

April Agenda Items for Face-to-Face meeting in Israel				NOTES	ACTIONS	Additional notes
Item #	raised by	Description	Meeting Type			
1	Dave	24x7 hub monitoring of the lists -- what rules are in place - should this be communicated to the community?	ExL Meeting	dave to contact NUGs to make sure that the 24x7 hub is ontheir lists	ACTION: <b>Dave</b> to contact NUGs to make sure that the 24x7 hub is ontheir lists	
2	Dave	<a href="https://clarivate.com/webofsciencegroup/solutions/converis/">Converis (https://clarivate.com/webofsciencegroup/solutions/converis/)</a>	ExL Meeting	Christine Stohn now PM. By default it is now part of ExL Products/Usergroup. Full CRIS system.	ACTION: <b>Dave</b> to add Converis stream for conference. ACTION - <b>Petra</b> happy to be liason with Converis WG.	
3	Dave	Loïc (French User Group) - is Ex Libris planning to relaunch its program, which allowed support agents to do an internship with customers ? If so, could the reverse also be considered ?	ExL Meeting			
4	Dave	Loïc (French User Group) - National Linked Open Data Initiatives" : in my opinion, this is a central point for our community (more precisely for French librarians). France has chosen to proceed with a local adaptation of the RDA code. The new rules are released little by little each year and this work should continue for a few more years. To my great regret, Ex Libris, despite its large number of clients in France and its presence in our country, does not show any real interest in this work	ExL Meeting			
5	Dave	Loïc (French User Group) would like to thank ExL for the UNIMARC work	ExL Meeting			
6	Dave	Status of the Metadoor and Data Excellence projects	ExL Meeting			
7	Dave	SvG (ANZREG) - Performance issues, service disruptions, and ETL delays – these have plagued the AP instances for Australian and New Zealand customers for several months. In the case of ETL Analytics delays, Ex Libris is not even yet able to advise of a known root cause as of March 2022 despite ongoing issues that escalated from October 2021. And while Ex Libris has been engaged recently in addressing the performance issues and service disruptions, including holding a webinar Q&A in March for our community, it is concerning for these issues to be ongoing over several months from December 2021	ExL Meeting		ACTION: <b>Dave</b> has ent question to Asaf	
8	Dave	SvG (ANZREG) - Reasonable and realistic lead times and support for significant projects – with one example of the upcoming Data Centre migration for ANZ with significant documentation provided thus far but also concern that all aspects will to be taken into account and associated local workloads and negative impacts when Ex Libris is not taking key supportive actions such as not supplying a redirect or meaningful message for broken links. And another example recently of several sites added to a Go VE program basecamp with no notice, with an Ex Libris proposed period of February to June to switch, pressuring sites to rush a significant implementation at the same time as the DC migration	ExL Meeting			

9	Dave	SvG (ANZREG) - Salesforce responsiveness and quality of support – as raised recently and ongoing with Ex Libris representatives. While not necessarily a regional issue, there is impact on many with extended delays for responses and fixes over several months and sometimes years, issues are not checked before being marked as closed as a particular problem with Content cases, and there is additional unnecessary time-consuming correspondence regularly when close attention is not paid to provided information	ExL Meeting			
10	Dave	Training and Documentation Focus Group -- inclusion of non-English and non-latin script language	ExL Meeting			
11	Dave	Would it be worth raising Salesforce migration and development for the interface? The UI could be improved for both customers and Support staff. How do ExLibris input to Proquest development?	ExL Meeting			
12	Dave	ExL and curriculum management system	SC and ExL			
13	Dave	How to address regional functionality requirements - look at strategies -- tiered approach -- assistance from ExL to reach out to these communities	SC and ExL	Previously NERS was setup to allow regional voting. Not many requests.	ACTION: <b>Dave</b> to talk to ExLibris about how we can contact new sites. ACTION: <b>Dave</b> to get quotes for translation of key IGeLU SC documents.	
