

In this issue:

Souvenir of the 1st IGeLU Meeting	1-2
Funs and nightmares behind the curtains	2-3
<i>Conference report</i>	
The future is now: some thesis	4-5
This week I'm at the very first IGeLU Meeting ...	5-6
<i>IGeLU in numbers</i>	
Sweden	6
<i>Interview</i>	
Four questions for Pat Busby	7-8
<i>Products and their groups</i>	
ALEPH reloaded	8
DigTool revisited	9
SFX/MetaLib combined	9-10
Verde not leftover	10
<i>Activities</i>	
Progress report	11
E-Book Focus group	12
Distributed testing	13
<i>Indoors</i>	
Congratulations to the new Chair Jirka Kende	13
The New Steering Committee	14
Thank you, Guido!	15-16
<i>Goodbye Stockholm, Hello Brno!</i>	17

Souvenir of the 1st IGeLU Meeting

The meeting has been over for a few weeks but I think that all those who attended still have good memories of this event. In the last issue of this newsletter I wrote "my hope is that the last scene of the 'IGeLU film' that is going to be shot at the Svenska filmhuset will show people going down the big ramp and smiling for their satisfaction" and I think that it became true.

It was a big challenge to organize the first IGeLU conference merging the contents of the two meetings we have had in the past for ICAU and SMUG together. We were a little bit worried about the result because of the shorter time and the need to fill it with a lot of content, including all the administrative affairs connected to the start-up of the association, the establishment of the Product Work Groups and the elections of all our representatives.

Anyway the feedback that we collected from people indicated great satisfaction. It was an intensive meeting, full of suggestions and good ideas to take home, which was made possible thanks to the very informative user experiences that were presented both during the poster sessions and the parallel sessions. Sometimes we regretted being

forced to choose which session to attend, but the documentation of the meeting is available on the IGeLU web site.

We had the pleasure of listening to very good and stimulating lectures from our guests about the changing landscape for libraries, and the panel discussion with the participation of the auditorium was of a high level, with a nice and intensive atmosphere. Ex Libris participated with very informative and interesting presentations about new developments for their suite of products and with an exciting presentation of Primo including a deep analysis of library trends. It was also very informative to attend the Q&A session: the best we have ever had: Ex Libris people were very open and collaborative and frankly answered all the interesting questions that had been collected from the users.

We cannot forget to mention the coffee breaks and the opportunity for informal talks and exchange of ideas amongst the users and with the producers, which is not a secondary part of the meeting, with the friendly relationships facilitated by the welcoming structure of the Svenska filmhuset.



The new Chair Jirka Kende hands over a souvenir to the old Chair Guido Badalamenti

Definitely the organisation by our Swedish colleagues was great, and this was the only aspect of the meeting that didn't cause any anxiety to the Steering Committee: we knew how much they worked in advance and the result was in accordance with their efforts. It was wonderful to see them always smiling and glad to help. At the end they commented that the organisational work was a lot but they had also had a lot of fun! So thanks again to the Organising Committee for their important work.

I'm sure nobody can forget the beautiful evening they organised at the Vasa Museum, thanks also to the financial contributions of the Swedish libraries as well as all the other sponsors.

The Vasa is an impressive museum and it represents a

Souvenir of the 1st IGeLU Meeting (cont.)

very interesting testimony to Swedish history, and the party around the huge vessel and the warm atmosphere was greatly appreciated by all of us.

So the meeting was an occasion of great satisfaction for all those who contributed to its organisation and for all who worked for the birth of the new association.

I cannot avoid mentioning my personal appreciation for the warm participation of the at-

tendees when I decided to conclude my activity as Chair of the association. It has been an intense and unforgettable testimony of friendship that I will save as my personal souvenir. As I mentioned on that occasion, serving ICAU and IGeLU for 10 years has been a very important experience for me and gave me the opportunity to learn a lot from many people from different countries, so thank you to all of you!

We now have a strong team of people working in PWG's and SIWG's together with the Steering Committee led by our new Chair Jirka Kende, and I'm sure that this mix of very active people will represent the bigger guarantee for future exciting meetings and a growing satisfactory association.

*Guido Badalamenti,
Past Chair of ICAU/IGeLU*



Posters

Funs and nightmares behind the curtains

The first IGeLU conference has been over for about a month. Since the conference we in the organising group has met for dinner in Gamla Stan, reminiscing over all the fun, but also the "nightmares" of organising the conference.

Here follows some of them:

The cinema that disappeared

We had booked all auditoriums and cinemas we needed well in advance when Ragnar by chance discovered that one of the cinemas didn't exist anymore! Much work followed trying to figure out what to do... In the end we realised we didn't need the extra cinema.

False alarm

First day of the conference the fire alarm started. Everybody was confused because nobody seemed to care, but we had 300 delegates to think of. Would we have to evacuate? And how to do it? It turned out to be false alarm.

Thank God for IKEA!

Two days before the confer-

ence we realised that the idea we had for registration wouldn't work... Well, we had a new idea involving boxes for the conference folders. So the day before the conference Inger went to IKEA to buy the boxes. Unfortunately she forgot to bring a folder and couldn't check the size... After a couple of phone calls and with the help of an understanding sales person at IKEA she bought the boxes - and they were very cheap!

No Internet!

