We Will Always Be Searching

By Jirka Kende, IGeLU Chair

If you think that the Chair of IGeLU is free to write anything he likes — you are wrong! From the editors of this newsletter I got the title "We will always be searching..." and so I started, as ordered, to ask myself: Are we really searching, and if so, for what? Surprisingly enough, I found quite a few things right away: the next generation of products that best suit our needs, more efficient communication and collaboration within the user community and with Ex Libris, the next generation of active users willing to carry on the manifold IGeLU tasks, and of course, the everlasting search for the best content and best locations for our future conferences. And besides all that, there is the ongoing task for those currently fulfilling functions within IGeLU to find the right balance between the daily work for our institutions and the work for the user community, and — to make it easier to carry on — to search for more fun while doing all this. (And at least with regard to the last point we are making good progress — as you can see from many of the contributions to this Newsletter ;-)

What has kept us busy since the last conference in Madrid? Quite a few things, as you probably know: the kick-off of new rounds of collaborative testing and enhancement processes for various products; sorting out the new modus for the Aleph enhancement process after the changes to Ex Libris' version policy; collaboration on the roll-out and promotion of the EL Commons platform; work on recommendations for improvement of the CKBs and for principles of a new enhancement process for the CKBs, particularly with respect to the so-called regional resources; preparing MetaLib & DigiTool customer surveys with regard to the next generation systems; working on the establishment of a new enhancement database for all products for IGeLU and ELUNA; improving communication by creating new mailing lists; updating the IGeLU website; and installing regular conference calls between the Steering Committee and PWG Coordinators on one hand and the SC and Ex Libris management on the other.

It involved a great deal of effort, but was also a success: the series of meetings that the IGeLU SC and PWG Coordinators held in Denver in January 2009 with their counterparts

In this issue:

from ELUNA and with Ex Libris. We were not only able to move many of the topics cited above forward and strengthen our links with the ELUNA colleagues, but we also had very fruitful discussions with Ex Libris, and learned a lot about new developments in the company's strategy.

And, of course, the URM has kept us busy since Madrid in a variety of ways. The productive workshops we had at the 3rd IGeLU conference were a strong input to the development strategy of Ex Libris — many modifications of their original concept go back to the Madrid discussions. As a result of this and in the light of our close cooperation, in Denver Ex Libris and the user groups agreed to set up a series of focus groups on important aspects of the URM to secure ongoing user input in all phases of the development process. After our call, 85 individuals from 45 institutions worldwide applied to participate; an excellent indication of strong user commitment! Now it is up to Ex Libris to commence the focus groups work.

The revised URM road map resulted in drastic changes to the road map for Verde, which basically means shifting further development of Verde to the URM, scheduled for 2012. This unexpected news, which since the beginning of March was communicated individually via local offices, was a shock for the Verde community. After intensive discussions with Ex Libris and a clear statement by the PWGs of IGeLU and ELUNA regarding the consequences of this decision, Ex Libris released a general statement and information about the com-

pany's new strategy to the user community. Since then, the Verde PWGs and the Steering Committee are working with Ex Libris on best possible transition strategies for current Verde users.

The search for an acceptable solution still continues. Ex Libris must not only enable reasonable working conditions for the Verde users until a new system is available, but must also ensure that the data model of the URM — unlike Verde version 2 — will be able to fully accommodate the complex ERM needs; not only for stand-alone institutions, but also for institutions working in various consortial environments.

Faced with the evolution of Ex Libris' product suite, for us as user group it appears that the time is approaching when we must rethink our organisational structure. With DigiTool moving to Rosetta; MetaLib to next generation Primo; and Aleph, Voyager and Verde moving to URM, we have to engage with how our organisation might have to adjust to these developments. With Ex Libris product management now being regrouped to "backend and frontend processing units", according to the product strategy of URM and URD[2], we must investigate how we can secure an efficient organisation that both continues to meet the needs of the users of the currently existing products and is also able to accompany the cross-product aspects of the changing product environment.

So, to come back to my title — the search for the new IGeLU just begun!

Evolution (Flickr, Practicalowl)

IGeLU People at the Systems Seminar, Pictures / Interviews

Peter Klien, The Austria Library Network, ILS Consortia Special Interest Working Group

(Peter's 4th system seminar; Ex Libris products at the Austrian Library Network and Service Ltd. Austria, are: Aleph, SFX, MetaLib, and Primo)

Peter mainly followed the Aleph track at the seminar. He enjoyed the close look at Aleph version 20 and will hopefully implement this version in December. He also looked forward to the session on PDS. Peter would have liked a closer look at the Aleph x-server. His attitude towards this conference is interest in the content, curiosity about the country, and passion for the people. Innsbruck will be the first library to implement Primo in Austria.

Lukas Koster, Library of the University of Amsterdam, IGeLU Steering Committee

(Lukas' 3rd system seminar; Ex Libris products at the Library of the University of Amsterdam, Netherlands, are: Aleph, MetaLib, and SFX)

Lukas mainly attended sessions of the Aleph track and looked forward to the sessions on PDS and Cross-Products. The best seminar so far was the three sessions on Wednesday on batch. etc. Lukas has recently switched focus from MetaLib and SFX to Aleph so he was satisfied with all the new information on Aleph at the seminar this year. He has an open attitude towards this conference. There is a discussion about Primo at his institution.

Eva Törnblom, Jönköping University Library

(Eva's 3rd system seminar; Ex Libris products at the Jönköping University Library, Sweden, are: Aleph, SFX, and MetaLib)

Eva followed the Aleph track of the seminar and really liked the sessions with Yoel Kortick on Wednesday (batch, etc.). She would have enjoyed some more practical in-depth sessions on the version we are using today. For example, how one can improve working with it, tips and tricks sessions. Eva has a critical and analytical attitude towards the system seminar.

Interviews and pictures:

Ulrika Domellöf Mattsson,
Swedish Environmental Protection Agency, and

Charlotte Wänelöf,
Library of the Swedish Parliament

Systems Seminar Tel Aviv 2009

IGeLU People at the Systems Seminar, Pictures / Interviews

Carol Fuchs , Hebrew University Library

(Carol's 4th system seminar; Ex Libris products at the Hebrew University of Jerusalem, Israel, are: Aleph and SFX)

Carol followed the Aleph track at the conference because this is mainly what she works with. She enjoyed listening to the development and new stuff in version 20 and learning about the tables. She was satisfied with the sessions and she and her colleagues were able to divide the sessions between them. She had a good attitude towards the conference and pointed out that making contacts is a very important part of the system seminar. However, she found the conference too expensive.

Hana Christie, University of Oslo Library

(Hana's 3rd system seminar; Ex Libris products at University of Oslo Library, Norway, are: MetaLib and SFX)

Hana found it difficult to choose tracks; everything is interesting! And it was very hard to decide what to attend when there was a clash between the technical tracks of MetaLib and SFX. She enjoyed the technical sessions of SFX. One big opportunity that the conference provided is to get to know whom to approach with technical questions. Hana found it difficult to find the time to go and ask special questions (there was a room at the conference where various Ex Libris staff were in attendance at certain times), but overall she had a positive attitude towards the system seminar.

