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igelu

After IGeLU 2009 Helsinki

IGeLU NEWSLETTER

From Helsinki to Ghent

Jirka Kende, Chair of the IGeLU Steering Committee

I had very high expectations of the Helsinki conference. After experiencing the early introduction of the Helsinki team in Madrid, the great collaboration before the conference - especially with Jukka Pennanen and Annu Jauhiainen - and after following the dedicated work of the Program Planning Committee under the leadership of Michele Newbery, I was sure that the 4th Annual Meeting of IGeLU would be a success.

I am very happy to say that my prophecy in the last Newsletter that "soon after the conference a new headline will be born: "The hidden pearl of the North has made a strong comeback" really did come true! For many of the attendees it was probably their first time in Helsinki and like me they were surely overwhelmed by the beauty of the city with its fabulous location on the coast, and the hospitality of its inhabitants; they will no doubt take these impressions back to all the many countries they came from.

The conference itself was perfectly organized and rich in content with nearly 100 sessions. There were many opportunities for information exchange with Ex Libris and between the users - whether during the breaks, or the great social events (the reception in the Helsinki City Hall; the late night with tango and sauna at Uunisaari Island), or for those of us who had the stamina, even in a karaoke bar in the depths of the Helsinki nights (a first time for me!).

The survey conducted during the Helsinki conference gives a very good picture of the satisfaction level of the attendees: satisfied or very satisfied with the planning and arrangements of the conference: 97%; with the keynote session: 82%; with the user experiences sessions: 82%;

with the presentations of ExLibris developments in the plenary sessions: 69%; and with the poster sessions: 66%. Including the number of those "only" average satisfied, these values are all over 90%! (the entire survey with the results for the product sessions and for IGeLU activities is available on the IGeLU website, see <http://igelu.org/members-only/igelu-2009-conference-evaluation-feedback>).

Back home again we had little time to relax as planning is already underway for next year's conference. At the end of October myself and Lukas Koster from the Steering Committee went to Belgium to meet the organising committee of the Ghent University library and see the venue where the 5th IGeLU Annual Meeting will take place. Many of you saw the wonderful presentation introducing Ghent during the Helsinki conference, and after meeting with Sylvia, Fran, Pieter, and Paul - the very professional and enthusiastic core of the organising team at the University library - I have, once again, a very good feeling about the next conference!

As we experienced during our short stay in Ghent, the marvellous symbiosis of a beautifully preserved medieval city and modern architecture will characterise the 2010 conference venue. There is Ghent university library, built in the 1930s by the famous architect Henry Van de Velde; a new modern university conference building, the UFO (University Forum, finished in October 2009); as well as the wonderful Vooruit Café complex (a former workers' cultural centre, and now an arts centre). I have every confidence that the next IGeLU conference will again be a great success.

I was happy to have met so many of you in Helsinki, and I'm hoping to meet even more of you in Ghent!

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Welcome to:

- 5th INUG Meeting in Ghent 2010-08-29
- 5th IGeLU Meeting in Ghent 2010-08-30—09-01
- 6th IGeLU Meeting and Systems Seminar in Haifa September 2011

Paddling Like as a Swan – Organizing the Helsinki Conference

By Jukka Pennanen,
Coordinator of IGeLU conference in Finland

This year the IGeLU conference took place in Helsinki, Finland, at the Grand Marina Congress Center. For a newcomer it was very exciting to organize an event which already has such a great history, and which in previous years had brought together hundreds of library professionals and technical experts in Stockholm, Brno and Madrid. The conference was a great challenge during which we learned a lot about organizing events on this scale! The Organizing Committee set the goals high for the number for attendees right from the outset, and when the conference finally began just over 450 participants had registered making it the largest IGeLU event so far. With new delegates from Japan and Brazil every continent was represented!

It has already become a tradition to have a pre-conference for Steering Committee and Working Groups in the days running up to the conference itself. The main program ran from Monday to Wednesday, and there were also social events on each night, including the now-famous Uunisaari sauna (which at least some of the delegates took to like Finns in water), and a Helsinki City Hall reception.

As local organizers we prioritized content, and the Steering Committee worked hard to ensure that the conference program was ready in good time, so that the organizers and delegates could plan their attendance. Michele Newberry and the planning committee carried out an excellent job in putting the program together against very tight deadlines. It meant that we had a lot of excellent presentations to see and hear in Helsinki, thanks to all those who had volunteered to share their thoughts, experiences, and innovations. Many thanks also go to Ex Libris and our sponsoring partners whose contribution was truly valuable in making the conference possible.

We had a lot of fun with the technical content too. We had an opportunity to organize a video seminar for the first time in IGeLU history. This was done with Dave Walker from California State University, and I'm delighted to say that it worked perfectly -although it did mean that Dave had to wake up at five o'clock in the morning to give his presentation.

We also created the online IGeLU2009 forum and an "IGelu wall" for open comments. We had 892 comments through Twitter on the Wall during the conference (<http://twapperkeeper.com/igelu09/?limit=all>). Combining these web 2.0 tools with a traditional meeting proved to be an excellent way of widening participation and adding to the experience, and I hope we'll see similar innovations at future IGeLU conferences too. We also worked hard to ensure that we were able to push program data and updated information simultaneously to both the web and to the display screens in the venue.

We were very pleased to get so much positive feedback from delegates – we had lots of comments from you all telling us that you really enjoyed the experience. Alas the burden of organizing meant I wasn't able to experience much of the content of the program itself! Hopefully I'll be able to relax a bit more at the next conference in Ghent, and listen to the presenters instead of worrying that I've loaded the right slides!

I would like to use this opportunity to thank the members of the Organizing Committee for all the valuable work they did in contributing to the success of the Hel-

sinki event, in particular: Päivi Järvinen, Tarja Mäkinen, Ere Majala, Janne Markkanen, Lassi Lager, Jussi Brunberg, Nanna Jokinen, Jussi Piipponen, Minttu Hurme, Leena Saarinen, Leena Salminen, Erkki Tolonen, Tomas Ukkonen, Tiina Pasanen, Eevaliisa Colb, Karo Salminen, Päivi Jokitalo, Ulla Ikäheimo, Laila Heinemann, Eija Niemelä, Väinö Alahärkönen, Erkki Tolonen and Päivi Kinnunen. The Helsinki Steering Group consisted of Kristiina Hormia-Poutanen, Annu Jauhiainen and Ari Rouvari.



