



DIGITAL CONFERENCE - 23RD - 26TH AUGUST

CHAIR'S REPORT 2021

2021 Chair's Report

Contents

Introduction	2
What makes us unique?	2
Steering Committee Activities	3
Steering Committee	3
Sue Harmer stepping down from the Leganto Working Group	3
Joan Kolarik's new role as IGeLU Esploro Working Group Coordinator	3
IGeLU Steering Committee Roles	3
Conference planning	4
Finance, legal and administration	4
IT-services and infrastructure	4
Working Group and Community of Practice activities	4
Alma Working Group	5
Analytics Community of Practice	6
Content WG	7
Interoperability / Developers Community of Practice	8
Leganto working Group	8
Linked Open Data WG	9
Primo WG	10
Rosetta WG	15
SFX WG	16
Summon WG	16
Report on Steering Committee 2020/2021 Activities and Initiatives	16
Steering Committee 2021/2022 Planned Activities and Initiatives	17
Membership	19
IGeLU General Assembly & Budgets	20
Budgets	20
Voting on open positions of the Steering Committee	20

2021 Chair's Report

Introduction

This report also provides me with an opportunity to thank the large number of volunteers who form the backbone of IGeLU (International Group of Ex Libris Users). These volunteers help drive the development of the Ex Libris products on your behalf and to meet your requirements. Essentially, they are the 'voice' of the community when discussing issues with Ex Libris.

As the COVID-19 pandemic continues with its new variants, it has meant that we have had to cancel our physical 2021 conference. This year's conference was to be held in Copenhagen, Denmark but as this is not possible, we will be holding our conference again as a digital conference. This does raise the question of ongoing physical conferences and the importance of running hybrid conferences as we move forward.

Another challenge / opportunity that we are contending with is the acquisition of ProQuest / Ex Libris by Clarivate. At the time of this report the acquisition is still undergoing FTC (USA Federal Trade Commission) approval. Provided that there are no major obstacles, the acquisition should be finalized by the time of our conference. We will have a better idea on the impact of this acquisition once it has been approved by the FTC.

What makes us unique?

IGeLU has over 400 members which represents over a thousand institutions. Both IGeLU and ELUNA are not-for-profit organizations which operate independently of Ex Libris. In brief our aims are to represent the collective voice of the community when dealing with Ex Libris to ensure that product development benefits both the customer (you) and Ex Libris.

Besides our official Product Development Collaboration Agreement, where Ex Libris commits to invest development resources to implement enhancement requests ranked and voted by our members, the ongoing discussions between our Working Groups and Ex Libris Product Managers guarantee a level of collaboration and interchange of views and vision that results in improved quality of services and the development of functionality our institutions and staff depend on daily.

The IGeLU membership gives each institution the opportunity to actively take part in this and provides the framework for all members to benefit from the results of this close and vibrant relationship.

Stay safe and healthy.

Dave Allen, IGeLU Chair

Steering Committee Activities

Steering Committee

The Steering Committee's (SC) main task is to help the Working Groups (WGs) do their job and to be the primary contact point with Ex Libris. This involves taking care of financials and the stability of the organization in the long term. IGeLU uses a broad set of facilities such as our ZOOM meeting and webinar subscription, our WordPress website, our Google collaboration document infrastructure, Twitter, our new Conference Platform (CVENT) and the joint IGeLU and Ex Libris Users Group of North American (ELUNA) exlibrisusers.org email distribution lists platform to achieve this task.

The SC coordinates the work done by the Working Groups and is responsible for initiating new Product Working Groups and Communities of Practice as required. The IGeLU Chair has regular meetings with the ELUNA Chair and with Ex Libris Executive Management to streamline work and discuss new developments. These meetings allow us to represent the customers' voice during the early stages of any new product developments.

Sue Harmer stepping down from the Leganto Working Group

Sue Harmer, who is the inaugural coordinator of the IGeLU Leganto Working Group, is stepping down from the working group as she is retiring from her position at the University of New South Wales. She has tirelessly represented the community in her dealings with Leganto Product Managers and her invaluable contributions to the development of the product is greatly appreciated.

Joan Kolarik's new role as IGeLU Esploro Working Group Coordinator

Joan Kolarik, who is the current coordinator of the Analytics Community of Practice, will be taking up a new role as the IGeLU Esploro Working Group Coordinator. Her skills and knowledge will be invaluable in representing the Esploro community.

IGeLU Steering Committee Roles

Each elected member of the SC has defined roles. These are as follows

Dave Allen (Australia) – Chair, Rosetta Liaison Officer and National and Regional User Group Liaison

Maribel Alvarado (Chile) – Content, Leganto and Linked Open Data Liaison Officer

Knut Bøckman (Denmark) – Alma and GDPR Liaison Officer

Alex Forrest (Scotland) – Conference Planning Liaison Office

Cindy Greenspun (USA) – SFX and Voyager Liaison Officer and Communications Officer

Augusto Ribeiro (Portugal) – Aleph, Summon and Developers Liaison Officer

Asbjørn Risan (Norway) – Primo and Consortia Liaison Officer

Wei Xuan (Canada) – Analytics Liaison Officer

Conference planning

Our conference is at the heart of the organization and without a conference planning sub-committee we would never be able to have so successful and highly rated conferences. Tracey Clarke and François Renaville has been working tirelessly throughout the year organizing this year's conference and their commitment and energy are to be applauded.

