# Norwegian National Users Group Annual Report 2017 – BIBSYS

The BIBSYS Consortium consists of around 90 institutions from the higher education and research sector in Norway, including all universities, university colleges, the National Library of Norway, and research and health institutes.

The consortium went live with Primo and SFX (SFX replaced by uResolver in 2015) in August 2013 and Alma in December 2015 and has now gained a great deal of experience in using these services.

BIBSYS joined as a consortia member of IGELU in 2017 with 77 member institutions joining as part of the consortia membership.

Being a large consortium; we have seen many different aspects of the products and we have tested the systems capabilities to the breaking point (and sometimes beyond).

## General

The response time for support cases in SalesForce proves to be an ongoing issue. A goal of on average 30 days or high and 60 days for minimum is not good enough. This relates to both Alma and Primo. A report of cases solved/closed the last 30 days shows an average of 78 days for cases marked with high priority and 152 days for cases with normal priority. Being a consortium we acknowledge that we might have more difficult cases than the average institution, but the response time is a pain point for the BIBSYS Consortium.

Ex Libris states that they have a response time for high priority cases that is 1 working day, and 2 working days for the cases with normal priority. This is just the initial response and only states that someone has been assigned to the case. We experience it to be a long way from the initial response to a substantial response to the case.

## Alma

The consortium has been using Alma for more than one and a half year now, and the basic day to day operations are working, but we still experience considerable amount of support-cases (both to BIBSYS and Ex Libris). A considerable share of these support-cases is related to:

- Resource Sharing
- Resource Management
- Fulfilment
- User management

Being a consortium with around 90 members; we experience that Alma is not designed to handle consortia functionality as good as we would expect. Ex Libris has made some improvements the last year, but still have a way to go, in order to provide full functionality to administrate a consortium.

To compensate for the lack of consortium functionality, and also implement additional (national) needs, BIBSYS relies heavily on API's to perform changes and updates. The portfolio of APIs in Alma is very useful, but some APIs are poorly documented and do not always offer the needed possibilities. We would have hoped that the APIs could offer the same operations as can be done from the GUI, and that their documentation was better. Also, adding more APIs should be a focus point for Ex Libris.

## Test environment

The BIBSYS consortium has recently established 5 new premium sandboxes and does now have 10 sandboxes for its 90 member institutions. The new sandboxes are shared between groups of smaller institutions. It is a challenge that many of these sandboxes are shared by several institutions and do only reflect the production environment for one of the institutions sharing the sandbox environment. Ideally, each institution should have their own sandbox which a copy of their production environment.

## Primo

After initial performance issues (response-time and up-time) with Primo, it is now running within the specs of the SLA.

The new GUI version of Primo has been available for some time, and BIBSYS has been testing it for a while. Unfortunately, we have experienced considerable performance issues also with the new GUI, and it has for that reason not been taken into use by the consortium yet. Ex Libris is working with enhancements and the performance has improved. There have also been issues with the consortia functionality in the new GUI that has prevented the launch of the new user interface. Most of this has been sorted out by Ex Libris and we expect to start using it from the beginning of 2018.

Being a large consortium, we encounter other issues that has not been thought of because it only affects large set-ups and not a single institutions or smaller consortiums. We have had situations where search and delivery fails due to the number of participants that has copies of a document. Primo did not scale and the functionality breaks. This has been solved by Ex Libris and they have stated that they have enhanced their test-environments so that these issues shall be picked up by the QA-tests. It is BIBSYS' opinion that the test-environments must reflect the diversity of the combined user groups and set ups worldwide.

## Leganto Reading list system

BIBSYS has through a public procurement process in H1-2017 selected and acquired the Leganto product from Ex Libris on behalf of 9 institutions. The implementation will be done during the autumn of 2017.