

2008-1

2008-09-07

igelu

IGeLU 2008 Madrid

IGeLU NEWSLETTER

Feedback Report from the Steering Committee

By Jirka Kende, IGeLU Chair

It is amazing how quickly time has passed since the 2nd IGeLU conference in Brno! I guess it is not only because time in general seems to accelerate with the advances of telecommunications technology all around us, but also because many IGeLU issues have kept us quite busy during the past year, on top of the everyday duties that we all have in our home institutions...

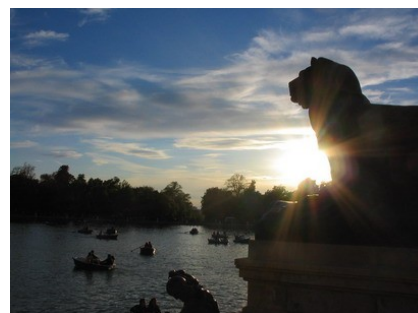
I expect that this feeling is shared particularly by the members of the Madrid organizing committee – colleagues from the Spanish Council for

Scientific Research (CSIC), members of the Spanish national user group, members of the IGeLU Product Working Groups (PWGs), and last but not least the members of the Steering Committee. Too many were involved to name them all here, but I would at least like to mention Agnes Ponsati, Lukas Koster, Clare Whittaker and Michele Newberry to acknowledge the great efforts they have invested in preparing the 3rd IGeLU conference!

As a result of the combined efforts of all parties involved we hope to offer a rich and interesting agenda and

In this issue:

Feedback Report from the Steering Committee	1
Welcome to Madrid and the 3 rd IGeLU Conference	3
Programme Highlights	4
After the ILS – What Next?	5
Preservation Panel	6
Next Question Please	7
Remember the Proxy Vote	8
From DigiTool to DPS	9
A Short, but Possibly Tall Story	10
The Central Knowledge Base	11
Harder Than You Think	12
Short is Beautiful	13
Techniques and Technology for Customizing ExLibris Products	13
Farewell and Hello	15
The Boardwalk. From EndUser to IGeLU	16
My First ELUNA	17
Welcome to IGeLU !	18
Hope To Meet You at EL Commons!	19
Not This Time, but Next Time	20



Parque del Buen Retiro - Madrid

Welcome to:

- 3rd INUG Meeting in Madrid 2008-09-07
- 3rd IGeLU Meeting in Madrid 2008-09-08/10
- 4th IGeLU Meeting in Helsinki 2009

Feedback Report from the Steering Committee (cont.)

extensive opportunities for fruitful discussions among the users and with our vendor Ex Libris at the marvelous venue of CSIC. With around 30 employees of Ex Libris attending the conference it will be a great opportunity for personal interactions with the top management, product managers and developers throughout the conference. The importance of the National User Groups is underlined by the fact that for the first time their representatives will meet with Ex Libris management on the Sunday immediately prior to the conference.

Another issue that kept the Steering Committee and the PWGs busy were the negotiations with Ex Libris and ELUNA concerning a new Product Development Collaboration Agreement, which was finally signed in May 2008. Although it is largely an update of the existing ICAU/IGeLU agreements, the new agreement contains more specifics concerning responsibilities of the

user groups and of Ex Libris with the aim of instituting transparent enhancement processes for all products; except for Aleph, all enhancement processes will be managed jointly by IGeLU and ELUNA. An important part of the agreement is the commitment on the part of Ex Libris that prioritization (voting) on enhancements for all products will be managed by the user groups. Besides the subject of enhancement processes the agreement covers terms of cooperation in the field of large-scale product and strategic developments. The next task for the PWGs will be to develop product-

specific agreements based on this new general agreement.

To further improve communication among the user community the new IGeLU website was released in January 2008 with sections for Conferences, Product Working Groups and Communication and much additional information. In addition, the PWGs and the Steering Committee discussed intensively with Ex Libris and ELUNA the new joint user group wiki and development platform [EL Commons](#), which should help to concentrate the contents from various scattered locations and make the communication within the user community and with Ex Libris more effective.

Further activities that kept us busy were the integration of former EndUser members in IGeLU, which at the end of 2007 resulted in forming the new IGeLU Voyager PWG (with the great assistance of Lesley Grey and Simon Huggard, the interim members of the Steering Committee); organizing the collaborative testing for

ALEPH version 19, Voyager

version 7, and Pivotal; the enhancement processes for DigiTool and MetaLib; the testing of suitable platforms for the enhancement processes of all products; supervision of the focus groups on e-books; security issues and knowledge bases enhancements; discussions with Ex Libris on the future release policy, especially for Aleph and Voyager, on the next generation library system, and last but not least on the pricing and product policy concerning Primo within the context of the Ex Libris product suite.

More on all this in Madrid, see you there soon!



Some members from the Steering Committee and of the Product Working Groups at the 2nd IGeLU Conference in Brno

Welcome to Madrid and the 3rd IGeLU Conference

By Agnes Ponsati, CSIC

This is the second time that the Spanish Council for Scientific Research (CSIC) is hosting an international meeting for Ex Libris users. In 1994 we organised the 4th ICAU meeting (International Consortia Users Group). Things have changed a lot since then, but some of us are still here. At that time the Aleph community (MetaLib, SFX, DigiTool, Verde, and Primo didn't exist) was a small community; less than 60 people attended the meeting. This year we are more than 370!

For CSIC, the first European client of Ex Libris products outside of Israel, it's a pleasure to host this meeting again in Madrid, with new people, new products, and different problems solved with innovative approaches.

We've been working hard on the organization of this event and we hope very much that everything will be O.K. for all of you. The Product Working Groups and Steering Committee have designed a very "powerful program," and almost every issue you can imagine will be covered. We also want to thank all those people for their good work.

A Few Words about CSIC and Its Libraries Network

The Spanish Council for Scientific Research (CSIC) is the largest public research body in Spain. Belonging to the Spanish Ministry of Education and Science, it plays an active role in science policy all over the country through its more than 100 institutes all over Spain.

As a multidisciplinary body the CSIC covers all fields of knowledge, from basic research to advanced technological development. As stated in the Law for Promotion and General Coordination of Scientific and Technical Research (Law 13/1986 of 14 April 1986), the current objectives and functions of the CSIC are:

- The realisation of scientific and technological research projects
- Acting as a consultant for the public administration in scientific matters
- Transferring results to the private sector
- Contributing to the creation of technology-driven companies
- Training scientific and specialised personnel
- Management of infrastructure and large facilities
- Promotion of science

The CSIC's libraries network comprises by 96 specialised libraries, which are located in their respective CSIC research institutes. Its principal mission is to promote excellence in scientific research and to ensure access to information for the scientific community of the CSIC. This is possible thanks to hundreds of specialised staff who catalog, maintain, and make libraries' collections available to scientists and researchers.

The network is managed by the CSIC's Libraries Coordination Unit, which is in charge of the coordination and development of the network as well as of the automation processes control and management.



CSIC's central building.

The libraries network holds a collection of over 1,500,000 catalogued books, 75,000 periodicals, and other types of material, such as maps, photos, and manuscripts. The collection's subject matter reflects the research areas of the CSIC's institutes: humanities and social sciences, biology and biomedicine, natural resources, agricultural sciences, physical sciences and technologies, chemical sciences and technologies, food sciences and technology, and material sciences and technology.