Finance, legal and administration

The IGeLU Treasurer, Guido Badalamenti, takes care of IGeLU's finances, membership administration and all legal affairs. This almost invisible work is very important for the continuity of IGeLU and the work that he and his team undertake for IGeLU is much appreciated. I want to express my sincere thanks to Guido Badalamenti, Fabrizio Di Fuccia, Duccio Di Blasi, Katia Pizzo and especially Katia Medaglini for all their indispensable work and devotion to the community.

IT-services and infrastructure

Mark Dehmlow takes care of all internal IGeLU ICT services and infrastructure. Mark is also the developer and administrator of NERS. Without Mark, IGeLU would not have a unique, dedicated, and flexible voting system that allows us to offer one of our major benefits to the community; the privilege to vote in enhancement cycles as part of the official Product Development Collaboration Agreement with Ex Libris.

Working Group and Community of Practice activities

It is important to note that Working Groups (WG) and Communities of Practice (CoP) are the backbone of IGeLU. These groups rely on community membership, and I encourage members to volunteer to join these groups when positions become available.

Some groups are Joint IGeLU/ELUNA Groups, others IGeLU only. Their activities comprise:

- closely monitoring the use and development of the product
- managing the enhancement processes
- discussing relevant and urgent issues with Ex Libris' product management
- organizing Show & Tell sessions for members on topics
- conference program planning, inviting presenters and managing the product specific the Q&A sessions at the conference
- attending to working meetings through the year to discuss and plan their activities

I want to thank the following coordinators:

- Camelia Anghel (USA) - Aleph WG
- Gijs Neels (Belgium), Amelia Rowe (Australia), Catherine Grove (USA) - Alma WG
- Joan Kolarik (Israel), Davin Pate (USA) - Analytics Community of Practice
- Karin Perols (Sweden), Kathy Varjabedian (Norway), Charlie Remy (USA) - Content WG
- Mehmet Celik (Belgium) - Interoperability/Developers CoP
- Joan Kolarik (Israel) - Esploro WG
- Sue Harmer (Australia) - Leganto WG
- Xiaoli Li (USA) - LOD CoP
- Stacey Van Groll (Australia), Corinna Baksik (USA), Primo WG
- Teresa Soleau (USA) - Rosetta WG
- Jiri Pavlik (Czech Republic), SFX WG
- Steelsen Smith (USA), Voyager WG

2021 Chair's Report

I also would like to thank all members of these Working Groups and Communities of Practice for the work they have been doing for our community over the past year. Please refer to our website for the full list of WG members who have taken the time to represent the community.

I have requested each of the WG coordinators to provide me information for inclusion into this report. The following reports have been supplied:

Alma Working Group

This report was supplied by Catherine Grove.

Alma WG report on activities and goals for next year are as follows:

Enhancements

“During the next year, it may be prudent to look at our voting process, including how to encourage more institutions to vote that could vote, how to deal with large consortia that vote as a block, whether the Working Group should endorse enhancements, and how we might work through the vetting process throughout the year, instead of vetting all enhancements in a short period of time.”

- Alma WG discussed different approaches to enhancements and how much influence the WG should try to exert. We decided that in order to maintain the full community aspect of the enhancements, we would not do stricter vetting. Our job is to ensure the community as a whole has a voice.
- Vetting of enhancements ran smoothly thanks to the efforts of the subgroups and the enhancement chair, Mary Greci

UX Focus Group

2021 WG Action: Work with Focus Group and Ex Libris to make sure future UX work is a collaborative effort.

- Discussed with Alma Working Group and Ex Libris about having members of functional subgroups more involved with the UX Focus Group
- Will be looking at mechanisms to bring members of Alma WG and subgroups into the design review meetings when those are held, as well as possible user studies (such as with Overlap Analysis).

Alma Authority Focus Group

2021 WG Action: The Alma WG and Resource Management sub-group needs to work with Ex Libris and the Authority Focus Group members to see if we can get this effort back on track.

- Bettina Kann of the Alma WG / Resource Management subgroup reached out to current Alma Authority Group members about leadership
- Pete Wilson (Vanderbilt University) agreed to coordinate the group
- Amelia Rowe and Catherine Grove met with Pete Wilson and with the whole group in February
- Group reviewed membership and direction, began synchronous meetings and more regular communication, and is developing priorities for functionality.

Alma Consortia Focus Group

2021 WG Action: The Alma WG should liaise more frequently with this group to make sure issues are raised with Ex Libris as needed.

2021 Chair's Report

- Have discussed internally among co-chairs, but no action taken yet. Still worth looking into.

Alma Performance Focus Group

2021 WG Action: Work with Ex Libris to make Ex Libris improvement efforts more visible to users and monitor progress (or not) in the future.

- For this Ex Libris initiative, meeting was held in October with the Alma Performance Focus Group (made up of the Alma WG). Have not had communication related to this group since then. Have discussed with Ex Libris, meeting to be held in August 2021

DARA Focus Group (Smart Recommendations)

2021 WG Action: Work with the Focus Group and Ex Libris to determine whether these recommendations are being used and offer suggestions for recommendations if warranted.

- No progress made, will investigate in 2021

Community Zone Management Group (CZMG)

2021 WG Action: Potential recharge of group. Determine relationship with Resource Management Sub-Group and Content WG. Group needs new convenor.

- Galen Jones (Open University) is new coordinator
- Group reviewed their charge and membership and submitted new charge to Alma WG (it is awaiting approval).
- Named liaison to the Alma WG. Has a liaison to the Content WG.

