The Aleph DACH study report

addressing the needs and wants of
Ex Libris Users from German
speaking countries

Ronald M. Schmidt

Background and scope

➔ Aleph-DACH meeting Mannheim 2008

> ➔ Decision made to commission a study on demands for a future ILS solution

> ➔ Study should report back concerns of libraries rather than functionalities and techie stuff

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Survey design 1

➔ Qualitative survey based on interviews

➔ 15 key representatives of Aleph-DACH and the German National Library

➔ Three structural levels where people are involved with Ex Libris products:

   ➔ Library management

   ➔ Library consortia

   ➔ System maintenance

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Survey design 2

➔ Personal interviews Aug-Oct 2008

➔ Exploratory research design that avoids suggesting particular answers

➔ Sample topics for discussion:

    ➔History and current satisfaction

    ➔Resources

    ➔Priorities

    ➔Motivation for change

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Key points 1

1. Variety of perceptions of the requirements of an ILS

2. Discrepancy between streamlining work-flows and technical solutions

3. Library users want access to local and remote information

4. Demand for local solutions

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Key points 2

5. Variety of digital resources
6. Metadata-sharing as a key requirement for streamlining work-flows
7. Support and customer relationship management
8. Collaboration within the user community

4th IGeLU Conference 6-9 September 2009 in Helsinki, Finland

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Recommendations - Vendor

➔ Modularisation

➔ Open Software Architecture

➔ Data Infrastructure

➔ Quality Enhancement

➔ Securing transition

➔ Pricing

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Recommendations - Customer

➔ Strengthening community impact

➔ Standardisation

➔ Capability of local solutions

➔ Take your time

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Thank you for your attention

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