The bibliographic heritage held in the CSIC's libraries has generated CIRBIC (CSIC's Libraries Network Automated Catalogues), one of the largest union catalogues in Spain. CIRBIC is public access and it is available on the Web at <http://aleph.csic.es>

Now it's almost time for the meeting and also time to enjoy the city of Madrid! (we hope so). See you soon at CSIC in Madrid.

Madrid
Conference

Exquisite Detail, Vast Panomaras: Programme Highlights

By Clare Whittaker, IGeLU SC

For the 3rd IGeLU meeting, the Product Working Groups have programmed something for everyone – it is the proverbial packed programme.

With all the talk of the URM and the next generation ILS, Aleph and Voyager are not forgotten. Presentations by Edward M. Corrado and Esa Kurki range over both systems, from web 2.0 services to union catalogues. Aleph customers will want to attend the *ALEPH Ins and Outs* strand, in which Mark Dehmlow will discuss *Extending the OPAC* without the aid of a next-generation discovery/delivery tool, and Pascal Calarco will provide an insight into loading vendors' MARC records. Voyager workflow and integration take centre stage when Peter Price talks about streamlining business practices by passing information from Voyager to other institutional systems and Huw Jones discusses building automated cataloguing tools. This theme continues as Bob Trotter explains how to get the most out of the Voyager Reporting System and Janet Lute delves into Voyager Acquisitions.

Verde customers won't want to miss a session in which Richard McCart discusses an Australian implementation – followed by a consortial perspective of Verde from Andreas Sabisch.

There's no shortage of presentations of interest to SFX and MetaLib customers. Mark Dehmlow will explain how to build custom extensions for SFX, and Daniel Forsman picks up the theme of system integration - and disintegration. Find out more about enhancing user experience in two presentations from Ere Maijala. Light is thrown on the integration of MetaLib and SFX with institutional repositories (in a presentation by Inmaculada Ribes-Llopes and Victor Garcí-a Pau) and with a learning management system (by Erkki Tolonen). Elena Menéndez-Alonso presents on usability studies for MetaLib interface optimisation, and Juan Jose Alvarez Galan gives an introduction to the issues surrounding MetaLib and SFX in a national library. Last but certainly not least, find out more about different approaches to usage statistics in presentations by Lukas Koster and Roxana Maria Popistaşu and Simon Huggard.

For the first time, presentations given by Primo customers form a part of our breakout programming. There's an opportunity to hear about experiences of implementing Primo in a national library, an academic library and a consortium, with presentations by Mandy Stewart (British Library), Nick Joint (University of Strathclyde) and Gary Johnson (CCLA).

Aspects of DigiTool integration are investigated in a series of presentations by Matthias Gross, who pre-

sents on DigiTool as a SFX target; by Kevin Nguyen, on the use of handles in a digital repository and by Bárbara de Solano Palacios and Guiomar Muñoz who discuss the strengths and limitations of DigiTool for international collaboration. Pascal Calarco and Joseph M. Shubitowski lead what is hoped to be a lively roundtable discussion on e-books and DigiTool, specifically whether our short-term needs can be met by existing Ex Libris applications. There are more insights on working with DigiTool in another session, where Niels Rozeboom will tell more about a service which presents new acquisitions, and Eugénia Santos will share experiences of DigiTool and the University of Lisbon's institutional repository.

The Product Working Groups hold their business meetings at the conference as well – we hope you enjoy participating in these and meeting the Product Working Groups. Of course the IGeLU 2008 meeting includes product updates from Ex Libris and the opportunity to direct questions to the company.

Watch out also for the Special Libraries' Special Interest Working Group meeting, chaired by Jesus Bustamante. This year Peter Klien chairs a Consortium SIWG aimed at both Aleph and Voyager consortia, including a presentation by Wolfgang Hamedinger and a Q&A with Ex Libris on the future of ILS consortia.

Finally, some breakout sessions of general interest. *"Common Knowledge"* covers a variety of topics specific to joint activities of Ex Libris and IGeLU as organizations, such as the customer wiki, collaborative testing processes, enhancement procedures and the open developer platform. *"Change in Two Hemispheres"* brings together two presentations addressing significant change in libraries. Ari Rouvari will introduce the Finnish System Architecture Project, and Yongmin Lee and Cheolmin Cho will introduce the innovative new Yonsei University Library based on digital convergence technology.

Posters: Watch out for the poster presenters' "quick takes" in the opening session on Monday 8th September, where they will whet your appetites for the posters set up in the Rocasolano Lobby throughout the conference. Don't miss them!

- Getting rid of e-books in the SFX knowledge base by Inga Overkamp / Siliva Munding
- If I were the only librarian in the world... by Nikki Herriott
- ALEPH 500: gateways and interfaces to/from different other software systems by Günter Hupfer
- Drawing up a strategy for online viewing of bibliographic records of old collections (Mihai Eminescuâ Central University Library) by Carmen Diaconescu / Ivona Olariu

IGeLU Participants Focus on: After the ILS — What Next?

By Dale Flecker, IGeLU SC

The underlying model for our Integrated Library Systems, such as Aleph and Voyager, is now more than 30 years old. While this model continues to serve libraries well in some aspects of their operations, in other ways it feels increasingly out of date. The library of 2008 is *dramatically* different from that of 1978, and a great deal of this difference is due to the explosive growth of digital information and services.

Given the level of change in recent years, it is not surprising that there are increasing tensions in our working environment about the function and role of the ILS. After years of stagnation in the ILS world, suddenly there are talks and papers and projects all around us addressing the need for change. However, while the need for change is becoming widely recognized, it remains far from clear *which* new needs the systems that will replace the current ILS must address. We know the old model is inadequate, but we have yet to agree upon what the new model should be.

A key question for the 3rd Annual IGeLU Conference in Madrid will be the next generation processing system. Participants will have the opportunity to hear a variety of ideas from various perspectives about such systems:

Oren Beit-Arie and **Kathryn Harnish** of Ex Libris will present the company's current thinking and ideas about a new generation system called the **URM** or *Unified Resource Management system*;

An expert panel composed of:

Bob Wolven, Associate University Librarian for Bibliographic Services and Collection Development, Columbia University Libraries

Carlen Ruschoff, Director, Technical Services & ITD, University of Maryland Libraries

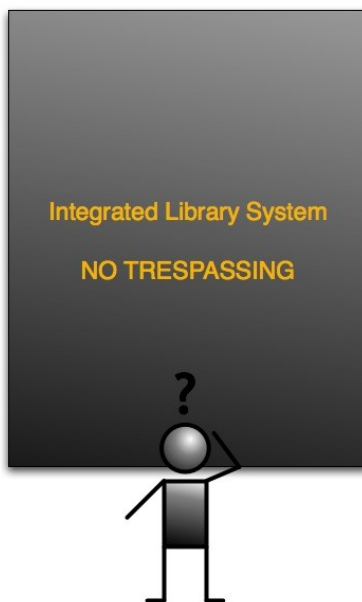
Ana Azevedo, Director of Libraries, University of Porto, Faculdade de Engenharia

Kristiina Hormia-Poutanen, Deputy National Librarian, Director Library Network Services, National Library of Finland

will respond to the Ex Libris presentation and give their views on requirements and expectations of systems in a changed library environment.