Cloud Apps Focus Group

2021 WG Action: Monitor use and any issues with the App Center.

- No progress made, will investigate in 2021-22

Functional Subgroups

Work with the functional subgroup structure to increase activity at the subgroup level

- Acquisition's subgroup worked with members of the Content Group on Overlap Analysis. They collaborated on pain points and priorities, and submitted that to Ex Libris. Ex Libris is using that to identify developments
- Re-established the Digital Subgroup and solicited new members
- All the subgroups were involved in the enhancements cycle, which made the review of enhancements a more effective process.

The Alma WG welcomed Gijs Noels as the IGeLU co-chair in May 2021 when Amelia Rowe stepped down.

Analytics Community of Practice

This report has been supplied by Davin Pate.

Initiative One: Out of The Box Analytic Report Basecamp - Priority: 2

- Scope Statement: Ex Libris is revising the Out of the Box Analytic Reports. Will involve multiple members of the Analytics group
- Estimated time to delivery: Undetermined. Group is currently active but has paused. Delivery will be based on availability of Ex Libris and development.
- When does work start? Began December 2020

2021 Chair's Report

- Number of people involved: 3-4 from the group. Currently checking on who is actively involved.

Initiative Two: Inconsistent Measures / Facets - Priority: 1

- Scope Statement: Continue support for the Inconsistent Measures / Facets report provided to the Steering Committee this summer. Report is currently under review. Further information/data may be needed.
- Estimated time to delivery: Undetermined
- When does work start: Data Collection began September 2020. Report was completed and submitted May 2021.
- Number of people involved: All CoP Analytics members plus Product Working Group/Steering committee

Initiative Three: Analytics List Review - Priority: 3

- Scope Statement: We created a volunteer monitoring list to review Analytic Question through the various listservs. CoP members sign up for slots. Goal is to cover more of the Analytics Questions and provide assistance to different universities.
- Estimated time to delivery: Trial will last until end of August. We will then evaluate if this approach is working.

Initiative Four: Events/System Events review - Priority: 1

- Scope Statement: Ex Libris is changing the Events Subject field to a new Field System Events. This Subject field has a dramatic reduction in data availability.
- Estimated time to delivery: 1 month (For Report). Unknown for review time.
- When does work start: Data Collection Began July 2021. Report Writing will begin after data collection is completed. Goal August 2021 for report.
- Number of people involved: All CoP Analytics

Content WG

This report was produced by Charlie Remy.

Update CWG Charter - Priority 1

- Scope statement: Update the CWG charter from 2016. Clarify roles, scope of foci, collaboration opportunities, etc. of CWG vs. Alma Product Working Group
- Estimated time to delivery: September 2021
- Date work begins: July 2021
- Number of people involved: All of CWG
- Co-chairs will send Google Doc of draft for CWG members to review and provide feedback on.

Content aspects for upcoming software agreement discussions with Ex Libris - Priority 2

- Scope statement: Create a list of important content related problems for Steering Committee to consider during upcoming discussions with Ex Libris such as:
- Maintenance of existing collections
- CDI collection mapping
- Insufficient staffing in content operations support
- Lack of follow through/very slow responses to support cases
- Review results from 2019 CWG support survey
- Procedures for adding new collections (new providers, existing providers, etc.)
- NERS content requests

2021 Chair's Report

- Estimated time to delivery: 15 November, 2021
- Date work begins: 1 September 2021
- Number of people involved: All of CWG

Continue work with Ex Libris on Provider Relations matters via the advisory group - Priority 3

- Scope statement: provide feedback on provider "toolkit" website, establish recommended practices for libraries experiencing provider relations issues, etc.
- Determine whether to extend group beyond end of 2021 based on progress
- Estimated time to delivery: December 31, 2021
- Date work begins: April 2021
- Number of people involved: 5, members of the Provider Relations group
- If it becomes an ongoing committee, there may be some interest CZMG about standards for providing records.

Reassess NERS process for content additions - Priority 4

- Scope statement: Review final results from NERS 2021 round and assess the overall process for effectiveness, impact on user community, cost benefit analysis, etc. If applicable, suggest alternatives to NERS process for new content additions.
- Estimated time to delivery: Early 2022
- Date work begins: September 2021
- Number of people involved: All of CWG

Develop terms of reference with Community Zone Management Group - Priority 5

- Scope statement: to clarify roles, scope of foci, collaboration opportunities, etc.
- Estimated time to delivery: Before end of 2021
- Date work begins: Pending reply from Galen Jones, Alma CMZG coordinator. They need to add new members first.
- Number of people involved: 5 (3 CWG co-chairs, CZMG coordinator, CZMG liaison)

Facilitate the formation of a Central Discovery Index (CDI) Advisory Group that falls under the Content Working Group - Priority 6

- Find coordinator and members (including representatives from Alma and Primo PWG's)
- Develop terms of reference document
- Work with Ex Libris on meeting logistics
- Begin meeting to discuss content and functionality issues

Interoperability / Developers Community of Practice

The Interoperability / Developers Community of Practice continues to focus more on institutional interoperability and help developers to develop. Not by doing all that work for you but by facilitating discussions, collaborations, etc.

