Meet You in Helsinki

By Jirka Kende, IGeLU Chair

Before visiting Helsinki with the IGeLU Steering Committee in February 2009, I read an advertisement in a tourist guide for Helsinki: "The hidden pearl of the North is making a strong comeback!" After the visit I could only agree for the location of the city, the city itself, the National library, and the Marina Congress Center where the 4th IGeLU conference will take place are simply terrific.

We met there with Kristiina Hormia-Poutanen, director of the Library Network Services at the Finnish National Library, Ari Rouvari, Annu Jauhiainen, Jukka Pennanen and other members of the Finnish organising committee to discuss all matters relating to the organisation of the conference. Since then we have stayed in close contact which became more intensive as the conference approached — not only because we are trying to make things better and more effective each year, but also because of the growing complexity of the conference.

In Helsinki there will be 11 plenary sessions with keynote and panel sessions on changes in the library world, on development of the product suite of Ex Libris including the latest URM plans, on IGeLU activities and much more. And, of course, the popular general Q&A session will be part of the conference again at which you can ask Ex Libris management anything you always wanted to know. Besides the plenaries there will be 6 workshops on various aspects of the URM, about 70 breakout sessions of all Product and Special Interest Working Groups with user experiences, business sessions, product specific Q&As and product updates, and last but not least, 16 interesting poster sessions.

You can imagine that it was quite a task to put all this together; this was only possible with the enthusiastic

spirit and cooperation of the members of the Finnish organising committee, especially Annu, Jukka and the Helsinki Program Planning Group, consisting mainly of members of the Product and Special Interest Working Groups and Steering Committee members. Annu and Jukka must have lived and dreamed IGeLU in the past months for they devoted a great deal of their time and energy to create the smooth organisation of this conference. The entire group was strongly supported by Clare Whittaker and chaired by Michele Newberry, who in the last weeks probably didn't even have the time to dream!

Helsinki Cathedral (Claudio.Ar, Flickr)

Apart from the exciting content of the conference, the information exchange among the participants and with Ex Libris management and developers, the social highlights of the conference will be the Opening Reception on Sunday evening in the beautiful Finnish National Library and the reception in Helsinki City Hall on Tuesday evening as a gift to IGeLU from the City Council. On Monday evening we invite you to take part in the Late Night with Tango, Sauna, and Socialising at Uunisaari Island, organised by the Finnish organising committee and hosted by Ex Libris.

I am sure the conference will be a great success and that soon afterwards a new headline will be born: "The hidden pearl of the North **has made** a strong comeback!"

Hope to see you all!

In this Issue:

Change in Libraries — Have Your Say in Helsinki

By Michael Fake, London School of Economics & Political Science

One of the principle themes of this year's conference is the challenge of change in libraries. Technology continues to develop apace, with the increasing use of mobile applications, e-readers, and iPhones. At the same time almost all of us are suffering cutbacks or reductions in resourcing due to the current economic circumstances. Perhaps more importantly than either of these is the changing expectations of our patrons, accustomed to a web 2.0 world where online social networks and collaborative tools are the norm.

In this context of rapid innovation and radical change our role as librarians cannot remain in stasis. Kurt de Belder, director of Leiden University Library, will be giving the keynote speech in Helsinki, where he will be focusing on this challenge of change and its management in libraries, with particular reference to the current state of library technology developments. He will be touching on the changing expectations and research needs of students, the technological challenges that are coming from outside academia, and the way that the different disciplines of researchers — and the specialised tools that they use — could mean the end of monolithic library systems. The question will be asked: What will all this mean for our institutions, and are we still going to be in the searching business in the future?

After the keynote speech there will be a discussion panel, with representatives from libraries that are undergoing major changes, and which are building innovative technologies. Richard Ovenden of Oxford University, Ere Maijala of the Finnish Systems Architecture Project, and Madeleine Völlmin of ETH Zürich will discuss their thoughts on the issues raised by Kurt, bringing their own perspectives on the challenge of change in libraries, and responding to questions and comments from the audience.

I hope that many of you will be there, and will take part in what should be a fascinating discussion about some of the most important issues that all of our institutions are facing. How can libraries live alongside the semantic web, cloud computing, the world economic crisis, the open source movement, a shrinking choice of suppliers, a swelling ocean of data, and users who expect to be able to access it all on a mobile phone?

I Dreamed a Dream

By Michele Newberry, IGeLU Steering Committee

Only in my case it was a dream — maybe a nightmare? — of Google spreadsheets, dancing program ideas, conflicting schedules, speakers who had to be in two different rooms at the same time talking about different things, coffee breaks with no coffee, and conference goers running in circles in mass confusion — and everyone was yelling at me because nothing was where and when it was supposed to be. This must be the inevitable consequence of living with the IGeLU Conference Program Planning process for so many months. I'm about to fulfill my third year as coordinator of this activity and it's all starting to blur together… Brno, Madrid, Helsinki… Who wanted what? Who did what? Who said that? When did we decide that? Where was that presentation going to be slotted? We can't have that product update at the same time as this others; the same people want to go to both of them! Don't put my presentation on too early, too late, after lunch, before lunch, opposite that speaker, for too long, for too little time, on that day, or, or, or how about not at all? Oh by the way, now that the whole schedule is laid out and you've filled up all the rooms, we need one of those rooms to have the lunches in so can you move all the programs in that room before and after to give time to set up the lunch tables? Thank you Jukka for that one. ;-)

This is the ugly reality of conference organisation — the logistical problems. I'm not talking about the content of the presentations, all of which is going to be excellent by the way! The IGeLU members have stepped up and provided us with an abundant array of interesting offerings that should make this IGeLU the best one yet (of course I say that every year — I'm not biased). But logistics also make the conference good and, I have to say, each year I think I'll get better at it because I have more experience and, each year I wonder, What happened? But I hope that all the details that have kept me from sleeping or caused me to have nightmares will be totally unnoticed by the conferees and we will have a smoothly running, productive, and fun time in Helsinki. After all, I'll always have Ghent to get it right.

Next Question Please

Annual Conference in Helsinki

By Peter Klien, The Austrian Library Network and Service Ltd.

As was the case in recent years, several Q&A (Question and Answer) sessions will take place in Helsinki. More general questions will be presented in the general Q&A session on Wednesday, September 9, 13:30 – 15:00 (plenary session), for which Ex Libris has again been willing to provide a first-class panel, consisting of CEO Matti Shem Tov and many other members of the Ex Libris Group management team. Product-specific questions will be part of the Ex Libris Product Update sessions given by the Ex Libris product managers.

You are invited to submit your question beforehand via the webform at igelu.org:

http://igelu.org/conference-2009/qaform

Additionally, you can use the printed forms you will find in your conference folder when you get to Helsinki. Fill it in and take it to the Q&A mailbox at the registration desk. You can submit as many questions as you want, but please bear in mind that it is not possible to submit your question immediately before the specific session — moderators need some time to edit the questions and Ex Libris needs some time to prepare their answers.

So please overcome your shyness. Do not miss this wonderful opportunity to ask everything you always wanted to know about the company and its products but were afraid to ask — until today!

Thank you in advance for your — hopefully numerous! — contributions.

