The Danish Ex Libris User-group (DANGELU) – report / INUG 2013

The Danish Ex Libris User-group (DANGELU) was established in 2009, when the national Aleph-group and SFX-Metalib group were merged, following the take-over by Ex Libris of Fujitsu activities as vendor of the Ex Libris products.

The purpose of the group is to
- create a forum for co-operation and sharing experiences concerning the various products.
- discuss enhancements and functionality with Ex Libris in order to make sure that users of Ex Libris products can participate in local Danish library cooperation.
- keep in touch with IGeLU

Besides maintaining a national listserv the group meets twice a year. Ex Libris is invited and participates in the meetings.

SPECIAL ACTIVITIES - 2013:

This year has been rather quiet, and we haven't heard much to Ex Libris, but we have received valuable information in connection with the meetings.

Last year we learned that the (physical) Scandinavian office had been closed, but the staff transferred to other assignments in the Ex Libris organization. We are sorry to hear that Ex Libris have shut down Danish support and sent dismissal notice to the very experienced staff. No message of this was given to the usergroup. It is a problem that there is no local account manager for the Danish customers, since there obviously is too much to do for the Scandinavian sales and account manager.

We were assured that Ex Libris will follow developments in the Danish Library Agency and libraries. We can hope that this is still true, and that they have a commitment to the Danish market.

There has been a continued dialogue with Ex Libris about regional and local resources, e.g. Infomedia and SFX (many of the resources are also interesting for the Nordic countries) in SFX and Primo Central. I am afraid that a major breaktrough is not imminent, although some progress has been made.

Most libraries have converted to version 21, although a few remain on Aleph version 18. A single library is implementing Alma.

We have also noticed that there are several problems with the way Ex Libris manages the products. E.g. are Product Managers often replaced in Primo which means that the libraries and PWG can start from scratch with certain problems. Also development of Metalib "backoffice" seems to have stopped – nevertheless they still claim a maintenance fee.

On behalf of the user-group
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