

The Danish Ex Libris User-group (DANGELU) – report / INUG 2015

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

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

Products that are used in Denmark, are Aleph, Alma, Primo, SFX and Metalib.

SPECIAL ACTIVITIES - 2015:

Like last year we haven't heard much to Ex Libris, but we have received valuable information in connection with the meetings.

All libraries have converted to Aleph version 21, and some are in the process to upgrade to version 22. An important aspect is the programmes that used to be Fujitsu specials. Although these are now integrated in Standard Aleph, some (web self service and z39_50 holdings) didn't work as expected, which meant that they had to be corrected, before upgrading was possible.

Ex Libris has agreed to make a deep search adaptor to Primo for the Danish "bibliotek.dk" database.

At the spring meeting the following concerns were discussed:

It is important that the new interface to Primo is distributed to all customers, not only the SaaS-customers in the Ex Libris Cloud. There is a growing anxiety that Primo customers are divided into two different groups, leaving some customers with fewer possibilities than others.

There are lots of broken links in SFX. Although these have been reported long time ago, there is no response from Ex Libris. It is a growing problem and a web session with Ex Libris and the Swedish usergroup is planned. It is most important that the SFX Knowledge Base is updated, when errors are found. It also is a problem that new targets should be voted upon. This makes it practically impossible to get new targets from small countries.

PDS and login are growing issues with access to different databases and restricted search, when a library needs to authenticate users from the library system (Aleph), giving them different privileges according to borrower status. Keeping Aleph activity dates updated is also a problem, since some user activities, e.g viewing articles in full text, do not update last-activity-date.

We are worried that it seems that "Please-rate-us" feedback is used only when cases are closed. One tends to be satisfied when a case is solved, even though time from opening to

closing may be longer than it seems to be reasonable. However, there are many cases, especially in Primo, where nothing is happening, and cases stay without anything happening. If we are to evaluate Salesforce (and the support organization behind), focus should also be placed upon the many cases that are sleeping.

It also seems to be a long way from NERS voting to implementation. Who follows up?

On behalf of the user-group

Peter V. Christensen - MiniBib/The Administrative Library

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