Mark Dehmlow, University of Notre Dame

(Mark's 2nd system seminar; Ex Libris products at the University of Notre Dame, USA, are: Aleph, SFX, MetaLib, DigiTool, Verde, and Primo)

Mark followed the Primo track at this seminar and is in the middle of a Primo implementation back home. The best session was the one on the Primo search engine and deep search. He would have liked more advanced sessions that enhance understanding of the system underneath, that dig deeper into things not in the documentation (even though they perhaps ought to be in the documentation). This international system seminar was more in depth than the North American one. Mark likes to hear the developers speak about the products. He has a positive attitude (with a sarcastic touch) towards the meeting.

Systems Seminar
Tel Aviv 2009

Three Times Tel Aviv

Personal reflections by Ragnar Helin, Library of the Swedish Parliament

I don't think that many of us have been to all three of the last Systems Seminars held in Tel Aviv, that is, 1998, 2000, and 2009, but I have.

The first one, 1998, was a very confusing experience for me. We had concluded a contract with ICL, the Danish distributor (nowadays called Fujitsu), just a fortnight previously, and almost my first duty was to get on a plane down to Tel Aviv. At that time I was very innocent and did not know anything about the inner secrets of all our beloved tables, like tab16 and all the other numbers.

I remember all of us sitting in the same room all the time at small round tables and drinking lots and lots of orange juice. One of the more confusing things was that everyone seemed to be on different versions, and you never really knew which version was being dealt with. Many participants were still on 300, so the presentations ranged from 300 and 500 version 9 to 11, and perhaps 12.

The 1998 seminar was in May; the weather was beautiful and the water warm. After the seminar we went for a two-day trip to the north of Israel; we went kayaking on the Jordan, ate fish by the Lake of Gennesaret, and spent the night on a kibbutz.

When I went to the second seminar in May 2000 I had been working for some time with ALEPH. This helped me to understand somewhat more, although much was still a mystery to me and probably still is. At that time we were on version 11.4 in Sweden. The seminar was still held in one track, as I remember it. It was hot outside but the air conditioning was so effective that I sometimes had to sit with my overcoat on. This time we got all the documentation in one big file, which was so heavy that we had to leave the files in the session hall from day to day with our names on. The sessions still covered everything from 300 to version 14, but this time it was made much clearer which version was being referred to.

After this seminar we also went on a two-day trip, this time to the south of Israel. We went by bus through the desert, spent the night in a large tent, and rode camels. The second day we arrived in Eilat, where there was sunbathing, swimming, and going by boat for lunch. In the evening we flew back to Tel Aviv. I remember that I had left my passport at the hotel in Tel Aviv, not thinking that I would need it, so Tamar Sadeh had to certify that I was me and not some other dangerous person.

My third Tel Aviv seminar this year was different. Between the Systems Seminar in Tel Aviv 2000 and 2009 there had been three others — Limassol in Cyprus 2002, Kos in Greece 2005, and Potsdam in Germany 2007 (of course I attended all of them) — and the Systems Seminar concept has evolved enormously. In Limassol the concept of different tracks for different products began. This year in Tel Aviv we could choose between six different tracks, according to different product types. I kept, as usual, to the ALEPH track, but as there were three of us from the Swedish Parliamentary Library we were able to get information about almost all of the products. This time we were given all the documentation at the beginning on a USB memory stick, which was obviously much easier to take home than the documentation in 2000! For us at the Library of the Swedish Parliament these seminars are very important to understand what will come in the future and to know in detail what to expect of our next upgrade.

The excursion this year was to Jerusalem, where I had not been before. It was most interesting, going to the West Wall and the museums.

Now I look forward to next Systems Seminar in Israel, which I hope I will be able to attend before I retire. These seminars are important: not only to learn about the system but also to learn about the people making the system and to meet others from all over the world with the same interests.

Systems Seminar
Tel Aviv 2009

Nightworking

By Lukas Koster, IGeLU Steering Committee

Everybody knows that the periods between the official sessions at seminars and conferences are as valuable as the sessions themselves, maybe even more valuable. This is when networking takes place and professional relationships are consolidated. I am referring to coffee breaks, lunches, dinners, and last but not least, night life.

My colleague and I arrived in Tel Aviv on Sunday evening; there was no time to lose as we were meeting people from Austria, Iceland, Sweden, and Norway in a very nice pizza place near our hotel. Great pizzas and cold beer, although the cold local Goldstar bottles ran out quite quickly so we had to change to Tuborg. The waitresses were wearing some fancy dress stuff, but we had read about Purim on the Seminar website so we were prepared. Some of our Scandinavian friends left to find a "German bar" they had read about just around the corner, which had a pool table. When we went after them, it took us a long time to find this bar; there was no sign outside other than a guard. Inside there was nothing German; only young Israelis, Belgian beers, good English music, an American pool table, and yes, our Scandinavian friends.

On Monday evening buses took us from our hotels to the opening reception at Laurens Gallery in Old Jaffa. Two female clowns welcomed us to this Purim-style festivity with party hats and decorations. There was music, food, and drinks. According to Matti's welcoming speech, the most important rule of Purim (if I remember correctly) is to drink as much as you can. Now, proper networking calls for adjusting to and joining in your host's traditions and celebrations...

After the reception we went with a group of Luxembourgers, Swiss, Austrians, Finns, Swedes, Norwegians, and one American by taxi to Florentin Street area, where a huge Purim street party was going on until very late. The streets were crowded with people in fancy dress, drinking, singing, and eating. It reminded me of a combination of carnival/mardi gras and the Queen's Birthday celebration in Amsterdam (April 30). The local people were very friendly and open, talking to us, wanting to know where we were from and what we were doing there. We met a bride (a man) and groom (a woman), one of whom apparently had been a librarian at Tel Aviv University Library. It was either the bride or the woman, or both. Networking went on until very late that night.

Tuesday was a slow evening. Only four Germans and an American at a business dinner, and some Austrians, Swedes, and Norwegians with Champions League football.

Wednesday evening was the big football tournament, but that's another story. Drinks with some Dutch, Austrian, Swedes, Norwegians, one Romanian, one Hungarian, one Icelander, and one American.

Thursday was peak time. At the gala dinner there was music, percussion, and dancing. After the dinner we went with quite a large group (including the usual suspects: Swedes, Norwegians, and Luxembourgers) to find a place to have another drink and talk. Lots of places in Tel Aviv's old port district! The real test came later: a small group of hard-core networkers (2 Swedes, 1 Hungarian, 1 Romanian, 1 Austrian, 1 Dutchman, 1 American, and 1 Dane) decided to check out a dance hall. Stayed up till late with rave music. But the next morning everybody was up and running in time for the buses to Jerusalem. That's the spirit!

Friday ... after getting back from a very inspirational Jerusalem trip, we had a final networking event at a very nice Italian restaurant with an interesting waitress. There were 20 of us seated at two large separate tables, 12 or more nationalities (I lost count). The waitress decided that there was one "hip" table, and one "not-so-hip" table. I was at the "not-so-hip" table, and of course we were discussing serious digital library matters, whereas the "hip" table was laughing all the time. In the end, the two tables merged, and then Peter K. was inspired to write a poem dedicated to the waitress, and he recited it to her, which made her very happy and the rest of us very enthusiastic. Finally, we said goodbye to everyone and promised to meet again in Helsinki in September.