Elections – A Way to Influence the Activities of IGeLU

By Guido Badalamenti, IGeLU Secretariat Siena

All IGeLU members who are up-to-date with their payment of the annual fee (please check your situation on the web list: http://igelu.org/about-us/members) have the opportunity to participate in and influence the decision-making process of the association. You have the right to participate in the Assembly of Members and to approve or reject decisions about projects and activities, to define the aims of the Association, to approve the budget, to approve amendments to the statutes, to participate in the PWG (Product Working Group) activities, and to vote for the officers on the Steering Committee, PWGs, etc.

This year we have to elect the Chair and two members of the IGeLU Steering Committee.

First of all, the Assembly of Members — which will be held on September 8 at the Gran Marina Convention Centre in Helsinki — will be asked to elect the IGeLU Chair, since Jiri Kende (Free University of Berlin, Germany) has come to the end of his first three-year term of office. After the election of the new Chair has been held and the result announced, the elections for the two vacant positions on the Steering Committee will be held. Beate Rusch (KOBV, Berlin, Germany) and Clare Whittaker (formerly Scottish Digital Library Consortium, UK) are at the end of their first two-year term of office as SC members. According to the Statutes, the

Chair and the SC members can serve for a maximum of three consecutive terms. Members of the SC can be elected by the Assembly of Members even if the candidates are not present, whereas the Chair is elected from the candidates who are present at the Annual Meeting. All voting, no matter how many candidates there are, is done by secret ballot.

If you wish to stand as a candidate or you would like to propose a candidate from an IGeLU member institution, please feel free to contact me, preferably before or at the Annual Meeting.

If you are not planning to attend the meeting, you still have the opportunity to influence IGeLU anyway, thanks to the proxy voting. As is laid down the Statutes (Art. V, 8, c) members whose representatives will not be attending the meeting have the right to give a proxy vote to a representative of a different member institution.

In order to check in advance and right up to the last minute before the elections how many proxy votes can be used during the Assembly, we have organised a "proxy vote engine" with a form to fill in that will only take up a few minutes of your time!

On our website (http://nt-server.unisi.it/proxy_voting/) you will find more information about this as well as a FAQ list that we hope will be useful to you.

Cooperate on Cooperation

By Peter Klien, Coordinator of the ILS Consortia Special Interest Working Group

The old times are passing and the old problems led to solid solutions; now new times are bringing new challenges and forcing people to not only rethink the problems they are facing, but also to rethink the structures wherein they deal with them. This is especially true of library consortia, which because of developments in electronic media and budget needs, for example, are being accorded even greater importance than they had in the past. And as things are constantly being reorganised (speaking of the library's front end as well as the back office tasks), the main need for IGeLU consortia is no longer to share their experiences with the same single product, but to exchange solutions for different consortia needs. Consortial issues within the upcoming URM system are, of course, another issue that strongly stimulate non-product specific cooperation among IGeLU consortia. Taking this into account and after having discussed the question in the past time and again, Ari Rouvari (Coordinator of the SFX/MetaLib Consortia Group) and Peter Klien (Coordinator

of the Aleph/ILS Consortia Group) finally decided to form a new Consortia Special Interest Working Group on a cross-product basis and merge the two old Special Interest Working Groups (SIWG) into one.

For the first (constitutive) meeting of the new group in Helsinki, there is quite an extensive agenda. After the (necessary) business (merger of the SIWG on ILS Consortia with the SIWG on ML/SFX Consortia; acceptance of the merger; election of the coordinator and deputy coordinator), Ari Rouvari will give an overview of the various Finnish consortia of different types that use different kinds of products. Next, Peter Klien will sum up the work of the URM Focus Group on Consortia so far, before Ex Libris presents their latest plans for consortial models within the URM. The remainder of the time will be open to discussion with regard to the content as well as the possible future activities of the group.

You are warmly invited to take part in this session, and in this way become a (totally informal) member of IGeLU's new Special Interest Working Group on Consortia! We are waiting for you!

Twelve User Group Meetings — 1998–2001

By Ragnar Helin, Library of the Swedish Parliament

As I have been to every ICAU and IGeLU User Group Meeting since 1998 I thought it would be appropriate to summarise them briefly. The photos link directs to Alephswe, the Swedish User Group, and were all taken by me (that's why there are so many Swedes in the pictures) except for 2006, which were taken by the Swedish Film Institute.

1998 — ICAU 9th Annual Meeting, Warsaw, Poland

The very first User Group Meeting I attended was held in the Sejm, the Polish Parliament, in Warsaw. At that time we all sat around a table in a rather small room — not like today with our large assemblies in several parallel sessions. The Swedish Parliament had purchased Aleph in the spring of the same year. At that time the meeting was only about Aleph.

1999 — ICAU 10th Annual Meeting, Siena, Italy

This meeting was a very beautiful meeting. It was held in a former monastery, Certosa di Pontignano, the University of Siena's congress centre in the Chianti region near Siena from October 4 to 6, 1999. It was still only talk about Aleph. The meeting was attended by 144 delegates from 25 countries.

Photos: http://alephswe.kb.se/moten/siena_1999.html

2000 — ICAU 11th Annual Meeting, Berlin, Germany

The meeting took place at Humboldt University from October 18 to September 20, 2000. For the first time there was a special ANUG Meeting, with representatives from all National User Groups, on the Sunday before the meting.

Photos: http://alephswe.kb.se/moten/berlin_2000.html

2001 — ICAU 12th Annual Meeting, Thessaloniki, Greece

Cedefop in Thessaloniki hosted this meeting, which took place from October 15 to 17, 2001. At the meeting I was elected to the Steering Committee of ICAU for a term of two years. My task turned out to be to start the ICAU Newsletter, which after 2006 changed its name (and ISSN) to IGeLU Newsletter, and which I still edit, together with Beate Rusch.

Photos: http://alephswe.kb.se/moten/thessaloniki_2001.html

Social Event in Berlin, 2000
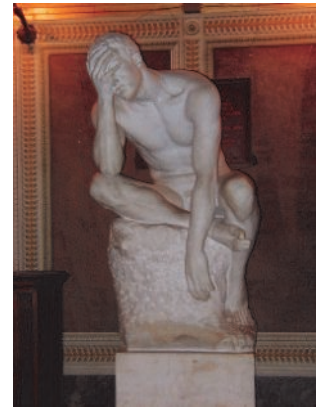
A participant in Sienna, 1999

A beautiful garden in Sienna, 1999

The first ANUG Meeting, Thessaloniki, 2001

Thessaloniki by the sea, 2001

IGeLU History

Twelve User Group Meetings — 2002–2005

2002 — ICAU 13th Annual Meeting, Paris, France

The 13th ICAU Annual Meeting was held at the University of Paris IV: Centre Universitaire Malesherbes in France from September 30 to October 2, 2002.

Photos: http://alephswe.kb.se/moten/paris.html

2003 — ICAU 14th Annual Meeting, Vienna, Austria

The ICAU Meeting took place from September 21 to 23, 2003, and the SMUG Meeting was held from September 24 to 25. As I recall it, this must have been the first SMUG Meeting; SMUG stands for SFX/MetaLib User Group.

Photos: http://alephswe.kb.se/bilder/wien/index.htm

2004 — ICAU 15th Annual Meeting, Porto, Portugal

This meeting was held at the University of Porto, Faculty of Engineering, from September 6 to 8, 2004, which was followed by a System Seminar on September 9 and a SMUG Meeting from September 10 to 11.

Photos: http://alephswe.kb.se/moten/porto.html

2005 — ICAU 16th Annual Meeting, London, UK

This meeting was held at The British Library and started with the ICAU Meeting from September 13 to 15, 2005, followed by two days of SMUG meetings.

