

## **The Danish Ex Libris User-group (DANGELU) – report / INUG 2011**

The Danish Ex Libris User-group (DANGELU) was established in 2009, when the national Aleph-group and SFX-Metalib group were merged, following the take-over by Ex Libris of Fujitsu activities as vendor of the Ex Libris products.

The purpose of the group is to

- establish a forum for co-operation and sharing experiences concerning the various products.
- discuss enhancements and functionality with Ex Libris in order to make sure that users of Ex Libris products can participate in local Danish library cooperation.
- keep in touch with IGeLU

There are 14 members, most of which are members of IGeLU. This year a steering committee was formed, in order to facilitate the group's meetings.

Besides maintaining a national listserv the group meets twice a year. Ex Libris is invited and participates in the meetings.

### **SPECIAL ACTIVITIES - 2011:**

In many respects this year has been rather quiet, and we haven't heard much to Ex Libris, which has been busy moving their hosted customers to the new hosting centre in Amsterdam (it seems to have worked out well) and preparing for Aleph version 20 (the Scandinavian version).

Although in theory sending support to the most qualified staff in the company seems sensible, support in Pivotal has been bureaucratic and slow, compared to the quick e-mail response, we used to get from Fujitsu, and problems of getting support on Fridays should not be underestimated. At the autumn-meeting Ex Libris provided us with a presentation of Pivotal, which was useful, but didn't solve all aspects of support. It is a relief to learn about the new "System down" procedure.

Ex Libris was one the speakers at a seminar for Danish research libraries, presenting their ideas about Alma and local national data sources in a world of global indexes like Primo Central.

All libraries, that use Aleph, are still at version 18.2. There is not much enthusiasm for version 20, which is now ready in the Scandinavian version, but only in Linux. We are told that no Solaris version will be made.

There are new Primo customers, and one of the existing customers will move to Amsterdam hosting centre in short time.

On behalf of the user-group  
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August 2011