Jukka himself

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Primo PWG – Primed and Ready

*By Mandy Stewart, British Library,
Primo PWG Coordinator.*

The Primo Product Working Group was established formally at the Helsinki Conference, becoming IGeLU's newest working group.

The members are:

Mandy Stewart, British Library
mandy.stewart@bl.uk

Gary Johnson, College Center for Library Automation
Florida
GJohnson@cclaflorida.org

Tom Ruthven, University of New South Wales
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Naomi Greidinger, University of Haifa
naomig@univ.haifa.ac.il

Peter Christensen, MiniBib
pvc@dab.dk

Jorgen Madsen, Royal Library of Denmark
jma@kb.dk

Christian Hänger, University of Mannheim
christian.haenger@BIB.UNI-MANNHEIM.DE

The PWG is getting off to a running start: I have already been in contact with Dale Poulter, the ELUNA Primo PWG Co-ordinator and we are currently working on arranging the first round of voting on a list of Primo enhancements. These have now been loaded on to NERS, the new enhancement system, and subscribers to the Primo mailing list will be asked to vote on them.

As coordinator I have also begun to work closely with Gilad Gal, the Ex Libris Primo Product Manager, and along with Dale and the new PWG members we'll be doing a lot of work on managing enhancements to Primo.

As a new group we're still finding our feet, so we are also in the process of organising a meeting of the PWG members in January 2010 where we will establish the roles of the members and discuss our contribution to IGeLU 2010 in Ghent.

The mailing list for Primo (<http://listserv.nd.edu/archives/primo-discuss-l.html>) now has quite a long list of members so please do join it if you are a Primo user and use it to post your questions!

A Note on RDA

*By Mandy Stewart, British Library,
Primo PWG Coordinator*

The British Library, in common with other institutions preparing for Resource Description and Access (RDA), is developing plans to test and evaluate the metadata content standard. An important aspect of testing will be Aleph configuration, workflow evaluation and data exchange.

To support these activities, the BL has specified and plans to implement an RDA Implementation Environment: an implementation of Aleph configured to reflect MARC21 changes introduced for RDA. This Implementation Environment will be used to test cataloguing workflows and identify any RDA related changes which need to be made. It will also be used to test the import and export of RDA records to and from Aleph, the display of these records on the OPAC and the generation of management information.



R.D.A. May-Day

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What I Learned in Helsinki – The Voyage of Voyager

Habib Tabatabai, Voyager PWG Coordinator

I start by saying to our gracious hosts a big kiitos for their hospitality, friendship, and organization. Thanks to all the great people who taught me a few Finnish words, including Suurenmoinen, rauha, and v..., nah forget it.

The Voyager track at the IGeLU conference is maturing and growing. In Helsinki, we had the highest number of participants so far who are using the Voyager ILS. Of course many Voyager sites also use a combination of other Ex Libris products, so there was a lot of crossover of material relevant to the ILS in many of the sessions on these other products. It was also good to hear about the development of the new Unified Resource Management system (URM): from a Voyager perspective in particular it was great to hear from Princeton University, who are one of the development partners in the URM, as well as a Voyager site.

With many years of development and improvement behind it, Voyager is a largely stable system, but it still holds the promise of becoming better. To ensure this, a robust enhancement system and process is essential. NERS, the new enhancement request system, is under development, and will be used for the enhancement process for Voyager 9, and I watched the presentations on the development of this system with interest. Of course collaboration between the IGeLU and ELUNA VPWGs over enhancements – and in many other areas of Voyager development - will ensure that we have a stronger voice speaking on behalf of the user community, so it was great to get the chance to meet with Emily Batista, the ELUNA Voyager Product Group chair while I was in Helsinki. The new Voyager PWG will continue to liaise closely with our North American counterparts over the coming year.

At Helsinki we got the chance to hear from Mike Dicus, the Ex Libris Voyager Product Manager, who gave an overview of the plans for the system in the coming months and years. Voyager 7.2, scheduled for late 2009, is to be released on the Linux Redhat platform. This should help with total cost of operation, a particular concern for all of us these days. It also promises improved performance of Voyager applications. The introduction of a scripted installation kit with v7.2

should make life easier for upgrade gurus. A little further in the future Voyager 8, with Global Data Change as its focus, is on the horizon for end of 2010 release. Voyager 9 is on the development path. There was even a mention of Voyager 10 once in a while. We have many things to anticipate.

Shortly after Helsinki I took over from Michael Fake as the Coordinator for the Voyager PWG (Michael has now joined the IGeLU Steering Committee), and I'm looking forward to continuing the work of the VPWG in ensuring improved and expanded communication between the user community and the Ex Libris developers and management. This will be a vital component in making sure that needs and solutions are properly matched.

Last but not least, to our next year hosts in Belgium: See you soon (bientôt, Bis bald, tot gauw/Laat zien elkaar snel.)



Voyage in Helsinki

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MetaLib – The Road to the Next Generation

By Meg Bate, AARLIN Consortium,
Metalib PWG Coordinator

It was a full program for MetaLib users at the Helsinki conference, featuring: interesting user presentations for both new and experienced users; product updates; a Q & A; “birds of a feather” luncheons; and poster sessions.

Metalib was definitely in the mix when considering the conference theme of change, next generation technologies, and the road maps for getting there. It was interesting to see MetaLib being featured in the lively discussion on blogs¹ and on the IGeLU conference twitter feed.

So now a quick review of MetaLib in the Conference Sessions:

MetaLib Product Update: Ex Libris – Gilad Gal (Sr. Product Manager) & Carmit Marcus (Director)

There was a large audience for this session as many MetaLib users were keen to hear exactly what’s happening with this product. In general Ex Libris have a vision for this product but libraries are focused more on the outcomes.

Ex Libris reported that they had sold their MetaLib product to 1,511 institutions around the world and that it was their 3rd most licenced product. (Only Aleph at 2281 sales and SFX at 1851 are higher.) The new MetaLib name is evolving, and is now MetaLib Next Generation (NG). This product will have a new infrastructure that will incorporate all core aspects of MetaLib functionality in a superior way where possible. In particular:

- It will be part of Ex Libris’ URD² strategy.
- Search response times will be improved by caching search results.
- MetaLib functionality will become available in Primo.