Leganto working Group

This report was produced by Sue Harmer

NERS 2021 ballot

- Two rounds of voting were conducted
- Round 1 included 66 enhancements
- Round 2 included 20 enhancements

2021 Chair's Report

- 55 members participated in the enhancement voting
- Ex Libris agreed to develop the top 6 enhancements totaling 42 development points by Q1 2022 - 1 development point has been borrowed from our 2022 allocation of 50 points
- Basecamp is being used to discuss enhancement developments with the enhancement requestors, IGeLU and ELUNA Leganto Working Groups and Ex Libris

Collaborating with Ex Libris on focus groups – LTI1.3

- Some Responsive Readings developments in H2 2021 will require LTI 1.3
- Established in June 2021 following a call for volunteers
- Libraries and LMS administrators from participating institutions together with Ex Libris are participating in a Basecamp project to follow the members through implementation and allow for discussion of any issues that may arise in practice for both the purpose of troubleshooting and gathering best practices to share with the community
- Focus Group Members: Davidson College / Moodle; University of the Sunshine Coast / Canvas; Bond University / Blackboard Ultra

Student success focus group

- In September 2020, Ex Libris started working with a focus group of customers wanting to export their data to an institutional analytics system
- Customers were able to exchange knowledge among themselves and work closely with Ex Libris to address any required developments
- Members: Curtin University; Central Queensland University; University of Adelaide; Western Sydney University

UX focus group

- The project was divided into three stages: User research – Q3 2020; UX planning – Q4 2020; Implementation- Starting from Q1 2021
- End result was more of a set of smaller updates rather than a UX redesign
- Resources were shifted to Responsive Readings

Leganto-L mail list

- Subscriptions have increased by more than 100 in the last year
- As at July 2021 there are > 800 subscribed members across 30 countries
- Great engagement from Ex Libris, particularly Barak Hecht (Leganto Development Director) and Jessie Ransom (Teaching and Learning Product Specialist and acting Leganto Product Manager)

Linked Open Data WG

This report was produced by Xiaoli Li.

In 2020, the Linked Open Data Community of Practice identified the following four major actions:

- Continue supporting development of linked data features in Ex Libris products;
- Form a stronger supportive relationship with other working groups such as Alma, Primo, etc.;
- Recruit new members once the new working group structure and governance is in place;
- Offer virtual Town Hall meetings which will open to any Ex Libris user who is interested in linked data.

2021 Chair's Report

Continue supporting development of linked data features in Ex Libris products

- Conducted research on URI/vocabularies, knowledge graph and discovery
- Launched a survey before 2020 IGeLU meeting
- Worked with Ex Libris in developing its linked data roadmap
- Collected linked data use cases/user stories
- Worked with Alma Product Working Group and (recently) added Linked Data category to *Idea Exchange* (fostering the collaboration in developing use cases)

Form a stronger supportive relationship with other working groups such as Alma, Primo, etc.

- Established formal liaison relationship the following three working groups: Alma Working Group, ELUNA Working Group, and IGeLU Primo Working Group
- Liaisons presented relevant user stories/use cases to their respective groups

Recruit new members:

- Two new liaisons joined the group: Catherine Grove: Alma Working Group; Jennifer McNally: IGeLU Primo Working Group
- Additional members were still needed

Sponsor Virtual Town Hall Meetings

- First meeting took place on Dec. 3, 2020. The topic was: *From MARC to BIBFRAME and Back Again*. Over 80 people attended the event. The meeting recording was posted on YouTube: <https://youtu.be/ZwQ6o42yNyo>
- Second meeting took place on June 8, 2021. The topic was: *Linked data in discovery: What is Possible? What is Needed? What Needs to Change?* Over 80 people attended the event. The meeting recording was posted on YouTube: <https://youtu.be/qwMLKjROCbq>

Primo WG

This report was produced by Stacey van Groll

Departures

In late 2021 we are farewelling fondly Bettina Kaldenberg from the IGeLU Primo WG. Bettina has been a longstanding member from 2012, and over these years has been Deputy Coordinator, was part of the Primo VE Summit in 2018, and also our IGeLU Primo WG Enhancements Coordinator, collaborating closely with the ELUNA Primo WG Enhancements Coordinator. We express our gratitude, respect, and thanks to Bettina for her many years of service and commitment to Primo product development for our member community.

Annual Enhancements Process (NERS)

The community submitted 125 new requests for the 2021 Primo enhancements round. During the review process, the IGeLU and ELUNA Primo WG Enhancements Team, led by Bettina Kaldenberg as Enhancements Coordinator, merged 13 requests, withdrew 4 requests upon scoping and consultation with the submitter, 1 was determined to be a defect, 3 were already supported, and 4 were already on the Roadmap. In consultation with the Alma WG, 5 submissions were transferred to Alma and 3 submissions were accepted from Alma. This transferral was made easier by the decision by the IGeLU and ELUNA Primo WGs to align our Primo enhancement cycle key dates with the Alma enhancement cycle dates, with also close alignment with the Leganto dates in a collaborative group effort. This also gave the benefit for the community of needing to remember and focus only on a single targeted period for key product enhancements. At the conclusion of our Enhancements Team review, 98 enhancements were included in the voting round. The voting period was extended an

additional week to three weeks, by community request for international common leave periods during April and to remain in alignment with the Alma voting cycle, which was also extended for this reason. The final voting tally across all submissions was significant as 50,990 by 358 members, an increase of more than 14,000 votes over 2020, and a great sign of growing community engagement with the Primo enhancements process as a key benefit of IGeLU or ELUNA membership. Through scoping and pointing discussions with Ex Libris Primo Product Management, it was agreed that a second round of voting was not required, as there were no rejections by Ex Libris of top voted submissions, and there was a clear alignment of community voice to the available 150 Primo development points. It was also a favourable outcome that the No.1 and No.3 voted submissions were advised by Ex Libris as already on the Roadmap by strong community feedback throughout the year on CDI focused items, with these therefore needing no expenditure of valuable community points.