You want to know who are the best networkers (number of people, number of nights, number of hours)? I would say: Austrians, Swedes, Norwegians, Finns. Next time maybe there'll be some new *netionalities*?

Systems Seminar
Tel Aviv 2009

Ode For A Hug—And For A Waitress

strictly speaking: ODE FOR A WAITRESS' HUG

For Efrat, the jolly waitress in the Pronto Restaurant, Tel Aviv
By Peter Klien

There's a tear in my beer
as I leave you, my dear.
But I will not forget
all the fun we have had.
So you were the one
who brought us the food.
But much more important:
You brought us the mood!
Thank you for the drinks
that you've already had!
You are the best waitress
that I've ever met!

I tell you this:
I cannot live
without the girl
from Tel Aviv.

The Poet, cop. Peter Klien

The Waitress, cop. Peter Klien

At the Pronto, an Italian restaurant in Tel Aviv, we (about 20 IGeLU people) had a lot of fun with a spirited (or perhaps tipsy?) Israeli waitress, who seldom brought to our table what we had ordered — but always had a quick witty word for us. So, finally, Peter wrote her a poem in order to get a hug from her. He was successful on both counts.

The Crowd, cop. Peter Klien

Systems Seminar
Tel Aviv 2009

Not Just as Always: The Users Were the Losers

By Peter Klien, The Austrian Library Network and Services Ltd.

I've heard playing football is all about the fun of it. Nobody cares about winning. At least that's what the winners always tell you. From my personal experience I can say: It *is* all about fun — *as long as you're winning*. But anybody who has lost a football match will confirm that this is definitely not funny. So how can something be fun that is not funny at all?

Well, let me get to the point. Dear reader: In March 2009 your fearless IGeLU football team for the very first time lost the seminar's traditional game against Ex Libris. The exact end result we cannot remember. It had been a tiring day with lots of tiring sessions on tiring topics like Aleph and Primo. I think we lost 1-0. But it might have been 6-0. But really: Who cares about details? What you might want to know, however, is that *our* team did *not* have extra training sessions during work time starting weeks before the game. So,

if anybody in our IGeLU community was wondering why Ex Libris was not willing to do the Systems Seminars on some beautiful Greek island anymore: It was not because of the cost of flying all their experts out of Israel for a week. That was just what they were saying. The fact of the matter is, they just wanted to strengthen their football team by bringing in their best players from the Jerusalem office. Or from any professional team over there (who can really tell?).

But we do not suspect our opponents of even a shadow of astute manoeuvring. We admit that they played better football than us. And we do not hesitate to congratulate them. Because we will try to take the whole thing with a smile on our faces and with hilariously positive thoughts. We have been beaten, and that's all there is to it.

Some say football is a matter of life and death. That is not true.

The truth is: It's much more serious.

Motivation was o.k. before the game — as you can see.
Cop. Peter Klien

Aleph Version 20 Collaborative Testing in Jerusalem, January 11–15, 2009

By Theo Engelman, Utrecht University Library

Normally you would expect them to be part of a diplomatic mission — four people who fly to a country in the middle of a violent conflict and when they return to their home countries a cease fire has been agreed upon. However, in this case you would be mistaken.

The Ex Libris headquarters are situated in a high-tech office park called Malcha Technological Park

Invited by Ex Libris and selected by ELUNA and IGeLU, Linda Allbee, Betsy Friesen, Augusto Ribeiro, and Theo Engelman were participating in the collaborative testing of the new Aleph version 20.01. Preparation for all of the participants had included two webinars on the Tuesday and Wednesday of the week before the actual testing period. We were introduced to the new functionality of Aleph20, the testing routines and procedure, and each participant was assigned an area of Aleph functionality to focus on. Further, we were invited to bring our own test scenarios or scripts — as if we poor system librarians had them lying around on our shelves.

It is rather strange for a non-Israeli to go to work at 8 a.m. on a Sunday, but Jo Richardson, the acting Aleph Product Manager, was very strict with us. Poor Augusto, whose flight had been cancelled twice because of heavy weather conditions in Madrid and who only arrived early that morning! But Jo bundled us into a taxi and took us to Ex Libris headquarters.

The atmosphere in the Ex Libris headquarters is informal and inviting. You can walk around all the offices, meeting whomever you always wanted to meet and wondering about the vastness of the premises and the number of people employed there. The Aleph development/test team welcomed us very enthusiastically and

warmly and we soon felt that we were in the right place at the right time.

Lunch in the office is an event. The first day we were offered lunch in the conference room, but the other days we joined all the other employees in the lunch room.

Imagine a square room of 100 m^2 filled with about 80 people, who all have to pick up their individually pre-ordered (via web of course) lunch bags delivered by three or four different catering services. Nobody seems to bring a home-made lunch. Each lunch bag is labelled in writing that you cannot read at all, but luckily reception has given you a guest number to identify your particular lunch bag. We sat down at a reserved table and while we enjoyed the contents of the good but far too large lunch bag we looked around us like kids on their first day at high school. So much noise and talking …

We had a couple of meetings with the Aleph development/test team. One of the meetings was their regular weekly meeting about the test process at which they discuss the progress of testing according to the schedule. It was very interesting to see how in depth the team is testing the new version. We were given a brief look at the details of the test scenarios Ex Libris uses in this process.

On Thursday afternoons all departments celebrate "happy hour" preceding the weekend starting on Friday. The Aleph development/test team invited us to

Dan Boutique Jerusalem

IGeLU Activities

join them. While enjoying some snacks, fruit, and drinks, the results of our test work were reported to Karen Groves, the Ex Libris manager for Aleph and Voyager, using a plain old conference telephone. Karen must have been very eager to hear the results because she sacrificed part of her night to take the call.

When partici-pating in a Collaborative Testing Ses-sion, you can be sure that Ex Libris will act as a per-fect host. Not only the hotel was nice, we were also of-fered a guided tour of Jerusa-lem's historic city arranged especially for us on Monday morning, a dinner party with some of the Aleph development/test team in a restaurant in a delightful location on the out-skirts of Jerusalem, and a tour to Hebrew University Library on Mount Scopus on Wednesday evening, which was followed by a dinner with the other part of the

View of Jerusalem historic city

Aleph development/test team in a nice cafeteria-style restaurant serving very tasty Middle Eastern food.

And all the other evenings we were taken very good care of by Jo Richardson, who took her role as host seriously and offered us dinner at whatever restaurant we preferred.

With regard to the Gaza conflict (or "situation" as the Israeli euphe-mistically call it), it is so strange to be in a country that is at war but not to experience anything of the hostilities. The only time I thought "Hey, that might be shooting" was the night I heard sounds like fireworks. It took me about five minutes before I realized that in this country the sound could mean no more than just a noisy way of celebrating some special occasion.

