still awaits a response from Ex Libris.

In addition, thanks to the prompt and detailed responses from seven National User Groups, the SC was able to develop a consolidated list of issues these users considered further impacted on total cost of ownership of ALEPH, and this list was submitted to Ex Libris. At a meeting between IGeLU and Ex Libris in Stockholm in April, Matti Shem Tov requested that the SC review this list as, while Ex Libris had noted the list of concerns, it was felt that ALEPH development in the interim had rendered the list out-dated. With the assistance of seven clients of various sizes and types in production with V17, the list of concerns was reviewed and resubmitted to Ex Libris in late May for their attention. The SC is now waiting for Ex Libris' response so that this can be shared with you all.

Matti also informed the SC that Ex Libris continues to work on reducing the time and effort to move between versions and also expressed a willingness to work with IGeLU to reduce the burden of testing, a major part of cost of ownership, in developing test scenarios to cover regression and other testing.

Pivotal

The introduction of the Pivotal CRM system for problem reporting created quite a stir amongst users familiar with the old PRB system, with many complaints and suggestions with regard to functionality provided to the SC by ALEPH, Metalib and SFX users. These were consolidated and submitted to Ex Libris in order to assist them in negotiating with the Pivotal vendor. Lior Ofer, Ex Libris Director of Global Support, has been very responsive and a number of issues have been resolved. While there are still some unresolved issues, these continue to receive Lior's attention with future plans to address these, and the SC will continue to keep users informed of progress.

... so traffic continues on the highway of communication between IGeLU and Ex Libris.

Pat Busby
for the Interim IGeLU SC



Pat Busby

*“One of the major roles of a user group is being a channel of communication between users and the software vendor, and this highway has been well-trodden this year between IGeLU and Ex Libris.”
... “so traffic continues on the highway of communication between IGeLU and Ex Libris.”*



International Group of Ex Libris Users

IGeLU Newsletter

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ICAU Newsletter, ISSN 1651-2782

WWW.IGELU.ORG

Welcome to IGeLU!

IGeLU:
The International Group of Ex Libris Users

As we all know, insufficient communication is the source of much disappointment.

IGeLU provides an open and transparent organization for all users of all Ex Libris products.

IGeLU promotes information exchange among institutions that use Ex Libris products in order to enhance their library services by sharing information, documentation and resources; and represents the user community in dealings with the vendor, Ex Libris.

IGeLU is the successor organization of ICAU and SMUG.

You are invited to join IGeLU! Simply download the registration form from www.igelu.org, fax us the completed form (see fax number in the right top corner of the form), and we will send you the invoice for the 2006 annual fee (EUR 220).

A Message of Congratulations from Ex Libris

The Ex Libris Group congratulates the Steering Committee and IGeLU members on the smooth and successful transformation from the product-specific ICAU and SMUG organizations to the unified IGeLU. Ex Libris staff eagerly look forward to the first IGeLU meeting to be held in Stockholm in September 2006 and to many future years of close cooperation and joint innovation. The new opportunities afforded us through the streamlining of the international user groups are exciting, particularly with respect to the proposed product working groups.

Ex Libris product managers are eager to meet –and work with – the individual product work-

ing groups as these are formed over the coming weeks. A key driving force behind our product development is – and always has been – the input from our customers. Your needs reflect changes in library workflows, in research habits, and in the content and services that you wish to make available to your patrons. Further, many interesting activities and developments are taking place at individual institutions, including the exploration of emerging technologies. We are eager to learn more about these initiatives and, where appropriate, to collaborate on them.

Ex Libris views its customers as one of the Company's greatest assets. In order to better

serve our customers, we remain committed to the ongoing improvement of our customer service and support procedures. By working closely with IGeLU we hope to ensure that we are focusing our efforts appropriately. We are especially grateful for the recent constructive feedback we have received on the CRM system and your cooperation in bringing open matters to satisfactory resolutions.

Ex Libris staff around the world join together to wish IGeLU congratulations, gratulation, felicitations, Mazal Tov, 축하, 경하, 축하, and 恭喜恭喜

Laura Gilinski
Ex Libris



Laura Gilinski, Ex Libris