The meetings had become progressively longer over time, and after the London meeting it was decided to change the organisation in such a way that all Ex Libris products would be integrated. Even though the ICAU and SMUG meetings lasted for five days, as had been the case from 2003 to 2005, they did not cover all new products.

Photos: http://alephswe.kb.se/moten/london_2005.html

Steering Committe Report in Vienna, 2003

Walking to the food in Porto, 2004

Entertainment at reception in London, 2005

IGeLU History

Auditorium in Paris, 2002

Twelve User Group Meetings — 2006-2009

Social event at Vasa Museum in Stockholm, 2006

Questions & Answers in Brno, 2007

INUG Meeting in Madrid, 2008

2006 — IGeLU 1st Annual Meeting, Stockholm, Sweden

This was the first meeting of the new organization that combined ICAU and SMUG and constituted a user group for all Ex Libris products, which was held at the Film Institute in Stockholm from September 4 to 7, 2006. The meeting was attended by 314 registered delegates from 191 different institutions representing 27 different countries.

Photos: http://alephswe.kb.se/moten/igelu_2006_2.html

2007 — IGeLU 2nd Annual Meeting, Brno, Czech Republic

The 2nd IGeLU Annual Meeting was held at the Best Western International Hotel in Brno, from September 3 to 7, 2007. 291 delegates from 130 institions representing 25 different countries attended.

Photos: http://alephswe.kb.se/moten/igelu_2007.htm

2008 — IGeLU 3rd Annual Meeting, Madrid, Spain

Last year's meeting was kindly hosted by the Spanish Council for Scientific Research (CSIC) in Madrid, from September 8 to 10, 2008.

Photos: http://alephswe.kb.se/moten/madrid.html

2009 — IGeLU 4th Annual Meeting, Helsinki, Finland

As you know, this year's meeting takes place from September 6 to 9, 2009 in Helsinki, Finland. The conference is hosted by the National Library of Finland and will be held at the Marina Congress Center in central Helsinki.

Planning IGeLU 2009 in Helsinki

IGeLU
History

Hamburg in July – European URM Workshop

By Andreas Sabisch, FU Berlin

On July 30, 2009, a European URM workshop took place in Hamburg. As one of the fifteen participants who were invited by Ex Libris, I would like to report briefly on the discussions we had with Susan Stearns, Kathryn Harnisch, and Axel Kaschte from Ex Libris.

The current state of the URM development is to supervise the functional requirements together with the development partners. Beyond that, we saw the first mock-ups reflecting the discussions in the current URM focus groups.

The first version will be designed as System as a Service (SaaS), Data as a Service (DaaS), and Cloud Computing. It seems that it has not yet been definitely decided which sorts of installation will be available right from the very beginning. However, it seems clear that the first version will not offer the entire complexity of current functionalities of Aleph or Voyager. The question Ex Libris posed during the workshop was: Do we really need all the current functionalities that Aleph and Voyager now offer in future? This is something that surely requires further discussion.

This first version will focus on the acquisition and selection processes for electronic and print material, and the mock-ups were impressive examples of the new functionalities. For example the mock-ups for selection and acquisition of electronic resources have a much more streamlined workflow than VERDE offers now, although ultimately it should include all process information and data that is needed in daily work.

There was intense discussion concerning the new Metadata Management System (MMS), which consists of two collective tiers and the locally stored metadata, called the inventory, as a third tier. Linking to the collective metadata should be possible as well as local copy. The different instances, starting from a top-level instance over consortia, institutions, library to sublibrary, should be able to connect to each of the data zones. The model is, of course, much more complicated than can be described here and intensive discussions about the details in the workshops and focus groups will surely follow.

There was not enough time at the Hamburg workshop to discuss and analyse all the workflows, data storage, and functionalities shown in the mock-ups. There were also some open issues in the discussion; for example, the reports and statistics are not specified yet, but are an item on the "to-do" list. Another issue that is still open and needs to be discussed thoroughly is the transition process from the existing ILS to the URM.

The workshop was very interesting and inspiring, for the participants as well as for Ex Libris, and we hope to repeat it again in the near future when the URM plans have made further progress. Especially the European libraries, many of them organised in collaborative consortia, can provide valuable input for consortial aspects of the URM.

Ex Libris shares updated information about the URM in the Customer Center on its website: visit http://www.exlibrisgroup.com/?catid={86D863D1-734A-4CBC-9E1F-4AD08536B07D}

Urm.. As in gourmet (michaelroper, Flickr)

I am sure that this short report will have raised more questions than it provides answers and I hope you will be intrigued enough to participate in the URM workshops during the coming 4th IGeLU conference, to attend Session 24 "URM Development Partnerships" in Helsinki, and participate actively in the discussions.

Focus URM

The Black Swan

Email interview with Dr. Sylvia Van Peteghem, Chief Librarian at Ghent University Library, and her IT team, questions by Beate Rusch, IGeLU SC

Q: Which major new functionalities do you expect from the LMS/ILS of the next generation?

A: The new system must be modular. Current systems are too monolithic. We like to see opt-in to features rather than opt-out. Open Free Accessible Published APIs. Current systems don't have really free APIs; they are only available to customers, or the vendor has some backdoor with enhanced power functionality not available to customers/third party vendors. Let's look at our wish list. Here we go:

- Partnerships with other companies to provide enhanced features on these Open Free Accessible Published APIs.

- Better integration with institution authentication services.

- Option of a simplified web cataloguing toolkit. Cataloguing for the masses.

- Options for cataloguing new material types with rich interrelations. Articles, multi-media, websites, datasets, experiments,...

Q: Which external or internal circumstances would/will force you to buy a LMS/ILS of the next generation?

A: We see four aspects here:

- (Un)planned obsolescence: The old product is not supported anymore for whatever reason and we are forced to migrate to a new solution.

- Technological innovation: The old system doesn't work in the new library environment; we need to migrate to a better/bigger/smaller system.

- Budget/staff changes: The old system is too expensive to maintain, we need to migrate to a cheaper solution.

- Strategy changes: We are required to do new ways of cataloguing not supported by the old system.

And last but not least: the Black Swan. Google creates a free and perfect ILS.

Q: Would it be an option for your institution to license a hosted LMS/ILS?

A: Yes. But depending on how much independence can be retained (in terms of configuration, extra developments, running libraries, etc). With SLAs in place. With integration in place for institution authentication, Open Free Accessible Published API. And proven partnerships with other companies to provide enhanced features on these Open Free Accessible Published APIs.

Possibilities

Email interview with Kristiina Hormia-Putanen, Chief Librarian at the National Library of Finland, and her team, questions by Beate Rusch, IGeLU SC

Q: Which major new functionalities do you expect from the LMS/ILS of the next generation?

A: Easily extensible architecture with open APIs and hooks for customisation and adding new functionalities.

Q: Which external or internal circumstances would/will force you to buy a LMS/ILS of the next generation?

A: Possibilities are: dissatisfaction with the current feature set and/or lack of development of the current ILS, need to change the server platform, need to support more client platforms.

Q: Would it be an option for your institution to license a hosted LMS/ILS? (Software as a Service)

A: That would depend on many things, such as where the host resides (e.g., privacy issues with foreign services) and whether it would impose limitations on what can be done with the software.

