

INUG 2011
Saturday 10th September 2011
University of Haifa, Israel

1. Welcome and introductions

Pat Busby welcomed the attendees to the meeting. She thanked attendees for their NUG reports which have been uploaded to the IGeLU website.

Attendees introduced themselves. 15 countries were represented at the meeting.

Attendees

Peter Christensen (Denmark); Ulla Ikaheimo (Finland); Silke Schomburg (Germany); Sveinbjorg Sveinsdottir (Iceland); Maya Amichal (Israel); Hila Buzaglo (Israel); Boaz Dotan (Israel); Naomi Greidinger (Israel); Theo Engelman (Netherlands); Filipe Bento (Portugal); Augusto Ribiero (Portugal); Anders Blomgren (Sweden); Ray Delahunty (UK); Lesley Gray (UK); Laura Morse (USA); Bob Trotter (USA).

IGeLU officers:

Mike Ryan (USA), Aleph PWG; Luis Miguel Costa (Portugal), Digitool PWG; Jeremy Ackland (UK), Metalib PWG; Mandy Stewart (UK), Primo PWG; Mark Dehmlow (USA), SFX PWG; Andreas Sabisch (Germany), Verde PWG; Habib Tabatabai (USA), Voyager PWG; Marcus Zerbst (Switzerland), ARC SIWG; Peter Klien (Austria), Consortia SIWG; Jirka Kende (Germany), SC Chair; Guido Badalamenti (Italy), Administration & Treasurer; Fiona Burton (Australia), SC; Pat Busby (South Africa), SC; Michael Fake (UK), SC; Lukas Koster (Netherlands), SC; Michele Newberry (USA), SC.

Apologies

Antonín Vaishar (Czech Republic); Liliana Bernardis (Italy); Helge Risvand (Norway); Gaspar Olmedo (Spain).

2. Communication between INUG & IGeLU - has this improved?

Pat updated the attendees on the changes in communication, i.e. the new website, and the regular "News in Brief" communication, and asked whether the attendees felt that communication had improved.

Habib commented that the new website seems more user-friendly and more functional.

Michael asked whether attendees preferred the "News in Brief" with collected news items added to the website and distributed on a regular basis, or news articles just added to the website on an ongoing basis. The general feeling was that the current way is best. However it was possible that the website could be updated as news happened, with people using RSS feeds to view articles if they wished. However the "News in Brief" should still be sent out regularly to highlight the news articles.

Attendees are asked to monitor the "National Groups" section of the website and send any changes with regard to their NUG's to IGeLU. All were also reminded to notify IGeLU as to any changes of NUG officer bearers / NUG IGeLU Representatives as these happen in order to update the INUG list.

3. NUG Contributions to the "News in brief".

All NUGs are invited to contribute news articles about their activities to the "News in Brief". Emails are normally sent out advising that a "News in Brief" is being collated and at this stage the NUGs could submit articles.

4. Budget cuts effecting NUG meetings? (VLENGEL)

Theo reported on the situation of the VLENGEL User Group, an informal group. He is finding that with budget cuts fewer staff are able to be involved in the User Group meetings. He wondered if the situation was the same in other user groups.

Mandy reported that the UK User Group has gone from 3 meetings a year, to 2 meetings a year, to 1 two-day meeting and this seems to be a result of budget cuts.

Guido reported that the Italian situation is the same and they have had budget cuts for travel costs. He also feels that the cuts in IT staff are also limiting the amount of time they can be involved in the user group activities.

Anders noted that Sweden has 2 meetings per year (1 in Stockholm). So far they have not seen any drop-off in attendees but are finding that the time members can be involved in the user group's activities is being reduced.

In Portugal, national digital teleconferencing for special situations is being used and this is working well.

ANZREG has one seminar attached to national conferences, and tries to link this with Ex Libris certification courses to help support travel funding applications.

5. **Proxy voting - updating INUG representatives.**

It is a legal requirement that decisions made by the IGeLU Assembly of Members (such as the approval of the budget and voting for office bearers) are supported by 50% + 1 member votes as a minimum. To meet this requirement all members are requested to vote, either in person at the conference or by means of proxy votes should they not be attending the conference.

Guido reported that more proxy votes have been received this year than in the past.

National Representatives are asked to collect any proxy votes that have been given to them as their NUG national representative. Some votes have been assigned to specific individuals, whereas other have been assigned to 'National Representative'.

Jeremy asked how members knew who their proxies would be voting for. Jiri reported that they can't and so have to trust the person they have given their proxy to.

Currently IGeLU has 350 member institutions and 170 are represented at the Conference.

6. **Support issues**

- **slow response and non-communication at 2nd-line support (Expania & DANGELU)**
- **support for Scandinavian Aleph (knowledge and capacity) (Alephswe)**
- **communication and notice when issuing service packs / moving servers (Alephswe)**

Peter (DANGELU) reported on changing methods of logging Aleph support calls through Pivotal which they find is a slow way of logging calls. There is no Danish local customer support anymore and support is now shared between Germany and Sweden. While there seems to be commitment from the support person, he does not seem to have the time to give the required level of support.