Throughout the entire meeting a series of small focus group sessions will offer attendees the opportunity to share their thoughts about a next generation system, discuss how their needs for such systems have changed, react to the ideas presented by Ex Libris and the panel, and give both Ex Libris and IGeLU advice on how to move forward in this area. At the end of the conference **Dale Flecker** (Harvard University Library and IGeLU SC) will summarize the key points from the focus group discussions.

We are currently experiencing an exciting and formative period of conceptualizing how libraries will operate in the age of digital information, new modes of communication, new players, and new types of resources that were unimaginable even a mere decade ago. These discussions of what libraries will need and how those requirements will be supported promise to be both lively and provocative!



Courtesy to jbjyberg, Flickr

"A key question for the 3rd Annual IGeLU Conference in Madrid will be the next generation processing system."

Madrid
Conference

Preservation Panel

By Simon Huggard, IGeLU SC

Securing the Future: Digital Preservation at the National Library of New Zealand (NLNZ). This is the talk, that will be delivered by Steve Knight at this year's conference in Madrid. Steve Knight is the Associate Director of the National Digital Library, as well as the Programme Architect for the National Digital Heritage Archive. He is based at the National Library of New Zealand in Wellington.

The development of the Digital Preservation System (DPS) with the National Library of New Zealand has a long history, and the National Library will be the first institution in the world to go live with the new DPS product in August 2008, just before the IGeLU conference. A very important aspect of the whole system has been the development of a specification for the system that covers a very wide range of needs which are useful for most libraries around the world (not just for the National Library of New Zealand's needs). A major challenge for this project was to be able to think widely (and with the future in mind) in order to cover all aspects of a digital preservation system that anyone would want, as well as being able to think broadly enough to cover future needs. One way that this was achieved was to work closely with an international reference group which included experts from around the world in digital data management, preservation, and content management, who were not necessarily Ex Libris customers. The other aspect after the finalising of specifications, the writing and testing of the system, was the process of thinking about how the system would impact current staff workflows and procedures, and ensuring that it was able to be incorporated into the library when budgets are tight, staff have more and more work to do, and publishing and output of both paper and digital content is rising exponentially.



DPS (Courtesy to Hebedesign, Flickr)

After the plenary session, there will be a follow-up discussion panel with Simon Bains from the National Library of Scotland, Esa-Pekka Keskitalo from the National Library of Finland, and Joseph Shubitowski from the Getty Research Institute, Los Angeles, USA.

So if any of these issues sound familiar, come along to the plenary and panel sessions to learn about the newest Ex Libris system and how this type of development may impact upon your own library or work area.



National Library of New Zealand Model on Google Earth
(Courtesy to A-dit-ya, Flickr)

"...the National Library will be the first institution in the world to go live with the new DPS product in August 2008, just before the IGeLU conference."

Next Question Please

By Peter Klien, Austrian Library Network

In Madrid there will be **several Q&A** (Question and Answer) sessions. More **general questions** will be presented in the general Q&A session on Wednesday, September 10, 11:00 – 12:30 (plenary session), for which the company has again been willing to provide a first-class panel, consisting of CEO Matti Shem Tov and many more members of the Ex Libris Group management team. **Product-specific questions** will be part of the Ex Libris Product Update sessions given by the Ex Libris product managers.

If you didn't submit your question beforehand via the webform at igelu.org, you can use the printed forms you will find in your conference folder when you get to Madrid. There will be a Q&A mailbox at the registration desk. You can submit as many questions as you want, but please keep the deadlines (Ex Libris needs some to prepare their answers).

Please take note of and keep the following deadlines for submitting questions:

General Q&A: September 9, 11:30 a.m. (Madrid time)

Aleph: September 1

DigiTool: September 1

MetaLib: September 1

Primo: September 9, 11:30 a.m. (Madrid time)

SFX: September 1

Verde: September 1

Voyager: September 1

Do not miss this wonderful opportunity to ask everything you always wanted to know about this company and its products but were afraid to ask — until today!

Thank you in advance for your — hopefully numerous! — contributions.



«?», Robert Stadler's question mark installation in Paris
(Courtesy to Dom Dada, Flickr)

“Do not miss this wonderful opportunity to ask everything you always wanted to know about this company and its products but were afraid to ask — until today! ”

Madrid
Conference

Remember the Proxy Vote

By Guido Badalamenti, IGeLU Secretariat, Siena

All IGeLU members who are up-to-date with payment of the annual fee have the opportunity to participate actively in the decision-making process of the association. This includes participation at the assembly of members, approval or rejection of projects and activities, defining the aims of the association, approving the budget, deciding on amendments to the Statute, participation in PWG (Product Working Group) activities, and electing the officers of the Steering Committee and PWGs etc.

This year we have to elect three members to the IGeLU Steering Committee.

As it is stated in the Statute (Art. V,8,c) any members whose representatives do not attend the annual meeting have the right to give a proxy vote to a representative of a different institution.

To give us the opportunity to check in advance and up the last minute the number of proxy votes that can be used during the assembly, we have organized a "proxy vote engine" with a form to fill in that will only take a few minutes of your time!

Please visit: http://nt-server.unisi.it/proxy_voting/ or, for further information see <http://igelu.org/conference-2008/issues-vote-2008>.

Thank you very much indeed for your time



The fight for the right vote



Discussion of elections in Second Life (Courtesy to Songwind, Flickr)

"... we have organized a 'proxy vote engine' with a form to fill in that will only take a few minutes of your time! ..."

From DigiTool to Digital Preservation System

By Guido Goedomé, IGeLU DigiTool PWG Coordinator

Ex Libris has announced the development of a new system called Digital Preservation System, abbreviated as DPS. The system will be developed "in partnership with the National Library of New Zealand in support of the library's National Digital Heritage Archive (NDHA) program" (<http://www.exlibrisgroup.com/files/Products/Preservation/PreservationA4LOWREZ.pdf>).

The product is announced on the Ex Libris website; users can download a brochure, a case study, and a document entitled "Preservation White Paper," which presents more explicit arguments for the development of this new system. Yaniv Levi, formal Product Manager of DigiTool, has been designated Product Manager of DPS. The question that occurs to me, and to other DigiTool users as well, I guess, is whether it was necessary to develop a new product, considering the fact that DigiTool has fundamentals and needs for preservation functionalities.

DigiTool was launched a few years ago as a digital asset management system. It enables libraries, documentation centres, archives, and so on to manage and provide access to digital resources, for the benefit of the institution and/or the public. The resources are of various kinds — e.g., texts, photos, maps, drawings, music, video. They are encapsulated in an xml-file together with the appropriate metadata: bibliographical metadata, technical metadata, access rights metadata, copyrights metadata, historical metadata, preservation metadata. The resources are stored in a repository. Library staff can add resources by ingest or by one-to-one operations; publishers can add resources using the deposit function. Resources can be retrieved through their bibliographical metadata; access is controlled by the rights metadata. integrates with Aleph, Primo, and SFX, and the number of DigiTool users continues to grow.