It was useful to see Gilad demonstrate some of the proposed updates in Primo. In the 2nd Quarter of 2011, the MetaLib Next Generation will finally become available in Primo.

After receiving customer feedback during and after the Product Update session, Ex Libris announced that they would investigate two intermediate solutions to address user objection to a two year gap between the last MetaLib version and MetaLib Next Generation:

- The possibility of making Primo Central available to MetaLib customers at no additional cost.
- The option for existing customers to intermediately upgrade to Primo 3 Metasearch at no additional cost, even if they only get limited MetaLib functionality.

Just before finishing the Newsletter great news arrived: Primo Central will be added as a new target to the MetaLib Knowledge Base at no additional cost!

Xerxes Roadmap – David Walker (California State University)

It was great to be able to have the facilities available and David Walker’s support in enabling a teleconference hook for this session. Institutions all over the world have gone live with this MetaLib X-Server application, including North America, Europe, Australia and Japan. David gave an overview of what Xerxes can do now and where it is heading in the future. It was also of interest to see the development of Xerxes as an interface to WorldCat, and the possibility of integrating it with other systems such as Primo, Summon and Ebsco Discovery Service.

Easy OPAC Enhancements – Matthew Phillips (University of Dundee)

Even though this presentation appears to be focused on Aleph it is worth being reviewed by MetaLib users. It includes some interesting documentation on embedding search boxes (using PHP) and browser search plugins. Also of interest was the way Matthew had added extra information in the link so that usage sta-

¹ Koster, Lukas. *Roadmaps to uncertainty*. Commonplace.net: Library2.0 and beyond. <http://commonplace.net/2009/10/roadmaps-to-uncertainty/> and Corrado, E. *Igelu 2009 thoughts*. blog.ecorrado.us <http://blog.ecorrado.us/2009/09/14/igelu-2009-thoughts/>

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MetaLib – The Road to the Next Generation (cont.)

tistics could subsequently be extracted from the Oracle tables.

Database workflows: a diagram for success - Bryan Vogh & Hans Kishel (University of Wisconsin)

If you are looking to review your library's MetaLib workflows it is worth looking at this presentation. I particularly liked the workflow diagrams. The use of BP Logix, a workflow management tool, in a Library environment was also of interest.

Clustering MetaLib at Brazilian Government Library Consortium – Ronan Morae and Gustavo Portella (CAPES)

It was great to have a presentation from Brazil. This presentation focused on the technical aspects of a consortium for a large organisation.

MetaLib review “2 years on”: the librarian's perspective – Amanda Southam (University of Plymouth)

An enjoyable presentation on how the University of

Plymouth set up MetaLib. Amanda discussed successes, pitfalls and the future. I particularly liked how MetaLib was promoted at the University of Plymouth.

MetaLib PWG for 2009 - 2010

I would like to thank our retiring MetaLib PWG Member, Ari Rouvari. Ari has been working with the group since 2006, and is one of our longest serving members. Thanks Ari, for your continued support and expertise.

The PWG team for 2009/2010 now consists of:

Meg Bate – Coordinator (2007 -)

André Keyzer, University of Groningen, Netherlands (2008 -)

Jeremy Acland, Queen Mary University of London (2007 -)

Jussi Brunberg, National Library of Finland (2009 -)

Stefan Lohrum, KOBV Berlin – Germany (2008 -)

The Verde Roadmap

Andreas Sabisch & Richard Cross, Verde PWG

In Helsinki the Verde PWG arranged the product strand for Ex Libris' electronic resource management (ERM) application. The Product Update session, delivered by Nettie Lagace (Ex Libris Verde Product Manager) was followed by a productive Question and Answer session. The Verde PWG Business meeting included a section in which sites shared their Verde implementation experiences. As the Verde customer base in IGeLU is small, relative to other Ex Libris products, attendance at the session was modest – but this did provide space for some detailed and focused discussions. We are very proud that the Chair of the ELUNA Verde PWG participated in the Verde programme: an important step forward in the collaborative work between both user groups.

In the Verde update session, Nettie Lagace clarified Ex Libris's product roadmap: for Verde customers, the

next version will be delivered as the ERM component of the new URM. Existing Verde customers will be upgraded to this new product without any additional fees. The new COUNTER-compliant Usage Statistics module for Verde is also now available to current Verde customers at no extra charge.

The development roadmap for URM means that there will be no *significant* new enhancements to the existing Verde product. However, Ex Libris has agreed with the Verde PWGs that it will consider a small number of *minor* enhancements (as long as these do not conflict with, or draw resources away from, the development imperatives of the ERM component of URM). The IGeLU and ELUNA Verde PWGs are arranging a consultative survey (to be held in December 2009-January 2010) of all Verde customers to identify the priority functional areas on which this highly limited development work should be focused.

New Steering Committee

By Pat Busby, IGeLU Steering Committee

In Helsinki, the IGeLU Assembly of Members voted for the Steering Committee Chair, and to fill two vacant positions on the committee.

Jiri Kende was re-elected Chair with great enthusiasm, with the members welcoming his continuing commitment to furthering the aims of the organization under his leadership.

Pat Busby (Project Manager: Research Libraries Consortium, South Africa) and Michael Fake (Library Systems Manager: London School of Economics and Political Science, United Kingdom) were elected to the Steering Committee. Both Michael and Pat are previous IGeLU Office Bearers: Michael coordinated the Voyager Product Working Group from 2007 to 2009; and Pat was a Steering Committee Member from 2006 to 2007.

Both Clare Whittaker and Beate Rusch, who were unable to stand for re-election to the committee, will be very sadly missed. We wish Clare well in her new position, and Beate in her new freedom to pursue other interests besides IGeLU in her free time. Thanks are extended to both Beate and Clare for their hard work on behalf of all IGeLU users and for using their creative talents and systems expertise to the benefit of all during their years in office.

The New Steering Committee:

Jiri Kende (Free University of Berlin, Germany)
Chair, *Verde* & *SFX* Liaison, and URM Communication.

Michele Newberry (Florida Center for Library Automation, United States)
Aleph Liaison, and IGeLU Conference Planning.

Lukas Koster (University of Amsterdam, Netherlands)
Metalib Liaison, and IGeLU IT infrastructure (website, and the new enhancement system).

Fiona Burton (Macquarie University, Australia)
DigiTool Liaison, Support issues/Pivotal, and IGeLU Documentation.