14	Dave	IGeLU conference - ExL / Clarivate and KD	SC and ExL	Revised knowledge day will be out soon from Tali	ACTION: <b>Dave</b> to send on details from Tali	
15	Dave / Petra	IGeLU conference - update	SC and ExL	8 proposals so far. Still to confirm closing keynote speaker. Knowledge day survey coming up. Registration opens 1st May.	ACTION: <b>All</b> to encourage speakers to come forward. ACTION: <b>Dave</b> to forward Karaoke info to Mark	
16	Dave	Increasing representations from LATAM, Asia/Pacific regions, Middle East and Africa	SC and ExL		ACTION: <b>Dave</b> to talk to Ofer and Yatam regarding video/promotion and translation options	
17	Dave	Is Ex Libris losing its identity with the email domain change?	SC and ExL			

18	Dave	<p>Meli: 1.Hebrew-specific issues:</p> <ul style="list-style-type: none"> <li>•CDI is not covered by the morphological third-party tool "Melingo" that EXL implemented for local (Alma) records for optimal retrieval in Hebrew, even though the move to CDI has advanced EXL's technical ability to implement Melingo across the sources to enable unified morphologic behavior</li> <li>•CDI is not covered by the Hebrew acronym file which EXL implemented for local (Alma) records, although the idea received considerable votes from the Hebrew-speaking community.</li> <li>•There is still no complete solution for multilingual authorities in Primo VE &amp; BO</li> <li>•There are still hard-coded labels in Primo that cannot be translated to Hebrew, for example, the Work Order type. Case # 06231783 which was closed without a solution by EXL for multilingual communities</li> <li>•Lacking full Hebrew support for the Primo citation component, for example, there is no translation of the term 'et al'. This is another example of transferring responsibility for addressing problems to a third-party. The CSL (Citation Style Language) problem has persisted for years, and existed with the previous citation component, EasyBib. The Israeli community has been waiting for a solution since 2017</li> </ul>	SC and ExL			
19	Dave	<p>MELI: 2.Support quality: The level of service in response to cases is sometimes deficient:</p> <ul style="list-style-type: none"> <li>•Long and unreasonable periods of time often lapse until a problem is fixed</li> <li>•Unsatisfactory answers</li> <li>•Unilateral and unexplained decisions not to fix certain problems, which require considerable investment on the part of customers to change the decision, even though it is clear (to us) that this is a defect or a problem that is at the core of the product and affects extensive searches</li> <li>•Sometimes problems are solved only for PrimoVE and not for BO (or vice-versa), although these are two models of the same product that are here to stay (at least that is what is stated), and these products need constant and uniform development, without prioritizing resources for only one of them. Even if it is sometimes not possible due to the Lucene mechanism vs. Solr mechanism in VE, it is important to find a proper workaround</li> </ul>	SC and ExL			

20	Dave	Meli: 3.The new support platform: Several issues remain unresolved, and it makes it difficult for us to handle the systems: <ul style="list-style-type: none"> <li>•Only one escalation is allowed, and its text is limited to 100 characters</li> <li>•When you start writing a new comment, you can't see previous comments</li> <li>•The emails that come after changes are not easy to read, which is not nearly as convenient as the previous system</li> <li>•The ability to search published cases from all customers who are willing to share is not offered any more: this search was a powerful tool showcasing experienced and knowledgeable libraries' input, and in many cases prevented the creation of new cases since the answer and status of an issue could be easily found</li> <li>•The MELI support channel created to advance region-wide cases is not functional in the new platform</li> </ul>	SC and ExL			
21	Dave	MELI: 4.CZ: <ul style="list-style-type: none"> <li>•Updating packages in the Community Zone: Sometimes it takes weeks to update existing packages, and even longer for new packages</li> <li>•Portfolios are still deleted in large numbers in Auto Active collections without reason and without any investigation or signs of responsibility by EXL to prevent such issues. Libraries still need to manually manage and fix large CZ collections - for example, Case #05329701</li> </ul>	SC and ExL			
22	Dave	Rapido / Rialto / Alma development points and community involvement	SC and ExL	Allocate 50 points each for Rapido and Rialto, increase Alma to 300. Increase Leganto to 100. Keep Primo to 200.	ACTION: <b>Dave</b> - Submit change to ExLibris and addendum for Rapido	
23	Dave	Aha implmenation -- how to proceed -- we require better visibility of what is happening on this platform	SC Only	Asbjorn will lead on Aha for IGeLU - with Mark as tech lead.	Single sign on/Custom style sheets for consortia (template)/migration of data from NERS/Archival of data - ACTION: <b>Mark/Asbjorn</b> - ETA - July ACTION - <b>Dave</b> to send contacts for ELUNA and contact Allan Jones to update from IGeLU	Additional notes - multiplier is based on number of institutions not institutions with product (e.g. 10 Leganto institutions within a large consortium skews Leganto vote)
24	Dave	Alma Consortium Focus Group -- status -- how does this fit in with IGeLU Consortium Group	SC Only	Still trying to find working process for Alma Consortium Focus Group	ACTION: <b>Knut</b> to talk to Brendan, Bettina and Gijs on how three groups work together.	
