IGELU / INUG MEETING

SEPTEMBER 13 2014

Welcome:

Jirka welcomed the attendees to the meeting, and thanked the attendees for the National User group reports, which are available on the IGeLU website.

Development agreement, enhancement processes

Jirka reported that discussions have occurred about updating the development agreement around the product developments.

Jirka also reported there are not many resources being requested for development within the SFX CKB. While this had previously been a large requirement, it seems to have decreased in importance recently.

Currently there are 240 development days for Aleph across IGeLU and ELUNA, an unclear process for Primo, no commitment for SFX, and a Voyager process that seems to work as the Product Manager is very willing and goes smoothly. Currently there is no commitment for Alma.

It is proposed that the new agreement would have specific agreements for all products but also allow the shift of points across products over different years as required.

Voting for CKBs resources not needed anymore?

There seem to be a number of different CKBs for Alma, SFX, PCI and the SC is wanting a clear structure and description of how they work.

Bas commented that SFX has a special voting process for regional resources but they are now finding there are no regional resources required and he asked if the regional approach should be discontinued with.

A comment from Spain was that it was now not as important for them to have new local resources. The opinion from Iceland was that some resources were not included in SFX but they are lower priority.

Bas will post a question on the listserv about which regions still require regional resources. If there are some, they can be pushed higher up the list.

Experiences with Salesforce

The feedback is that Salesforce works OK. However, it would be good to know where Ex Libris is with implementing the enhancements. Some of the top enhancements should have been implemented in July, with remaining in October.

There is a specific session about Support (4.6). This covers: general support, policies and support systems.

The Swedish, Austrian and Danish User Group are having a separate meeting with Ex Libris around support issues.

Issues sent to Development are then closed which means it is difficult to track open cases. Accurate status of issues needs to be reflected in Salesforce, including issues resolved in future releases. Masud reported that Pivotal had a category 'in development' but this was considered a black hole. A comment from Australia was made about the process where Ex Libris reported that an incident would be 'fixed in the next 'x' release' and then they would close the ticket. Sites would have to re-open the ticket if it was not fixed.

Masud asked whether we should ask for a category or 'pending customer acceptance' or 'pending upgrade' for issues being fixed in future releases. Both options were preferred to the current process.

Experiences with the voting platform NERS

Mark gave thanks to Habib for his support.

Problems with Aleph 22 upgrade – performance, printing

There has been continuing concern about the quality control over SP and upgrades and there have been particular issues with the recent Aleph release.

Issues include:

- biggest problem is client timeout with a 10-15 minutes timeout and then client crashes
- Circulation job to clear patron history doesn't work and site is being told to clear history at database level
- The problem was not seen in development server even though they replicate patron data across scenarios.
- Icelandic sites are experiencing slowness particularly in patron data
- Issue with printing, e.g. circulation screens; spine labels; printing to default printer; circulation records. It seems to be an issue with Windows 7 and Aleph. A Hotfix is being released that hopefully will resolve this issue. Although Ex Libris have been very helpful in investigating the issue, they have not all been resolved.

The Icelandic libraries are also experiencing slowness with patron records, with the larger libraries experiencing most problems. They upgraded in May but even though it is now September, the issue is still not resolved. The issue has been handed over from Support to Development and they need to start again with the investigation.

One site reported they bought Professional Support, which had been good in the past, however this time they experienced problems with their staging environment, and although these were reported, the problem was replicated in the production environment. Another site had contracted Ex Libris to perform the Aleph and Primo upgrade but problems were encountered.

Other sites reported that while investigating issues, Ex Libris left the systems in state that caused issues for clients, turned off certain parameters in MetaLib and SFX. Their feeling is that production systems in correct state and not left in a testing state.

Customers are concerned about the testing of products, including 3rd party products and the impression that the quality of support seems to be deteriorating over time. The impression is that quality control is deteriorating and even if issues are encountered then the support should be accessible.

Escalation processes have being used initially and while it seemed to get some results in that issue was addressed, the speed in resolving did not increase. Other sites reported that if the issue was escalated to a higher level this seems to have achieved results.

There is also concern over the quality of the release notes where some issues that were described as 'optional' but it was not clear that the issues would need to be addressed in the upgrade.

Another site reported they were not given sufficient notice before release to test and plan for releases before upgrade.

Aleph support deteriorating – Ex Libris support resources moving to Alma?

There also seems to have been issues with the support between regions.

John Greer reported ELUNA wanted to conduct a controlled survey about support, how many tickets submitted, are they dealt with.

The impression is that the level of support for Aleph and Primo has decreased in the past year. It would be interesting to see how many customers are switching to Primo local to Primo hosted.

There is also concern over the deterioration of Professional services in particular relating to Aleph.

Web accessibility of Ex Libris products

A question was asked about which accessibility standards Ex Libris are following. It is claimed that they are following W3C standards. John Greer reported that Primo meets the VTAG level 2 standards and while it is not perfect, it is better than other systems. Masud commented that the accessibility has improved a lot over the past years

It was noted that SFX previously did not meet any standards but once this was requested in the enhancement process this has now been resolved

Sites would like clear statement about the standards met by Ex Libris products.

Price level of Ex Libris products

There is still concern over the price level of Ex Li products.

Data protection and the cloud

There are strict German laws regarding the location of data, which specify this is not allowed to be stored outside of Europe. As a result, some data processing associated with migration is being moved into the European Union. In addition, 2nd level support needs to resolved within the EU. If this is unable to occur, temporary access can be given to staff in another region who can fix this.

A member from Australia commented they will be sending 90,000 emails to advise patrons that data will be stored in the cloud.

There is concern over the location of the data, who has access the servers, data because of the issues around the Ex Libris American office. Any issue will need to resolved for customers using the APAC Data Centre as well.

PWG

Verde

It is proposed that the Verde/UStat PWG (Andreas) work together with the ELUNA PWG.

DigiTool

This separate group will be discontinued with. However Luis will work as Alma-D liaison with the Alma PWG. It had been promised that DigiTool workflows would be implemented in Alma but it is not clear what is happening in this regard.

Voyager

The international group will be discontinued as a separate group and will be integrated within the ELUNA PWG. There is a contact in Finland who will continue work with Voyager.

Special Interest Groups

There are two groups working in this area and are working with Ex L on developments.

LOD

Interoperability

Masud reported that any emails about vacancies are being answered by Americans or Australians but there has been little response from Europeans. It is requested that National User Groups be reminded that European involvement.

Cloud services

The Swedish User Group would like reports on cloud services to see whether they are meeting the SLAs.

The current cloud service page can have a 15 minutes delay before the cloud service status page is updated. The pages have been upgraded this year but we would like to reduce the status delay.

Alma and Italy

There have been some projects associated with Aleph and ILL but this has been switched to Alma and ILL. This has delayed the projects and it seems that libraries will have to stay with Aleph.

Alma localization initiative

Ex Libris has asked the PWG to take lead on localization for languages in Alma including finding an institution that would help to translate the labels. Betsy noted that the initial translation would be done by Ex Libris, but later translations would be done by institutions. It was thought this would normally be the first institution in the country would do this, but they could foresee problems in the future.

Naomi reported that Israel might be the precedence for this as they provided the translation for all the labels.