Read the full reports ALEPH Version 20 Collaborative Testing at

http://igelu.org/members-only/aleph-v20-collaborative-testing

IGeLU Activities

The New IGeLU/ELUNA Enhancement Request System

By Lukas Koster, IGeLU Steering Committee

Background

In 2008 an official agreement was reached between Ex Libris and the user groups IGeLU and ELUNA about enhancement request procedures for all Ex Libris products. The goal of this agreement is to enable members of both user groups to vote on enhancement requests for all products (for software and knowledge bases). Joint IGeLU/ELUNA enhancement request procedures are organised for all products except for Aleph, for historical reasons. Separate Aleph procedures for both user groups already exist since 10 years.

First Steps

The first product for which a new joint enhancement request procedure was organised was MetaLib. Requests that were prioritised in January 2008 were delivered as of March 2009 in what now turns out to be the last official minor release 4.3.

This first MetaLib procedure also served as a test to see if the highly configurable open source issue tracking and voting system Bugzilla could be used as a multi-product multi-user group enhancement request voting platform.

However, during the MetaLib procedure it became clear that Bugzilla did not fulfil the requirements of the enhancement request agreement. There were problems with the authentication and authorisation mechanisms, it proved to be impossible to maintain voting procedures for more than one product simultaneously, and the customisation mechanisms were too complicated.

For DigiTool an alternative method was adopted, using spreadsheets, which may be a solution but only for a small user community.

Next Steps

In order to make the enhancement request procedure a success, it was necessary to find an alternative solution. At the Madrid IGeLU conference in September 2008 four IGeLU and ELUNA representatives discussed the available options and decided to investigate building a new joint generic IGeLU/ELUNA Enhancement Request System, based on the existing IGeLU ALEPH request system.

In the months that followed an Action Plan and initial Functional Requirements were written and a development team was put together.

The team consists of:

Pascal Calarco, Notre Dame University Library, ELUNA SC

Mark Dehmlow, Notre Dame University Library, Coordinator IGeLU SFX PWG

Duccio di Blasi, Library of the University of Siena, system administrator, IGeLU

Fabrizio di Fuccia, Library of the University of Siena, DBA, IGeLU

Lukas Koster, Library of the University of Amsterdam, IGeLU SC, former IGeLU MetaLib PWG coordinator, involved in first MetaLib Enhancement Request procedure with Bugzilla

Laura Morse, Harvard University Library, ELUNA SC, ELUNA Verde PG Chair

Bennett Ponsford, Texas A&M University, ELUNA MetaLib PG

Bob Trotter, University System of Georgia Main Library, ELUNA SC

Marcus Zerbst, Zürich Central Library, Deputy Coordinator IGeLU Aleph PWG, Coordinator IGeLU SIWG ARC.

The Munich Meeting

On April 4, 2009, an all-day meeting was held in Munich, following a two-day IGeLU SFX PWG meeting that was attended by three of the four participants. Mark Dehmlow, Fabrizio di Fuccia, Lukas Koster, and Bob Trotter met to finalise functional and technical specifications and to arrive at decisions on a number of important issues, such as programming tool and database system to be used, hosting location of the new system, the project planning, etc.

The meeting was very successful. All unclear issues were resolved, and decisions were made about tools, hosting, and division of tasks.

IGeLU
Activities

The New IGeLU/ELUNA Enhancement Request System

Because it became clear that a multi-product multi-user group procedure for both software and knowledge base enhancement requests is so much more complicated than a one-product one-user group software-only requests procedure, like the current IGeLU Aleph one, the meeting agreed that it was simply not efficient to transform the existing Aleph system.

Also, to continue using the current system's development platform, FileMaker Pro, although an interesting, easy, and useful solution, would be a risk and a problem, because knowledge and experience of FileMaker Pro is limited to the two Siena University system administrators/developers.

However, the Siena University experience with the current system and procedure was very valuable in finalising the functional and technical requirements.

Results and Future Steps

It was decided to develop the new system with MySQL as database system and PHP as programming tool, because knowledge of and experience with both tools is more widespread among IGeLU and ELUNA members than FileMaker Pro.

The new system will be hosted and administered at the University of Siena.

The system will be designed according to principles of scalability, extensibility, and openness.

The first objective that has been set is to get the system ready in time for organising the next Voyager software enhancement request procedure in August 2009.

Documentation about the project can be found on EL Commons, in the Cross Product Section:

NERS - New Enhancement Request System

(http://exlibrisgroup.org/display/CrossProduct/NERS+-+New+Enhancement+Request+System).

One more decision remains to be taken: The name for the new platform. Here your ideas are more than welcome.

Enhancement (Flickr, Victoriapeckham)

NERS (Flickr, Yanina)

IGeLU
Activities

Talking MetaLib

By Meg Bate, Metalib Product Working Group Coordinator

On Monday, February 9th, the IGeLU MetaLib Product Working Group had their first Face to Face Meeting. This was hosted by the National Library of Finland, Helsinki. The MetaLib PWG Team consists of Meg Bate (AARLIN Melbourne, Australia), Stefan Lohrum (KOBV Berlin, Germany), André Keyzer (Library of the University of Groningen, The Netherlands), Jeremy Acland (Queen Mary University of London, UK), and Ari Rouvari (National Library of Finland).

This was an opportunity to meet other PWG team members and to spend a whole day discussing MetaLib issues. It was certainly a welcome change after Skype conference calls at various hours of the day and night.

MetaLib Survey

The MetaLib (Product) Working Groups of IGeLU and ELUNA and Ex Libris have collaborated to put a MetaLib Survey together. The ELUNA Group led by Bennett Claire Ponsford and John Little had already made a start on the survey, and this meeting was IGeLU's opportunity to work though the structure and questions. Having the opportunity to work together in this environment enabled us to focus fully on the requirements of such a survey and to ensure that it was fulfilling our needs.

The survey is an opportunity for MetaLib customers to have an input into the direction of the new Primo Meta-Search (the next generation of MetaLib). Survey results will be presented at the ELUNA and IGeLU conferences. We should be able to present initial results at the ELUNA Conference in May and more detailed results at the IGeLU Conference in September.
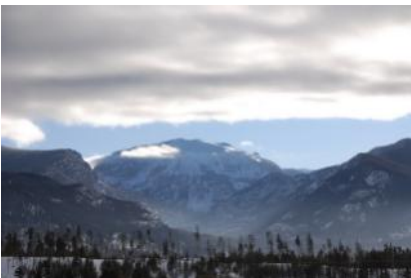
Pictures by André Keyzer

IGeLU
Activities

One Mile High Meeting—IGeLU Meets ELUNA

Denver, 20–23 January 2009

By Guido Goedemé, DigiTool Product Working Group Coordinator, and Clare Whittaker, IGeLU Steering Committee

At the last IGeLU meeting in Madrid, Jirka Kende invited the Steering Committee Members and the Product Working Group coordinators to meet their ELUNA counterparts at the American Library Association (ALA) meeting in Denver, Colorado. Meetings with Ex Libris were also scheduled. The idea was simple: to increase the efficiency and joint efforts of the officers of both user groups. We expected that our ELUNA counterparts would attend the ALA meeting "en masse" because of low travel costs. In 2010 the reverse will happen: our ELUNA colleagues will come to Europe where the majority of IGeLU officers are currently based.