Focus URM

Local Clouds

Email interview with Simon Bains, Head of Digital Library University of Edinburgh, questions by Beate Rusch, IGeLU SC

Q: Which major new functionalities do you expect from the LMS/ILS of the next generation?

A: I am particularly keen to see flexibility, modularity and interoperability. I want to be able to choose the modules I need, and make them work with other systems, both within the Library and elsewhere in the institution. It should be possible to customise and configure without having a high level of technical expertise, but developers should be provided with APIs to allow sophisticated integration possibilities.

Q: Which external or internal circumstances would/will force you to buy a LMS/ILS of the next generation?

A: I wouldn't put it in those terms. I'd turn it around by saying that at present we are forced to keep a redundant LMS, as next gen systems are not yet on the market. We need such a system already — to meet user expectations, to improve our workflows, to deal effectively with non-print collections, and to act as the backbone of a modern digital library architecture.

Q: Would it be an option for your institution to license a hosted LMS/ILS? (Software as a Service)

A: Yes, but as a lead site in a consortium, we'd need to think about this carefully. It might be more appropriate for Edinburgh to act as a "local cloud" for consortial sites. I'm tempted by the notion that we could free up local time and money by having the system run for us, but I'm concerned about data security and levels of support.

In this context, let me add some lines about my institution. The University of Edinburgh is one of the largest universities in the UK, the leading research university in Scotland and amongst the top ten in the United Kingdom. The library collections at Edinburgh University pre-date the establishment of the University, dating back to 1580. The main area of growth in the last decade has been in the provision of electronic resources, many through subscription access. Equally important has been a reaffirmation of the Library's obligation to collect and preserve the intellectual output of the University, through services such as the Edinburgh Research Archive (ERA). This year Edinburgh became one of the first institutions to adopt an open access policy, requiring deposit of all published research in the library's publications repository from January 2010.

National Library Helsinki Entrance (Solarized, Flickr)

National Library Helsinki Floors (Solarized, Flickr)

Focus URM

New IGeLU Members

By Guido Badalamenti, IGeLU Secretariat Siena

The IGeLU Association keeps on growing! This year 27 new institutions that decided to join us registered, bringing us up to a total of 335 members — 8.7% more than last year. This increase in membership is a good testimony to the relevance of our association for Ex Libris users and of the level of interest in our activities and the IGeLU meetings. This is confirmed by the fact we admit most of the new members at the annual meeting or when some new document is posted on the reserved part of the website. Evidently, as soon as an institution starts to go deeper into the analysis and implementation of their software, they feel the importance of sharing their experience and look for new input from other colleagues. We hope that the meetings and the available documentation will present a good opportunity for this.

Thus we extend a very warm welcome to new institutions and to their representatives inside IGeLU that became members in 2009 and late 2008:

Australia

STATE LIBRARY OF QUEENSLAND	MS. ANNA RAUNIK
SWINBURNE UNIVERSITY OF TECHNOLOGY	MR.TONY DAVIES

Austria

UNIVERSITY LIBRARY LINZ	MR. GÜNTHER ANDROSCH

Belgium

UNIVERSITY OF LIÈGE LIBRARIES	MR. PAUL THIRION

Brazil

PONTIFICIA UNIV. CATOLICA DO RIO GRANDE DO SUL	MR. CÉSAR AUGUSTO MAZZILLO

Croatia

NATIONAL AND UNIVERSITY LIBRARY ZAGREB	MS. TAJANA LJUBICIC

Denmark

STATSBIBLIOTEKET UNIVERSITETSPARKEN	MR. NIELS BAGGESEN

Estonia

NATIONAL LIBRARY OF ESTONIA	MS. KRISTINA ROOD

Finland

HELSINKI METROPOLIA UNIVERSITY OF APPLIED SCINCES	MS. PAIVI YLITALO-KALLIO
JAMK UNIVERSITY OF APPLIED SCIENCES	MR. ANTTI SEPPANEN
JOENSUU UNIVERSITY LIBRARY	MS. HELENA HAMYNEN
KUOPIO UNIVERSITY LIBRARY	MS. AINO TASKINEN
TAMPERE UNIVERSITY OF TECHNOLOGY LIBRARY	MS. KAIJA JAASKELAINEN

Germany

BOEHRINGER INGELHEIM PHARMA GMBH & CO. KG	MS. KATRIN CLEMENS

Israel

LIBRARY INTERDISCIPLINARY CENTER	MS. LIZ NADEL

Italy

UNIVERSITÀ DEGLI STUDI DI FIRENZE	MS. CLAUDIA BURATTELLI

Sweden

CHALMERS UNIVERSITY OF TECHNOLOGY LIBRARY	MS. MARIE WIDIGSON
GOTHENBURG UNIVERSITY LIBRARY	MR. URBAN ANDERSSON
KAROLINSKA INSTITUTET, UNIVERSITY LIBRARY	MS. KARIN GRÖNVALL
LINKÖPING UNIVERSITY LIBRARY	MS. EVA SEJMYR
SÖDERTÖRNS UNIVERSITY LIBRARY	MR. ANDRES FREDRIKSSON
SJUKHUSBIBLIOTEKET, VÄSTERBOTTENS LÄNS LANDSTING	MS. MARIA LUNDSTROM
SWED. ASSOCIATION OF LOCAL AUTHORITIES AND REGIONS	MS. MONICA MOBERG

Switzerland

UNIVERSITÄTSBIBLIOTHEK BERN	MR. ULRICH DOPATKA

United Kingdom

SHELCAT: SCOTTISH HEALTH LIBRARIES	MR. ANDREW JACKSON
SOUTHAMPTON SOLENT UNIVERSITY	MS. MARGARET FEETHAM
UNIVERSITY OF OXFORD, BODLEIAN LIBRARY	MR. DAVID PRICE
THE COURTAULD INSTITUTE OF ART	MR. ANTONY HOPKINS

USA

ODIN	MR. TONY STUKEL

Some of the new members will attend this year's meeting in Helsinki, and I and the Newsletter team, together with all the Steering Committee and Product Working Groups, are all looking forward to meeting them. We are also looking forward to explaining our activities and our aims to the new members and we shall be very interested to hear about their expectations and recommendations for the role of IGeLU.

See you soon.

IGeLU
Activities

IGeLU in Australia and New Zealand

By Fiona Burton, IGeLU Steering Committee

Have you ever wondered how IGeLU works in Australia and New Zealand? Well, keep reading.

Currently twenty-three of the Australian and New Zealand institutional members that use Ex Libris products are members of IGeLU and fully participate in IGeLU activities. Australian and New Zealand members are active participants in the various IGeLU Committees. This includes: Fiona Burton (IGeLU Steering Committee member), Meg Bate (Coordinator of the MetaLib Product Working Group), Tom Ruthven (Primo Product Working Group member), Adrienne Ridley-Houlker (Voyager Product Working Group member), and representation on all the URM Focus Groups. A past IGeLU Steering Committee member is Simon Huggard. Participation in IGeLU activities for those from Australia and New Zealand often leads to early morning and late evening teleconferences which are interesting to participate in. Have you ever tried to think about library systems at 3.30 AM like one of the New Zealand URM Focus Group members had to recently?

