MELI (Ex Libris Users in Israel) Annual Report - 2021
Submitted to:
IGeLU National User Group meeting (INUG)
August 2021
16th IGeLU online conference

Membership
The Israeli user group consists of 62 member libraries from 50 member institutions:

- University libraries: 9 Universities / 20 libraries

- College libraries: 35

- Special libraries: 6 (including the National Library of Israel and the Inter-University Center for Digital Information Services)

- Public libraries: 1

Steering Committee

- Tamar Ganor, The Hebrew University of Jerusalem (Chair, tamarg@savion.huji.ac.il)

- Bracha Spiegel, Ruppin Academic Center

- Michal Krispin, Tel-Aviv University – Treasurer

- Guy Shachaf, Technion

- Lynne Porat, Haifa University

- Sarit Sambol-Sasz, Bar Ilan University

- Shiri Berger, The Max Stern Yezreel Valley College

Annual Meeting with Ex Libris
The steering committee met with Ex Libris management representatives in April 2021 to discuss specific Israeli issues and introduce MELI to Oded Scharfstein. Chairpersons of the Primo WG, Alma WG and Electronic Resources WG joined the discussion.
Issues raised and discussed:

- Hebrew issues in Primo and Alma, Hebrew collections in KB's

- Slowness of systems, MD editor and lack of proper reporting of issues to the community.
- Authority files in the CZ – status of the pilot that has been going on for two years.
- What is the customer's responsibility and role for mediating between 3rd party companies (providers, Melingo) and ExLibris.
- Primo CDI and VE – what are the plans for maintenance and support.

MELI activities

The MELI@10 series of webinars continued in 2021 due to COVID restrictions. Until August there were 15 sessions most from ExLibris representatives but some from held by the community as well. A total of 1,448 participants attended these webinars which are available on YouTube.

The annual conference will be held in December 2021 in a hybrid fashion, unless COVID restrictions will prevent a physical attendance.

There is a new Wordpress website for MELI, the transition was seamless for the users.

MELI maintains five mailing lists: IL-MELI general List, IL-MELI-PRIMO List, IL-MELI-ALMA List, IL-MELI-ER, IL-MELI-ILL List.

Alma MELI working group

Alma MELI working group has raised several problems (and continue doing so):

We reported about 45 shared problems the Israeli institutions encountered.

21 were resolved, 6 were closed without resolution. The rest are still pending.

Some examples of problems that were solved:

Search and browse of Arabic letters with diacritic characters retrieved different results; Portfolios that contained links with Hebrew characters did not reach the website; Problem with Hebrew characters and mouse cursor (some scenarios will be solved in future releases); Several cases involving NLI - National Library of Israel authority file.

Several members of the Alma MELI working group have joined the Ex Libris Alma UX focus group.

Electronic Resources working group

MELI Electronic Resources Group members submit support cases and enhancement requests directly to Ex Libris.

In the last year most of these cases were related to updating CZ collections. In The average time it takes for solving such cases is still too long. We are working with Exlibris to discuss possible solutions and to build a higher quality work process.

We are working closely with local providers to add Hebrew language collections and we are slowly improving the update frequency and total accuracy for these collections.

The National Library of Israel has joined as a provider and is currently responsible for one collection. The automatic update process is still not working smoothly, but most of the problems have been solved.

Primo working group

The Israeli libraries have moved forward to CDI after postponing the transfer to solve critical issues. Also, a webinar took place before the transition to answer questions and support institutions by scheduling institution-specific meetings with support teams.

There is a lot of work done on the Hebrew display and retrieval and implementing Melingo in CDI is still pending. We would like to have a plan or deadline reading the possibility of implementing Melingo in CDI

ExLibris added Hebrew collections to CDI and solved Hebrew display, however linking issues are still being investigated.

A sub-working group has been set up to deal with Primo VE issues.

Cases still take a long time and that should be improved, along with FT links through Hebrew collections, and retrieval in Hebrew.

Submitted by:

Tamar Ganor, On behalf of the MELI Steering Committee

August 2021