

Representing Ex Libris: Oren Beit-Arie, Ofer Mosseri, Yair Amsterdam, Shlomi Kringel, Bar Weinstein, Martin Büscher and Kurt Sanford

Chaired by Theo Engelman, IGeLU chair

Items Discussed

1. **Short introduction by Ex Libris staff present in the meeting.**

2. **Outage Communications**

Helen Brownlie (ANZREG SC member) outlined the various communications issue faced in the APAC region. Due to the time zone, APAC customers are often hit first. There is no indication on the cloud services page. ANZREG had a meeting with Ex Libris regarding this issue and there were some improvements for a short period. However, this seems to have relapsed and the current situation is the same as before.

Yair said that communication was done as soon as information could be confirmed. He noted that Ex Libris does need to make sure that the information being sent out is correct and sometimes there could be a delay, due to this.

Yair also said that now Ex Libris is harvesting the listserv for keywords such as downtime etc. Ex Libris needs to rely on 3rd party vendors for the publishing of RCA, and this also adds to the delay.

Yair noted that APAC has the same data centre vendor as Europe and US. A number of customers are relying on the API gateway for mission critical applications and more than 30% of the transactional volume comes through this gateway. Ex Libris will continue to ensure that timely communications are improved.

2. **Quality Assurance of releases**

Helen Brownlie (ANZREG SC member) outlined the issue of releases also hit the APAC customers first and there is concern if sufficient testing has been done. In the recent example with Google Scholar, the first fix could not resolve the issue and customers had to wait for another week before the second fix was deployed.

Bar noted that there is a combination of automated and manual testing for Alma. In a batch of about 70 new features, it is possible that there is about 3 to 4 regression. This is a common figure for cloud application release implementations. Ex Libris does not rely on the customer testing, although the feedback coming from several heavy testing institutions is very much welcomed.

Bar also announced that the sandbox testing will be extended to 2 weeks instead of 1. There will also be a “Sneak Peek” of what’s to come in the next release.

Bar shared that the Ex Libris would like to leverage on the community to do a form of community testing of the new features to minimize duplicate user testing and efficient

use community testing efforts. Oren clarified that this does not mean that Ex Libris is passing on the responsibility of the testing to the user.

Additional automated tests will also be included for Summon. This will prevent releases to cause as much turmoil and problems as the last August release.

Shlomi added that about 1000 of automated tests are run every night. However, it is not easy to do automated testing for mobile applications.

Betsy asked that Ex Libris communicate to the PWGs on the steps taken so far.

3. **Aleph installer failing on Windows 10**

Sveinbjörg Sveinsdóttir representing the Icelandic User Group Alefli reports an issue with the Aleph installer failing on Windows 10.

The concern is that the installer is for Windows XP while the permissions and data structures (User Access Control) in Windows become stricter by the version. The Aleph installer is obsolete and needs to be rectified or replaced to facilitate the use by libraries with little IT-knowledge and limited permissions on their workstations.

According to Bar, Windows 10 has been tested with Aleph and running well.

However, Ex Libris will look into this issue with the Aleph Development Team.

4. **Personalization option in the Primo UI**

Charlotte Wänelöf representing the Swedish Aleph User Group (Alephswe) reports the concern that personalization option in the Primo UI will be used as the default option.

Shlomi confirmed that personalization of Primo UI is not offered as a default option. This is a miscommunication.

5. **Deep search adaptor for Primo for the Danish “bibliotek.dk” database**

Peter V. Christensen, representing the Danish User Group (DANGELU) reports Ex Libris had agreed to make a deep search adaptor for Primo for the Danish “bibliotek.dk” database. Unfortunately the project has been postponed several times and its present status is unknown. It is much needed for some libraries that are concerned about access to Danish resources. This issue was previously discussed in December 2014.

Shlomi and Ofer will check on the progress and provide a commitment before leaving Trondheim as all the experts are there and can provide the answers.

6. **Czech market and Alma**

The Czech User Group reports there is a real concern that Ex Libris could lose customers in the region, as Alma is deemed to be too expensive.

Ofer noted that this challenge exists for other regions too. However, there are ways in which this can be made affordable and discussions are on-going. There are close to 20 aleph users in the region.

7. **Quality of support and project consultants**

Guido Badalamenti representing the Italian User Group (ITALE) raised the issue of Ex Libris support for conversion from UniMarc to Marc21. The responses of the company consultants were confusing and support does not seem to have the knowledge about customer installations. This experience of the Italian User Group is recognized by other customers and it raises the feeling that Ex Libris is suffering from growing pains, causing new support staff and implementation consultants to lack knowledge and experience.

Oren noted that this is not a trivial matter and feedback is necessary for maintaining the right balance. Progress has been made in certification and training methodologies. Ofer noted that Ex Libris is indeed growing fast, however, significant effort is also made to maintain standards. There is emphasis on growing the service team with 30% more implementation experts.

Yair added Ex Libris is investing in tools to build knowledge and that development cycles are fast. Bar acknowledged that there are challenges.

Yair added that the product strategy for PQWS was announced in January. Both teams have been consolidated into a single structure starting from day 1.

For Summon - migration to Salesforce is expected to happen in September and about 1400 knowledge articles will be migrated to the knowledge centre. Summon is already part of the status page. 360 Products will follow soon.

Guido Badalamenti highlighted the need to have a good company database that has user information on what advice was given for the configuration and setup. It becomes repetitive to go over the same information every time there is a need.

Oren acknowledged the problem and a meeting will be setup to address the issue during the conference.

9. **Social authentication**

Theo Engelman asked about rumors that were reported by various customers on the issue of replacing internal authentication for Alma by social authentication instead. There needs to be more communication on this matter.

Bar explained that internal authentication for cloud applications is not following security best practices as noted by Ex Libris' security auditors and hence Ex Libris will remove the ability to store passwords in Alma in the future. The original plan was to have internal authentication removed by end 2017 but based on discussions with the user group new timelines will be introduced.

However, Ex Libris understands that there are implications for customers and will work closely with IGeLU and ELUNA on a short term to find viable alternatives.

10. **PDS security vulnerability**

Theo Engelman reported the recent case of PDS security vulnerability.

There was concern on why the vulnerability report was so little detailed. Various customers expressed that they need a more detailed vulnerability report to present at their local Change Advisory Boards to explain and justify the need to implement the fix immediately as advised by Ex Libris.

Yair explained the PDS security vulnerability was reported by a North American customer through Salesforce. It was investigated as a high risk and as per policy, notification was sent out immediately to all customers.

Publication of the exploit with full details was dangerous at this point, because it would raise the risk for sites that were not able to implement the remediation fast.

Yair confirmed that this was an exploit in the PDS software and it was an unique event. The fix was deployed immediately in the hosted installations and information was pushed through all the channels to the customers.

If however there is a need for more detailed information in similar cases, Ex Libris will consider ways to inform customers with enough details without jeopardizing customers being less responsive to the publication.

Because the end time of the meeting at this point had already been exceeded by 20 minutes Theo Engelman closed the meeting. The only not handled topic "*The resolution of the longstanding issue of EBSCOhost content being made available on the PCI directly, instead of via API*" was - with consent of the issue submitter - transferred to the General Q&A session of the conference.