However, whilst we are members of IGeLU we are also members of ANZREG. ANZREG — Australia New Zealand Regional Ex Libris Group, the regional user group of the Ex Libris sites in Australia and New Zealand. Originally formed in 2002 as the Australia and New Zealand Regional Enduser Group (ANZREG) it was expanded in 2008 to include all the Ex Libris products. ANZREG's purpose is to serve as a forum for sharing information and expertise in the use of any and all Ex Libris software packages in the Australia New Zealand region. We do find that we have regional issues, which occasionally only affect other customers in our region, so having a strong regional group is important as well as being part of the international group.

ANZREG currently has 61 institutional members consisting of national libraries, state libraries, university libraries, technical college libraries, public libraries, health libraries and consortium members. The local listserv, ANZREG-L, currently has 200 members.

An annual seminar, rotating between Australia and New Zealand, provides a forum for members to share information, expertise and to inspire! The next seminar will be held in Melbourne, Victoria, Australia on 12 February 2010. The link to the 2010 Seminar is available at http://anzreg.monash.org/meetings/2010_Seminar/ Colleagues from Ex Libris sites anywhere in the world are most welcome to attend the ANZREG Seminars, and details are available on the ANZREG website.

For more information about ANZREG see our website http://anzreg.monash.org
or the ExLibris User Groups page at: http://www.exlibrisgroup.com/category/UserGroups

So whilst there might not be many Australians or New Zealanders at IGeLU conferences, this is not because we don't feel a part of IGeLU. It is just that it is hard to get to Europe for the IGeLU Conference. Maybe we could have IGeLU in Australia or New Zealand one year. ☺

Melbourne at night (geotheref, Flickr)

IGeLU
Activities

Collaboro, Collaboras, Collaborat... Collaboramus!

By Gerard Bennett, Aleph Product Working Group Coordinator

If the events of the last twelve months in the Aleph Product Working Group (APWG) were records in Aleph, one keyword would certainly be mandatory for their indexing — 'collaboration'. It has permeated all our activities over the year.

And with word-stem retrieval we would immediately find 'Collaborative Testing of Aleph 20', which took place in Jerusalem in January, among the first hits. Those of you who have read the reports of the testing on the website, and Theo Engelmann's account in the last newsletter, will know that this was a very successful round and gave excellent opportunities to work with the staff in Jerusalem; but also that there are areas for improvement — a better test environment, for example, a more up-to-date and appropriate database; better preparation of test scenarios; more visibility of Ex Libris' test scenarios; and possibly expanding the testing to include the upgrade process itself, and Aleph's interaction with external systems, student record systems, EDI, etc.

Crossing our search, with 'Denver' or 'Richmond' would bring up accounts of the meetings across the Atlantic with our colleagues in ELUNA, encounters at the ALA Midwinter Conference, and at the ELUNA Conference in May, respectively. Thanks to Mike Ryan who represented the group at these events which also provided opportunities to meet with Ex Libris staff.

The development of the new cross-product NERS enhancement system has been an occasion for cooperation on the specification of requirements and design of functionality with the product coordinators of all the product working groups. Thanks to

Social software in libraries real cover
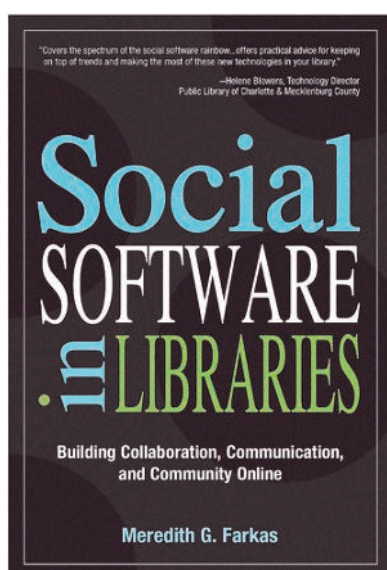(librarianmer, Flickr)

Marcus Zerbst for his contributions to this work on behalf of APWG.

Our enhancements process has been once again the bread and butter, if not the meat and drink, of the year's work. There have been two tracks to this in the past year — firstly, the enhancements process for the next major version, V21, with the first round of voting taking place in May, and the final round due in late September, and secondly, enhancements for the v20 minor versions, 20.1 due in October 2009 and 20.2 in 2010. V20.1 will include a second batch of the most popular requests from our V20 voting process, and thanks to Ex Libris for responding rapidly to our request for their inclusion. What enhancements go into V20.2 will depend on the vote in September. The constant flow of email and documents among our module coordinators and between them and Ex Libris speaks volumes of the collaborative nature of this work. A noteworthy feature here has been the change of personnel on the Ex Libris side, with Carmit Marcus ably taking over from Karen Groves in the role of Aleph Product Manager.

As well as the detail of enhancements, attention this year has also focused on the bigger picture in the guise of the URM; specifically the formation of the focus groups that are now proceeding with their task. The flood of applicants from among Aleph users was a considerable index of the wish to collaborate.

And as I write these words, emails arrive by the minute testifying to the combined efforts of so many in the preparation for the Helsinki conference. The response this year from the Aleph community with presentation proposals has been markedly better than recent years and gives much to look forward to at the conference. Indeed, the final programme does not fully reflect the response — some presenters, unfortunately, had to withdraw having been accepted, for reasons beyond their control.

If the coming year's work is equally marked by collaboration, we will have done well!

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The Slow Progress of ARC

By Marcus Zerbst, Coordinator of the ARC Special Interest Working Group

ARC, Aleph, and URM

The Aleph Reporting Centre (ARC) is an add-on to Aleph. There's no ARC without Aleph. However, Aleph is a dying breed: What's an add-on to a vanishing product? Not much. The URM is looming and when it comes to assign development resources to either the old product suite or the next generation products it is likely that the old product suite will lose more and more priority. This applies even more to comparatively small add-ons like ARC.

And that's a pity for both ARC customers AND Ex Libris, because the development of a URC — a URM Reporting Centre — could benefit tremendously from the experiences with an ARC that has been kept up-to-date, fulfilling the reporting needs of the customers. Let's have a look at the past and upcoming development.

ARC V2.0 SP2

Back in spring 2009 a major service pack based on V2.0 was released, introducing a new package design. This came as a surprise to the ARC community as well as to the ARC group at IGeLU. On the basis of previous discussions we had expected additional fields not restructuring of the existing data.

Actually, it turned out to be a pleasant surprise, because the new architecture solved several reported problems. It was first tested at beta sites, and after their positive feedback the new packages became available to all customers.

Although V2.0 went live at a lot of sites worldwide, there are still a number of installations on versions 1.x. Why is this?

Upgrading from V1.x to V2.0: Do it!

We know there have been issues with the upgrade; it entails a certain amount of local workload and some problems remain. But please be aware that knowing the latest functionality available is the best prerequisite to ask for enhancements. All those 1.x users out there, we encourage you to update your ARC!

Don't hesitate to request your upgrade from Ex Libris. They will do the major job, and you will start to work with the improved version. Please note that as long as too many customers continue to work with V1.x, the vendor doesn't believe that there is any demand for continued development.

On the other hand, if you encounter problems with the planning or are convinced that V2.0 won't help you, confront Ex Libris with that as well. Silent customers are satisfied customers.

Enriching ARC

Some ARC users, however, express their dissatisfaction. For years we asked for more fields to be extracted. A number of issues were raised more than once, and having six different contact persons as ARC and/or Aleph product managers over the past three years doesn't exactly provide the best basis for communication. We still don't see the reason for the reduction of information within the data warehouse. And we are not convinced that it is such a complex issue to add more data, especially when it comes to data fields. Unfortunately, there has been hardly any progress in this area since version 2.0 was released in early 2007. Recently, to some of us it felt like a slap in the face when the ARC service pack, which was scheduled for September, was cancelled because of lack of demand — according to Ex Libris management.

