

# IGeLU SC Agenda and Minutes - 2022 06

## Meeting Times (120min)

Gold Coast, Australia	Fri, 3 Jun 2022 at 12:00 midn AEST
Siena, Italy	Thu, 2 Jun 2022 at 4:00 pm CEST
Trondheim, Norway	Thu, 2 Jun 2022 at 4:00 pm CEST
Copenhagen, Denmark	Thu, 2 Jun 2022 at 4:00 pm CEST
Umeå, Sweden	Thu, 2 Jun 2022 at 4:00 pm CEST
Porto, Portugal	Thu, 2 Jun 2022 at 3:00 pm WEST
Edinburgh, United Kingdom	Thu, 2 Jun 2022 at 3:00 pm BST
Sheffield, United Kingdom	Thu, 2 Jun 2022 at 3:00 pm BST
Santiago, Chile	Thu, 2 Jun 2022 at 10:00 am CLT
New Haven, USA	Thu, 2 Jun 2022 at 10:00 am EDT
South Bend, USA	Thu, 2 Jun 2022 at 10:00 am EDT

Item No	Time allocated	Description	Who
1	5 min	<b>Welcome</b> -- make sure closed captioning is running	Dave
<b>2 Actions from Previous Meetings</b>			
2.1	15min	<b>April action Items - from Israel Face-to-face meeting</b>	All
<b>New Business</b>			
3	15min	<p><b>Final report on URIs from the LOD Community of Practice</b>  <a href="https://drive.google.com/file/d/1VpbEH-IAiOspmuvlifZG4jeKgzH_1Y5/view?usp=sharing">https://drive.google.com/file/d/1VpbEH-IAiOspmuvlifZG4jeKgzH_1Y5/view?usp=sharing</a></p> <p><b>To be reviewed and Discussed</b></p> <hr/> <p><b>Action:</b> Knut / Asbjorn to take document to their WGs</p> <p><b>Action:</b> Dave to take to ExL SVP meeting on 15th June</p> <p><b>Action:</b> All to review report and submit changes / comments by COB 10th June</p>	Maribel / All
4	5min	<p><b>2022 Conference Budget</b></p> <p><b>Action 29/05/2022</b> - Dave - no new updates</p>	Dave

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5	30min	<p><b>General conference update</b></p> <ol style="list-style-type: none"> <li>1. Ex Libris main sessions -- morning or afternoon (ie. corporate update and updates from the SVPs)</li> <li>2. Keynotes</li> <li>3. Proposals</li> <li>4. Accommodation</li> <li>5. Registrations</li> </ol> <hr/> <p><b>Action Dave 29/05/2022</b> - KD information sent to ExL for review and to set up classes</p> <p><b>Action Dave 29/05/2022</b> - Accommodation and Registration portals published and emailed</p> <p><b>Agreed:</b> to keep ExL session in the morning</p>	Tracey / Petra
6	15min	<p><b>Aha status update</b></p> <hr/> <p><b>Action Dave - 29/05/2022</b> - consortia information including licensing has been provided to Asbjørn</p> <p><b>Status 02/06/2022:</b> Ongoing discussions on how to set up consortias due to different points for different products. We probably need one portal per consortia per product.</p>	Asbjørn
7	5min	<p><b>SAML / SSO infrastructure - status update</b></p> <hr/> <p>Using auth0 -- will interface with LDAP -- looking at options at what information can be drawn back from LDAP -- trying to get plug-in to work</p>	Mark
8	5min	<p><b>SC members availability</b></p> <hr/>	All
9	5 min	<p><b>SC call for nomination</b></p> <hr/> <p><b>Dave to action:</b></p>	Dave
10	5 min	<p><b>ExL Senior Management and ELUNA + IGeLU Chairs - Meeting - May 2022</b></p> <hr/> <p>Q Who will be the main ExL contact for the Developer Community of Practice group now that Josh has left EXL A Itai Veltzman - main contact ; Ori Miller - technical contact</p>	Dave