Tracking and sharing delivery of enhancements (NERS)

2021 has included a strong focus on ensuring that the IGeLU Primo WG not only work on the current year enhancements cycle, but also to ensure that we actively monitor delivery of past enhancements and share these with our member community. We know that this is an important communications item also from the 2021 Enhancements Task Force Survey results, with strong interest in delivery of successful enhancements as a key benefit of IGeLU or ELUNA membership. Stacey van Groll, WG Coordinator and representative member for the IGeLU Primo WG on the Enhancements Task Force, has responded to this for Primo customers by building upon an existing 'Primo enhancements' page on the IGeLU website as a one-stop-shop for information about the enhancements process. This page now brings together links to the Product Development Collaboration Agreement which underpins the enhancements process, NERS login, and supportive documents created by our ELUNA Primo WG colleagues on submitting well written requests, as well as timelines for current and past cycles and the overall expected yearly cycle for planning, and also drawing back to internal WG records for all successful submissions and their delivery timelines from 2014 onwards, to make these visible transparently to our community. This page can be found: <https://igelu.org/products/primo/primo-enhancements>

Monthly Meetings with Ex Libris Product Management

Every month the IGeLU Primo WG Coordinator Stacey van Groll and Deputy Coordinator Lee Houghton, along with ELUNA Primo WG Chairs, meets with Ex Libris Primo Product Management, most commonly Nili Natan and Yisrael Kuchar. Additional Ex Libris management attend as needed, such as Christine Stohn, for CDI Product Management. These meetings are an opportunity to raise issues of concern affecting the community, discuss Roadmap items, collaborate on the the enhancements process and associated development pieces, and to provide feedback on items which Ex Libris identifies as requiring consultation. On occasion, additional meetings are scheduled to discuss specific items with more dedicated time and consideration, also attended by additional Ex Libris staff such as the Developer team, and additional community representatives, as appropriate to the item under discussion.

Advocacy activities

- **MARC Report and Primo VE feedback**
In January, the IGeLU and ELUNA Primo WG submitted to Ex Libris Primo Product Management the Primo MARC Advisory Group Report. The Primo MARC Advisory Group was formed from a recommendation of the Primo VE Summit in 2018, and sought to develop recommendations for out-of-the-box settings for MARC tags, indicators, and subfield codes, in recognition of the often uniformly common needs across our community for the same fields in our Primo discovery layers. More than two dozen passionate and active members of our IGeLU and ELUNA community participated in this group, and contributed to the final report, led by the Group's Co-

Chairs: Amin Hussain (University of Manchester) and Richard Guajardo (University of Houston). We recognise with appreciation the work of Amin and Richard as Chairs, and all Group members: Kelley McGrath, Nathalie Schulz, Daniela Kroon, Mary Anne Dyer, Elliot Williams, James Clark, Shaun Akhtar, Suzanne Sager, Galen Jones, Liz Bodian, Raymond Deiser, Jake Schaub, Alan Dawson, Corinna Baksik, Jörgen Moorlag, Harriet Wintermute, Katie Finch, Fran Abbs, Lucy Cammell, Pete Wilson, Karen Obermeyer, Christopher Thomas, Stacie Traill, Catherine Busselen, Marcia Barrett, Marc d'Avernas, Richard Robertson, Tim Haillay, and Rachel Hollis. The report was reviewed by both the IGeLU and ELUNA Primo WGs prior to submission to Ex Libris, and we've been pleased with the Ex Libris response to this report. This includes a follow-up consultation request from Ex Libris to the IGeLU and ELUNA Primo WGs in March, for change requests to Primo VE hardcoded configuration raised by community members to Ex Libris, given the need for risk assessment and management for any hardcoded changes enforced for all Primo VE sites. To respond to this request, the IGeLU and ELUNA Primo WGs again reached out to the community members on the Primo MARC Advisory Group, organising consolidated feedback of 10 responses to the several items raised, by the MARC community group and Primo WGs members also. We look forward to our continuing collaboration and consultation with Ex Libris for resulting product developments, to ensure that Primo VE continues to develop and meet the needs of our community.

- **Central Discovery Index (CDI) and the CDI Advisory Group**
The roll-out of CDI has been problematic in many ways, including design decisions directly and negatively affecting Primo UI and the user experience which have been made without community consultation nor documentation until IGeLU Primo WG members have made specific and targeted queries as to observed Primo behaviour. The IGeLU Primo WG continues to be disappointed that Ex Libris is not considering a proposed CDI Advisory Group as one in which they see value and want to participate with our member community. Without a dedicated group conduit, we continue to raise issues through any channel available, including fortnightly meetings between Ahuva Mazeh, VP Development including CDI, and Stacey van Groll, WG Coordinator, and to advocate for the need for a CDI Advisory Group to the IGeLU Steering Committee. Our Liaison to the Content WG, Noémie Ammann, is also instrumental in our efforts for community collaboration, ensuring strong ties and information sharing between the IGeLU Primo WG and the Content WG.
- **Shift to Oracle Analytics Server (OAS) for Primo**
We raised the transition from OBI11 to OAS for Primo with Ex Libris Primo Product Management twice in 2021, with the first instance being absence of clear information on support for the Data Visualisation (DV) module for Primo customers using Back Office, and the second for a very delayed rollout of OAS for local Primo sites lagging considerably behind the rest of the community by several months, as championed by our Liaison to the Developer Community, Ulrich Leodolter. Unfortunately the response from Ex Libris for the first DV issue was negative, with a response that Ex Libris is not treating Primo customers equitably for this in-built OAS feature, in only providing DV for Primo VE customers. After steady and persistent raising of this notable disparity via all available channels for several months, including through the IGeLU Steering Committee to Ex Libris Senior Management, Ex Libris was adamant in their response and position. For the latter aspect of OAS rollout for local Primo sites, the IGeLU Primo WG was more successful in advocating on behalf of these sites to Ex Libris Primo Product Management, querying delays and pushing for firm timelines, and successful rollout was confirmed in early May.