Suddenly one of the biggest Internet distributors in Sweden had "technical problems" and we had no Internet! The speaker who was preparing for his talk very calmly explained he had "a plan B", i.e. to use his cell phone. Seconds before entering plan B, Internet started working again!

The posters

A couple of days before the conference we finally had control over number of posters, screens and the poster area.

But when we started to relax it turns out that the screens were double booked! The fact that we had booked the screens two years earlier, didn't impress the Swedish director who also wanted them. But we won!

The Vasa Museum

To have an evening at the Vasa Museum was among the first decisions we made in the group. We knew this fascinat-



Registration desk

*"Brilliant
organisation!"*

Comment of an attendee



Reception Monday evening

Funs and nightmares behind the curtains (cont.)

ing museum would be a memorable visit for our guests.

Has anyone seen the kosher...

We had ordered kosher from a catering company and was supposed to go there before lunch to pick it up. For some reason this seemed to be impossible to remember! Two days the food arrived minutes before lunch. It became a standing joke between us: the kosher?!

Hunting for sponsors

We needed sponsors and took it to our hearts to find them. This was not going to be a problem, we thought, - company names flew through the air during our discussions. We sent a letter to a number of companies, but with no response. So we called them up and realised that they were all going to the Göteborg International Book Fair in September! Would we have to cancel the Vasa Museum?! Thanks to the generosity of the Swedish Aleph libraries and Fujitsu, the Scandinavian distributor, we managed the cost.

Last minute preparations

At 6.30 Monday morning we start preparing the registration area. At 7.00 we are still preparing the registration. At 7.40 the first delegates show up - and we are still preparing the registration area! At 7.55 there are delegates everywhere—and the registration is ready!

The budget

When it was all over and we began paying our depts we suddenly discovered that we had made a slight miscalculation in the budget of a 2500 € cost that we had forgot. In the end it turned out we managed that too—though we will not get any profit.

All the people

The best thing about preparing this conference was working together in the organising group, the help from all the brilliant volunteers and of course meeting all of you. We really appreciate all the positive response we got from the evaluations!

*Maria Nylander
for all of us in
the Organisation Group*



From all of us to all of you



Social event at Vasa Museum Tuesday evening



Inger at the Information desk

Conference report

The future is now: some theses – Dale Flecker

One of the highlights of the first annual IGeLU membership meeting was a session on “Libraries, opacs, and a changing discovery landscape.” Featured speakers Karen Calhoun from Cornell University in the US and Hans Geleijnse from Tilburg University in the Netherlands gave lively and provocative talks, presenting a picture of rapidly evolving environment in which the library’s services (including the opac) must change.

While both from academic institutions, the two speakers come from very different national and institutional environments. Nonetheless, they made (in different ways) many very similar points about the environment and the state of the opac. Both emphasized the significant implications of the recently released OCLC study of college student’s discovery behavior (<http://www.oclc.org/reports/perceptioncollege.htm>) which showed that students most often turned to Internet search engines first when looking for information, and that they are much more familiar with such engines than with library opacs. This reflects a significant change in library user behavior that has not yet been reflected in library planning or services.

Both talks focused heavily on issues related to the scope of our opacs. It has become increasingly obvious that even within the walls of the university most opacs provide access to only a portion of the research and educational resources “collected” by the university. Among the important materials frequently not accessible through the opac

mentioned by the speakers are:

- visual materials, which have become increasingly important in both teaching and research;
- materials digitized from the collections of campus libraries, museums, and archives;
- digital learning objects created by or for faculty for use in course web sites and learning management systems;
- digital datasets including geographic information system (GIS) files, survey data, economic and business data, and scientific data;
- materials held in institutional repositories;
- licensed data, including e-journals, reference resources, and various types of databases.

Opacs were designed in an era of local physical collections, and they continue to reflect that orientation. Thus the growing importance of distributed digital materials presents a challenge to our catalogs. Looking at the world outside the walls of the university, the opac increasingly is seen as a narrow resource in a rich environment of resources. Library users frequently follow the principle of least effort...that is searching in the one system likely to most often provide some satisfactory results. Increasingly aggregated sources such as Internet search engines are the place users will look, and the narrowly scoped opac is ignored.

The speakers also agreed on the importance of providing library resources through tools integrated into the working environments of library users. Stand alone catalogs which users must seek out will be less effective in making library resources visible than methods integrated into such environments as learning management systems and collaborative work spaces. In such environments the catalog search function is seen as simply a service in an environment provided by others rather than being a destination with its own identity. And the search function itself may be provided by an aggregated service in which the library’s holdings are combined into a larger pool of resources. Some key functions remain that the local catalog is best suited to provide, most notably those around maintaining a record of local inventory and providing information and services related to the delivery of non-digital resources.

While agreeing on many aspects of the evolving environment, the speakers each had key individual observation and opinions. Karen Calhoun raised the increasingly important question of the importance of metadata for discovery in an environment of full text searching. As powerful and increasingly sophisticated systems like Google Book Search and Google Scholar provide access to traditional library resources by searching of full text, what is the continuing role of discovery metadata in which libraries continue to invest heavily? She also speculated that we are at the end of the era of the “integrated”



Dale Flecker

*“Excellent, many questions raised. Some uncomfortable truths!”
Comment on the sessions
“Libraries, OPACs and a changing landscape”*

Conference report

The future is now: Some theses – Dale Flecker (cont.)

library system, and that the next generation of library systems is likely to be one of modular pieces, which can be much smaller and more agile than the enormous ILS of today. Such an architecture would permit libraries to utilize new and more powerful discovery engines, divorced from the complexities of data creation and maintenance.

