The Aleph DACH study report
addressing the needs and wants of Ex Libris Users from German speaking countries

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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
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
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
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
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
Recommendations - Vendor

- Modularisation
- Open Software Architecture
- Data Infrastructure
- Quality Enhancement
- Securing transition
- Pricing
Recommendations - Customer

- Strengthening community impact
- Standardisation
- Capability of local solutions
- Take your time
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