25	Dave	IGeLU Technology Officer position	SC Only	SC appointed Mark as continuing Tech Officer	ACTION: <b>Dave</b> to approach Mehmet to discuss tech backup role	Review by IGeLU 2022 - NotreDame reviewing systems/memberships.
26	Dave	IGeLU Treasurer Position	SC Only	SC appointed Guido as continuing Treasurer	ACTION: <b>Dave</b> to approach members to agree.	
27	Dave	Internal documents such as ToR, etc -- where to store, access, etc	SC Only	Tidy up of Google Drive. Look at structure and document processes	ACTION: <b>Cindy</b> to look at structure and add folder for ToR etc ACTION: <b>Alex</b> to resend doc to Dave for onboarding for WGs.	
28	Knut	Rialto WG Terms of Reference - <a href="https://docs.google.com/document/d/1nw_qcliLv5WIHwUm-IKMWjUTH_21Qr2fLMLMgETplrA/edit">https://docs.google.com/document/d/1nw_qcliLv5WIHwUm-IKMWjUTH_21Qr2fLMLMgETplrA/edit</a>	SC Only	New ToR will be released.	ACTION: <b>Knut</b> to take doc back to Pascal. Group to be reviewed in a year.	
29	Dave	SAML/SSO implennation	SC Only		ACTION: <b>Mark</b> to talk to Ryan and John Greer re SAML/second SSO	Loading of customer data into one data source isn't an option

30	Dave	SC 2022 Elections	SC Only	Cindy, Maribel, Knut and Asbjorn up for re-election	ACTION: <b>ALL</b> to engage community prior to voting. ACTION: <b>Dave</b> to send NERS voting process out with call for nominations and remind members of requirement for quorum.	Returning officers Guido and Mark. Nomination call in May. Voting close two weeks prior to IGeLU2022. Quorum required - based on number of institutions voting.
31	Dave	status updates on new product groups -- rapido and rialto	SC Only	<b>Rialto:</b> Yuval and Michelle Tomasi from Proquest. Currently recruiting selectors. Joint group in first year. <b>Rapido</b> - ELUNA group setup. ELUNA called for separate groups. IGeLU Group - 3 interested institutions (2 AUS 1 Swiss)	ACTION: <b>Alex</b> to progress Rapido WG for IGeLU asap.	
32	Dave	Updates on each of the WGs and CoPs - pain points, etc	SC Only	RapidILL - currently mainly US representatives	ACTION: <b>Alex</b> to discuss inclusion of IGeLU sites on current WG.	