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		<p>Q ELUNA DEI Priorities - Pending subject heading changes to more acceptable terms - May need to refer to Authority Focus Group report for user stories and examples - Question -- how should we proceed?</p> <p>A ExL - may need to allocate development points to DEI issues - Action: Allen to share access to 'Authority Focus Group' report to all - Action: Asaf to review the Authority Focus Group report</p> <p>Q Summary of the Jerusalem visit</p> <p>A Proposal to make bi-annual SC meetings in ExL - Resume expert meetings</p> <p>Q MetaDoor endorsement</p> <p>A Request how SCs can promote MetaDoor to the community and get community buy-in - Action: IGeLU SC in coordination with Asaf to distribute licence agreement to the IGeLU NUGs - Potential to create a CoP for MetaDoor - Require a series of 'users stories' highlighting the benefits and cost savings around MetaDoor</p> <p>Q Library Mobile app working group</p> <p>A separate call required</p>	
<b>Notes from SC Liaisons</b>			
		<b>Aleph WG update (including recruitment of deputy chair)</b>	Augusto
		<p><b>Alma WG update</b></p> <ul style="list-style-type: none"> <li>- No WG meeting in May due to ELUNA</li> <li>- June 6 Product Management to focus on NERS, as several top voted requests still need feedback/clarification for complexity pointing.</li> </ul>	Knut
		<p><b>Analytics CoP update (including deputy chair update)</b></p> <ul style="list-style-type: none"> <li>- No meeting in May</li> </ul>	Maribel
		<p><b>Consortia CoP update</b></p> <p>Working on finalize list of prioritized topics/cases to forward to IGeLU/relevant PWGs.</p>	Asbjørn

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		<b>Content WG update</b> <ul style="list-style-type: none"> <li>- No meeting in May</li> <li>- CDI Advisory group kickoff May 19th.</li> <li>- Monthly CDI Advisory group meetings scheduled, next: Thursday, June 16, 12:00pm – 12:30pm ADT</li> </ul>	Maribel
		<b>Esploro WG update</b>	Dave
		<b>Interop / Developers CoP update</b> Still need touch base with Mehmet...	Alex
		<b>Leganto WG update</b>	Dave
		<b>LoD CoP update</b> <ul style="list-style-type: none"> <li>- Preparing roadmap 2022-23, based on <a href="#">survey results</a></li> <li>- They need feedback from SCs about URI Report.</li> </ul>	Maribel
		<b>Primo WG update</b> Focus on NERS discussions with ExL. Looks like a second round is necessary due to changed scope of requests.	Asbjørn
		<b>Rapido/RapidILL Update June 2022 -</b> <b>Rapido</b> - Aiming to have first IGeLU Rapido group meeting in July (delay due to summer leave for various folks - still only 4 members, 2 liaisons and Judith) <b>Rapidill</b> - call going out to widen the membership of the NA group to invite IGeLU members.	Alex
		<b>Rialto WG Update</b> <ul style="list-style-type: none"> <li>- Currently, main focus is on ALA and getting selectors onboard.</li> <li>- Eager to get started with the NERS process (first: points)</li> </ul>	Knut
		<b>Rosetta WG Update</b>	Dave
		<b>SFX</b>	Augusto
		<b>Summon WG Status (including recruitment)</b>	Augusto

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		Voyager WG	Cindy

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## Training and Documentation Focus Group - Primo Feedback