In his presentation, Hans Geleijnse emphasized the need for libraries to cooperate both with other libraries and with other players in our environment (both on-campus and off). He asked whether libraries still needed individual local catalogs in an era of national and union catalogs and of Google Book Search. Might it not be both more economically

efficient and better service to our users to simply rely on such external systems? And should libraries stop at outsourcing discovery functionality, or are there other areas where shared systems and collections are appropriate answers to the challenges of funding and services that libraries increasingly face?

Both speakers ended their talks by predicting that libraries will need to increasingly turn their energies to those things that make them unique. Karen Calhoun suggested we are entering the “era of special collections.”

Following the prepared talks, the speakers were joined on a panel by Oren Beit-Arie, Chief Strategy Officer at Ex Libris.

Oren agreed with the general picture of the environment painted by the speakers, and discussed ways in which Primo is intended to address the needs of the new environment. There was a lively question and answer session in which conference attendees alternately challenged or elaborated on the points made by the speakers. One suspects that much of what was presented in this session will return for more discussion in IGeLU meetings over the next several years!

PowerPoint slides from the two presentations are available at: <http://www.igelu.org/conferences/stockholm2006/>

Dale Flecker, SC

”Primo should have been bigger presence. Too short!”

Comment of an attendee

This week I’m at the very first IGeLU meeting...

From Owen Stephens’ blog [excerpt only]

September, 7. 2007, Stockholm:

A series of presentations, starting with Karen Calhoun from Cornell. [...]

Karen recently did a report for the Library of Congress, <http://www.loc.gov/catdir/calhoun-report-final.pdf>. This says that the catalogue is no longer the centre of research, hasn't kept up with changes in user expectations, and modern retrieval systems, and that the economics of traditional cataloguing no longer make sense. Apparently a real division in the community about this - IT staff and Managers welcoming the report, and others feeling very threatened by it. I guess I

definitely fall into the former category being both IT and Management - but all this seems a given to me now, and not at all threatening - we need to stop obsessing about libraries as organisations, and think about them as a service - I don't care how people get to the information they need - as long as they do get to the information they need.

I also wonder if one reaction to information overload by users has been to take a pragmatic 'good enough' approach, rather than aiming for complete retrieval or 'perfect' searches.

Some stuff about outreach now - suggesting we need to get out from behind the desk

(surely we know this by now?), but also push the resources that we manage into the environment that our users work - so the open web, course management, institutional portals...

Karen says we should be thinking of linking systems rather than building, and decoupling discovery and 'inventory management' systems.

The challenge for a library such as the one I work at (<http://www.rhul.ac.uk/information-services/library>) is that we may not be able to afford appropriate discovery systems, and so perhaps need to essentially out-source this effort - if Google or someone else can provide the discovery tools,



Owen Stephens

Conference report

This week I'm at the very first IGeLU meeting... (cont.)

that's fine, as long as we can link into this (e.g. by the OpenURL).

A very interesting talk, and I agree with Karen's overall vision. I'm slightly concerned that the 'intermediary' stage is here, now, and not only are we (libraries) not keeping up, but that this stage is extremely frustrating for the user - they start in the open web, and find material they end up not being able to access - and until a utopian vision of all materials available (freely? - at point of use anyway) online, this will continue to be an issue.

September 07, 2006, later
Another take on this from Hans Geleijnse (Tilburg University, The Netherlands). A user survey at Tilburg in 2005 of researchers and teaching staff saw that 97% used the electronic library services, but 70% still use physical books from the library. The most valued service are e-journals, databases, current awareness services, document delivery and ILL.

However, it also showed that users are not familiar with various important electronic resource, and further, users don't want to be assisted but prefer self service. There is a real paradox here: those surveyed said that they believed they would search better with help from a librarian, but that they didn't want this help.

In this environment, the role of the catalogue is declining and changing - and we have watched it happen, but didn't change the design of our catalogues. Along side Tilburg have seen almost a doubling of opac searches from 2003 to 2005, but not a similar increase in circulation - so what is happening? On the electronic side we see an increase in searching in the electronic environment, but here we see a similar increase in use of ILL and online full-text. [...]

In the world of Open WorldCat, collections can be searched via Yahoo or Google - why have a local catalogue? Perhaps to integrate with circulation, but

not many other reasons? Hans suggests that the importance of the traditional local library system will decrease rapidly in the next few years. [...]

Universities are unique in their research and teaching. Libraries should concentrate on supporting these unique selling points and on digitizing their own unique collections. Libraries must cooperate - regionally, nationally and internationally - and outsource. Joint acquisition and outsourcing of library systems will become a realistic option. The choice of library system does not have a large impact on our user as long as it is a reasonable quality - so we should stop being so fussing.

Owen blogged himself through the whole conference. Visit: http://www.meanboyfriend.com/overdue_ideas/igelu_2006/index.html

*Blogged by Owen Stephens,
edited by Beate Rusch*



Intently listening in Cinema Victor

*"Very interesting,
could be more of
this"*

*Answer to the question:
How did you like the sessions
on "Users product
experiences"?*

Sweden

Sweden is a relatively small country with ca 9 000 000 inhabitants.

