Attendees:
IGeLU Steering Committee, IGeLU and joint IGeLU/ELUNA Workgroup coordinators, representatives of ACEF (France speaking countries), Alefli (Iceland), ANZREG (Australia & New Zealand), BIBSYS (Norway), Brazil, CCEU (China), Dachela (German speaking countries), Dangelu (Denmark), ELUGswe (Sweden), ELUNA (North America), EPUG-UKI (UK & Ireland), Expania (Spain), Finland, Itale (Italy), Japan, Meli (Israel), Poland, Russia, SUAleph (Czech and Slovakia), Vlengel (Netherlands & Flanders)

Items Discussed -

1.　**There was a short introduction by all 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.

　　Similarly, issue 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.

　　Helen and Dave Allen also rose that APAC seemed to be having more downtime as compared to other regions. There was also concern over the API availability. Especially with regards to Primo and Alma, there seems to be an over-reliance on customer base to detect and report the problems. This approach run counter to the agile development philosophy of Ex Libris.

3.　**Consortia membership model**
　　Theo asked members to familiarize with the proposal and be ready for the voting during the general assembly meeting.

4.　**Icelandic User Group**
　　There is concern on the software QC. Jirka mentioned that this was the case for Aleph. The installer for Aleph seems to be outdated. The user permissions and data structures of Windows 10 do not seem to be compatible with the existing version of the installer.

5.　**Swedish User Group**
　　There was concern that personalization of Primo UI should not be offered as a default option.

6. **Danish User Group**
Adding Danish articles database as a deep search adapter for Primo taking too long, though this has been promised before.

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

8. **Italian User Group**
Guido raised the issue of ExL support for conversion from UniMarc to Marc21. The responses were confusing and support does not seem to have the knowledge about customer installations.

9. **Internal authentication and Alma**
Theo explained the issue of internal authentication for Alma and the proposal by Ex Libris to use social authentication instead. There needs to be more communication on this matter.

10. **EBSCOhost**
The Israel representative asked for a status update on the longstanding issue of EBSCOhost content being made available on the PCI directly, instead of via API. Has there been any resolution to this issue with EBSCOhost.

11. **PDS security announcement**
The recent case of PDS security vulnerability was highlighted and there was concern on why this was not made known earlier.

All the above will be raised with Ex Libris in the following meeting.