Michael Fake (London School of Economics and Political Science, United Kingdom)
Voyager Liaison, Special Interest Working Group (SIWG) Liaison, and IGeLU Communication.

Pat Busby (Research Libraries Consortium, South Africa)
Primo Liaison, International User Groups (INUG), and National User Groups Liaison.

Guido Badalamenti (University of Siena, Italy)
remains as Treasurer and IGeLU Membership Administrator.



Old and new Steering Committee with PWG members

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Alpha Beate – Letters from Abroad

By Jirka Kende

For years I've travelled with Beate Rusch without a care or fear. As we worked together on the IGeLU Steering Committee, and both live in Berlin, we've made many trips together all over the world — Chicago, Madrid, Brno, Stockholm, Porto, Denver. We do perhaps look a bit suspicious, but we always got through border controls without a problem, and I was expecting the standard travel drill on our way to Helsinki: take off my shoes; throw away my toothpaste; dispose of my scissors; place my laptop in a separate tray. But this time things turned out differently.

One of the reasons why we miss Beate so much on the Steering Committee is because of her innovative ideas. For the Helsinki conference we decided for the first time to have a "*birds of a feather stick together*" lunch during the conference (an expression that sounds a bit crazy to non-English native speakers, IGeLU being an IT conference and not a meeting of the International Feather & Down Pillows Association). It was a very nice idea, and didn't sound dangerous at all. Beate also had the ingenious idea of marking the dining tables with big plastic letters! A for Aleph, V for Voyager, and so on. A small piece of paper with a letter scribbled on it might have done just as well, but you know how creatives are: it had to be big, heavy, solid letters. Knowing that Beate lives in a part of Berlin called Kreuzberg where the anarchist movement is rife, I suppose I should have been warned.

Everything seemed to be going as usual as we talked IGeLU business and approached the security control at

Tegel Airport in Berlin: until Beate's suitcase was examined. Her suitcase was sent back and forth through the x-ray scanner, the security guys started to look concerned and gathered together in a huddle around the monitors. Beate and I were taken aside and she was asked to open the suitcase: and so our collection of large 3D letters was revealed. Suddenly the security guys didn't look so friendly. At first I thought, they're afraid we'll use the letters to form a sentence like "Hands up, this is a hijacking" but it turned out that some of the letters were filled with liquid. I thought, "Kreuzberg? Explosives? Will I be allowed to call someone to stand in for me at the opening session in Helsinki? Oh, and to inform my wife and son that they won't be seeing me for a while?"

Berlin may be the capital of Germany, but luckily for us it is in some ways still a village. When Beate said that she had bought the letters in a particular shop in Kreuzberg, the security guy said "I know the place, it's a great shop!" and he suddenly looked far more friendly. We were taken to a special room, where the IGeLU letters were analysed by an explosives detector, and you'll be glad to hear that they proved harmless. He wished us a good flight and let us go.

Though all this took a while, in the end we didn't miss the flight or the wonderful conference in Helsinki, sticking together like birds of a feather for the rest of the trip. Of course, Beate insisted on taking the letters home again: so we got to experience Finnish border police as well...



Ex Libris wants U



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Feeding Twitter

By Lukas Koster, Library of the University of Amsterdam, IGeLU Steering Committee

ecorrado wireless isn't working as well as it was this morning #igelu09

reconcomio Looking forward to learn more about the URM #igelu09 # and I am not alone

lukask New URM is like building a house? #igelu09

lrrichardcross @lukask Let's hope it doesn't need to be demolished as unfit for habitation in a few years... #igelu09

phillipsme How much time do they spend on getting good pictures for the presentations. Pad your presentations out with tenuous metaphors. #igelu09

Hypsibius #igelu09 URM: what kind of fulfillment do they MEAN? They keep tossing it around w/out explaining

phillipsme So is a formal consortium like an apartment block? #igelu09

keskitalo This all is pretty obvious and necessary, URM or no URM. #igelu09

annskonn URM = House & Garden #igelu09

kittyfisher All this talk of radishes is making me desperate for lunch. #igelu09

keskitalo Around the URM there are functions. Like selection, preservation... #igelu09

phillipsme Now moving on to a virtual tour of the URM. First up selection and acquisitions. #igelu09

pcalarco Oren's and Kathryn's presentations are similar to what was presented at ELUNA, but Nancy's roadmap new #igelu09

igelu2009 igelu2009.org: Tuesday lunch break <http://bit.ly/3T4hOB> #igelu09

grumpf #igelu09 unsure if all library related processes need to be modelled in a system. When does workflow specification becomes a waste of time?

pcalarco #igelu09 Some institutions will have issues with financial info stored in the cloud or hosted service

clare whittaker @pcalarco #igelu09 too right. auditors will kick up a stink!

lukask Metadata management up next, that's my field #igelu09

loskamp #igelu09 ExLibris modified plans for metadata mgmt system based on our input from last year. Let's see if we got our points across

loskamp #igelu09 YES! Back to gardening!

watsonmi and who makes sure that central metadata in the community zone meets a quality standard? or does that no longer matter? #igelu09

lukask @watsonmi Good question #igelu09

loskamp #igelu09 Shared and copy cataloging is normal practice in Netherlands, database run by Ex Libris' competitor OCLC

keskitalo Consortia and union catalogues; different approaches possible. She mentions, it may be confusing... #igelu09

kittyfisher RT @ostephens: @kittyfisher I'll show you my 245\$a if you show me your 650\$x #igelu09

phillipsme Almost time for lunch. People getting quite restive. #igelu09

kittyfisher Some aspects of the URM are very impressive. But I'm slightly worried that it will be too much of a monolithic system. #igelu09

lukask 5 minutes for URM questions #igelu09 First person immediately has 2 questions

Hypsibius #igelu09 URM: in sum, the parts that would be most useful to me, 'a selector', seemed quite tempting, really liked the selection module.

ecorrado igelu: international gardeners and ex libris users #igelu09

filipeb #igelu09: Follow all that is happening at IGeLU2009, minute by minute: <http://igelu2009.org/wall/>

(A selection of twitter messages during the IGeLU 2009 URM Update session, Tuesday September 8, 11:00-12:30)

The IGeLU 2009 conference was the first IGeLU conference that had some significant coverage on [Twitter](#).