According to the "Preservation White Paper", the OAIS model describes six high-level functions that must be present in a preservation system:

- Ingest
- Storage
- Data management
- Administration
- Preservation planning
- Access

The digital repository concept is judged to be most adequate for data management and for access only;

for the other points the concept is said to be limited to very limited. To our mind a digital repository system has enough potential to cope with the ingest and storage requirements of a preservation system because both the resource management system (DigiTool) and the preservation system (DPS) are based on the same system basics: a powerful DBMS and fast and exhaustive hardware. It is true that the preservation planning, including the control concerning authenticity, integrity, and the risk of inaccessibility is very limited or non-existent in DigiTool; however, this can be developed. The administration part, allowing the embedding of additional tools to accommodate to the change of technology and formats, does not exist in DigiTool, either.

DigiTool offers a function, used by publishers, for depositing born digital documents. It is clear that the preservation function for these documents is very important, as no physical copy of the documents exists. Of course, in the case of a text a physical copy can be printed, but this is not the most adequate strategy for preservation. DigiTool users, who have installed the deposit function for born digital documents are, to say the least, rather disappointed, because the long-term availability of the born digital documents will not be guaranteed in the system.

According to the literature, different preservation strategies can be imagined, ranging from the computer museum concept, towards emulation, or conversion or migration. The museum concept is not realistic: emulation is very complicated, and conversion and migration have their advantages and disadvantages. Making choices, and developing tools for preservation strategies, will require a lot of work. Moreover, DigiTool and DPS will have common functionalities — although, I agree, some of them will be of a different order of magnitude. Thus the question still remains whether it is really necessary to develop a complete new system. Some DigiTool users fear that the system will cease to develop, or will evolve into a DPS "light" version. And this would not make them happy at all.

Products
and
Experiences

A Short, but Possibly Tall Story: The Accessibility of the Aleph OPAC

By Gerard Bennett, IGeLU Aleph PWG Coordinator

The Aleph web OPAC has some positive features and there are examples where users have customised and developed it in creative and innovative ways. But for the generality of customers the OPAC presents serious challenges. Customisation, maintenance, development to meet new users' needs, and upgrades are all rendered difficult by the complex structure of the interface (e.g., each screen made up of numerous files, arcane use of variables and non-standard 'includes'), and also by the fact that it does not adhere rigorously to web standards (e.g., use of non-standard HTML code and CSS, use of tables to format pages/forms).

One of its principle drawbacks is the fact that it is not accessible to disabled users, and does not adhere to web accessibility standards and legislation. The appropriate standards are those defined by W3C, the World Wide Web Consortium, and its WAI (Web Accessibility Initiative, which develops WCAG Guidelines, Web Content Accessibility Guidelines). The most important legislation governing accessibility is Section 508 of the Rehabilitation Act (29 U.S.C. 794d) in the USA.

All this has been known for some time (you can go back to 2004 to the ICAU meeting in Oporto to find the challenge to make the OPAC accessible clearly stated by Nadine Hill of Bristol University) but despite numerous upgrades, there has been only slight gains in accessibility. However, early in 2007 we in the Aleph Product Working Group heard that Ex Libris was prepared to make a 'substantial improvement' in accessibility in Aleph in v20. We were heartened by the fact that the MetaLib interface had recently been made accessible with the release of v4, and looked forward to rapid progress on the back of that. As a result we worked with Ex Libris to clarify the requirements for making the OPAC accessible. We requested the help of Elena Fasola from Università dell'Insubria in Como in Italy to document the work she had done on improving the accessibility of the OPAC at her institution and to evaluate the then current versions of Aleph for compliance with accessibility standards and legislation. We presented the fruits of Elena's work with additional input from American colleagues to Ex Libris in the autumn of 2007. And we received, or thought we re-

ceived, Ex Libris' commitments to develop the OPAC in accordance with web accessibility standards and with Section 508, in v20.

But recently we learned that this is not to be. The Aleph OPAC will not be made accessible in v20. The reasons given have to do basically with resources. Ex Libris says that it would require considerable resources to re-write the OPAC, and it has decided to direct available resources to bringing the OPAC functionality into the Primo interface. (You will know that Primo at present requires the user to drop into the OPAC for certain functions such as renewals, hold requests, ILL requests).

This decision is extremely disappointing and we have made this clear to Ex Libris. Despite the value of an accessible Primo interface that incorporates OPAC functionality and obviates the need for Primo customers to maintain the OPAC separately, this is clearly irrelevant to the very many customers for whom the OPAC will remain the user interface for some time to come. (Oh, and by the way, could any Primo customers reading this please assure me that they have tested the interface for accessibility, including testing with screen readers, and are happy on this score?).

Whither Now?

We will continue pressing Ex Libris to bring about this much needed development and to work with users to explore what can be done to achieve this. We are not convinced that all avenues have been explored or that Ex Libris has sufficiently engaged with users to resolve this long-standing issue.

The long story of Aleph OPAC accessibility is not over yet.

"The long story of Aleph OPAC accessibility is not over yet."

The Central Knowledge Base, Value and Enhancement

by Mark Dehmlow - IGeLU SFX PWG Coordinator,
Lukas Koster - IGeLU MetaLib PWG Coordinator, and
Andreas Sabisch- IGeLU Verde PWG Coordinator

For some of Ex Libris' products, the software is not the only major component of the system. SFX, Verde, and MetaLib all have a dynamic data element called a Central Knowledge Base (CKB), branching away from the more traditional software services that library automation vendors provide and traversing into the realm of data services. The CKB is a huge value-added aspect of these systems as they contain the necessary data to help manage the resources for which each system is responsible.

Over the past year, the SFX, MetaLib, and Verde Product Working Groups have been in active discussions with Ex Libris about the best way that the IGeLU and ELUNA user groups can cooperatively participate in the CKB enhancement process. This cooperation stretches not only across the user groups, but also across the product groups that have knowledge bases. The goal is to develop as consistent a CKB enhancement process as possible while leaving a little flexibility for specific procedures that may be required for each separate product. This work has been facilitated by the User Groups/Ex Libris [Product Development Collaboration Agreement](#) and the great work that the MetaLib Product Working Group carried out last year with the MetaLib software enhancement process. While the existing software enhancement process offers some useful models for moving forward with the CKB enhancement process, the nature of the CKBs are different enough from the software, that the CKB enhancement process will require some variations from the software enhancement process.

There are many issues to consider for enhancements to the CKBs. Perhaps the most important concern from the IGeLU perspective is the notion of "regional" resources - resources that are extremely valuable to a particular country, geographical region, or language group. By definition, these resources have a smaller constituency than some of the more global resources like Science Direct and Springer. This issue has been one of major consideration for the Product Working Groups in the last six months. We want to ensure that any enhancement process will not always leave these important resources on the bottom of the priority list.

Right now, we are evaluating the best way to create a voting structure for the user groups' CKB enhancement priorities. We have two potential models on the table

for consideration and each has its strengths and weaknesses.