We arrived in Denver on Monday 19 January. Some of us had taken a few days holiday (of course, at our own expense!) to spend some (n)ice days high up in the Rocky Mountains. In spite of various adventures, we all arrived safely in Denver, ready to start our meetings.

Tuesday was the historic day when both Steering Committees met. It was also inauguration day for the president elect of the United States of America, Mr. Barack Obama. So, we all went to the hotel, searched for a television set, and watched the inauguration ceremony. Normally, I do not look at such events on television, but this was exceptional: we were in the USA, we had Michele with us, and we were witnessing a historic event. The whole world expects so much from this man, so, yes, we had to know how he would start. We were not the only ones watching — we were occasionally joined by members of the hotel staff, who came and went, looking and watching. Americans and non-Americans alike were all moved.
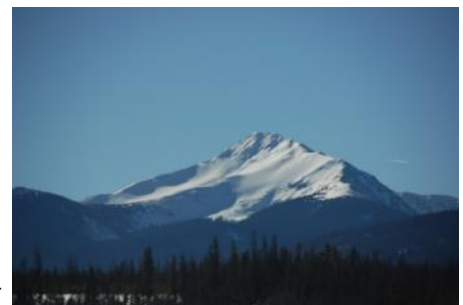
After the Inauguration Day ceremony, the work began. The IGeLU Steering Committee, which meets monthly by conference call, engaged in further thoroughgoing discussions about user group business: the URM, EL Commons, Pivotal, documentation, the Helsinki conference, coordinating our efforts with ELUNA, the user group's relationship with Ex Libris, the global financial situation and what it might mean for the company and the user groups, an enhancements process for the central knowledge base, user group communications, and the various areas of user activity that each Steering Committee member oversees.

On Wednesday morning, there were parallel meetings of the

IGeLU Steering Committee and of the PWG coordinators. In the afternoon, both groups met together.

The morning discussion of the PWG coordinators was moderated by Mark Dehmlow. Michael Fake, Mike Ryan, Andreas Sabisch, Meg Bate, and Guido Goedemé were present. After we had introduced ourselves and the activities of our respective groups, discussion began about the enhancement request procedure. The DigiTool enhancement voting was one of the most recent. Questions were asked about voting procedures and the final result. The conclusion was that the organisation of the voting for the DigiTool enhancements lists is not comparable with a procedure for Aleph, Voyager, or MetaLib. Both the number of participants and the number of eligible enhancements are higher. A voting procedure that is based on spreadsheet and e-mail will not work for these products. It seemed that Bugzilla was the most suitable application, but needs a lot of configuration: it also does not support two or more enhancements procedures running simultaneously.

The discussion continued in the afternoon with the Steering Committee Members. This focused on two areas: the possibility of developing new software for our enhancements procedure (which is described elsewhere in this newsletter), and a new enhancement procedure for the Central Knowledge Base (CKB). Mark Dehnlow had prepared a very detailed document, based on an initial draft by Andreas Sabisch and Inga Overkamp. The CKB relates to MetaLib, SFX, and Verde, and it was invaluable to discuss this in the presence of the PWG coordinators of these products. The document lists requirements for the design of the database, the functionalities in the different software products, transformations from the present to the future, and what should be kept and/or improved from the three different software products. There was also a discussion about

IGeLU Activities

One Mile High Meeting—IGeLU Meets ELUNA (cont.)

general and local sources; however, in the light of the uncertainty about the new URM and the MMS database, it was quite difficult to arrive at any final conclusions.

Thursday was the day for the discussions with the ELUNA colleagues. It followed the same schema: in the morning, there was a meeting of the PWG/PG coordinators, and of the Steering Committee members separately; the afternoon was devoted to a plenary session. It was quite an experience to have a face-to-face conference with colleagues whom we only know from telephone conferences. I imagine that the next calls will be quite a different experience.

Friday was reserved for a meeting between the ELUNA and IGeLU Steering Committees and Ex Libris staff. Discussion ranged over the topics described above, and allowed the two user groups to exchange information and ask each other questions — and Ex Libris.

In the evening, we enjoyed the city and the company of our colleagues. On the street from our hotel to downtown Denver there was a pub with Belgian beers. It must have been a Belgian quarter, as there was also a shop with Belgian chocolate. We had the impression that most of us appreciated the Belgian beer more than the chocolate. But, being broad minded, we ate Belgian

sweets in the pub. Michael Fake celebrated his birthday with us, and provided nice cakes.

Denver, "the one mile high city" was plastered with publicity for the ALA midwinter meeting; some 5000 librarians were coming to the conference. The streets, the restaurants, and the hotel lobbies were filled with librarians from over the world. We were all very pleased to meet Pat Busby, especially the colleagues with more years of service than us, who retired from the Steering Committee after the Brno conference.

After one week of travelling, talking, eating, and conferring together colleagues have now become friends. From the team-building point of view the mission was successful: we know each other much better than before, which will benefit contacts and information flows. Furthermore, many discussions have been started, or continued, and hopefully the whole user community will benefit from this.

On Its Way: Primo Product Working Group

By Mandy Stewart, British Library

A new IGeLU Product Working Group for Primo is being organised by Mandy Stewart and the group are organising a breakout session which will take place at the Helsinki conference. Membership of the group is interim as elections will be held at the conference. The interim membership who are working on the programme are:

Peter Corrigan, National University of Ireland, Galway;

Gary Johnson, CCLA Florida;

Paul Soderdahl, University of Iowa;

Mandy Stewart, British Library.

Mandy will be meeting with Jody Combs, coordinator of the ELUNA Primo PWG, at the ELUNA conference in Richmond, Virginia, where we hope to share information about the enhancement process for Primo. She has also been in contact with the Australia and New Zealand (ANZREG) Primo Working Group chaired by Tom Ruthven of the University of New South Wales.

IGeLU
Activities

From Green To Red

By Andreas Sabisch, IGeLU Verde Product Working Group Coordinator

In mid February Ex Libris announced a significant strategic decision with regard to the further development of the ERM system Verde. In the light of the updated road map for the next generation system (URM) Ex Libris decided to cease development on Verde as a stand-alone product. Instead, the restructuring of the data model that is necessary to achieve the full ERM functionality will only be implemented in the new system, scheduled to be launched in 2011–2012. Until then, Verde support will be reduced to bug fixing and minor enhancements.

Verde customers were informed individually about this far reaching decision by local Ex Libris representatives. Unfortunately, the result was a great deal of uncertainty in the Verde community.

The PWG of IGeLU and ELUNA, supported by both Steering Committees, immediately began to work together to establish a clear picture about the motives for this decision and the consequences for Verde customers. Intensive discussions with Ex Libris representatives led to the conclusion that in the context of the updated road map for the URM this decision was irreversible. To close the information gap and bring all

Verde users up to the same level of information, at the end of March the user groups published a joint statement on El Commons and the IGeLU website, informing the user community about the consequences of this decision for present and potential Verde users as well as the requests of the Verde user community to Ex Libris. The user groups also urged Ex Libris to explain in detail the reasons for this significant decision to the user community. Three weeks later, Ex Libris published a comprehensive statement addressed to Verde and Meridian customers about their ERM plans with a strong focus on the URM via the Doc portal (other interested users can obtain the document "ERM Plans — Customer communication April 2009.pdf" from their local offices).