Among the research libraries ALEPH is the one of the major library systems.

As of now we have 17 ALEPH installations. 5 of them also have ARC.

MetaLib/SFX has in Sweden been handled through 3 consortia:

- The LIBRIS consortium consists of 45 academic libraries where 21 of them use individual SFX instances.

- The SESIM consortium consists of 6 county libraries. Up until now only for staff but will in 2007 start expanding into public use.
- The EIRA consortium, consisting of 10 hospital libraries in 3 regions of Sweden. Will expand during 2007.

Distributor or Ex Libris products in Sweden is Fujitsu in Copenhagen, with two consults in Sweden.

The ALEPH National User Group in Sweden is called ALEPHSWE, with all 17 ALEPH libraries as members and of

course all are members of IGeLU. We also have one of the consortia as member, so the total IGeLU membership in Sweden is 18 institutions.

ALEPHSWE has been in existence since 1998 and usually meet twice a year.

ALEPHSWE is proud to have been hosting the 1st IGeLU meeting ever.

ALEPHSWE website is:

<http://alephswe.kb.se/>

*Ragnar Helin
ALEPHSWE SC*

IGeLU in numbers

Alephswe



The Swedish flag

Interview

Four questions for Pat Busby

“Because the world moves forward at an ever-quickening pace, stagnation really means moving backwards.”

This is a quote by Matti Shem Tov, President and CEO of Ex Libris. What does this pace imply for the users? Especially for the users of ALEPH?

Essentially vendors, if they want to remain competitive, will be moving rapidly in terms of product development, both with regard to existing products as well as with the development of new ones – and Ex Libris is no exception here, to all our benefit. Users will benefit from such product development with regard to existing products they own, and for which they pay maintenance, and need to work rapidly and closely with Ex Libris to share in this development. However, users also need to remain vigilant in order to ensure that product development continues to take place within existing products, the Aleph OPAC within the context of the newly developed Primo discovery tool is a case in point, so as to ensure that all products move forward so as to avoid “moving backwards”. The rapid pace of development also requires rapid user response in terms of remaining current with the latest versions in production so as to benefit from product development, and this again requires significant support from Ex Libris in terms of streamlining the upgrade process and quality assurance to facilitate annual version upgrades.

After all, “Technology years are like dog years, only shorter” as noted by David Gelernter (New York Times Reporter) about 40 years ago in 2002 ;-)

One of the topics that is widely discussed in the user community is the issue of TCO, total cost of ownership. Why is this such a hot topic? What do the users expect?

TCO has been a hot topic for some time, and is becoming increasingly so as libraries are increasingly required to do more with less almost on a year-on-year basis. Libraries are constantly under pressure to deliver better services to users, while simultaneously being called upon to be more efficient. In reply libraries are constantly developing mechanisms to minimise staff input, reduce duplicating effort and achieve economies of scale, and no longer have the luxury of dedicated systems staff to maintain resource-intensive systems, which often results in conflicts between simply maintaining the status quo, “moving backwards”?, and enhancing access to information.

Users essentially expect Vendors to prioritise these aspects in their product offerings in line with constraints being encountered by their customers, especially in terms of reducing duplication of effort by increasingly automating processes such as version upgrades, rapidly resolving reported bugs, keeping users informed of areas where effort can be reduced, streamlining processes within and between products, high levels of quality assurance, and integrating products in such a way that duplication of effort where users use more than one product is eliminated.

Users of Ex Libris products seem to be well organised. There are user groups on different levels, national, regional and international ones. In your view, what are the special benefits of a national user group? What would you advise: one group covering the interests of all users of all Ex Libris products, or product specific groups?

I see the value of national users groups as providing a local forum for Ex Libris customers to address local issues as a group at a local level, e.g. language, cataloguing conventions, knowledge-base resources, training, etc. Recent reports from both the Italian and Portuguese National User Groups detailing the successes they have enjoyed after discussing issues and concerns with Ex Libris as national user groups illustrate the value of these local relationships. In addition to specific local issues and remedial benefits, national user groups also provide a valuable forum for sharing information between customers where language and distance do not provide a barrier. Many national user groups hold regular meetings and/or conferences in order to expand the benefits of a community of customers, not necessarily met by annual international meetings.

It is difficult to recommend single or product-specific national groups as both structures have pros and cons. I think each country would need to consider this based on the take-up of Ex Libris products in that country. Where many customers have a number of products there are definitely benefits in having a single group due to the integration of



Pat Busby

Interview

Four questions for Pat Busby (cont.)

products, which integration customers are pressurising Ex Libris to increase. A good compromise is the one reached by the international ANUG and S-NUG groups where it has been agreed that these groups would meet together for part of their annual meeting in order to address issues common to customers of all these products, and thereafter to continue with their product-specific discussions.

Pat, you are coming from South Africa, you have been a member of the SC for one year and were strongly involved in the founding of IGeLU. I know, that you are working hard for the community, in terms of time and personal commitment. Pat, what is your personal motivation?

Quite simple really, where input results in output motivation follows. My experience on the Steering Committee so far has been that the work done by the SC has resulted in bene-

fits to the users. While there is still much work to be done – this just provides a challenge, another motivator. And last mentioned, but definitely not least, the great colleagues I've worked with on the Interim Steering Committee under the excellent leadership of Guido, and the great colleagues I'm now working with on the new SC under Jirka's leadership.