First, the process could be continuous, where customers would vote through a "me too" mechanism. On the date that Ex Libris would need to know our priorities to consider them for the next enhancement cycle, they would take the top resources from the list. Should we adopt a procedure like this, we could look at then taking a handful of regional resources and reserving a few spaces in the priority list for them each month. The benefits to this process would be that it would follow the flow of the CKB update process. The drawbacks are that members might forget to vote if the process is continuous and that it is hard to define a "regional" resource and its constituency. In many cases even North American institutions are interested in non-English resources and could feasibly vote for them.

The second method would be to have a defined voting deadline, probably on a quarterly basis, where the user groups would vote in a similar way to the software enhancement process. Under this model, one possibility would be to give each of the regional user's group a special "weighted" vote to ensure that some of the regional resources will always make it to the top of the priority list. Ex Libris would then take the top resources and distribute their investigation and implementation of those resources throughout the quarter. The benefit of this process is that members might be more likely to vote if the voting process is on a defined schedule. Also, this model eliminates the need to define a resource as "regional" by giving the regional user's groups the control to determine which resources are most important to them regionally. The drawbacks to this process are that it requires a little more formal management and that it doesn't follow the enhancement cycle as closely. It is also possible that a resource could be proposed after a voting cycle and it would then have to wait around for three months before it would even be considered.

How the list of requests to be voted on will be implemented is still under investigation. One option is to use the system that will be selected for software enhancements. Comments and feedback from MetaLib, SFX and Verde customers would be very helpful in deciding about the best method to go forward. Please send comments to ckb@igelu.org.

Products
and
Experiences

Harder Than You Think

By *ARRLIN Team* (Mac Horn, Daniel Tosello, Charlie Ambrose and Meg Bate), University Library at La Trobe University

AARLIN is a consortium of 11 Australian University Libraries:

Australian Defence Force Academy@UNSW
Charles Darwin University
Edith Cowan University
James Cook University
La Trobe University
Monash University
Murdoch University
Swinburne University of Technology
University of Ballarat
University of Canberra
University of New England

The AARLIN consortium was formed to provide a collaborative research information infrastructure for our member libraries. The AARLIN Office manages and supports an information portal to facilitate search and retrieval of electronic information resources for our member libraries, using the MetaLib and SFX products.

The AARLIN Office is based in the University Library at La Trobe University in Melbourne.

Over the past 12 months the AARLIN Office has developed some useful tools for the management of MetaLib and SFX.

MetaLib - Monitoring & diagnosing resource search failures

When supporting MetaLib for 11 universities AARLIN has the responsibility to be proactive. One way we can do this is to track when a MetaLib resource search is failing. There are many different ways that a resource can fail so we decided to look for ways of streamlining and automating the monitoring and analysis of search failures.

We knew that in the MetaLib Search Statistics there is an option available that reports on Search Status. We also had been looking at Ere Maijala's MetaLib Automatic Statistics Gathering processes. After some work to tune the MetaLib Automated Statistics gathering routines, we can now get a report of failed searches. The report provides the following information:

An example of the email information that we now receive for failed searches:

No of times Search failed	Inst	IRD number	Configuration code	Title	Error	Reason for failure
12	X	ARL12694	EBSCO_PSYH	PsycINFO (EBSCO)	Error	Z39.50 gate error: Unsupported Z39.50 attribute (e.g. search
200	Y	ARL08676	COCHRANE_ABSTRACTS	Cochrane Library	Error	MetaLib cannot retrieve the number of hits from the target
1	Z	ARL07431	EBSCO_PDH	PsycArticles (EBSCO)	Error	Z39.50 gate error: Target response timeout.

While this report provides us with information on the actual failing searches, we realised it was important to put this information into perspective. So we automated an email to include data for the total number of searches. After comparing the two emails we then calculated the percentage failure rate by Configuration code.

An example of final analysis:

Configuration Codes	Total Searches	No of times Search failed	Percentage failure
EBSCO_PDH	2557	22	1%
EBSCO_PSYH	2579	25	1%
COCHRANE_ABSTRACTS	257	200	97%

In future we hope to further develop and automate the process through analysis of the specific error messages received. We will also run the emails on a more regularly basis for some types of search failure. For example, a daily report on Z39.50 access to a library's catalogue being blocked would allow us to advise the library of potential problems in their Z39.50 service.

Unfortunately this monitoring does not cover all failures such as the programmatic search interfaces when the MetaLib resource access method is WEBCONFIG_XML or External. When these configurations fail in MetaLib they display zero results and thus their failure does not show up these email reports. Hopefully these failures can be picked up using the soon to be released Ex Libris CKB validation tool.

Overall, this process has provided us with a valuable tool in helping our members better manage access to their paid (and unpaid) resources.

References:

Lederman, Sol. Diagnosing federated search source problems: it harder than you think. Federated Search Blog. Posted 23 June 2008.

<http://federatedsearchblog.com/2008/06/23/diagnosing-federated-search-source-problems-its-harder-than-you-think/>

Ere Maijala. MetaLib Automatic Statistics Gathering. Nelli Wiki

<http://wiki.helsinki.fi/display/Nelli/MetaLib+Automatic+Statistics+Gathering>

Short is Beautiful – SFX Tiny Links

By ARRLIN Team (Mac Horn, Daniel Tosello, Charlie Ambrose and Meg Bate), University Library at La Trobe University

When a user of the Australian AARLIN system carries out a search in MetaLib, an OpenURL is generated. OpenURLs can also be generated through other process and applications. The OpenURL format is useful for keeping track of journal articles and citation information, but the OpenURLs themselves are often too long to include in emails, course management/learning management systems, or to send via instant messenger clients. AARLINK is designed to solve this problem by translating the long OpenURL to a 'tinyURL' reference format.

For example, an OpenURL such as

```
http://aarlin.lib.latrobe.edu.au:9003/latrobe2?
sid=metalib%3AGALE_CDB&id=doi%
3A&genre=&isbn=&issn=&date=2008&volume=&issu
e=&spage=17&epage=&aulast=&aufirst=&aunit=&tit
le=IT%20Week%20%28UK%29&atitle=Need%
20to%20know%3A%20802.11n%
20wireless.&sici=&__service_type=&pid=%
3Cmetalib_doc_number%3E016744171%3C%
2Fmetalib_doc_number%3E%3Cmetalib_base_url%
3Ehttp%3A%2F%2Faarlinf.lib.latrobe.edu.au%
```

```
3A8331%3C%2Fmetalib_base_url%3E%3Cpid%
3E%3C%2Fopid%3E
```

can be converted into the AARLINK

```
http://link.aarlin.edu.au/+hdDaNrcGx
```

This much shorter URL can then be easily cut and pasted into another application.

[note that these are only examples, neither is a valid URL]

AARLINK for SFX is a simple to use persistent link database. It can be set up as an SFX target and controlled via the SFX Administration Menu, and provides a simple, one click interface in the SFX Services window. AARLINK uses perl cgi and MySQL for maximum compatibility with SFX's native systems, and is simple enough for an administrator to set up in a few hours.