It is up to the user community to comment on this new strategic step, which in a way is understandable from the vendor's point of view, but very disappointing and frustrating from the Verde users' point of view. Although even at this stage of development Verde does offer useful functionalities for management of electronic resources in local environments, the software still does not fully meet the expectations of a mature ERM system, and especially the consortial issues remain unsolved.

Currently Verde user group representatives are in discussions with Ex Libris as to how the period until the new system is available can be bridged with a minimum of suffering for existing Verde customers. The least we expect is the allocation of adequate development and support resources for swift bug fixing and for implementation of the most urgently needed enhancements to reduce the most painful functional constraints and ineffective workarounds.

Please feel free to express your opinion via VERDE-L or directly to the PWG chair.

*Title with courtesy of Richard Cross

From green to red (Flickr, Squirmelia)

IGeLU
Activities

Voyager Enhancement Proces

By Michael Fake, Coordinator, Voyager Product Working Group

Voyager customers are used to uncertainty with regard to the enhancement process for their system. During the last several years of institutional change, the Ex Libris takeover, and the merger of the old user groups, Voyager's enhancement procedures have been in a constant state of flux, with a variety of voting and submission mechanisms being tested. These included the blog postings in 2007, voting rounds, as well as the informal polling for the Global Data Change developments scheduled for Voyager 8.

With the new Collaborative Agreement, signed jointly by IGeLU, ELUNA, and Ex Libris, the Voyager user community can at last start to look forward to a new and consistent way of submitting enhancement requests, and a transparent method for prioritising these for Ex Libris' consideration, which will match the enhancement processes followed by almost all of the rest of the Ex Libris product suite.

The new enhancement framework has a number of key principles, which differ from how things have been done in the past for Voyager customers:

1. IGeLU will collate enhancement requests, and through the Product Working Groups present them to the user community to allow them to vote on prioritisation.

2. Only members of the IGeLU and ELUNA user groups will be able to vote on the enhancements. Thus, your ability to influence the priorities for future development is a direct benefit of your membership in IGeLU.

3. Ex Libris commits to factoring the priority voting into their development plans, and will provide feedback and reasons if some voted-for functionality cannot be implemented.

To make all of this function the way we want it to, the IGeLU and ELUNA Product Working Groups are cooperating on constructing a new enhancement request database system, which will allow you to submit your requests easily, and allow IGeLU to coordinate the collation and voting. This system should be available by the end of 2009, in plenty of time to start the enhancement cycle for Voyager 9. More information will follow as the new system comes on line, and as the IGeLU and ELUNA product groups agree on the details of the procedure. Please keep watching this space ... the new enhancement process is on its way!

Ex Libris, IGeLU, ELUNA Meeting (Flickr, Lukask)

IGeLU
Activities

Changes to Pivotal

By Fiona Burton, IGeLU Steering Committee

During 2008 the IGeLU and ELUNA Steering Committees worked with Ex Libris to expand features offered in Pivotal, the e-Service platform. As part of this work Pivotal now displays "Known Issues" and "Me Too" issues for all products (this functionality already existed for the Voyager product).

Customers are now able to view the Knowledge Base section that contains records for "Known issues" submitted by Ex Libris staff, and based on incidents sent in by customers. Search options will be similar to those encountered when viewing local incidents. In addition to "Known Issues" customers will be able to view "How Too" and "Rep. Change" records.
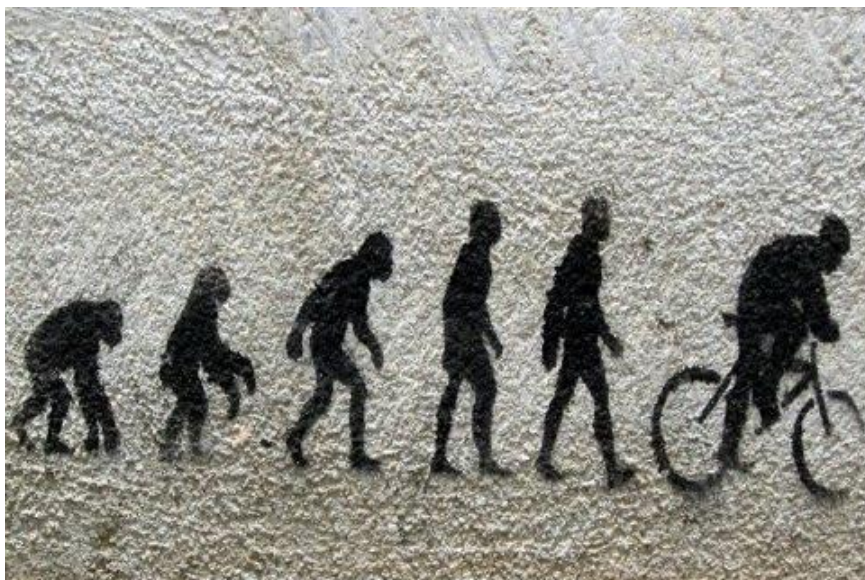
The "Me Too" functionality, enables e-Service customers to access the list of "Known Issues" published in the Knowledge Base prior to submitting a new support incident. If the incident already exists in the Knowledge Base, the institution can flag this issue. By flagging the known issue rather than reporting a new support incident, customers will not only save time but will help Ex Libris to prioritize its work by easily identifying areas in which numerous institutions are having trouble.

Ex Libris have also created two Flash demonstrations, an eService Tutorial and the Me Too function for viewing by customers. These are available on the Pivotal site.

We realize that there are still enhancements to e-Service that customers would like to see and we will continue to work with Ex Libris on these.

Access to Ex Libris Documentation Center for Meridian customers

As a result of a request from the IGeLU and ELUNA Steering Committees, Ex Libris has arranged for customers using only Meridian and Voyager as their Ex Libris products to be given access to the Verde and Cross-product sections of the Documentation Center. For Meridian only customers, if you have not received your Login information, please contact your local Ex Libris customer service contact

Evolution of Man (Flickr, HeadOfMetal)

IGeLU
Activities

Voices From ELUNA

By Michael Fake, Voyager Product Working Group Co-ordinator

This year's conference for our sister organisation, ELUNA, was held in Richmond, the state capital of Virginia, and the one-time capital of the Confederate States during the American Civil War - a legacy that is still very much a part of the city's life and culture.

Following the meeting between IGeLU and ELUNA coordinators in Denver in January, both groups had agreed to continue the close liaison between product groups, and so several of us IGeLU representatives travelled to Richmond: to take part in the ELUNA conference; to act as ambassadors for the International Group; and to meet their product group counterparts from North America.