Questions by Beate Rusch



Meeting in the Library Conference room

ALEPH reloaded – Gerard Bennett

As many of you will know the Aleph Product Working Group (Aleph PWG) was inaugurated at the IGeLU meeting in Stockholm. As well as two productive meetings of the full working group there was also a meeting of the Executive Committee and the Module Coordinators. And before saying anything further I should direct you to the pages of the group on the IGeLU website, <http://www.igelu.org/Aleph>.

The Executive Committee has been working hard to improve these pages in the last few weeks – I hope you like the result.

Executive Committee

That very new Executive Committee consists of myself as Coordinator and two Deputy Coordinators. They are Sue Julich, who is Systems Librarian at University of Iowa Libraries, and Marcus Zerbst from the IT Department of the Zentralbibliothek, Zürich, Switzerland. At the IGeLU meeting the Coordinator role was filled without a vote, the deputies by election, as there were a num-

ber of candidates for the positions. Sue and Marcus were elected, Marcus gaining the most votes. To ensure continuity on the Executive Committee, 1 deputy will hold the post for 1 year (Sue), the other for 2 years (Marcus).

Enhancements

One of the main topics of discussion at the meetings in Stockholm was the enhancement process, in particular whether or not to continue with the ICAU process. We had a very useful talk from Donna Hirst from Iowa on the approach being taken by ELUNA - select a single area for development each year and devote all the enhancement points to it. Meeting participants in the end decided to stick with the existing process for IGeLU enhancements. Something for re-consideration at the next IGeLU meeting perhaps, as we see how the ELUNA process develops?

Future meetings

One issue which was not discussed at the meeting but is

something that the Executive Committee has pondered since, is how the new group will fare in the context of the other products. With ICAU, Aleph was the 'Alpha and Omega' of the organization. Now it is one among a number of products, all of which are more modern and certainly tended to dominate the user experience sessions at Stockholm. Like all the groups, its success will depend on its members and how well they are served by the Executive Committee. And a good test of this success will be the representation of Aleph in both the upcoming Systems Seminar and the next IGeLU meeting in Brno. Already the call has gone out for users to make known their wishes for the content of the Systems Seminar and before long we will make a similar call for Aleph users involvement in the Brno meeting. Let's make sure it is at a high level!

*Gerard Bennett
Coordinator Aleph PWG*



Picture from a session

Products and their groups

Products and their groups

DigiTool revisited – Ana Azevedo

The 1st meeting of the DigiTool Product Working Group at the 1st IGeLU conference was in effect the expression of an already existing community that has been sharing experiences and discussing important issues raised by using DigiTool. This was done either in an informal way or by using the fantastic mailing list extremely well managed by Pascal Calarco:

digitool-l@listserv.nd.edu.

Although the meeting objectives were related to clarifying the aims and tasks of the DigiTool Product Working Group, creating a consensus on some guidelines for the group's func-

tioning, and identifying volunteers for the group's coordination, and we did spend the majority of our time discussing these issues, the discussions emphasized that DigiTool is really by now an important framework for content management, supporting leading initiatives in cooperative and organisational repositories building.

Jo Rademakers is the DigiTool PWG Coordinator, so we are all expecting a lot from him.

Pascal Calarco and Matthias Gross are also coordination team members. The work will be very demanding, but also exciting, for all DigiTool users.

On the IGeLU website you will find more information related to DigiTool including the main tasks, in which we all will be asked to participate:

- proposing DigiTool related issues for the system seminar, the e-books focus group and the annual conference; and
- suggestions for the development of the product, through the enhancement requests lists.

Ana Azevedo, SC



SFX/MetaLib combined – Lukas Koster

During the PWG SFX/MetaLib business session at the 2006 IGeLU meeting in Stockholm three main issues were discussed:

1. The question: should we split the PWG into two separate PWG's for SFX and MetaLib?
2. The selection of a Coordinator and members of the Working Body
3. The enhancement procedures

Besides that the "bylaws" or "statutes" for the internal organisation of the PWG were established.

Split up the PWG

The idea behind this proposal was that, since SFX and MetaLib are two completely different products, and 50% of the SFX users do not use MetaLib, there are different user communities and problem areas. Following a discussion a vote was conducted with these results:

- in favour of splitting up: 12
- against splitting up: 42

So the PWG will remain a single group to represent MetaLib and SFX, for at least two years.

As several statements revealed that it is too early to decide about the split, the issue is open to be voted on again in 2007.

Coordinator and Working Body

Prior to the meeting the proposal was to have a working body of three people assisting the coordinator.

To start implementing the proposed alternating membership it was decided that the current coordinator and one of the current volunteers will stay on until september 2007. For the two remaining positions two candidates had come forward. During the meeting it was decided to extend the working body with two people in order to accommodate for the work involved with the enhancement requests for the two different products SFX and MetaLib.



Products and their groups

SFX/MetaLib combined – Lukas Koster (cont.)

The working body now consists of:

Lukas Koster (coordinator),
Debbie Becker, Susan Liepa
(until september 2007)
Ari Rouvari, Elisabeth
Mannerfeldt, Inga Overkamp
(until september 2008)

The enhancement procedures

The "Proposal for the joint ELUNA/IGeLU Enhancement Procedure for SFX and MetaLib" and IGeLU's product development cooperation agreement with Ex Libris were presented and discussed. The result was general agreement with this approach and encour-

agement to adopt standardised procedures.