For those of you who don't know, with Twitter you can broadcast short 140 character text messages ("tweets") to the internet, which everybody can read by using a number of different web, pc/desktop or mobile tools. A hashtag (a keyword or tag preceded by a hash # sign) is used to group a number of tweets together, so all messages related to a

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Feeding Twitter (cont.)

specific topic can be found in one search.

Hashtags are typically used for live reporting on conferences. For IGeLU 2009 we asked everybody in advance to use the hashtag "#igelu09" (and similarly the tag "igelu09" for pictures on flickr, blog posts etc.). IGeLU 2009 tweets could be followed on <http://search.twitter.com/search?q=%23igelu09>. But because Twitter places a limit on the number of messages and the number of past days that can be searched, this search is not persistent in its results, and cannot be relied upon for serving as an IGeLU 2009 conference tweet archive.

To overcome this problem an archive was created by Inga Overkamp at <http://twapperkeeper.com/igelu09/?limit=all&order=asc>.

In communication theory in general, and with Twitter specifically, a distinction is made between "*noise*" and "*signal*" (terms that originate from the early radio days when noise disturbed the actual audio signal if the receiver was not tuned in right).

In our case, *noise* would consist of messages about coffee, lunch, beer or getting on the plane to Helsinki, whereas *signal* would refer to messages about the conference itself, sessions, speakers, topics and the organisation.

Let's take a closer look. *Signal* messages can be subdivided into categories. Of course in some tweets *noise* and *signal*, or different *signal* categories are mixed. In the case of Twitter and conferences we can distinguish: expectations; plain reports on sessions; comments on speakers/content; comments on speakers/format; comments on organisation; comments on conference; announcements/messages by organisers; and outside participation.

What can we conclude from the IGeLU 2009 Twitter reports? Basically five main areas can be distinguished in which Twitter adds value to a conference:

Organisation

Twitter is an extra mechanism for making official announcements, besides the website (<http://igelu2009.org/wall>), screens, infodesk, etc.

Discussion

Twitter is used as a way of commenting on topics raised at sessions and discussing these with other participants during the actual sessions. This increases involvement by offering ways of direct communication besides question time at the end of sessions or discussions during coffee breaks and lunches.

Community

Twitter enhances community feeling and building by sharing comments, ideas, questions. Personally I believe that *noise* plays a very valuable role here. It shows that conference participants are human and social - and can be funny besides being serious and professional.

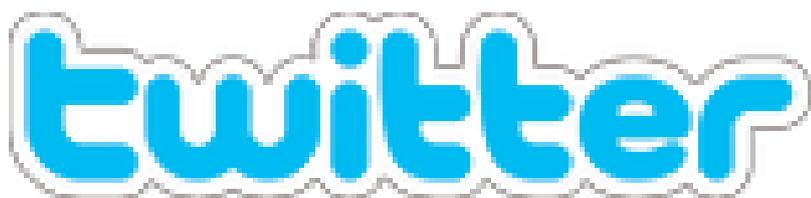
Feedback

Twitter is an additional, more direct channel besides questionnaires, conversations, etc. for feedback on topics like organisation, venue, overall content, presentation formats.

Outside participation

Twitter is the only way (besides live broadcasting) by which non-participants can follow what's happening at a conference (plain reporting, discussion). But what makes it really interesting is that non-participants can actually take part in discussions by replying to tweets, asking questions etc. This last feature was not used very much at IGeLU 2009 yet, but as more and more people sign on to Twitter and realise the value of following conferences in this way we might see this increase!

All in all we can safely say that Twitter coverage has been a valuable extra way of participating in IGeLU 2009. Let's see if we can improve its use next year in Ghent.



Annual
Conference in
Helsinki

A New Name for NERS

By Lukas Koster, Library of the University of Amsterdam, IGeLU Steering Committee

IGeLU and ELUNA's joint New Enhancement Request System, with the working title "NERS", was put to its first test in December 2009 with voting for the first Primo software enhancement requests. The system will get its real name very soon, after the ELUNA NERS name contest has finished, and the IGeLU-ELUNA jury have selected the final name from the two winners of the IGeLU and ELUNA contests.

The IGeLU contest was held during the 2009 conference in Helsinki. Participants were invited to submit names, and then a jury consisting of four IGeLU and four ELUNA members of the NERS development team then had the weighty task of selecting the winners of the first, second and third prize. The jury looked for names that were short, and that had some meaningful relation to the functionality of the system. Also the name should be one that could easily be remembered, written and pronounced by an international community. The jury was also looking for original or funny entries.

There were 40 submissions in total, but we narrowed this down to a shortlist of 10:

- ALTUS
- CLARIA
- CORE
- DEMOS
- EXPERT
- EXPERTS
- HOPE
- PILOT
- PNP
- PRONTO

From this shortlist every jury member anonymously selected their favourite names. The final results in winning order were:

CORE

(*Cooperation Oriented to Resources Enhancements*), submitted by Liliana Bernardis of the University of Udine, Italy.

PILOT

(*System that is "piloting" us to the next version*), submitted by Beate Rusch of KOBV Berlin, Germany; inspired by a story about "piloting" told by Tabita Popescu at Monday evening's social event on Uunisaari island.

PNP

(*PNP is Not Pivotal*, an analogy to recursive acronyms like "GNU: GNU is Not UNIX"), submitted by Mathias Kratzer of the Bavarian State Library, Germany. PNP also won the funniest name sub-contest, which might give you a clue about the sense of humour of system developers.

The prizes, consisting of three sets of Finnish design glasses, were given to the winners at the Helsinki City Hall reception by Pascal Calarco, ELUNA chair, and Bob Trotter, one of the NERS system developers.

Congratulations go to Liliana Bernardis for her short, simple, and to-the-point name!

On News Ticker, p 17, you will find a short *NERS update*.



NERS name contest jury counting

Annual
Conference in
Helsinki

Words from Helsinki



On Sacred Cows

By Janet Lute, Integrated Library Systems Coordinator, Princeton University Library

For the American Library Association Conference in Chicago, July 2009, a couple of the URM development partners were asked to join Ex Libris staff in a presentation on building the next generation library framework. As part of this talk we included a section called "Sacred cows, gods and idols within academic librarianship". A very suitable topic as it might be applied to the URM but also relevant to the Chicago location.