Join, Grow, and Benefit!

As to silent customers: the ARC Special Interest Working Group conducted a poll to ask you for your input. The result was admittedly disappointing: only 11 institutions used the form on igelu.org to reply. There are well over 100 ARC users, but unfortunately neither we nor Ex Libris have information on the exact number, their actual version, and their usage intensity. This makes it hard to find peers. So, active and engaged ARC users are not experiencing too much support these days. Clearly we need to find a better way to join forces and work on the product's progress together. Please follow IGeLU's ARC activities including discussion in the mailing list at http://igelu.org/special-interest-working-groups/arc.
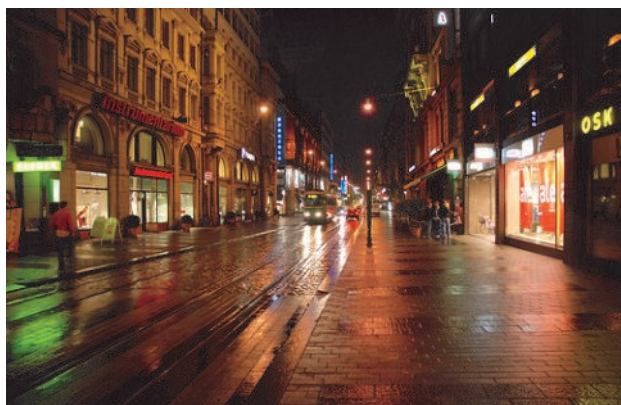
IGeLU
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Voyager Dispatch

By Michael Fake, Voyager Product Working Group Coordinator

The Voyager Product Working Group has continued to work on behalf of Voyager sites, representing your interests both to Ex Libris and to the IGeLU Steering Committee. This year we've continued to lobby Ex Libris directly on many day-to-day issues surrounding the development and support of Voyager. We participate in regular monthly calls with Mike Dicus — the Ex Libris Voyager Product Manager — alongside representatives from ELUNA, where we have the opportunity to put your views to the company.

Of course we have a stronger voice when we act in concert with our ELUNA colleagues, and one of the other key developments this year has been increased cooperation with the North American users group. I was fortunate enough to travel to the USA twice this year, alongside other Product Group Coor-

dinators, where we were able to discuss in detail how best to further the interests of Voyager customers. Perhaps the most obvious symbol of that cooperation is the development of what is currently being called the 'New Enhancement Request System' (NERS), discussed elsewhere in this newsletter. We hope this will go some way to making the enhancement process more transparent, and reduce some of the longstanding frustrations that we as Voyager customers have had with previous enhancement processes.

Finally, it's been a very interesting and challenging two years for all of us, but for the current Product Group members our terms of office are coming to an end in November, and a new group will need to be elected. We'll be sending out some publicity about that very soon, and I encourage all of you to consider standing!

Downtown Helsinki (Solarized, Flickr)

Helsinki Harbour (Claudio.Ar, Flickr)

Helsinki Cathedral (taivasalla, Flickr)

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What Functionality Do You Want? The MetaLib Survey

By Meg Bate, IGeLU MetaLib Product Working Group Coordinator

In 2009 IGeLU and ELUNA MetaLib PWG worked to produce a survey on the current and future functionality needs of MetaLib. The survey was aimed at all MetaLib customers in an effort to stimulate discussion on the next generation of MetaLib and to help Ex Libris develop a system that realises our needs. It was carried out a week after the release of MetaLib 4.3, the last planned release of MetaLib.

The purpose of the survey was to ascertain:

- which MetaLib functions were currently being used;

- which MetaLib functions customers considered important;

- to gain information on what users considered to be useful additional functionality in the anticipated Primo MetaSearch;

- the survey was also conducted to promote discussion by users.

We received 95 responses to our survey. This low rate of response can possibly be attributed to our time constraints. In our effort to ensure that we had sufficient time to evaluate the results before the May ELUNA Conference, the survey happened to occur around the Easter holiday break.

The initial survey results were presented by Bennett Ponsford at the ELUNA Conference in Richmond, Virginia. A final report is in the process of being completed and this will be presented at the IGeLU Conference in Helsinki and then made available on the IGeLU and ELUNA websites. See: http://igelu.org/members-only/metalib-survey-2009

Of the 95 responses received, it is interesting to note that most people are still using MetaLib 4.2 (65%), most respondents were from Europe (53%), most were from academic libraries (83%), and half of the respondents had a user population of between 10,000 and 99,999 users. Additionally, there was an approximately 50/50 split between consortial and non-consortial respondents.

Some general observations

- Most search, results, and management functionality features were reported by respondents as being used in their libraries.

- The lesser-used functionality features were the "My space" items and the full text flag.

- At the time of the survey there was a low-take up of the peer-reviewed flag. This was due to the fact that this feature was only released in MetaLib version 4.3 and the survey was conducted one week after its release.

- The most important search feature was the one search box option. The Google influence?

- It was interesting to note that even though some existing functionality options were not being used in respondents' institutions they still considered them to be important, for example, deep linking functionality.

- There was a general feeling throughout the comments that respondents wanted all MetaLib features and functionality; however, in the present version of MetaLib that they were using, they considered that they were not working well.

I would like to thank all the Ex Libris, IGeLU, and MetaLib Working groups who worked on this survey, working out the questions and compiling the results. Of course, the final thanks should go to all respondents who participated in this MetaLib survey.
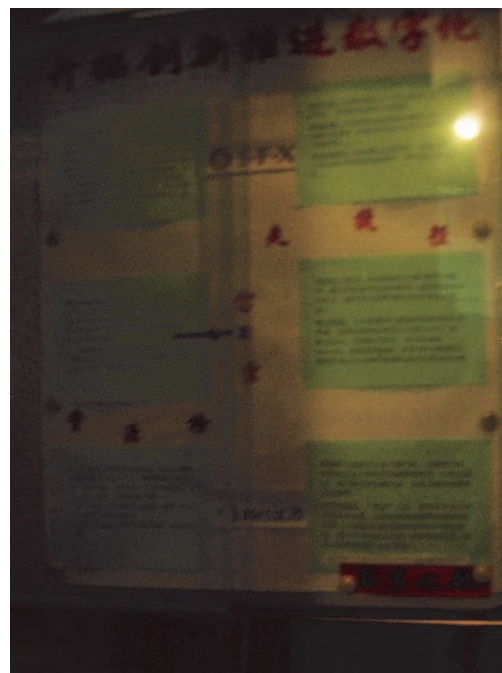
MetaLib and SFX information display in The Beijing Normal University Library (prettydaises, Flickr)

IGeLU
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News from the SFX Product Working Group

By Mark Dehmlow, SFX Product Working Group Coordinator

In an effort to maximise our effectiveness this year, the SFX Product Working Group convened a special meeting at the beginning of April in Munich to discuss the initiatives that we outlined for the year. Among the many organisational details that we covered in the meeting were also some lengthy brainstorming sessions on both the user wiki and our forthcoming agreement with Ex Libris regarding a voting procedure for the SFX Central Knowledge Base enhancement request process. We made significant strides in creating and organising topics within the wiki as well as determining strategies for getting more content posted there. We see the wiki as a potentially vibrant place for users to share information, but to make it attractive for users, we intend to pre-populate the wiki with some useful SFX tidbits as well as encourage those who post helpful hints on the SFX-DISCUSS-L discussion list to post their messages on the wiki as well. In fact, if you go to the SFX section of the wiki, you will already see some useful content being posted there by some of your colleagues that have created special customisations in SFX. In time, we hope the wiki will become another useful reference for the IGeLU and ELUNA user communities.