Later during the IGeLU conference the attending PWG Working Body members met with Ex Libris product managers for MetaLib (Karen Groves) and SFX (Nettie Lagace). Some implementation and cooperation issues were discussed and a preliminary agreement is now being studied by the IGeLU and ELUNA Steering Committees.

See:

PWG main page:
<http://igelu.org/sfxmetalib/pwg>

Session slides:

<http://igelu.org/conferences/stockholm2006/Session4a/4-9-06-sfx-metalib-pwg-meeting-1-lukas-koster.ppt>

Internal organisation:

<http://igelu.org/sfxmetalib/pwg/organisation>

Working body:

<http://igelu.org/sfxmetalib/pwg/workingbody>

Meeting notes:

<http://igelu.org/sfxmetalib/pwg/documents/pwgmeetingnotes2006>

*Lukas Koster,
Coordinator SFX/MetaLib PWD*

Verde not leftover – Betty Day

At the September IGeLU meeting in Stockholm, the IGeLU Verde Product Working Group held its inaugural meeting. Betty Day, Interim Verde Product Working Group coordinator convened the meeting. While the majority of attendees were not yet customers of Verde, there was great interest in the potential of Verde. Those attending the meeting reviewed the draft constitution for the Product Working Group (PWG) and accepted the document.

In addition to discussion and approval of the PWG constitution, Day asked for volunteers to assume responsibility for leadership of the PWG for its first year. Ann Charlton (University of Nottingham)

volunteered to assume responsibilities as Product Enhancement Coordinator. She will work with Day who is the ELUNA Verde Product Enhancement Coordinator to establish a unified enhancement queue for Verde. After the meeting Andreas Sabisch (Freie Universitat Berlin) agreed to serve as Verde Product Working Group Coordinator for 2006-2007.

The IGeLU Verde Product Working Group is now formed and ready to begin work. Please see the IGeLU website for more information on Verde and the Product Working Group.

*Betty Day
University of Maryland*



Activities

Progress report – Jirka Kende

Although IGeLU was only founded early in the year, a lot has been achieved since then!

A big challenge was the preparation of the 1st Annual Meeting in Stockholm. Leaving the necessary organizational part on Monday aside, the interim IGeLU SC and many volunteers managed, with the great help of the Swedish organizing committee, to prepare a joint three-day conference for the users of all Ex Libris products for the first time! There were many extremely interesting user presentations and both key sessions – *Integrating library services in the university environment* and *Libraries and OPACs, and a changing discovery landscape* - were remarkable. The Q & A session appeared to be even more intensive than in previous years.

The compact agenda with many parallel sessions may however be an issue for member institutions using more than one product as, in order to benefit from the full range of information presented it would be necessary for these institutions to send more than one attendee to the meeting. The Steering Committee will evaluate the user feedback from the questionnaire (with the kind help of the Swedish colleagues), especially regarding this aspect very carefully.

The IGeLU organization could only be completed in Stock-

holm where the new Chair and Steering Committee were elected, all Product and some Special Interest Working Groups established their working bodies, and all Coordinators for the PWGs were selected: Gerard Bennett for ALEPH, Jo Rademakers for DigiTool, Lukas Koster for MetaLib/SFX and Andreas Sabisch for Verde. The Steering Committee and the PWG Coordinators are now finalizing the workflows and the communication inside of the organization and with Ex Libris to fulfill the tasks of IGeLU in the most efficient way.

Besides building the organizational structures and organizing the conference the cooperation with our vendor, Ex Libris, continued successfully during the year: on demand of the user community Ex Libris agreed to continue the Systems Seminar, achieved significant improvements in Pivotal CRM, and decided to reorganize the entire documentation infrastructure in order to improve its accessibility and usability. In response to the user evaluation of the total cost of ownership Ex Libris reorganized its Support Services, strengthened the second line support significantly, and agreed on collaborative testing with the user community to improve the quality of the released versions of all products.

Another important topic was the general agreement on

development cooperation achieved between the user community and Ex Libris. As a part of this agreement the IGeLU SC and Ex Libris agreed to form a new Focus Group in 2007 to address topics of e-book management in all Ex Libris products. In this and other issues there is close collaboration between IGeLU and ELUNA: for all products except for ALEPH there will be common enhancement procedures and there are already joint mailing lists and web-sites.

Bringing the user community closer together, IGeLU started successfully in its first year - let's work together for more!

Jirka Kende,
Chair IGeLU SC



Jirka Kende

"IGeLU started successfully in its first year—let's work together for more!"



Working in the computer room

Activities

E-Book focus group - Marco Streefkerk

In 2005, the institution I work for (Universiteit van Amsterdam) did a survey among its patrons about the use of e-books. Conclusions were, among others, that a large majority of the respondents valued e-books higher than printed ones, wanted more e-books, complained about the poor visibility of e-books and already used e-books outside of our offerings.

These answers are an indication that e-books offer a whole new challenge to libraries. We are faced with questions like: How do we licence e-books, like monographs or like journals? Will we store e-books locally or remotely? Will we include freely available e-books (Google's digitalisation projects aims to cover 1/6 of all books ever printed!)? Will delivery of full-text e-books focus on the level of the monograph or the chapter? How can passages from e-books be used in teaching? Will searching for e-books be possible only on the metadata or also full-text? Is there a need for simultaneous searching within e-books? Will patrons need personalised lists of e-books? Is something like A-Z list feasible? Do we want to support dedicated e-readers?