33	Dave	WG and CoP updates onto the web site -- how can we better track reports, etc	SC Only	Minutes held behind IGeLU login. Dave to make brief minutes public. For WG and SC	ACTION: <b>All</b> to encourage WG COP co-ordinators to upload minutes. ACTION - <b>Dave</b> to make brief minutes public. For WG and SC ACTION: <b>Dave</b> - more training to be offered to WG/COP groups. ACTION: <b>Cindy</b> to suggest session for next joint WG meeting. ACTION: <b>Mark/Cindy</b> to make recording available for previous sessions. ACTION: <b>Mark</b> to send Cindy list of broken links from Wordpress report	
34	Dave	IUG + UK IUG - where to next	SC and ExL	One suggestion was - Innovative will become public library systems and ExLibris will become Academic. Works for USA but not globally. Innovative SC is heavily NA based as is usergroup. Options: Innovative UG comes under IGeLU(?)	ACTION: <b>SC (Dave)</b> to invite IUG contacts to attend IGeLU 2022 ACTION: <b>ALL</b> to contact local Innovative customers if possible to discuss UG options regarding Innovative/Clarivate/ExL (Sweden, UK, Portugal (COIMBRA), GUATAM)	
35	Dave	NERS consortia voting -- e.g. Leganto is only used by 7 out of 47 ITALE institutions but the managed to cast 4700 votes	SC Only		ACTION: <b>Asbjorn and Mark</b> will look at options for AHA	
36	Dave / Katia	IGeLU Budget - <a href="https://docs.google.com/spreadsheets/d/1_M-g--W30DN3fi4QqZhLOhuJOBQgaA7N/edit?usp=sharing&amp;oid=116013841997151528308&amp;rtpof=true&amp;sd=true">https://docs.google.com/spreadsheets/d/1_M-g--W30DN3fi4QqZhLOhuJOBQgaA7N/edit?usp=sharing&amp;oid=116013841997151528308&amp;rtpof=true&amp;sd=true</a>	SC Only	Notes from Guido - external auditor has been working with Guido on financial structure. Sensitive issues with Sponsorship. Need separate documentation/admin/taxes for sponsors - which becomes complicated. Where is tax paid...etc Auditor's recommendation ask PCO or Local organser of conference to take care of sponsorship.	ACTION: <b>Dave</b> to send on docs from Guido. SC to approve Friday. Provisional approval given. SC to send appreciation for Katia's work on SC finance. <b>UPDATE - SC APPROVAL for account format/process given.</b>	Sponsors for IGeLU 2022 are working with PCO/Cardiff.
37	Dave	website updates	SC Only	New website launched. Changed templates. New landing pages. Plugin for broken links.	ACTION: <b>Cindy</b> to arrange for cycle of monthly updates for news/top of page. ACTION: <b>Mark</b> to look at options for Google Analytics - check GDPR issues - look for wordpress plugin alternative which complies with GDPR(specifically rules in Germany)	<b>SC send thanks to Mark and Cindy for new website d</b>

38	Asbjorn	Accommodation in Cardiff	SC Only	Bulk booking- pre-book - book SC and coordinators and ExL- Indigo Hotel - <a href="https://www.ihg.com/hotelindigo/hotels/gb/en/cardiff/cdfin/hoteldetail">https://www.ihg.com/hotelindigo/hotels/gb/en/cardiff/cdfin/hoteldetail</a>	<b>ACTION: Petra to share spreadsheet</b>	
39	Dave	ELUNA next week	SC	<a href="https://el-una.org/meetings/eluna-2022">https://el-una.org/meetings/eluna-2022</a>	ACTION: <b>ALL</b> to register for business meeting if possible.	
40	Dave	Joint working group meetings	SC Only	Next meeting 6th June	ACTION: <b>All liaisons</b> to trial meeting with Coordinator pre-joint meeting to discuss report prior to joint meeting. ACTION: <b>Dave</b> to split the meeting request for SC half an hour after start.	
41	Dave	Can we move to Use Case processes for NERS - issue needs to be discussed with customers and WGs directly. The problem arose from ExLibris saying they had developed a NERS reuest and noone had activated the functionality. Reasons might be multiple: Not what I expected/buggie....etc		Look at top five requests. 2nd round of Alma 2021. Send survey to all voters - did you vote for these and if so did you implement - of not - why not.	ACTION: <b>Dave</b> to survey community ACTION: <b>Mark</b> to supply list of ballot addressees.	