The Swedish situation is similar with changing support levels following the changes in local support arrangements. However they have regular Customer Calls from Israel which they find effective as this has resulted in some issues being resolved.

Sweden – only maintain the Swedish client but have been asked by Ex Libris to also maintain the English version. Germany, Italian sites don't maintain the English version. Netherlands uses the English version of the Cataloguing client.

Portugal – received Brazilian Portuguese information and reached an agreement where they translated this to Portuguese. They gained access to the Learning Centre as a result.

- **no normal support service on Fridays from Israel (DANGELU & Expania)**

There is concern about the amount of support available on a Friday from Israel. Concern is not limited to this but relates more to the way that Ex Libris provides support to an international customer basis.

Another concern is that there sometimes seems to be a lack of information about server configuration etc. by Ex Libris Support Staff when dealing with SL's.

- **Other**

Ray asked whether others have had issues with the Emergency Downtime Support telephone system particularly when Pivotal is down. He found the situation very unsatisfactory but acknowledged that he should bring any such incidents to Ex Libris' notice as they occur.

Theo reported on the Customer Care program calls and the fact they have three-monthly calls.

Jiri and Theo reported they had received good response from the Escalation process. However Peter had situations where issues he escalated through Pivotal and the Escalation email had still not resulted in response. It was suggested that if they were still unsuccessful, then the issues should be further escalated to Anat Kuper.

Discussion occurred about software bugs, loss of functionality, and slowness with the lack of development particularly with Primo. There seems to be widespread concern over the slowness of Primo support and slow development.

Sveinbjorg noted that the Customer Care person she deals with does not know about Primo and has to refer to other colleagues before being able to discuss problems. Iceland has had quite severe issues with the lack of Primo support.

It was acknowledged that Customer Care calls are designed as a way of escalating issues and it was unlikely that the Ex Libris person on the call will be an expert in all products. They do however provide a channel for referral to the product expert.

7. General situation with enhancement processes, CKB enhancement process (feedback from SC).

Jiri reported on development of the Knowledge Base and the addition of regional resources. Originally it was hoped that synchronisation between NERS and Pivotal would be possible but this is not the case. Mark recommended that the highest priority resources be added into NERS (and not only in Pivotal) so that they can be part of the CKB enhancement process.

The agreement is that users enter requests into NERS, vote on these, and the results are then sent to Ex Libris. It is recognized that not all resources can be implemented for e.g. technical reasons, and that users can assist Ex Libris by encouraging vendors to work with Ex Libris in this regard.

Each KB enhancement round votes for: Top 4 general resources, & Top 2 regional resources. There have been 6 rounds of voting for each KB so far.

It is important that the National Representatives encourage voting within their region when it is their turn to vote for regional resources.

8. ALMA development (feedback from SC).

Jiri reported on Ex Libris Alma Developers' visits to 3 European libraries chosen by IGeLU. Developers visited for a week where they met with all library teams, were given documentation, and were shown the interoperability between systems. The feedback from Ex Libris is that these visits were effective and that Developers learnt a lot. Similar visits are being planned to US libraries within October/November.

It would be useful if future visits could be arranged to other European libraries, particularly those libraries where there are specific language issues that it would be useful for the Developers to be exposed to.

It would also be better if the Programmer and a Business Analyst also join the Developers on the visit so that they can work together.

9. Documentation (feedback from SC).

Fiona Burton reported on the work she has done with Janet Lute, ELUNA SC representative, where they have been working with Ex Libris in improving Documentation. Manuals for Verde, Voyager (Global Data Change) and Primo V.4 have been sent to PWG members for review. Ex Libris have also made other changes to the documents, e.g. manuals over a certain length now have indexes.

If users notice problems with the documentation, Ex Libris has requested they log an SI. It is realized that this is a lot of work but without specific examples of incorrect documentation it is hard for Ex Libris to correct this.

10. Clarity with regard to Metalib/Primo Central Index licence (feedback from SC).

At the last year's meeting there was an announcement from Ex Libris about the models for MetaLib and Primo Central. Basically if you have the MetaLib KB, then you get Primo Central for free.

However there is still some clarification required for the Metalib+ option, e.g. what does limited MetaLib administrative access mean for the hosted MetaLib+ service? Once Metalib+ has been implemented the only configuration you can do is add targets. Any further configuration is done by Ex Libris through SI's. You can change resources in MetaLib that are searched, and you can change the resources are listed within MetaLib+. There is no way of creating Quick Sets in Primo Central so you can create pre-facets.

Current MetaLib+ sites are:

Queen Mary University of London

http://metalib.library.qmul.ac.uk/pds?func=sso&calling_system=primo&url=http://primo-service.hosted.exlibrisgroup.com:80/primo_library/libweb/action/login.do?afterPDS=true&vid=QMUL_V1&dscnt=1&targetURL=http://primo-service.hosted.exlibrisgroup.com/primo_library/libweb/action/search.do?dscnt=0&dstmp=1312880235856&vid=QMUL_V1

Harvard University <http://lib.harvard.edu>

11. Any other issues to be discussed with Ex Libris after the break.

Issues already discussed above.

12. Other

No additional issues were raised.

Fiona Burton & Pat Busby

2011/09/30