I expect that all of you, like us, in situations like these also look towards software vendors to see what their vision on e-books is and what kind of solutions they offer. Although the subject has been brought up a few times at system seminars and user group meetings, I was at that time not aware of a coherent statement from Ex Libris about how e-book handling will be integrated in their products. It is true that for instance SFX does contain full-text targets that list ISBN's but more often than not the objects don't include book titles. As a result A-Z list can't really be used.

That's why we brought this topic up at the meeting between the Interim Steering Committee and the Ex Libris CEO at the beginning of this year. In response Nettie Lagace, product manager SFX, offered organising a focus group on e-books within SFX. But as can be seen already from the questions above it would be a shame to limit the discussion to just one product. What about ERM of e-book (packages) in Verde, what about checking out e-books in Aleph, what about a meta search through e-books in MetaLib, what about discovery

of e-books in Primo, what about exchange of data on e-books between products? That's when we realised e-books would be a perfect topic for an IGeLU focus group. The first one ever! And so it will be starting in 2007. I am looking forward to participating and finding, together with Ex Libris, at least part of the answers to the many questions.



Marco Streefkerk

Marco Streefkerk
Amsterdam

IGeLU

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If you are interested in getting involved in the E-Book Focus Group, please contact one of the Product Working Group Coordinators or the IGeLU SC asap.

Activities

Distributed testing – Dale Flecker

Since he has been President, Matti Shem Tov has made lowering the Total Cost of Ownership (TCO) of company products one of the key goals of the Ex Libris. TCO is a more sophisticated way of evaluating the cost of a product, looking beyond simple purchase price to all aspects of the use and maintenance of the system.

The Steering Committees of both IGeLU and ELUNA have been discussing aspects of TCO with Ex Libris management over the past year. One area that has been identified for attention is the testing of new software releases. Ex Libris of course invests

heavily in testing software before it is released. But then the library community invests significantly more in the highly repetitive testing of the release before moving to implementation. While some such local testing will always be required to satisfy the responsibility of system managers, the question is whether the level of testing could be reduced by some form of cooperation between the user community and Ex Libris.

In September, Ex Libris and the IGeLU Steering committee agreed to pursue investigations into lowering the total burden of testing for the user community. The initial effort

will be on the testing of MetaLib 4.0. MetaLib users representing both IGeLU and ELUNA will work with the Ex Libris product manager this winter to investigate ways the user community can participate in testing the release to provide greater assurance to user sites of the thoroughness of product testing. In parallel the Aleph Product Working Groups from both ELUNA and IGeLU will begin discussing similar involvement in the testing of Aleph V.19.

Dale Flecker, SC

Indoors

Congratulations

**to the new Chair
Jirka Kende**



**from the old Chair
Guido Badalamenti**

Indoors

The new Steering Committee



Jirka Kende, Free University Berlin,
University Library - Germany
Special tasks: Chair, supervision PWG



Dale Flecker, Harvard University
Library - USA
Special tasks: collaborative testing,
e-books strategy group, strategic
topics for meeting 2007



Guido Badalamenti as past Chair,
SBS University of Siena - Italy
Special tasks: treasurer and admin-
istration



Pat Busby, Cape Higher Education
Consortium (CHEC) - South Africa
Special tasks: supervision SIWGs; ANUG,
SNUG, Pivotal



Beate Rusch, KOBV Berlin - Germany
Special tasks: supervision PWG SFX/ML, website, news-
letter



Ana Azevedo, University of Porto,
Faculdade de Engenharia - Portugal
Special tasks: supervision PWG Digitool,
organizational support meeting 2007



Michele Newberry, Florida Center for Library Automation - USA
Special tasks: supervision PWG ALEPH; supervision content
meeting 2007

Indoors

Thank you, Guido! - from Jirka

My Guido's years ;-)

The first recollection I have of Guido is from the ICAU meeting in Siena in 1999. Guido was our host in the beautiful Toscana and impressed me as an ICAU newcomer with the charm and gentleness with which he performed his duty as Chair of ICAU, which he already was at that time.

Duty is not really the right expression for Guido's way of performing as ICAU Chair. Of course he took all the duties seriously and did them in the best and most efficient way, but you could quickly tell that acting as the ICAU Chair was for him more than a duty, it came from the heart. The needs of the user community were always on his mind and no effort was too much to try

to achieve the goals ICAU was aiming at. Another of Guido's characteristic traits which made working with him so pleasant and his work for ICAU so successful, was the friendly and diplomatic way he handled even the most complicated situations inside the community, the Steering Committee or with our vendor, Ex Libris. No wonder ICAU was happy to have Guido as a Chair for so long – and that IGeLU would have loved to keep him too!

Yet after spending 10 years of intensive work for the community it is understandable that he decided not to run for the IGeLU Chair and to devote more time to his duties at the university and to his wonderful family. I have the honour to follow him in this office. It is

surely not an easy job to be a good IGeLU Chair, but the succession of Guido makes it even harder – he has set the benchmark very high!