The other significant item that the SFX Product Working Group has been working on is working with the ELUNA SFX Product Working Group and Ex Libris on an agreement for the enhancement voting process for CKB enhancements. One of the complicating factors for us was how to handle "regional" resources — resources that are specific to a particular language group, country, or region of the world. Once we came up with a strategy for these resources and got agreement with ELUNA on a process (see article on regional resources), we were ready to proceed. We are pleased to say that we have arrived at a preliminary agreement with Ex Libris on a process. Currently, we are working internally to see how much of this process can be extended to the other products that have CKBs (Verde and MetaLib). This should be determined near the beginning of this year's IGeLU meeting. We will announce the basic procedure for the enhancement process at the SFX business meeting in Helsinki (details will also be published in the next newsletter). We expect to begin a CKB enhancement voting process sometime shortly after IGeLU, utilising the new enhancement request voting system.

SFX Magazine (Boyce Duprey, Flickr)

SFX—no expense spent (whymanm, Flickr)

IGeLU
Activities

DigiTool Friends Met in Porto

By Guido Goedemé, DigiTool Product Working Group Coordinator

A face-to-face meeting has unique advantages compared to other channels of communication such as email or telephone: you are committed to a fixed agenda, and you concentrate on it; you are in a group, discussing with each other, until an agreement or a result as been reached. So the DigiTool Product Working Group met in Porto, from June 8 to 9, 2009. Last year's meeting, also in Porto, was so successful and we were so pleased with the hospitality of our Portuguese colleagues that we decided to go back. All the members of the PWG were invited and Naomi Steinberger, Luis Miguel Costa, Matthias Gross, and Guido Goedemé were present; Yves Maurer and Peter Verhaar were unable to attend. We also invited Tomer Paz, the Digi-Tool Product Manager.

Tomer talked about DigiTool/Rosetta and the actual relationship between both systems. Rosetta will offer new services, compared to DigiTool, and a lot of staff is working on it. The release of Rosetta 3.0 is envisaged for the end of 2010; all the DigiTool users will migrate to Rosetta. The resource discovery DigiTool will be replaced by search tools in Primo; as the front end of Primo is different from the one in DigiTool, the adaptation will need some investment. This work should be done before the migration of the back end. DigiTool is fully supported, with regular service packs. This talk was very important and a good introduction to the main topic of the meeting, namely, the discussion about the DigiTool/Rosettta survey. As no enhancement procedures are foreseen for DigiTool either in 2009 or 2010, the user community will be asked to participate in a survey, which will list capabilities of DigiTool, which are not foreseen or not fully developed in Primo or Rosetta, or which are totally new. The user community will be asked to indicate its implementation priority for these capabilities. The starting document is a list of capabilities, edited by Tomer and based on discussions he has had with various users. At the meeting, the items on the list were discussed and a time schedule for a final survey version, for sending it out and evaluating the results was established. The whole procedure will be performed in collaboration with our ELUNA colleagues, and the final evaluation will be done by the enhancement coordinators. The evaluation of the results should be finished at the end of September 2009.

The result of the survey is a valuable instrument for Ex Libris, and for the working of the advisory group. This group will be composed of members of the ELUNA and IGeLU product (working) groups and Ex Libris. Its task is to follow up the development of Rosetta and to give its advice about the results. The kick off for the advisory group is foreseen at the Helsinki IGeLU conference.

Another point of discussion was EL Commons. The infrastructure exists, its use is important and so now content has to be added. The PWG asked Matthias to coordinate and to stimulate the use of EL Commons, by asking users to summarise discussions of the ListServ and publish them on EL Commons, and by presenting their DigiTool site on EL Commons.

The meeting, of course, was successful, and provided stimulation for continuing the efforts for the good functioning of the Product Working Group; we enjoyed each other's company and friendship. And last but not least, we met our good friend and colleague Ana Azevedo, director of the Library and former member of the Digi-Tool PWG and of the IGeLU Steering Committee.

Guido, Luis Miguel, Matthias, and Naomi at the meeting.

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Making Progress on "Regional" Resources

By Mark Dehmlow, SFX Product Working Group Coordinator

For some years now, IGeLU has been thinking about how to work with "regional" resources within the context of knowledge base enhancements. "Regional" resources are those resources that are important to a particular language group, country, or region of the world. These resources are somewhat niche to these particular user groups and have often passed over for inclusion in the CKB for more generally popular, or easier to configure resources. Knowing how important these resources are to our members, we were very careful to ensure that "regional" resources received attention as we began drafting an agreement with Ex Libris on an enhancement process for the CKBs.

Naturally, coming up with a plan for these types of resources is somewhat complex. While a resource may be really important to a single country, it may also be desired by the rest of the user community or perhaps by multiple countries that have similarities in language or even share a language. It is also the case that sometimes these resources are desired at an even lower level than country, such as a geographical region or regional consortia. After months of discussions, some of which were hours long, we came to a breakthrough at the beginning of the year in Denver during a meeting of the Product Working Group chairs and the IGeLU Steering Committee — much credit should go to Michael Fake, the Voyage Product Working Group coordinator who made the initial suggestion that sparked our thinking. The following process details how we intend to support the advocacy for these important resources in our formal voting process:

1) Each voting cycle will prioritise some "regional" resources along with the most popular resources — as a starting point for SFX we are thinking of 2/3 of the top popular resources and 1/3 of the top regional resources will be sent to Ex Libris as our priority list for that voting cycle.

2) The top list of "regional" resources will include only the most voted for resource for a single region, with more than one region's top resource added to the priority list per cycle.

3) Region will be determined by country phone code.

4) For each cycle, we will rotate through a list of regions, so that every region that adds a resource to the list will be selected at some point before a previously selected region will be selected again. This guarantees that each region will get a turn and no single region will dominate the process.

We recognise that this may not be a perfect process. However, we also recognise the importance of giving the "little guys" a chance to have their resources supported as a priority through the user group enhancement voting process. As a global community with many different specific needs and languages, this becomes a complicated issue, but we hope our proposed initial process will benefit you. After working within this framework for a while, we will evaluate the procedure, evaluate its effectiveness and then adjust any problematic areas. Of course, we always welcome feedback, and if you have any suggestions for us, please feel free to contact any of the PWG Coordinators or Steering Committee members with your comments. It is always helpful to have members' input as we move forward in the future.

Nameless NERS

By Lukas Koster, IGeLU Steering Committee

In the previous newsletter I reported on the background, the first steps, and the future of implementing the joint IGeLU/ELUNA/Ex Libris Enhancement Request system (NERS). So what's the status of NERS shortly before the IGeLU 2009 conference? Well, due to the marvellous system development efforts, especially of Bob Trotter (University System of Georgia Main Library, ELUNA) and Mark Dehmlow (Notre Dame University Library, IGeLU), the system is nearing completion. The first version will be demonstrated at IGeLU 2009 in Helsinki, during the **IGeLU Activities — Common Knowledge Revisited** session on Tuesday, September 8, 14:00 –15:00.