For more information on AARLIN and our member libraries, see the AARLIN Website <http://www.aarlin.edu.au>

Products
and
Experiences

Techniques and Technology for Customizing ExLibris Products

By Mark Dehmlow, University of Notre Dame

From standard templating to robust APIs, the ExLibris product suite features many different ways to tailor their public interfaces and functionality. For ordinary customizations, e.g. search and results screens, the web development skills needed to adapt the products are fairly basic and relatively similar across products, for more custom modifications, e.g. mash-ups or extensions, the skill set requires more in depth knowledge, in many cases a bit of creativity, and the implementations tend to be specific to the particular product. Customization of the product suite can be broken into three categories: interface, back-end system operation, and extensions; the techniques for customization become successively more complex with each category. The main goal of this article is to introduce some of the necessary skills to customize ExLibris product public interfaces; it is not meant to be an exhaustive examination or a tutorial on how to overhaul the default functionality which could be achieved through product APIs. Rather, it is a quick primer designed to point developers toward

skills that will help them to modify existing functionality or extend products.

Interface

HTML, CSS, Javascript and a little hootspa

Most public interfaces in the ExLibris suite are managed through templates. Basic alteration of templates can be accomplished through editing the HTML and CSS. In many cases, performing major customization on the interfaces can be a tricky prospect, particularly in the cases of MetaLib and Aleph whose templates use special dollar variables as place holders for system data. These codes are often position dependent, that is, they have discrete output in different sections of the HTML, which can lead to much frustration when trying to get a webpage to behave in a particular way. This is where Javascript can be extremely useful as it gives the web page more flexibility. Javascript can allow for position dependent elements to be moved around.

Techniques and Technology for Customizing ExLibris Products

The current trend in web development is to separate marked-up content (HTML), appearance (CSS), and functionality (Unobtrusive Javascript) into different files. Well implemented pages using this technique will make the pages more lightweight and easier to manage. For instance, to change the overall appearance of a page or behavior of a particular javascript function means only editing the css or js files without having to perform major edits to the HTML pages themselves. This technique is a bit more effective for ExLibris products in that the templates themselves can be a bit rigid about the location of the data output – this is particularly the case with Aleph and MetaLib.

Back-end System Operation

PERL, Web Services, XML, Z39.50

One of the significant system architecture benefits to the ExLibris product suite is that many of the systems have open ends within the software itself. In the case of SFX, this is realized through source and target parsers and target displayers which allow for institutions to create their own targets without having to wait for an official update from ExLibris. In MetaLib, institutions are provided the ability to write search and retrieve programs so that they can configure searchable resources on their own.

In the case of SFX, all of the back-end programs are written in PERL which is a well established, robust, and relatively easy to learn programming language. In some cases, it is helpful to have some experience with Web Services. Web Services is a technique for sending a request over HTTP, typically a URL but it could also be XML, and receiving the results in XML. The main benefit to XML is that it is well-structured and computer readable. Web Services are particularly helpful in SFX when it is necessary to augment the OpenURL information from an outside source or when it is helpful to determine whether a resource is available in an outside system before rendering the SFX menu (catalog plug-in). MetaLib uses Web Services and Z39.50 as the primary search and retrieval mechanisms. Most of the extended search programs are written in PERL. Z39.50 is currently on its way out as a search technology and is slowly being replaced by Web Services through search mechanisms called XML gateways.

Extensions

Web Scripting Languages (PERL, php, jsp, .net), Web Services, XML, XSLT, Javascript (AJAX)

Perhaps the most flexibility in adding functionality to user interfaces can be accomplished through extensions – custom scripts that utilize product APIs. In most cases, extensions are scripts that perform some function that is missing from a product. The sky is the limit in terms of what an institution can do with extensions, so rather than focus on specific examples, it is more useful to explain the different technologies and how they can help a programmer accomplish their goals.

In many cases an extension can be built using some key data from a specific system. In the case of SFX this is the OpenURL, for Aleph it is the system number for the particular bibliographic or item record. These keys can be used to retrieve data from the systems using Web Services or by programming in the native system language through the product APIs.

Web Services play a prominent role in web development trends today, particularly in the area of mash-ups (bringing data together in one place from disparate systems). AJAX (asynchronous javascript and XML) can be thought of as a web service that utilizes javascript. This technique allows a programmer to retrieve data from a system based on a user action, such as clicking a button, without having to re-render the entire page again. It is a very powerful technique for creating seamlessly interactive web pages.

The last technology that is worth mentioning here is XSLT (extensible style language transformation). XSLT is a very powerful XML formatted programming language. It is used to re-format large chunks of XML into smaller chunks of XML or to transform XML into blocks of HTML. This technique is particularly useful when a developer just wants to re-format XML into HTML, as opposed to selecting a lot of pieces of the XML and programmatically reuse it throughout a script –an XML parser is better suited for the latter. XSLT can save a lot of time in both development and maintenance of programmed solutions.

There is much, much more to the descriptions of the techniques depicted in this article. The technologies introduced here and the ExLibris APIs are very robust and, to some extent, are only limited by one's imagination and level of determination. Hopefully, this article has provided some starting points, so that readers have some sense of where to begin learning particular technologies or programming techniques to customize their public interfaces.

Farewell and Hello – The Next Steering Committee

By Jirka Kende, IGeLU Chair

This year the terms in office of Michele Newberry and Dale Flecker end, and Ana Azevedo will resign for work-related reasons, so that in Madrid three positions on the Steering Committee will have to be refilled.

Dale Flecker from Harvard University leaves the SC after serving two terms. We will not only miss his strategic mind and his ability to think against the mainstream, his wide knowledge of the developments in information technology and library services, but also his humor and truly international attitude. He is a colleague dear to us all, helpful in many ways; he contributed substantially to improving communications and mutual understanding between IGeLU and ELUNA. Besides all this, Dale is a great gourmet who many times helped to compensate the hard working days of the SC with excellent dinner suggestions.

Ana Azevedo from the University of Porto was also serving her second term, which unfortunately she will not be able to complete. Like Dale, Ana was a most valuable member of the SC in many ways, always helpful and never tired to take on any work that needed to be done, and of course, she is most knowledgeable in many areas of our business. Her quiet and efficient customer-oriented way of dealing with all necessary tasks we experienced for the first time during the ICAU meeting in Porto, where we were also introduced to port wine, which Ana brought with her from time to time to sweeten our evenings after long and tiring meetings.

We all will miss them both, as colleagues and friends; they were a great part of the team!

You might wonder if we are not going to miss Michele Newberry too. No, we hope we shall not! The term of Michele Newberry from Florida Center for Library Automation has ended but she promised — and I have to admit we blackmailed her — to stand again! This was a great relief to me as Chair because Michele has proved indispensable in many ways — I should hate to have to do without her organizational talent and flair for pragmatic solutions, her helpful mind and, last but not least, her great experience in the library business. Moreover, in the long working sessions of the Steering Committee there would be definitely much less laughter without her.



Next Steering Committee? (Courtesy to Pathfinder Linden, Flickr Second Life)

To all three we would like to extend our thanks for all the energy and time they devoted for the benefit of the entire user community, and for the great time and the privilege we had working together!

With gratitude we say also goodbye to the interim members of the Steering Committee, Lesley Gray and Simon Huggard, who for the past two years have not only intensely supported the successful integration of former EndUsers into

IGeLU, they also enriched the work of the SC with valuable contributions in all relevant matters. They remain active in their national user groups, and in this way will continue to support the work of IGeLU in the future!

