

**Report from**  
**ELUGswe**  
**the Swedish Ex Libris user group**  
**for the 2013 INUG meeting in Berlin**

The Swedish Aleph User Group (Alephswe) was established in 1999 and was expanded to a usergroup for all Ex Libris products in Sweden in 2011 (ELUGswe). There are 19 member libraries in ELUGswe.

The main tasks of ELUGswe are:

- To provide a forum for the exchange of practical experiences and information about local developments of common interest.
- To coordinate the activities of the Swedish libraries using Ex Libris products and maintain a list of development requests.
- To provide a common point of contact for Ex Libris.
- To keep in touch with IGeLU and other user groups.

ELUGswe organizes two meetings a year, one with the annual association meeting.

You can reach ELUGswe at our website: <http://elugswe.wikidot.com/>

We also have a discussion list (e-mail).

**Activities:**

Two meetings, one in October 2012 at the Swedish Film Institute and one at Gothenburg University in April. Kristian Wallin from Ex Libris made presentations at both meetings.

There is a new framework agreement for linkresolvers made by the Royal Library of Sweden and the earlier consortia for SFX and Metalib is ending this year. This has generated work both for the separate Swedish libraries and for Ex Libris.

There was for examples discussion on the importance of ranking in Primo and that it is something for Ex Libris to improve.

## **Burning issues...**

The Ex Libris sales services to the Swedish customers are seriously understaffed. Customers asking for contracts and tenders have to wait for too long, sometimes months and sometimes in vain.

Ex Libris has expanded as a server provider/cloud service provider to customers in Sweden. We want regular service meetings/calls and contact persons for this service. This is to follow up on the SLA and to improve the service.

We would also like Total care and Direct care more specified than the scheme provided today.

We have problem with the PCI as a “black box” with content unknown to us. To solve this we would suggest:

- 1) We want to be able to view the source records in PCI to be able to identify what is wrong.
- 2) We are experiencing problem with quality of the local sources in PCI (for example Artikelsök). To be able to see what the problem is, we would like to know exactly what data that is exported from Artikelsök and who is responsible for the quality. The best way would be to have a working group for each new source with one contact from Ex Libris, one from the supplier and one from the local usergroup.
- 3) We would like to have a notion when the source we have activated in Primo is searchable.

We would like to know what the plans are for a new model of interaction with the customers now that Ex Libris is moving towards agile development. The old system with voting on development will not work then.

Best wishes for the Berlin meeting!

For the steering committee:

Ulrika Domellöf Mattsson

**The ELUGwe steering committee:**

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**Member libraries in Elugswe 2012/13:**

Jönköping University Library

KTH Library

Library at University West

Library of Karolinska University Hospital

Library of the Government Offices of Sweden

Library of the Royal Academy of Letters, History and Antiquities

Library of the Swedish Defence Materiel Administration (FMV)

Library of the Swedish Environmental Protection Agency

Library of the Swedish Parliament

Luleå University Library

Malmö University Library  
Mid Sweden University Library  
National Library of Sweden  
Nordic Africa Institute Library  
Swedish Agricultural University Library  
Swedish Film Institute Library  
Swedish Institute of Children´s Books  
Södertörn University Library  
Umeå University Library