- **Support for Ex Libris Go VE Survey**
The IGeLU and ELUNA Primo WG worked collaboratively with Ex Libris to support their 'Go VE Survey' initiative, opened on 4th December 2020 and closed 29th January 2021, as extended by Ex Libris Primo Product Management in response to community request to the IGeLU Primo WG. Our WG was more than willing to assist in this initiative by promoting the survey to the Primo community listserv several times, and in our December 2020 News in Brief. Our advocacy efforts had great results, with more than 80 members of our community taking the time to fill out the survey, as a key opportunity to directly share thoughts, plans, and issues with Ex Libris, for Primo sites managed by Back Office considering moving to Primo VE. Ex Libris advised of their response to the results to the IGeLU and ELUNA Primo WGs, including supplementing existing documentation to support sites with their decision-making and direct configuration requirements, and actively reaching out to submitters to offer personal support and further information. The IGeLU Primo WG continues to be committed to supporting and advocating for all members of our Primo community for equity of support and development, including those who come live on Primo VE, those who make the decision to switch to Primo VE, and those who choose to remain on Primo managed by Back Office.
- **Institution and user centred opt-in configuration**
The IGeLU Primo WG has raised with Ex Libris Primo Product Management the issue of the need for both institutional configuration and personalised configuration options for individuals in the area of retention of private data. While this is an overall concern for Primo design, this was specifically raised for the issue in 2021 Releases around feature change to mandatory retention of Search History data. In particular, members of our IGeLU Primo WG requiring compliance to GDPR voiced concerns with this development, supported by all our WG members from the position of a privacy concern for users of all sites internationally. In response to our advocacy efforts, along with members of the community raising their own direct concerns in Salesforce cases, Ex Libris injected a fix to Primo using Back Office to change the configuration from mandatory to opt-in, and rolled out the later change release to Primo VE as opt-in. We continue to advocate to Ex Libris Primo Product Management that opt-in developments are always preferred as standard and expected, to give our community autonomy of choice both as institutions and also to empower individuals similarly, with also our expressed support for development of a user centred Primo personalisation menu.
- **Impact of DEI initiatives on Primo**
The IGeLU Primo WG is watching closely the implications of DEI initiatives on Primo environments, including suggestions of enforced censoring for portions of metadata for display in both CDI and local records. We have raised this as a discussion item with Ex Libris Primo Product Management and shared our concerns on the need for open information and transparency in this area, particularly given the cultural variations across our international community. We have advocated that sites should have autonomy in this area, along with the need for due concern for the great sensitivity of this topic.
- **Third Party components embedded in Primo**
We have raised as IGeLU Primo WG to Ex Libris Primo Product Management some concerns with support and maintenance for third party components embedded in Primo. This was raised by community members on the Primo listserv and our own longstanding active WG member, Boaz Dotan. Examples presented include support and upgrade of CSL and EasyBib citation generation, the Melingo Hebrew morphological component on only a yearly fix schedule, and a mathematical characters

translation issue advised by Ex Libris as using a third party parser that will not be fixed. There is concern that the use of such third party components in Primo will continue leading to gaps, update delays, no fix priority, removal of support, and transfer of responsibility to customers for maintenance, particularly when they may be the root cause of defects in core Primo functionality. We hope that Ex Libris will recognise this community concern, and commit to the ongoing support, maintenance, and responsibility for all Primo features and functionality, as an expectation of full end-to-end support.

- Angularjs end of support

We continue to work with Ex Libris Primo Product Management, our ELUNA Primo WG colleagues, and the community on the important item of angularjs end-of-support in 2021. This has been a standing item on our IGeLU Primo WG agenda for our monthly meetings from the 2nd half of 2020, as a continual advocacy item raised in every subsequent monthly meeting with Ex Libris Primo Product Management. Both the IGeLU and ELUNA Primo WGs raised this issue to the respective Steering Committees in October 2020, with need for information on direction and timelines, in response to ongoing community interest expressed on our Primo listserv, and our desire as Primo WGs to have clear scope for our own planning activities to support the community through any adjustments. We continued to press for Ex Libris to produce a promised action plan through end of 2020 and early 2021, and waited just as eagerly as the rest of the Primo community for this to be delivered. At regular points, we provided available updates to the listserv and in our News in Brief updates in December 2020 and February 2021. Upon release of an initial brief Ex Libris statement in mid February, the IGeLU and ELUNA Primo WG responded immediately with requests for more detailed information, and began planning for community consultations. We subsequently hosted an open community discussion on 19th March, attended by over 65 community members. A summary of key items from that discussion was provided to Ex Libris, including key concerns of ongoing support via commitment to security issue mitigation, customer customization breakage, clarity for our community on future customization development, and a Roadmap timeline for upgrades and move off angularjs to support change management and ample notice for our community of at least 12-18 months. A summary was also shared with the community on 23rd April on the Primo listserv. We continued discussions into June, with a dedicated meeting on June 11th with IGeLU and ELUNA Primo WG Coordinators and Chairs, Ex Libris Primo Management and Development Team, and several key longstanding active developers from our member community, including our own Developer Community Liaison, Ulrich Leodolter. The findings of this meeting were shared with the community on the Primo listserv on June 30th, which were that Ex Libris advised after a comprehensive lab investigation into the possibility of upgrading to Angular10, it was determined that it was not possible to upgrade without causing serious disruption to customers, including significant performance issues and failure of customizations. There were clear further statements that Primo will therefore remain on the current version Angularjs, and assurance that Ex Libris will continue to take responsibility for addressing any security issues. Our community was advised that they should continue to create customizations using Angularjs and that we can expect a next generation UI in 3-5 years, which will be built on a new codebase. When Ex Libris begins work on its next generation of Primo UI, our IGeLU and ELUNA Primo WGs are committed as always to being heavily involved in soliciting feedback from our strong developer community, as we did with the Angularjs-based UI, and we will continue to work together collaboratively in this next phase of development to support our Primo community.