Now that you know what qualifications are necessary, here is a reminder about the call for nominations:

Candidates may be nominated or may propose themselves before and/or at the Annual Meeting. The election of the SC members for a two-year term will be held during the Assembly of Members, which will be convened in Session 11 on September 9th in the Central Building Conference room at the CSIC in Madrid, Spain.

If you would like to stand for one of the vacant positions, I kindly ask you to send or pass to me a brief description of your experience and your curriculum

“Candidates may be nominated or may propose themselves before and/or at the Annual Meeting.”

vitae (kende@ub.fu-berlin.de). It is recommended that you prepare 2–3 slides that can be presented with your introduction at the Assembly.

People
and
Experiences

The Boardwalk. From EndUser to IGeLU

By Lesley Gray and Simon Huggard, IGeLU SC

As we all know, Endeavor Information Systems were merged with Ex Libris in early 2007. This meant that the three user groups, ELUNA (Ex Libris Users of North America), IGeLU (International Group of Ex Libris Users) and EndUser (Endeavor Users Group) also merged.

As a result of the merger, all of the former EndUser Board members joined either the IGeLU or the ELUNA Steering Committees in April 2007 depending on the geographical location of the member's institution. Lesley Gray (Cambridge University) and Simon Huggard (Monash University) became interim Steering Committee members of IGeLU with terms that will expire at the end of the IGeLU conference in Madrid. The North American Board members, Janet Lute, Wil Frost, Ed Corrado, Del Hamilton and Laura Guy became interim members of the ELUNA Steering Committee until the end of the ELUNA conference in July 2008.

Since the merger, some of the interim members have been elected to the ELUNA Steering Committee. Janet Lute was elected as the Vice Chair/Chair Elect of ELUNA in 2007, and as from August 2008 is now the ELUNA Chair and Ed Corrado and Wil Frost have been elected to the ELUNA Steering Committee.

Within IGeLU, Lesley Gray and Simon Huggard have helped form the IGeLU Voyager Product Working Group and have served as IGeLU Steering Committee liaisons for SFX and Voyager.

What has been the outcome of the merged user group?

A major effect of the mergers between the former EndUser Group and the new IGeLU and ELUNA groups has been the increase in size of the user base and issues relating to the co-ordination of such a large group of users.

The large American EndUser base has been absorbed in to ELUNA, and the worldwide Enduser members (including those within ELUNA) have been welcomed in to the international user group IGeLU. It has been a challenge in making sure everyone understand where they fit in to the user community, how the user group deals with Ex Libris from both sides and also between the two groups. The co-ordination of these two main groups hasn't been easy but there has always been very willing co-operation and communication between everybody.

With the growth in the size of Ex Libris has come both strengths and economies of scale. The most notable strength with Ex Libris is their commitment to resourcing the development of all the products in the years to

come.

Some of the other strengths that we have noticed since the merger are:

- Greater co-operation between Ex Libris and the user group
- Strong membership of the groups
- Strong engagement with the user community (both members and non-members)
- Strong commitment to voting on product enhancements
- A product collaboration agreement being reached
- A truly global co-operation network with global representation
- A strong commitment to knowledge sharing and open development/co-operation
- The development of strong collaborative testing arrangements, and
- The production of detailed, important working party/focus group reports.

There are still challenges which the user groups need to recognise and meet. We would hope that readers of this newsletter will recognise these issues and come on board to help us out in trying to manage and resolve some of these issues. Some of these include membership management, management of voting systems, the collaborative spaces and how they relate to the Doc Portal, E-Service, etc, leadership of the user group and influence with Ex Libris as new products emerge and old products are gradually left behind, engagement with Asia, South America and particularly countries where there are many users who don't speak English and promotion of the user group itself.

On a personal level, we have been able to widen our travel destinations since the merger, having now had face-to-face user group Board or Steering Committee meetings in 4 countries. Of course, we've found the level of commitment a very large one, with the level of discussion and detail in meetings quite daunting, especially the face-to-face hours of meetings as well as long conference calls. We've both learnt a lot and feel we've heard such a wide range of views, concerns, issues and problems that has given us a huge grounding in dealing with our own positions back home and into the future.

We've both made friends for life over the period we've had with IGeLU and EndUser and have had enjoyed our time on the IGeLU Steering Committee enormously. We are both very sad to not be able to continue due to heavy work loads and commitments back home. But we will stay in touch with the user group and look forward to continue to work with the user groups and many of our friends and colleagues in the years to come.

My First ELUNA

By Andreas Sabisch, IGeLU Verde PWG Coordinator

Impressions of the ELUNA Conference 2008 in Long Beach, California

Thanks to the support of IGeLU, this year I had the opportunity to attend the ELUNA Conference, which took place 29 July–1 August 2008. The conference venue was in Long Beach; as a holiday resort and convention centre Long Beach has many big hotels, an own airport, and is only half an hour by taxi from Los Angeles international airport (LAX) (fortunately, I made the journey before the rush hour). All in all an excellent place to hold a conference.

At noon on the day before the conference began there was an earthquake — much to my surprise, and also to most of the American participants. This brought home to us most vividly the special geographic situation of this part of California, and provided a topic for small talk at the opening dinner in the aquarium by the ocean. Wandering around among the fishes and starfish in the aquarium, with a glass of Californian wine or a Heineken beer, one encountered old friends and met up with the first new acquaintances.

A new feature at this conference was the so-called “lightning rounds”. For nearly every product a lightning round was held in a breakout session. In these rounds, short presentations, tips, and very new information can be shared with others without prior registration or announcement. This makes it rather difficult for the moderators and audience to follow what is going on. Thus, in their evaluation the planning committee discussed whether it would be a good idea in the future to ask people to give notice of their contributions about one week before so that the moderators have the opportunity to organise the order of the contributions and prepare brief introductions for the orientation of the audience. Additionally, the contributors will be encouraged not only to give oral presentations or live demonstrations, but also to prepare 2–3 transparencies displaying the main points they wish to make.

I do not know if the “rubbing stripes” on the participants’ conference tags, stating Speaker, Moderator, Steering Committee — I counted 14 different varieties — are typically American. At any rate some participants had so many stripes they looked rather like the Soviet Generals of yesteryear. A different innovation was more to my liking: different coloured dots on the participants’ conference tags indicated which products they use. This made it much easier to identify and enter into contact with participants with a common interest.

In conversation with a participant from the former EnDUser conference I was able to help her with some information concerning ELUNA. She was not familiar with its new organisational form and status as an association which, for example, has to file tax returns. Coming as I do from a country that is heavily addicted to its clubs and associations and to rigorous adherence to their rules, regulations, and byelaws, it was an entirely new experience for me to meet someone who was unaware that in most countries associations elect their committees and are obliged to present financial reports to their members.

The ELUNA conference is for users from North America. Thus one naturally expects to find Americans and some Canadians there. I was therefore a little surprised to hear at the opening that participants from ten different countries were attending. In actual fact these participants were individuals with very special interests, and this did not really render the meeting an international gathering. The conference language was American English, spoken in the main by native speakers. This marks a very great difference to European or international meetings when the conference language is also English: when English is a foreign language for most of the participants, the manner of discussion is very different. Because the majority are operating in a language that is not their own, communication and understanding is easier.