The intent of this part of our talk and an extension of this presented in the URM Partner Panel in Helsinki in September, was to apply the sacred cow concept to libraries with URM development in mind. It was meant as a way of focusing our attention on some workflows and tasks that we may do now, but which may not be appropriate in the future. We often comment on what we would like the next generation system to do because 'Aleph' and 'Voyager' either do not do that, or do it inadequately. But we also need to question why we are currently doing what we do in many areas. Are there things that we could stop doing altogether, do in a modified way, or do very differently? These sacred cows can be quite controversial but the aim is to ask ourselves some serious questions.

Metadata Management

As a confessed 'ex-cataloger' I always feel that we have not fully shifted our focus from the card catalog mentality to an online environment. We have made some progress but in many institutions far too much time is spent in worrying about that main entry or fussing with wording in a note, or even creating a record from scratch when something is available elsewhere. Cataloging reaches a point of diminishing returns quite quickly and we can no longer afford to have staff create the perfect record. Even if we could no two catalogers would agree on what was perfect. We should ask the question "will the patron be able to find this record in our online environment?" We could increase efficiency in a new system by sharing records in a 'community zone', spending less time on commonly held records and by allowing our staff to expose the metadata of the 'long tail'.

Selection and Acquisition

Fifteen years ago we were just beginning to handle our first electronic journal. Now libraries spend 40% or more of their budget on electronic resources. But in many cases we are still in a print world and we are not evaluating our practices for the electronic formats. We manage packaged electronic content from spreadsheets partly because no one system supports an alter-

native. But staff have sometimes become so reliant on this format that we cannot see beyond it. Envision a future where we can toss those spreadsheets away and manage all types of electronic materials by linking directly between multiple systems. A future where we can quantify exactly what we own or license.

We spend a large amount of time supporting a myriad of prediction patterns and check in records for print issues that we no longer retain. We use print forms for some selection. Let us start to evaluate where we can change current practice now, so that we can focus on providing excellent support for our electronic resources.

Fulfillment

Once upon a time a book was either on the shelf or checked out, and if it was unavailable patrons used the Inter Library Loan office to obtain a copy from another library. Now life is not so simple. The item might be available electronically and may not be represented in your OPAC, it might be in Remote Storage, it might be available through a variety of expedited services that can obtain a copy for you much more cheaply and quickly than the traditional ILL service. The OPAC is no longer the only place to go to find what you want. Some front end systems are beginning to resolve the "get it" functionality. We need to provide an environment where patrons are led seamlessly through the discovery process most appropriate for their needs.

Have you ever considered what it costs to collect all of those fines? Fees to cover lost materials or as an incentive to return short loans serve a purpose. But analyze your fines and you may see that a large percentage are for small amounts of money. It may be costing more to collect many of these small fines than the fines themselves. This is a change that does not need to wait for new development. Something else that does not need to wait is simplifying your circulation policies. Do you really need a policy to cover every possible permutation of item, patron group, location and time frame?

URM development initially prompted the sacred cow discussion. It is an ideal opportunity to question what we do. We need to start to put our libraries onto a diet and decrease the total cost of doing business. Simplify some tasks and stop doing others to free our staff to work on growth areas and provide a better, more accurate experience for our patrons. We will not vanquish all of our sacred cows but by starting to question WHY WHY WHY we should be on our way to making some improvements.

Focus URM

The Theory Behind Reporting and Data Warehousing

By Mathias Weyland, ETH-Bibliothek Zürich

In this article, I am outlining some thoughts on reporting and data warehousing in library-related environments. For further reading, I suggest R. Kimball's excellent *The data warehouse toolkit*. The goal is to describe an environment which enables people not familiar with the ILS database design to construct and run reports matching their needs.

Theory

Over the years, reporting has become a profoundly important part of daily business for libraries. Because of the complexity of data and workflows, building a suitable reporting platform is definitely a non-trivial task which consists of designing the following entities:

- Extracting relevant data from the ILS.
- Transferring that into a database with a suitable design for reporting.
- Providing a reporting interface to the end user.

I'm going to discuss the second entity, but I'd like to mention that all of these steps ought to be designed with performance in mind.

A first, naïve approach to extraction and transformation would consist of spooling some data from ILS tables and loading them into the reporting database as is. Some fields may be enriched with information from configuration files, such as plain names of sub libraries and collections. This approach, however, does not meet the requirements for a decent reporting application, because the database in use for integrated library systems is typically designed for what is called OLTP (OnLine Transaction Processes). In such systems, data is usually arranged in a specific way, optimized for quick and easy, painless transactions. One key property of such systems is a (more or less) normalized database design resulting in lots of tables and even more relations criss-crossing through the whole database.

What is needed in a reporting database, though, is not supposed to be optimized for transactions, but rather for querying vast amounts of data. Such systems typically rely on database designs which are very different from the OLTP designs. Key properties are relations in star and/or snowflake schema which (in most cases) consist of one fact table containing measurable entries (in terms of counting, averaging, computing the sum, etc.) and a couple of dimension tables with inner join relations to the fact table. Snowflakes allow more dimension tables joining to the "first level" dimensions in a ragged way. Note that just defining names like 'dwh_fact_foo' and 'dwh_dim_bar' is not sufficient to get a star schema, you need proper relations. These

schemas are kind to data warehousing programs and performance.

A database design achieved by just copying the tables from the ILS cannot be used as star or snowflake models because it merely reflects the design of the ILS, and is suited for a very different purpose. This results in bad performance (at least for large libraries); very complex metadata models which nobody can understand who is not familiar with the tables; and nasty problems/bugs because of that over-complicated model. Trying to establish a star or snowflake schema would result in fragmentation of the reportable areas (such as acquisition, loan management and cataloguing), but usually librarians want to explicitly combine these areas in their reports -- and are doing precisely that with SQL today.

Simple Example

Let's say a report about lost items is requested. The list has to contain some information about the item and the loan count. The date when the item was lost should be constrained to the last month. This leads to a somewhat complex SQL query if the report has to be retrieved from the ILS SQL database, and involves the table containing loan events, current items and history items. The date range constraint could be placed on the history date, one more constraint on the item status would ensure that only lost items appear. A data warehouse interface cannot build such a query without running into trouble. Thus, one solution would be to use the loan event as fact table and adding a "lost date" column to the item table. The history table would not be needed anymore in such a scenario. If items not loaned at all should appear on the list as well, further transformation is required. It's important to mention that even though this could be achieved using an outer join, it's much better to bring the data into proper shape during transformation since outer joins tend to be very slow.

