Common Knowledge

Enhancement procedures

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IGeLU Steering Committee perspective

- GOAL: One single agreement for all products
- (not necessarily one process – but very similar processes)
- Agreement is at:

General principles

- Product Working Groups have a key role in the enhancements process
- Meetings are held by teleconference between the PWG rep from IGeLU and ELUNA and the relevant Product Manager from Ex Libris
- Input will be co-ordinated by both ELUNA and IGeLU (except Aleph where they are separate)

General enhancement principles

- Members will vote on a list of enhancements at least once per year
- One vote per membership of IGeLU (so that is usually one vote per institution – but it can vary)
- IGeLU and ELUNA will come up with the infrastructure to support voting
- Institutions can only vote on products they have licensed

Enhancement process

- Enhancement requests will come from members of ELUNA and IGeLU (via our web sites)
- Product management at Ex Libris will supply enhancements as well - from new customers, non-members, the company itself and so on. They will categorise these into “accepted, under consideration and those they will not implement”.
- IGeLU and ELUNA will prepare the list of enhancements for voting
- Members have 100 votes to cast in each ballot (against the full list of enhancements)
- Exactly when and how voting is done can vary among PWGs

Specific products

- Voyager®, SFX®, Verde®, DigiTool®, MetaLib®, and Primo® have varying development cycles and more minor releases, service packs and so on.
- As a result, the turnaround in the prioritization process will vary, with some products having a much more rapid turnaround. There could be more than one vote per year for some of these products (to go into a minor release for example)
Aleph

- Based on a long-standing agreement, Aleph has different enhancement processes between ELUNA and IGeLU.
- Ex Libris guarantees 120 days of development per version each for IGeLU and ELUNA

Feedback

- Ex Libris product managers will obtain development estimates for the top prioritized enhancements which Ex Libris consider feasible to implement.
- As many enhancements as possible will be implemented, beginning with the top vote getters.
- Once decisions are made – Ex Libris will outline what will be implemented and what was rejected (and why).
- The product dev agreement also covers agreement on enhancing the various knowledgebases in a timely fashion. These may be separate enhancement agreements/processes for those products, as agreed by the PWGs.