2021 Chair's Report

Rosetta WG

This action plan report was produced by Teresa Soleau

Hold bi-monthly open discussion sessions (1.5 hours long) on a variety of topics

- Scope Statement: We are starting a series of discussions aimed to be less about writing enhancements and more about sharing our experiences. Hoping to get more interaction from newer customers (or newer staff at long time customers). We decided on the structure and topics at the annual meeting in June. Topics include: Data model and configuration documentation; pre-ingest/ingest workflows; content; formats and working in the TA workbench; storage, backups and ongoing maintenance, digital preservation
- Estimated time to delivery: N/A
- When does work start: July 2021
- Number of people involved: 6 people from SC to lead discussions; unknown number of customers contributing

Review and update the group's terms of reference (last revised in 2017)

- Scope Statement: We haven't looked at the terms of reference for the group since they were first drafted and approved in 2017 (when we became an IGeLU/ELUNA working group)
- Estimated time to delivery: 12 months
- When does work start: 9/2021
- Number of people involved: 4-5? We will ask some institutions to take a close look, work on it in the steering committee, and then send to full user community for approval.

Focus work in the Format Library sub-working group on redesigning the Rosetta validation stack

- Scope Statement: Work will focus more specifically on separating validation and extraction processes in the validation stack and improving risk identification and allowing multiple format identification tools,
- Estimated time to delivery: ongoing
- When does work start: ongoing
- Number of people involved: 10 - this work is being led by the Format Library/Digital Preservation sub-working group

Focus work in the Delivery & Integrations sub-working group on evaluating the data model changes being made to accommodate hierarchical digital objects (called structural IEs)

- Scope Statement: After working for years to refine the request, Ex Libris is incorporating the first set of changes (MVP) in Rosetta version 7.2. We will test these and provide feedback in order to make sure the change is meeting user needs.
- Estimated time to delivery: ongoing
- When does work start: after version 7.2 is released (expected Dec 2021)
- Number of people involved: expect at least 7-8 people to test and provide feedback

SFX WG

This report has been produced by Jiri Pavlik

There were regular monthly SFX WG meetings with SFX product manager where development and issues were discussed. Ustat replacements with COUNTER 5 support were found and presented to the SFX community. Updates were shared in SFX customers e-mail list, at IGeLU New in Brief newsletter and at both IGeLU and ELUNA conferences.

There will be regular monthly meetings SFX WG with SFX product manager. SFX customers representatives will be encouraged to join SFX WG, it will be useful to have two or three more members in the group. The new tool replacing NERS will be used for new enhancements voting round once the new tool is available. WG will be exploring synergies among SFX and technologies like KBART automation, GetFTR, Seamless Access, Open Source ILS. Updates will be shared in SFX customers e-mail list and at both IGeLU and ELUNA newsletters and conferences.

Summon WG

The plan for 2021/2022 is the re-activation of the IGeLU Summon Working Group. We have had interest from various European and Indian customers and plan restart this working group from September 2021

Report on Steering Committee 2020/2021 Activities and Initiatives

The Chair's Report 2020 listed out a series of activities and initiatives that were to be undertaken on the year. Results of these activities are listed below

1. Deliver GDPR recommendations to Ex Libris
The GDPR report has been completed and will be delivered as part of the IGeLU 2021 conference by Knut Bøckman.
2. Involvement in Ex Libris' Diversity and Inclusion project
IGeLU has been involved in this activity and expect this to be an ongoing activity for the next 12 months
3. Deliver recommendations from the National/State/non-academic institutions
This activity has stalled but will be re-invigorated in 2021/2022
4. Rationalize the existing Product Development Collaboration Agreement
Stage 1 has been completed and is published on the IGeLU web site at <https://igelu.org/wp-content/uploads/2021/07/Product-Development-Collaboration-Agreement-Between-Ex-Libris-IGeLU-and-ELUNA.pdf>. Stage 2 will involve Content and will be completed in 2021/2022
5. Redevelop the IGeLU website to meet member's requirements
This is its final stages and I expect the site to be fully launched in late September
6. Create an IGeLU Exploro Work Group
This has been completed and expect the WG to be fully functional from September 2021.

7. Create an IGeLU Resource Sharing Work Group
This has been deferred till after December 2021 when the Rapido product will have reached a suitable maturity level
8. Provision of a shared ZOOM Webinar and Zoom Meeting subscription for use by the National and Regional User Groups
This offer has been taken up by a couple of National and Regional Users Groups.
9. Provision of a shared ZOOM Webinar subscription for use by the Working Groups to deliver webinar to the community
This offer has been taken up by a couple of the working groups.
10. Expand IGeLU membership into the South American and Asian communities.
This is an ongoing activity.