Conclusion

As mentioned above, building a database model suitable for reporting is very difficult since much data transformation and re-arrangement is required.

Doing that job properly implies at least:

- Profound knowledge of the data warehouse theory.
- Deep insight into the ILS database model.
- Understanding of what kind of reports are requested by libraries.

Focus URM

Putting the International into IGeLU

By Pat Busby, IGeLU Steering Committee and INUG Liaison

Once again, representatives of National User Groups (NUG's) met prior to the IGeLU Annual Meeting. Previous meetings have shown the value of this gathering where colleagues are able to voice concerns and share experiences, and the 2009 meeting re-confirmed this. The 2009 INUG meeting was attended by representatives from 21 NUG's, including colleagues from Brazil who were attending for the first time and were warmly welcomed to the IGeLU family.

Topics discussed included the new agreement on CKB enhancements for regional resources, the newly developed New Enhancement System (NERS), URM Focus Groups, support issues, concerns with ARC and Aleph ILL, and sharing of NUG's training experiences. Our colleagues from Israel also used the INUG meeting as an opportunity to invite the IGeLU Annual Meeting to Haifa in 2011.

Ex Libris senior executives joined the meeting late in the afternoon, providing an excellent opportunity for INUG members to receive brief news updates from Ex Libris and voice some of their concerns, specifically with regards to ARC and the URM development communication process. Ex Libris' immediate reconsideration of the URM input, feedback & communication process (more on this elsewhere in this newsletter) underlines the value of this meeting.

Please see the IGeLU website for the more detailed notes on the INUG and INUG/Ex Libris meetings.

Another valuable activity of INUG is the collection of country reports on NUG issues and activities during the previous year, also available on the IGeLU website. Those NUG's who have not yet submitted reports are encouraged to do so, in the interest of enhancing the value of this unique relationship between IGeLU members.

E-Book Focus Group Starts its Work

By Habib Tabatabai, Voyager Product Working Group Coordinator

As the numbers of e-books are now numbered in millions and rising exponentially, libraries must lead, manage, and adapt to the new reality. In 2007-2008, a joint committee of Ex Libris/ELUNA/IGeLU representatives conducted a study and presented their report in E-Book Focus Group: Ex Libris / ELUNA / IGeLU Recommendations and Requirements which was followed by a response from Ex Libris (see both at <http://igelu.org/development-cooperations/e-books-focus-group-reports>).

As part of their analysis the study participants recommended "the appointment of a subgroup to further explore the business models, acquisition methods, and internal processes necessary to support the selection and purchase of e-books."

This focus group has now been confirmed and will involve both IGeLU and ELUNA members:

From IGeLU:

Jochen Johannsen, HBZ, Cologne
Elizabeth Oddy, University of Newcastle
Janet Wharton, University of Nottingham

From ELUNA:

Betsy Freisen, University of Minnesota
Karen Whikoff, Ithaca College
Corinna Baksik, Harvard University

And *from Ex Libris* Carmit Marcus will act as the contact for the group.

We all look forward to seeing the results of their work.

IGeLU
Activities

Annual Meeting 2011 in Conjunction with the System Seminar

As discussed in Helsinki, the IGeLU conference 2011 will take place in Haifa, Israel, in conjunction with the Ex Libris System seminar. After discussing various scenarios, we agreed with Ex Libris and the Haifa University representatives, who will host the conference, on the following dates and structure:

The INUG meeting will take place on Saturday afternoon, September 10th, 2011. The IGeLU conference will start on Sunday morning, September 11th, and continue until Tuesday afternoon, September 13th. The opening reception will take place on Sunday evening, and on Monday night there will be a social event with a trip to the ancient cities of Acco (Acre) or Caesarea.

On Wednesday, September 14th, there will be an optional trip for those who are not staying for the System seminar. For those who are staying, the seminar will begin on Wednesday morning and end on Friday, September 16th at noon. As in past years on Saturday, September 17th, a trip to places of special interest will be offered.

URM Communication Improving

In Helsinki we discussed with Ex Libris how to improve the URM communication on various levels: within the established Focus groups, between the Focus groups and the development partners, as well as communications to the user community about the progress and development of the URM in general.

In the meantime first steps have been taken. Mailing lists have been established for each Focus group to enhance discussion among their members and the representatives of the development partners, who already take part in the Interwise sessions of the Focus groups. Ex Libris is also working on a broader customer communications plan, which we expect to be operating soon.

In this context we also agreed with Ex Libris to restructure the next URM workshops at the Annual Meeting in order to enable more discussion and get more user feedback on the development.

Collaborative Testing Primo Version 3

The collaborative testing of Primo version 3 was postponed from December 2009 to January 2010; the beta version is planned for release in February, and the final release for April 2010. The Primo PWG has chosen a representative from Australia and Germany to represent IGeLU in the joint collaborative testing with ELUNA.

NERS Update

During the joint meeting of IGeLU & ELUNA officers in Denver it was decided to create a joint enhancement platform for all products. After the specifications were done by the NERS team, Mark Dehmlow and Bob Trotter worked since the Helsinki conference on developing and testing of the system.

We are now on the verge of initiating the voting on Primo enhancements as a first test of the system. We have received member data from both IGeLU and ELUNA and also the list of Primo enhancements from Ex Libris, and loaded those into the system.

The system, in this pre-production state, will allow the user to view the existing enhancements in a report listing, and look at the detail of each enhancement. In the Voting module they can enter their votes for particular enhancements, and go back and edit those votes up until the voting cycle has closed. They can also see a report showing how the votes are tallying, and a summary by user group and institution.

After this first round of voting, we will be talking with the Primo product working groups to get information about what worked well, and what didn't, and any recommendations for improvements.

Ex Libris Reorganisation

As many of you are perhaps aware, Ex Libris has adjusted its internal organisation to the market and product suite development. The new headquarters structure is based on four organisational units:

The Discovery and Delivery business unit, which will be led by Nancy Dushkin, with overall business responsibility for Primo, SFX, MetaLib, and bX functions, including development, product management, and product marketing.

The Resource Management business unit, which will be led by Einat Zviran, with overall business responsibility for URM, Aleph, Voyager, DigiTool, Rosetta, and Verde, including development, product management, and product marketing.

The Global Support business unit, headed up by Anat Kuper, with overall responsibility for the global support business, and additionally for the QA and Product Delivery (including installation, packaging, and documentation) functions.