- I agree with other opinions already stated for the focus of this seeming to be via heavy on the training aspect and less so on the documentation aspect. I don't know about anyone else, but I simply do not have time to attend 1 hour sessions so regularly. The number of these escalated dramatically in 2021, and it's overwhelming. For the inevitable response that I can just view the recordings later, I would say in return that I also don't have time to work my way through many videos when I'm investigating a topic, stopping and starting every few seconds to see if the presenter is saying something I need to hear. If all the information is written down in OLH, including the answers to questions raised in sessions live, then we can search it easily later at point of need. Note: Just sharing the pdfs of the pptx is not sufficient for this, as it misses many key off-the-cuff comments that are not in the prepared text, as well as all the questions asked and answered live.
- I am confused as to why it includes "if we develop a certification program" when such programs already exist
- On the topic of Feedback submissions to OLH as a current source - I'd suggest that they focus more on these as a valuable tool. It currently seems a very low priority. I keep a log of all my submissions including what I said, the page, and the date submitted since October 2019, which is 120 submitted. I also log if/when I get a response, how long it took, and what was done or said. I started this because I complained that they were rarely actioned or responded to, and the new (at the time) head of the Documentation Team stated from their records that they had a high response rate. I had no way to prove this was not true, so I started keeping a log. I also sent him a copy a few months later in February 2020 to demonstrate the ongoing issue. I have some for which I have never had a response, but I can see that the OLH has been updated. And others there is no response or action at all ever. It is not uncommon for response and action to take 6 months or more, and my current record for how long it took is just over a year from 31st March 2020 to 4th April 2021.
- There is an ongoing issue that documentation very often only occurs in Release Notes for both new and existing features, and it is never added to the main OLH. This means you have to try to remember when a feature was introduced (again - I keep a log!) and hunt down the right Release Notes. This is less of a problem for Alma than for Primo, which is very poor for this.
- There is an ongoing issue with knowledge articles being produced instead of information found by Support Analysts to be missing from the OLH being added there. This causes a proliferation of sometimes half a dozen pages about a feature, which are also often out of date or contradict each other. I have the impression that the Support Analysts are completely divorced internally from the Documentation Team and that the lines of communication and passing of tasks for update should be made less rigid. I have also been told in cases to close the case and instead submit Feedback to OLH, rather than the analyst corresponding themselves with their own colleagues. I absolutely refuse to do this.
- There is also an ongoing issue with the Documentation Team obviously not working with the Development team to update in-context help. For an Alma example, there was a significant amount of work done to the Link Resolver and Discovery Interface Display Logic in June and July 2021. Many of the links from Alma Configuration menus now go to a completely irrelevant page that does not cover the topic, which was moved elsewhere
- I am confused about the comment of "We do not really have a way to get incoming ideas for webinar content". I have consistently asked for Analytics sessions to cover more complex topics, rather than just constant base level sessions which spend 10 minutes talking about how to even get into Analytics and how to add a field to an analysis. I also submitted a very detailed request to "Ask the Expert" in June 2019 including bullet points for topics such as use of Selection Steps, the Advanced area options, and interaction functionality such as drilling. I

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never got a response, and while some of the other things I mentioned have been incorporated into some Analytics sessions, I am constantly frustrated when Yoel makes comments in sessions about not covering these exact things that I'm eagerly awaiting help with.

- I hate this line on slide 15: "Just because someone sends a letter to the Alma list about a topic, and just because several people respond to it, does not mean that a "large audience" can benefit from a webinar on the topic". So, once again, they only care to support the majority? Those of us in system and admin level roles are usually only one per site, so this ongoing focus on the majority guarantees we will never get the support we need in these pivotal roles.
- This is another example of inequitable treatment of Primo customers, with this initiative deliberately excluding Primo managed via Back Office
- For the February 2022 Primo Release I have 8 cases which were Pending Release for this release. Only 1 of them had the issue listed in the Resolved Issue section, and I have had to spend time asking in every case for the documentation to be added.

Some thoughts:

– There should be some sort of diff function on the documentation pages, to see what was changed since the last edit; I can follow a page via RSS (which is good), but then I can't see the changes, I only know \_that\_ the page was edited.

– Laura Jacob did a really great job in her Primo VE webinars in winter 2021 (but maybe she left?)  
[https://knowledge.exlibrisgroup.com/Primo/Training/Webinars/Become\\_an\\_Expert%3A\\_Primo\\_VE](https://knowledge.exlibrisgroup.com/Primo/Training/Webinars/Become_an_Expert%3A_Primo_VE)

– A glitch, but still: when something was missing in the monthly release documentation and Ex Libris finds out afterwards, it's not ok to just go add the information later. Once I've read the release notes I'm not going back to check them. The information should (also) be added in the following month's release notes.

– I consider the ability to see other institution's open and published support cases as part of the documentation that we really need.