Our group consisted of Meg Bate of AARLIN, Melbourne; Guido Goedemé of the Royal Library of Belgium; Mark Dehmlow of Notre Dame; Mike Ryan of College Center for Library Automation, Florida; and Michael Fake of the London School of Economics. We made our way to Richmond via various routes (some of us travelling further than others...), where we were all welcomed very warmly by our ELUNA hosts. Richmond sweltered in 80 degrees heat (27ºC), alternated with monsoon-like rainfall, but that didn't stop the conference from being a lively and rewarding experience. A joint meeting of ELUNA and IGeLU product coordinators was held on Tuesday, prior to the official conference opening. Updates on each product and on ELUNA/IGeLU activities were exchanged. A recurring theme from each product was discussion of the probable end of that its lifecycle; Verde is to be replaced by phase one of the URM, DigiTool replaced by Rosetta, MetaLib replaced by Primo MetaSearch, with the two ILS's eventually replaced by the URM. Managing these changes will be a challenge for us all. Other topics covered were EL Commons, enhancement procedures and we are looking forward to the implementation of NERS (New Enhancement Request Service).

Much of the conference focused, perhaps inevitably, on the URM. Oren Beit-Arie of Ex Libris presented some updated plans on their URM, showing how their plans have changed and advanced after the early unveiling at Madrid last year. Ex Libris has clearly taken very seriously the responses that came out of the focus groups and discussion sessions in Madrid, and there was a cautious welcome to the plans from the conference participants. Attendees at the Helsinki IGeLU conference can expect to see even more up-to-date presentations.

The discussion wasn't solely about URM, however. The much larger North American Voyager customer base meant that there was plenty of interesting discussion about the future of Voyager, including a number of useful presentations on the Webvoyage interface, methods for improving SQL queries and reporting, and on how the New Enhancement Recording System would impact on the Voyager enhancement cycle. Carmit Marcus, Aleph Product Manager reassured attendees that Aleph's end of lifecycle is still years in the future and spoke about plans for versions 21 and 22.

The first analysis of the recent MetaLib Survey was presented to the ELUNA User Group Meeting. Ex Libris displayed positive feedback as Carmit Marcus stated that and the New "Primo MetaSearch" would consider input from the PWG Survey along with its Advisory Forum. The ELUNA MetaLib Conference presentations were varied and informative. Presentations were presented by recent MetaLib implementers plus experienced implementers going through evolutionary processes. Other topics covered were Consortium issues, X-server, Xerxes and Workflows.

The DigiTool road map was very well presented by Tomer Paz, product manager of DigiTool and the evolution of DigiTool into the DAM module of Rosetta was clearly explained. The system will be open to E-Research data (results of scientific experiments). The release of Rosetta 2.0, which will include the DAM system, is scheduled for the end of 2010 (although Ex Libris will not commit formally on dates).

Of course it wasn't all about Ex Libris. We IGeLU folk managed to get out and about in Richmond, visiting a number of historic Civil War landmarks in the city, exploring the city on foot, and by canal boat, and experiencing Southern specialities like grits, biscuits in gravy, and crawfish (some of which appeared to be an acquired taste). In all we had a great time, and enjoyed real Southern hospitality - and we hope to welcome some of our ELUNA colleagues to the Helsinki conference later this year.

IGeLU
Activities

Change Is the Theme

By Michele Newberry, IGeLU Steering Committee

It's shaping up to be an exciting conference in Helsinki this September. Change is the theme and, of course, the URM will be a focal point of both Ex Libris and IGeLU member-driven programme content.

The opening plenary session is on the challenge of change and its management in libraries, with particular reference to the current state of library technology developments. The keynote speaker will be Kurt de Belder, Director of Leiden University Library in the Netherlands, followed by a reactor panel including Richard Ovenden of Oxford University, who will be debating the issues raised, and responding to questions from the audience.

"This should be a fascinating discussion about some of the most important issues that all of our institutions are facing", according to Michael Fake, Voyager Product Working Group Coordinator and moderator of this session: "How can libraries live alongside the semantic web, cloud computing, the world economic crisis, the open source movement, a shrinking choice of suppliers, a swelling ocean of data, and users who expect to be able to access it all on an iPhone?"

The call for proposals has resulted in a nice mix of the practical with the thought provoking for all the products. The conference programme committee is cur-rently reviewing the submissions and aims to make its decisions on these proposals by the end of April. There is still space available so everyone is encouraged to send in their ideas. The deadline has been extended to May 30. We would particularly like to get more "lightning round" submissions — 10–15 minute mini-presentations giving attendees a quick view of some-thing fun, interesting, unusual, or especially innovative that you are currently doing or would like to do or to challenge others to do. Also, only four poster sessions have been submitted so we'd also like to receive more proposals in this category. The Grand Marina Congress Center has wonderful space for displaying and viewing posters and we should take full advantage of it!

Speaking of the Helsinki meeting space — it is abso-lutely beautiful. Visit
http://www.marinacongresscenter.com
to view the space. In addition to the main conference, the Sunday meetings of the Product Working Group leaders and INUG will be very comfortably located there as well.

Helsinki promises to be a wonderful place to be in Sep-tember with pleasant weather and beautiful attractions. There are plenty of nice restaurants and the waterfront and parks will be lovely to walk along in the free mo-ments of our time there. We look forward to seeing all of you there.

More information on the conference can be found at:
http://igelu2009.org/

Register now at:
http://igelu2009.org/registration/

IGeLU 2009
Helsinki

This is Helsinki—Almost

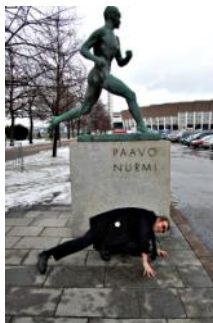*By Jukka Penannen and Ari Rouvari, National Library of Finland*

As kind of informal (and non-official) Helsinki mascots, we will present to you some of the interesting sights of Helsinki. The best way to do this is with photos. Let this outline be your quick glance at the upcoming IGeLU conference city. Let this outline guide you virtually through the "pearl of the Baltic Sea", the home of a half a million unique people.

The Esplanade Park: This park is located in the very center of town. This ancient calf paddock became a central park and meeting place of the town in early 1800. Although there are a number of Esplanade Parks around the world, this one was named after the Swedish king's (Gustav III) ship "Esplandian", which was repaired at this site in the 1780s. You cannot escape visiting this park. Statue of our national poet Johan Ludvig Runeberg (1804–1877).

Sibelius: Sibelius used to carouse in the Kämp Hotel at the corner of Kluuvikatu and North Esplanade. His monument, however, stands in Töölö, and his home was in Järvenpää, about 30 kilometers from Helsinki. Jukka standing at the Sibelius monument in Töölö district.

Stadium: It is a widely held opinion that the last true Olympics (in 1952) took place in Finland. The stadium was already built for the Olympic Games in 1940. Next to The Flying Finn — Paavo Nurmi — Ari presents the statue of long distance runner Lasse Viren who won the 10,000 metres in 1972 despite his fall after a tangle with Frank Shorter. Ari likes spectator sports.

The Toilet: You get the best view of the town from the toilet of Torni restaurant. Ari looks way from the window because of his bad vertigo.

Kontula: The brutish and yet so poetic face of eastern Helsinki. Here Ari is wondering why the rich people never live in the east and always in the west (I'm kidding; he just wants to show off his new sunglasses).

The Loose bar: Rock-rock. The true teen nature revealed.