The Data Services division, for which the division head is currently being recruited, will eventually be responsible for data services, SaaS, hosting, and IT.

This organisational structure is clearly aligned on the URM & URD² concept, and aims to improve the operational performance of the company.

The IGeLU A-Z Song List

By Peter Klien, The Austrian Library Network and Service Ltd

Peter produced a very helpful guide to IGeLU as a poster session at the Helsinki Conference. We thought it was so useful we've reproduced it here:

A Hard Day's Night

The **Annual Meeting** gives the organisers a lot of work. But at the end of the day, they are happy.

Baby One More Time

Every year a new **budget** has to be published. People need to know where their money goes.

Candyman

The IGeLU **Chair** is nothing to sit upon, but somebody who definitely has to sit a lot. Doing so, (s)he keeps it going.

Dancing on the Ceiling

Ex Libris, IGeLU and ELUNA are sharing a **Development Cooperation** for the benefit of all three of them.

Ebony And Ivory

The **enhancement process** is one part of the development cooperation mentioned above.

Fly Me to the Moon

Focus Groups are formed as required and work on creating or amending Ex Libris products or specific product areas.

Good morning starshine

IGeLU is a **global organisation**. It's good to see that – besides all the products – we are sharing this one world together.

Have I Told You Lately

..., that our User Group has a big tradition and a long **history**, coming from former ICAU, SMUG and EndUser Groups?

I Get A Kick Out Of You

Igelu.org is a good place to go on the Internet and find out what exactly is happening within the user community.

Just A Gigolo

What helps best to keep up concentration during a 5 hour meeting or a long distance conference call? Coffee. And **jokes**!

Knowing Me Knowing You

Ex Libris benefits from the users' **knowledge**. The user benefit from better products. Isn't the world really beautiful?

Looks Like We Made It

Because we did not make it by ourselves. Instead, the IGeLU **logo** was created by a professional designer (from Austria).

Maybe Tomorrow

Maybe today. Do not wait. Use the different **mailing lists** that are open to IGeLU members!

Nobody Knows The Troubles I Have Seen

Read the IGeLU **newsletter** and find out, what others are doing and planning and thinking!

Our House

The **organisational structure** of IGeLU is settled in the constitution, which was notarized in Siena, Italy, 2006.

Put Your Head On My Shoulder

Every **Product Working Group** is led by a coordinator and deals with an (existing and stable) Ex Libris product.

Quit Playing Games

The **Question & Answer (Q&A) sessions** at the annual meeting invite users and Ex Libris to frankly speak their mind.

Raindrops Keep Falling On My Head

Routine is helpful for a group. But it can be death if there is too much of it. So do step forward, if you have new ideas!

Seasons In The Sun

The **Steering Committee (SC)**: the people in the spotlight - who most of the time have to work in the dark.

Take That Look Off Your Face

Open your mind. Come inside. **Team work** is what it's all about.

Underneath It All

The IGeLU National **User Groups (INUG)** are the foundation of IGeLU. It would not work without them.

Volare

Do you want to take part in the **voting**? You can vote for the IGeLU officials. And you are free to stand for election.

What Becomes Of The Broken Hearted

Working Groups are a good way to organise user interests: Product WGs (see above) or Special Interest WGs.

Xanadu

A legendary city in China – maybe a good place for our next conference?

Your Song

IGeLU is what **you** make out of it. It is your interest and your commitment that takes us forward.

Zen in the Art of Conference Calls

Not really a song, but important anyway. Stay cool. Are you sure it's the right number? Are you sure it's the right time? Communication is never easy, but it is definitely a challenge for a group that stretches round the globe.

IGeLU Activities

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The Newsletter is always looking for interesting articles or innovative content – if you have something you'd like us to publish to the IGeLU community then please get in touch!

Michael Fake, Editor.

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IGeLU
Activities



IGeLU Newsletter

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Most of the pictures are from Flickr,
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Thanks to all of you who contributed!

www.igelu.org

Welcome to IGeLU

The International Group of Ex Libris Users

As we all know, insufficient communication is the source of much disappointment. IGeLU provides an open and transparent organisation for all users of all Ex Libris products.

IGeLU: promotes information exchange among institutions that use Ex Libris products in order to enhance their library services by sharing information, documentation and resources; and represents the user community in dealings with the vendor, Ex Libris.

IGeLU is the successor organisation of ICAU and SMUG.

10 Reasons to Love Ghent

By Femke Van der Fraenen & Fran Vlaeminck from Ghent University Library

- "Smack in the middle of Brussels, Bruges and Antwerp, Ghent distils their greatest attributes into one engaging and enchanting city", says Lonely Planet's Brussels, Bruges, Antwerp & Ghent - Encounter.
- Ghent is the third most authentic destination worldwide, according to National Geographic Traveler Magazine. Ghent is praised for its "brilliant mix of a wonderful past and a contemporary, vibrant city".
- You can visit an authentic beguinage, go for a stroll at the medieval port Graslei, or climb the 444 steps of the tower of St. Bavo's Cathedral. In a word, get immersed in Ghent's amazing history.
- In our wildest dreams we imagine Ghent to be the Venice of the North. The city was founded at the confluence of the Rivers Lys and Scheldt and is traversed by numerous little canals from which you get an entire different view of the city.
- When it comes to museums, there is something for everyone: from Jan Fabre's Man Who Measures the Clouds on top of the Museum of Modern Art (S.M.A.K.) to the medieval torture chambers of the Castle of the Counts.
- Towering over the old city is Henry van de Velde's Book Tower, which houses the University Library. Some like it, others don't, but no one doubts the architectural value of this modernist masterpiece.
- During the IGeLU conference the city will be rather quiet, quite different to what it's like when the 40,000 students return. From October they bring a sudden rush of energy to the streets of Ghent. Watch out for cyclists zipping around the narrow streets!
- After sunset, the lights go on to illuminate the monuments and buildings in the city centre. In 2004 the Michelin Guide awarded our lighting plan three stars.
- 650 cafes, 475 restaurants, 250 sorts of beer, countless varieties of sweets, at least 10 chocolate shops. Did you know that chips or French fries originate from Belgium? Be sure to try them at one of our street stalls.
- And last but not least, there is a karaoke bar (the Music Campus Karaoke Pub) in walking distance from the conference venue.