The only thing we have not made any progress with yet is finding a name for the new system. For this we need your help. In Helsinki you will have the chance to participate in a contest and submit your suggestion for a name. A jury of experts will judge the submissions, and the best three suggestions will be awarded a prize. So don't forget to fill out the NERS name contest form in Helsinki.

IGeLU Activities

Goodbye to All This

By Clare Whittaker, IGeLU Steering Committee

When the Endeavor/Ex Libris merger was announced in late 2006, I must admit my first thought was not about user groups. Like many Endeavor customers I was worried about what would happen to the systems we had invested so much in — in our case, Voyager and Meridian. But quite quickly after that I began to worry about user group issues. For two years I had been the vice chair and had just taken over the position of chair on the steering committee of the European EndUser Group. I was concerned about what would happen to the European EndUser conference, which was planned to take place in Helsinki in June 2007. That conference was cancelled, but it's wonderful that IGeLU meets in Helsinki in 2009. Things have come full circle.

In summer 2007 I was asked to consider standing for a vacancy on the IGeLU Steering Committee. I was honoured to be asked as it hadn't even crossed my mind. And so I found myself attending my first IGeLU conference in Brno in September 2007, and standing up asking the IGeLU membership to consider voting for me, a consortium manager based in Edinburgh, Scotland, with a vested interest in Voyager and a link back to the European EndUser Group. The rest, as they say, is history.

I joined a small, hard working steering committee which was still working through some of the final details of the Ex Libris merger — user group issues, but also some of the minutiae about how, precisely, two rival companies retire some products and continue to develop others — and what that means for customers, new and old. Even Ex Libris customers who had never used an Endeavor product were affected by some of the corporate and back office systems restructuring. There was a lot of valuable experience that IGeLU and EndUser could (and did) share. Since then, of course, there has been much new business to work on and to discuss — conferences in Madrid and now in Helsinki, enhancements processes and now a new system to support this crucial area of our work, and of course, the URM.

Hardworking volunteers are the backbone of a user group like IGeLU, and I can't possibly name everyone whose tenacity and dedication — and good humour — have impressed me so much.

So why am I standing down from the Steering Committee? In February 2009 I started a new job at the University of Edinburgh, in a role which is entirely outside the library / technology sphere. I do believe that IGeLU needs its officials to be actively involved in that area as part of their day job, and so with regret (but with many happy memories) I'm stepping aside to let someone else serve the IGeLU membership.

It's a truism to say that you get out what you put in, and I would encourage all IGeLU members to consider getting involved. You can tell your bosses the truth, that you will learn a lot of very useful information about library technology and how Ex Libris works. Of course, you'll gain a lot personally in the process.
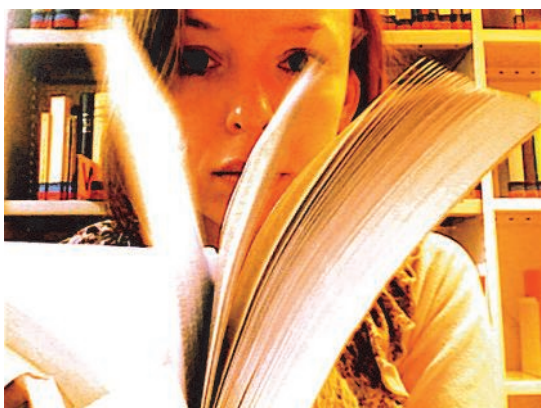
Book Culture I (frech, Flickr)

Book Culture II (frech, Flickr)

IGeLU
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Alongside the System Seminar

By Jirka Kende, Free University Berlin

After the 2009 System seminar in Tel Aviv, some went to the Dead Sea, some went to the North, and I went to the South where friends of mine live in Ashkelon, a small city with a great history and present where nearly half of today's population consists of recent immigrants from Russia, an amazing integration effort hardly imaginable in our European context. But Israel is not Europe, and this I experienced at first hand on our trip to Sderot, a small town near the Gaza strip.

For many of us who live in secure environments and only know war from school history lessons or the distant memories of our parents, it is very difficult to imagine what it must be like to live under rocket fire, worrying about your kids getting home safe from school. The visit to Sderot was on the one hand depressing, seeing bomb shelters at bus stations, in children's playgrounds, and newly attached to many houses, but on the other hand it was amazing to see how in spite of the everyday threat the people of Sderot cope with the situation. The pictures from the children's playgrounds testify to their unbroken spirit.

Israel's reaction to the many years of shelling Sderot and other places — even in remote Ashkelon rockets strike from time from time, including the agricultural school grounds where my friends live — might not have been appropriate in all its aspects, but it became far more understandable after the visit to Sderot. Let's hope that during the next System seminar no shelters will be needed any more and that the children in Sderot and Gaza will be able to play outdoors without fear.

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IGeLU ABC

A The **Annual Conference** is the main event of IGeLU. It takes place in September, mostly in European countries and covers a broad agenda of user experiences and Ex Libris demonstrations. It is a forum for information exchange among the international user community and for discussions with our vendor.

B **Benefits** of IGeLU members are manifold. They can participate in all activities of the association and use all its resources. As an IGeLU member your institution can vote on enhancement requests for contracted products and suggest members for focus groups. Representatives of Member institutions attend conferences at a reduced fee.

C **Cooperation** and **Communication** between the user community and Ex Libris on development has grown substantially over the years to the mutual benefit of both sides. The latest indication for this close cooperation are various focus groups on the next generation system of Ex Libris.

D In a general **Development Agreement** Ex Libris, IGeLU and ELUNA agreed on procedures for enhancement requests, collaborative testing of existing products, development and implementation partnerships for new products, joint focus groups on major new product developments and on strategic topics in the library world.

E The mission of IGeLU is to be the collective voice and advocate of the international community of users/ customers of products made by **Ex Libris**.

A close partner of IGeLU is **ELUNA**, the user group in North America, where the vast majority of especially of Voyager customers is situated.

IGeLU ABC is to be continued in the coming issue

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igelu

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.

Finally, We Don't Want to Miss this Opportunity to

Invite you to the INUG-Meeting

Representatives of National and Regional User Groups are cordially invited to attend the INUG-Meeting on Sunday afternoon, September 6, 13:30–17:30 hrs., Grand Marina Conference Center, Room: Nautica.
INUG is the link between IGeLU and the user groups, which do work on the national or regional level. INUG offers a forum to discuss and take forward issues with the IGeLU Steering Committee and the Product Working Group Coordinators, it is also an opportunity to meet the Ex Libris management.

Ask you to stand for the Steering Committee

Have you ever considered taking a more active role in IGeLU? Why not stand for a Steering Committee position or even the Chair? How about discussing your ideas with Guido Badalamenti, former Chair of IGeLU, who will organise the voting in Helsinki:
guido.badalamenti@asb.unisi.it

Help you pack the right things for Helsinki

When you pack your suitcase don't forget your bathing suit, an extra towel, and your mood for dancing. You will have the time for sauna, swimming, and tango on Monday evening on Uunisaari Island.
Enjoy the Finnish way:
Drifting Clouds: http://www.youtube.com/watch?v=-W7T8WQa0us
Popular Tango: http://www.youtube.com/watch?v=ATpPvOd_H2g

Welcome to:

- 4th INUG Meeting in Helsinki 2009-09-06

- 4th IGeLU Meeting in Helsinki 2009-09-07/09

- 5th IGeLU Meeting in Ghent September 2010