20 April 2022

Attendees: Gijs Noels, Alison Hitchens, Mary Grenci, Margaret Corby, Leon Krauthausen, Daniel Naas, Zorian Sasyk, Brandon Dudley, Stacie Traill, Catherine Grove, Bettina Kann, Joe Ferguson, Manuela Schwendener

Announcements
- Manuela Schwendener joined the group on a temporary basis as the IGeLU Primo liaison
- Alison Hitchens is ending her term on the ELUNA SC. Alma WG will get a new liaison from the SC. Many thanks to Alison for her work!

NERS Updates
- Top 25 have been submitted
- Access to basecamp was to the alma-pwg listserv, but needs to be to individual members. That will be corrected so all members and liaisons of the WG have access to the NERS 2022 basecamp.
- The group discussed NERS procedures. Alma WG is retaining the procedure this year to manually input votes when institutions cannot access NERS. With the replacement to NERS, the group agreed it would be good to have more uniformity across WGs on procedures and practices.

Upcoming IGeLU SC meeting with Ex Libris
- Group discussed which issues they want the IGeLU SC to be aware of:
    - CDI enhancements
        - Alma WG doesn't want CDI issues to *not* be addressed because it is not a product. There are important issues to be prioritized.
        - Note: Stacie Traill and Gijs Noels have volunteered to be on the CDI Advisory Group
    - Sharing of support cases: Being able to share cases offers many benefits, which the community has lost, including:
        - Users can do additional troubleshooting and diagnosing of problems prior to submitting a case
        - Provides users with information and context so support cases are more complete at the time of initial submission
        - Gives users transparency on the extent of cases occurring across institutions
        - Encourages best practices when submitting cases
        - Details and context on how a case is resolved are not replicated in Knowledge Base articles, so Knowledge Base articles are not an adequate replacement.

New Enhancement Platform
- NERS will be replaced by the Aha platform. The group discussed the usefulness of historical requests and data to keep. Comments included:
    - Important to keep data for historical purposes, does it need to be *in* the system?
    - Can be useful to look at prior requests and see if an issue has already been raised. If historical data is not within the Aha system, it should be easily accessible to find and reference.
    - Important to the community to be able to see what they want to resubmit.
    - Having to manually re-enter encourages people to rethink and make modifications.
    - Question about whether there are any difficulties expected with migration? Enhancement advisory group didn't look at migration.