



hbz

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# 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

# 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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Thank you for your  
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Dr. Ronald M. Schmidt

DACHELA IGeLU liaison officer

Hochschulbibliothekszenrum des  
Landes Nordrhein-Westfalen Cologne

[schmidt@hbz-nrw.de](mailto:schmidt@hbz-nrw.de)