Understandably, American problems and approaches dominated the presentations and discussions. Also obviously, the IGeLU conferences are much more diverse and lively because people from many different countries with very different problems come together there.

All in all, the conference was not so very different from its European counterpart, particularly the informal conversations and discussions. The main purpose of my attendance was achieved: I got to know the members of ELUNA’s Verde PWG whom I had not met before, and to whom I send greetings and good luck wishes for their new roles. It is highly probable that we shall collaborate in the near future — perhaps on URM? I was also very pleased to meet the new members of the PWG, and I am sure that we shall continue to work together closely with Laura and Heather and the other members.

People
and
Experiences

Welcome To IGeLU!

By Beate Rusch and Guido Badalamenti, IGeLU SC

Last year the Steering Committee tried to project how many members would be in IGeLU in 2008, and we thought it would be really good if we could reach a membership of 300.

We are very happy to report that this forecast was too cautious, since 30 new institutions (more than 10%) signed up to IGeLU this year and we sent out 311 invoices.

This rise in membership is a clear demonstration of the vitality of our association and of the level of interest in our activities and the IGeLU meetings.

We would like to extend a warm welcome to the new member institutions and to their representatives in IGeLU:

From Australia

TAFEWA	Ms. Alexandra Dailakis
UNILINC Limited	Ms. Rona Wade
RMIT University Library	Mr. Stephen Gillespie
University of Western Sydney	Ms. Liz Curach
State Library of Victoria	Ms. Felicity Garrigan
National Library of Australia	Mr. Stephen Lacey
University of Adelaide Library	Ms. Chris Sloan

From Chile

Pontificia Universidad Católica de Chile
Mr. Ernesto Alesandro Burgos-Moya

From Denmark

The Danish National Art Library
Mr. Knut Anton Bockman

From Finland

Abo Akademi University Library	Ms. Christel Lindfors
ARSCA Consortium	Mr. Erkki Huttunen
Lahti University of Applied Sciences	Ms. Sirkku Blinnikka
Swedish School of Econ. and Bus. Administration	Ms. Maria Schroder
University of Helsinki Libraries	Ms. Kaisa Sinikara
Varastokirjasto - National Repository Library	Mr. Pentti Vattulainen

From France

Université des Antilles et de la Guyane, Bibl. Univ.
Ms. Marie-Laure Pelle

From Germany

Jacobs University Bremen Ms. Anja Kakau

From Netherlands

Maastricht University Library Mrs. Anita Bemelen

From New Zealand

National Library of New Zealand Mr. Steve Knight
LCoNZ-Library Consortium of New Zealand
Ms. Jean Ballantyne

From Republic of Korea

Yonsei University Library Ms. Yongmin Lee

From Romania

BCUT - Biblioteca Centrală Universitară E Todoran
Ms. Doina Ostafe
Mihai Eminescu Central University Library
Ms. Carmen Diaconescu

From Spain

Biblioteca de la Universitat Pompeu Fabra
Ms. Marina Losada
Consortium of Academic Libraries of Catalonia
Mr. Lluís Anglada I de Ferrer
Universitat Oberta de Catalunya, Biblioteca
Ms. Cristina López Pérez

From Sweden

Government Offices of Sweden, Library
Mrs. Elisabeth Larson-Olin
Library of the Swedish Patent and Reg. Office
Ms. Maria Ahlbäck

From Switzerland

United Nations Office at Geneva, Library
Ms. Maria Jose Lloret Alcaniz

From United Kingdom

University College Falmouth	Mr. Steve Pellow
University of Aberdeen	Ms. Anne Beavan
University of Edinburgh	Mr. Colin Watt
University of Gloucestershire	Ms. Sandra Cirtina
University of the Arts London	Ms. Jess Crilly
London School of Economics and Pol. Sc. Library	Mr. Michael Fake
The College of Law	Mrs. Marianne Barber

From USA

University of Pennsylvania, Manderino Library
Ms. Julia McGinnis
GIL Consortium, University System of Georgia
Mr. Bob Trotter
Purdue University Calumet Mrs. Sherrie Kristin
Michiana Academic Library Consortium (MALC)
Mr. Mark Dehmlow

Some of them will attend the meeting this year in Madrid, and we are looking forward to meeting them and explaining our activities and our aims. We are also very interested in hearing about their expectations and recommendations concerning the role of IGeLU.

Hope To Meet You at EL Commons!

By Beate Rusch, IGeLU SC

One of the main aims of an international big user organisation, such as IGeLU, is to share knowledge among the community: to disseminate widely our product-specific questions, approaches, and solutions. Our annual conferences provide a opportunity to meet face-to-face and already very reliable networks of people, personal relationships, have been woven. In our daily life our international mailing lists provide a forum where one can get help fast, and they are used frequently.

And yet there was still something missing, something in addition to mailing lists and our homepage: a meeting place on the web, a place to save and store documents, best practices, ideas, tiny bits and pieces, individual solutions and work-arounds, which could be of interest to the entire community. For such quick collaboration on the web, a wiki is a wonderful solution. You don't need any extra software, and you can easily create and edit webpages to communicate ideas.

With the kind support of Ex Libris the two groups IGeLU and ELUNA have now managed to set up a wiki that is open to all users. Our wiki is part of the Open Platform EL Commons. Here is a short overview:

- Our wiki is hosted by Ex Libris at: <http://www.exlibrisgroup.org/>
- The wiki is administered by IGeLU and ELUNA (contact: wikiadmin@igelu.org)
- The wiki is open to all customers (first login is with your institutional doc portal ID)
- The entire content of the wiki belongs to the user community
- For each product there is a special section plus a cross-product section
- The wiki is strongly interlinked with the Ex Libris open platform where you will also find software
- The wiki has all the features of a modern wiki, such as alerting, tagging, RSS, and last but not least, a powerful yet easy to use editor.



Part of EL Commons

We are happy that we have managed to organize this new collaboration platform. However, it is only a framework; it is now up to you and me as part of the user community to make use of it.

I work with wikis in connection with many projects, and I simply can't do without them any more. Perhaps you'll get addicted to wikis, too. Just give it a try. Hope to meet you there soon.

"Perhaps you'll get
addicted to wikis, too.
Just give it a try."

IGeLU
News

IGeLU Newsletter

2008-1

ISSN 1653-7904

Editors:

Ragnar Helin,

Ragnar.Helin@riksdagen.se

Beate Rusch,

Rusch@zib.de

Andrea Kroneisl,

andrea.kroneisl@obvsg.at

Most of the pictures are from Flickr,
licensed under Creative Commons.

Thank you all who contributed!

www.igelu.org

Welcome to 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.

Not This Time, but Next Time

By Jukka Pennanen, National Library of Finland

Helsinki, Pearl of the Baltic, is pleased to host the 2009 IGeLU Conference. We cordially invite our colleagues from libraries all over the world to participate in this event.

The 2009 IGeLU Conference arrangements have already been launched, and we anticipate high attendance. The Conference venue is in the center of Helsinki, and there is a convenient Helsinki - Vantaa airport connection to the Conference center.

We have reserved 550 rooms for the IGeLU Conference guests. The 2009 IGeLU Helsinki webpage with a blog for ideas, wishes, and proposals will be announced at the Madrid conference.



Helsinki