Moscow bar: The GDR is gone, but Russia lives… Founded by famous film makers Aki and Mika Kaurismäki, this small bar is a must for our guests. A Finnish peculiarity is a passion for ammonium chloride, as used in salmiak or salty liquorice. It can be used both in confectionery and mixed with alcohol. Our Danish friends are wild about at. Here we are having a beer, though.

Sauna: In the recent post-war period — as we tend to describe the past decades — the number of public saunas has unfortunately sharply declined. Some saunas, fortunately, still remain. We Finnish believe that the authentic sauna does not go with newspapers or with wall-to-wall carpets. The temperature is at its best when it is over 100 degrees. Sorry Swedes, no bad feelings.

Urho Kekkonen: The president of Finland 1956–1981. His statue is very peculiar with a streetlamp cover like protecting hands. Ari wants to be protected …and Jukka wants to have a beer at U. Kaleva bar.

The library: Finally, we get to the point — the library. Kirjasto 10 is a popular meeting place and it has been a style innovator of traditional libraries for over 10 years now. We love books.

That's all folks. If you think you did not get enough out of this, we seriously recommend you book your ticket to Helsinki for longer than from September 6 to 9. We welcome you to the borderland of thousands of lakes, saunas, and polar bears. Don't forget to register. You will get to see much more!

IGeLU 2009 Helsinki

Short News

By Beate Rusch, IGeLU Steering Committee

Submission Deadline for IGELU 2009 Extended to May 31

The deadline for submitting proposals of presentations and posters for the IGeLU 2009 conference in Helsinki has been extended to May 31. Submit your proposal online using the form at: http://igelu.org/conference-2009/presentation-form. We are sure you have something to share with us.

Prepare to Be Involved — Call for Candidates

In Helsinki the Members Assembly will elect a new Chair of IGeLU and 2 new members of the Steering Committee. The terms of Clare Whittaker, Scottish Digital Library, now Edinburgh Research and Innovation, and Beate Rusch, KOBV Consortium Berlin, are coming to an end and also the first term of Jirka Kende, Free University Berlin, as Chair of IGeLU.

If you would like to stand for one of the vacant positions and are willing to devote time to the user community, you can either be nominated or propose yourself before and/or at the Annual Meeting. Candidates should send a brief description of their experience and their curriculum vitae to Guido Badalamenti at the IGeLU secretariat (guido.badalamenti@asb.unisi.it) We also recommend that you prepare a few slides to introduce yourself to the Assembly. Do think about it: It is important as well as very interesting to serve IGeLU.

Ex Libris Starts to Twitter

Ex Libris goes blogging. In their blog, which is called Initiatives, you will find updates and information about new Ex Libris programmes and activities, such as the URM. Ex Libris Commentary blog is more general. Here Carl Grant, president of Ex Libris North America, offers his views on the market and on librarianship in general. Additionally, there is a new website dedicated to the URM activities — don't forget to follow what's going on.

http://www.exlibrisgroup.com/category/URM_ResourceCenter

http://commentary.exlibrisgroup.com/

http://initiatives.exlibrisgroup.com/

http://twitter.com/ExLibrisGroup

CKB Enhancements

The Product Working Groups of SFX, MetaLib, and Verde are currently discussing an enhancement request system for Central Knowledgebase items with Ex Libris. The procedure needs to be pragmatic, easy to use, and a benefit to customers and Ex Libris alike. One of the issues is the differing interests in different regions: what one country views as an important resource is not necessarily important to another. There is also the question of division of responsibilities. For example, Ex Libris can act as the master of the house with regard to software enhancements, but in the field of resources Ex Libris faces a different situation. Vendors are also involved here, and sometimes only the customers can provide the requisite information.

An enhancement procedure for knowledge base items is long overdue. IGeLU is working on it. Read more about this in the upcoming newsletter, which will be out before Helsinki.

Short News

List of Authors and Photographers

Authors and Contributors:

Meg Bate, AARLIN-Consortium, MetaLib Product Working Group Coordinator, M.Bate@latrobe.edu.au

Fiona Burton, Macquarie University, Australia, IGeLU Steering Committee, fiona.burton@mq.edu.au

Ulrika Dömellöf Mattson, Swedish Environmental Protection Agency, Ulrika.Domellof-Mattsson@naturvardsversverkert.se

Theo Engelman, Utrecht University Library, t.a.m.engelman@uu.nl

Michael Fake, London School of Economics, Voyager Product Working Group Coordinator, m.fake@lse.ac.uk

Guido Goedemé, Koninklijke Bibliotheek van Belgie, DigiTool Product Working Group Coordinator, guido.goedeme@kbr.be

Ragnar Helin, Library of the Swedish Parliament, Editor of the IGeLU newsletter, ragnar.helin@riksdagen.se

Jirka Kende, Freie Universität Berlin, IGeLU Chair, kende@ub.fu-berlin.de

André Keyzer, University of Groningen, MetaLib Product Working Group, A.K.Keyzer@rug.nl

Peter Klien, The Austria Library Network, ILS Consortia Special Interest Working Group, peter.klien@bibvb.ac.at

Lukas Koster, Library of the University of Amsterdam, IGeLU Steering Committee, l.koster@uva.nl

Michele Newberry, Florida Center for Library Automation, IGeLU Steering Committee, fclmin@ufl.edu

Jukka Pennanen, The National Library of Finland, jukka.pennanen@helsinki.fi

Ari Rouvari, The National Library of Finland, MetaLib Product Working Group, ari.rouvari@helsinki.fi

Beate Rusch, Kooperativer Bibliotheksverbund Berlin-Brandenburg (KOBV), IGeLU Steering Committee, rusch@zib.de

Andreas Sabisch, Freie Universität Berlin, Verde Product Working Group Coordinator, sabisch@ub.fu-berlin.de

Mandy Stewart, British Library, Interim Primo Product Working Group Coordinator, Mandy.Stewart@bl.uk

Clare Whittaker, Edinburgh Research and Innovation Ltd, IGeLU Steering Committee, clare.whittaker@ed.ac.uk

Charlotte Wänelöf, Library of the Swedish Parliament, charlotte.wanelof@riksdagen.se

Photographers:

P 2: Some rights reserved (Flickr, Practicalowl) http://www.flickr.com/photos/practicalowl/1468829205/

P 3-4: Cop. Charlotte Wänelöf

P 5: Cop. Ragnar Helin

P 7-8: Cop. Peter Klien

P 12-l: Some rights reserved (Flickr, victoriapeckham) http://www.flickr.com/photos/victoriapeckham/1188466803/

P 12-r: Some rights reserved (Flickr, Yanina) http://www.flickr.com/photos/yanina/368568077/

P 13: Cop. André Keyzer

P 14-15: Cop. Guido Goedemé

P 16: Some rights reserved (Flickr, Squirmelia) http://www.flickr.com/photos/squirmelia/2451382877/

P 17: Some rights reserved (Flickr, Lukask) http://www.flickr.com/photos/lukask/3228250543/

P 18: Some rights reserved (Flickr, HeadOfMetal) http://www.flickr.com/photos/headovmetal/3338989094/

P 21: Cop. Jokka Pennanen

P 24: Cop. Peter Klien

.

Authors
and
Photographers

igelu

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.*

Soccer, Soccer, Soccer ...