We worked together for 6 years in the ICAU / IGeLU Steering Committee and I am very happy Guido stays among us with all his experiences as past Chair for at least one more year. But it would not only be the experiences I would miss if Guido weren't involved any more – it would be the warm friendship that grew over the years of working closely together I would miss the most. And I am very happy I don't have to – not yet anyway!

*Jirka Kende
Chair of IGeLU SC*



Jirka Kende

Thank you, Guido! - from Alessandra

I'm very happy to write a few words on Guido, who has been our "beloved Chair" for nearly 10 years. I have had many opportunities to work with him and not only when I was a member of the ICAU Steering Committee. But this is not the beginning of the story I'd like to tell you.

'Once upon a time...', I could say. Yes: a long time has passed since we were a very small group of people, coming from various countries, speaking different languages, and having different behaviors, attitudes, skills, backgrounds, and library automation histories. But all sharing the same feeling that working together would be a great advantage for all of us.

That small group has been increasing year after year, together with the complexity of the systems and library management. If I look back to the past, I think that none of us could ever have imagined, at that time, that the small group would develop into an international association, counting over 300 members belonging to 210 institutions from all over the world!

Many of us gave important contributions to this group, but let me say that I'm particularly grateful to Guido for his dedication to the association since the beginning. I've always appreciated his open minded approach to each challenge, and his ability to find "reasonable solutions" also for

difficult issues, drawing up a "vision" at the end of the process. And his unique sense of humor and gentle manners, together with his extraordinary ability to achieve impossible results, often led skeptical people - like me – to think that nothing is impossible!

With Guido I've been sharing dreams (and sometimes nightmares as well!), before and during his work as the Chair of the association. And I would like to thank him a lot, from the bottom of my heart, for what he has done for the user community and, let me say, for his friends.

But the story still continues...;-)

*Alessandra Bezzi,
ICAU SC 1995-1996*



Alessandra Bezzi

Indoors

Thank you, Guido! - from Iva

Dear Guido!

It is pretty sure that whenever I think about ICAU I would be unable to avoid recalling you. I am using the original name of this organization because - although you led the initiative to put together not only Aleph users but also those of other Ex Libris' products - I miss those years when the Aleph family was really like a real family. We all (or nearly all) knew each other and our troubles were almost the same: struggling for a successful conversion to ALEPH 500, for implementation of every new version of it, for better documentation, for more organized way of sharing information about bugs in the system and

ways of fixing them.

Your personality is rather calm, very decent and polite. I never saw you in a bad mood or uneasy about anything. I liked all moments when there were not many people around (maybe my introvert nature has something to do with it) and so my favourite memories of you are associated with the ICAU Steering Committee meetings. There was more time to talk to each other.

It is not rare that some memories of mine are in the form of photographs: walking together across a square in Gent and talking about your problems with planning ALEPH 300 to ALEPH 500 conversion, visiting

Czech castles and talking about music your son kept listening to and "washing hands", inviting you with the rest of the Steering Committee to a dinner at our house, visiting Stockholm (BTW in September I passed the hotel where we stayed at the time we were there) and many other memories.

But I should stop reminiscing. Our lives are not over and I believe that there will be some occasions in the future when we will meet again to have some time to discuss our ways of life and of course to touch on Aleph as well.

Hoping for another hug,
Iva Pribramská
ICAU SC 1995-2000



Iva and Guido at ICAU 1999 in Siena

Thank you, Guido! - from Else Marie

Dear Guido!

Having had the privilege to work with you in the ICAU Steering Committee for 6 years I am very pleased and honoured to be invited to participate in this "Newsletter tribute".

What pleases me less is that the invitation includes the phrases "...a little piece" and "It really does not have to be long".

This means that really tough prioritising is necessary.

Many glorious words have already been said: about your managerial skills, your finely balanced personality, your always kind and trustworthy appearance, your never-failing, untiring persuasive skills (without which several projects - at least the two Aleph satisfaction surveys - would never have seen the light of the day), etc. Therefore I'll leave these subjects for now.

By insisting on the importance of regular, personal meetings in the changing Steering Committees you made it a bit easier to swallow the burden of duties that follows a seat in the Committee. Through these regular meetings I believe that we have all gained life-long personal and professional relations which have been very important for the User Group's development and which we individually in many respects will benefit from in the years to come.

I'm sure that changing members of the Committee share with me one paramount memory from our meetings: walking through various cities, in any weather, through bright or spooky streets and areas, chasing the ultimate restaurant for concluding a hard day's work. No matter how tired, no matter rain, snow, heat and/or storm, never settling with the first choice. The

map opened on the correct area but not always remembering to consult it - until it's too late. Normally the chase resulted in a nice meal and always in a cosy evening. Nevertheless I have to say that it is very much to the benefit of ICAU and it's successor that you didn't guide the work for the organisation in the same matter as you guided the SC troops through the restaurant jungles.

Guido, although I know that for you being the past Chair is not equal to having retired completely from working for the organisation I do wish you all the best in the future which from now on hopefully will allow you some IGeLU-free zones. Thank you for all your hard work through so many years and most of all: Thank you for being such a good friend.

Else Marie Poulsen
ICAU SC 1999-2005



Else Marie Poulsen



International Group of Ex Libris Users

IGeLU Newsletter

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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).

Goodbye Stockholm, Hello Brno!

The second IGeLU conference in 2007 will takeplace in Brno, Czech Republic, September 3-5



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