Steering Committee 2021/2022 Planned Activities and Initiatives

The ongoing COVID-19 Pandemic has impacted IGeLU's ability to deliver on 2020/2021 activities. As a result, some of the 2020/2021 activities will be carried across to 2021/2022. The list of 2021/2022 planned activities are as follows

1. Continue advocacy of the importance of the IGeLU User Community
This is particularly important with the acquisition of ProQuest / Ex Libris by Clarivate.
2. Advocate for greater IGeLU involvement in Ex Libris developments around Controlled Digital Lending (CDL)
Refer IFLA Statement on Controlled Digital Lending
<https://www.ifla.org/publications/node/93954>
3. Diversity, Equity and Inclusiveness
This is an important topic and covers such items as decolonization of the catalogues, ensuring that the Ex Libris products conform to accessibility guidelines through to ensuring that the IGeLU organisation has a diverse representation.
4. Improve internal procedures and policies
This is an ongoing activity to ensure the long-term viability of IGeLU and in addition will cover governance issues.
5. Membership
As IGeLU expands its activities and to maintain the current membership fee at €250 per annum, IGeLU will need to increase its membership base. To achieve this, we will need to increase our membership drive in Europe, Asia and South America
6. Improve communications between the membership and the Steering Committee, working Groups and Communities of Practice
Currently the IGeLU Steering Committee minute are published to the website at <https://igelu.org/sc-minutes>. Other avenues to improve communication between the membership and the IGeLU organization need to be implemented.
7. Deliver a hybrid 2022 conference
8. Summon WG reactivation

9. NERS evaluation.
This will involve evaluation of the NERS system to determine if this is still the best platform for handling enhancement voting or if there are better systems available.
10. Create an IGeLU Resource Sharing Work Group
This is a carryover from the 2020/2021 activities.
11. Rationalize the existing Product Development Collaboration Agreement – Stage 2
This is a carryover from 2020/2021 and will be concentrating on the CDI and KB processes
12. Deliver recommendations from the National/State/non-academic institutions
This is a carryover from the 2020/2021 activities

2021 Chair's Report

Membership

Since the last conference, we have had a small increase in our membership. Most of the growth has been linked to consortia memberships.

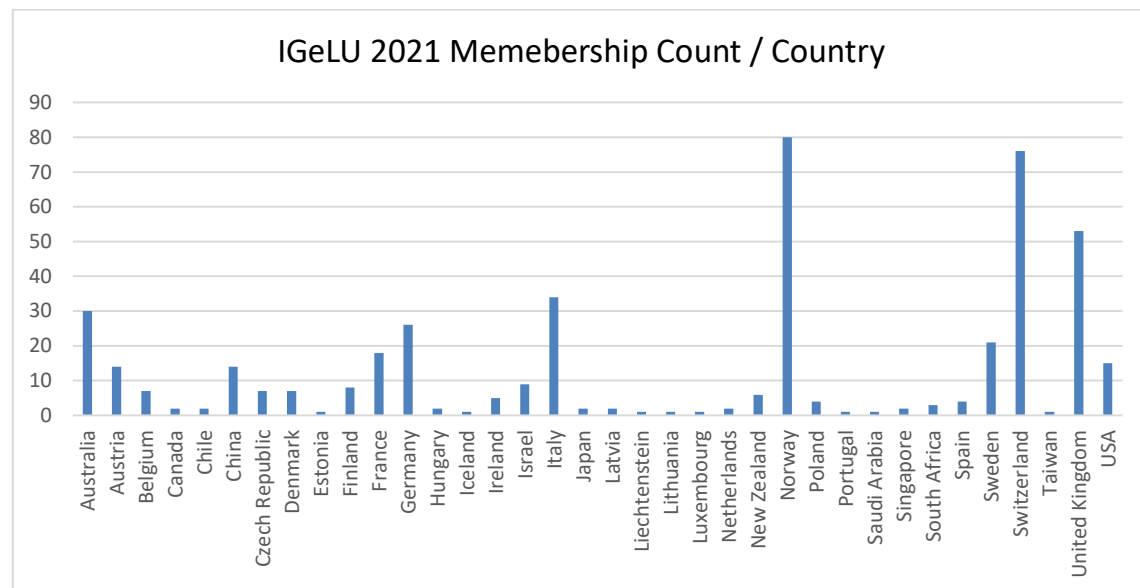
The two main benefits of membership are:

1. Discount conference rates
2. NERS product enhancement voting which is covered by the IGeLU/ELUNA and Ex Libris Product Development Collaborative Agreement where the top voted enhancements are guaranteed to be developed by Ex Libris.

Our consortia memberships are

- Hong Kong SAR – JULAC
- Italy - ITALE - Associazione Italiana Utenti ExLibris
- Norway – BIBSYS Consortium
- Switzerland - Swiss Library Service Platform SLSP AG
- Wales - WHELF Consortium

IGeLU 2021 membership breakdown is as follows.



Generally, IGeLU will have to invest more time and effort in reaching out to all new and existing customers in all regions of the world (APAC, EMEA and Americas).

2021 Chair's Report

IGeLU General Assembly & Budgets

Budgets

All budget information is transparent for members and non-members published on our website: <http://igelu.org/about/organisation/budget>.

This year we are expecting a larger than normal carryover. This is due to not running a physical conference this year. The savings from this year will be used to offset the 2022 conference.

We are proud and satisfied to be able to present a positive balance for 2021 and this will allow us to **keep the annual membership fee stable at €250**.

The 2021 Budget approval by the members will be undertaken using the NERS voting system

Voting on open positions of the Steering Committee

This year there will be voting on three positions on the Steering Committee; a call for candidates had been published on our website and was distributed via the mailing lists. This year we be using NERS to carry out electronic voting. Information on the candidates can be found at <https://igelu.org/about/organisation/elections/igelu-2021-steering-committee-nominations> The successful candidates will be announced at the 2021 Digital Conference during the IGeLU Business meeting (25th August at 12:00 London Time)

Dave Allen, IGeLU Chair