



חשתמשי אקס ליבריס - ישראל
Ex Libris Users Group - Israel

MELI (Ex Libris Users Group - Israel) Annual Report - 2022

Submitted to: IGeLU National User Group meeting (INUG), by Dr. Lynne Porat (University of Haifa) on behalf of the MELI Steering Committee on 11th September 2022 at the 17th IGeLU Annual Conference.

Members:

The Israeli user group consists of 66 libraries from 53 institutions:

- University libraries: 22 libraries in 9 universities
- College libraries: 35
- Special libraries: 8 (including the National Library of Israel and the Inter-University Center for Digital Information Services)
- Public libraries: 1

Steering Committee Members:

- Lynne Porat, University of Haifa - Chair
- Sarit Sambol-Szasz, Bar Ilan University - Bursar
- Shiri Berger, Emek Yezreel Academic College
- Naomi Galor, Reichman University - Website Editor
- Dorit Leshem, Ben Gurion University - Listservs Administrator
- Meirav Aknin, Tel Aviv University - Annual Conference Coordinator
- Moran Lavi, Hebrew University Jerusalem

Involvement in IGeLU:

- Member of the Primo International Working Group (IGeLU) - Nir Zinger (University of Haifa)
- Member of the Provider Relations International Working Sub-Group (IGeLU) and the ELUNA Content Working Group - Tamar Ganor (Hebrew University of Jerusalem),
- Members of the IGeLU Conference Committee - Tamar Ganor (Hebrew University of Jerusalem) and Joan Kolarik (Weizmann Institute).
- MetaDoor Development Partner - Yaniv Levi-Korem (National Library of Israel)
- Members of the Ex Libris International Alma UX Focus Group - Ruhama Amouyal (Bar-Ilan), Dr. Aviva Levin-Belousov (University of Haifa), Dafna Mizrahi-Melcer (Hebrew

University of Jerusalem), Ahava Cohen (National Library of Israel), Naomi Galor (Reichmann University) and Sivan Kedar (Tel Aviv University).

MELI IGeLU Travel Grants:

1. Ruhama Amouyal (Bar-Ilan University) - **A Feature is Born in Alma: A Collaborative Journey for the Perfect UX**
2. Ariella Suker (Ben-Gurion University) - **Data driven acquisition: Alma Analytics in the use of a new library acquisition model**
3. Valeria Khaskin-Flander (Ben-Gurion University) - **Rialto in Reality: Implementing Rialto in the University Libraries as a Case Study**

MELI Steering Committee IGeLU Travel Grants

4. Naomi Galor, Website Editor, MELI (Reichmann University) - **Better together: Joining hands to improve library services, Human cooperation at ICC - new normal through old practices**
5. Dr. Lynne Porat, Chair of MELI (University of Haifa)
6. Tamar Ganor, Ex-Chair of MELI (Hebrew University of Jerusalem)

Ex Libris IGeLU Travel Grant

1. Galit Grinberg (Technion) - **Focus on efficiency: Time and Cost savings solutions in Alma**

Christine Moulen IGeLU First-Time Attendee Grant

1. Merav Akin (Tel Aviv University)

Annual Meeting with Ex Libris Management:

The Steering Committee and chairs of the Alma, Primo and ER PWGs met with Ex Libris management in May 2022 to discuss the following Israeli-specific issues.

A. Support

- Unacceptable timeframe re updates and resolution of cases
- Need to see other institution's cases, not just in Knowledge Groups.
- Need to see all MELI, including a dashboard, email notifications to PWG members

B. Primo / Primo VE / CDI

- Melingo
- Synonyms, Acronyms, Primo VE in Israel

C. CZ

- Delayed updates

MELI activities:

1. The MELI@10 series of webinars continued in 2022. From January-July 2022, there were 12 sessions, mostly given by librarians from the community, but also by Ex Libris staff. A total of 1,346 participants attended these webinars which are available via YouTube.

List of MELI@10 webinars:

- Developments and Uses in Primo - Panel
 - CDL - Controlled Digital Lending
 - Requesting scans from Primo: Improving the user experience
 - Personal conversation with Ofer Mosseri, CEO of Ex Libris: Embarking on a new path
 - UXFG in Alma: A glimpse behind the scenes
 - Physical and technological innovations: Library managers' panel
 - Everything you need to know about the Israeli Union Catalogs - almost
 - MetaDoor: Addressing the needs of the community in Israel
 - Analysis and management of joint collections
 - Smart purchasing: Implementation of the Rialto system at the Aranne Library, Ben-Gurion University of the Negev
 - Adding Hebrew content to Alma and CDI
 - Interlibrary collaboration: Library Managers' Panel
2. MELI and the University Library Directors' Standing Committee organized a joint workshop between libraries, Ex Libris and Israeli content providers to discuss ways to add new collections and improve the metadata quality to support a better link between records and efficient retrieval.
 3. The MELI annual conference will be held in December 2022 in Tel Aviv as a physical conference.
 4. MELI transferred its five mailing lists: IL-MELI general List, IL-MELI-PRIMO List, IL-MELI-ALMA List, IL-MELI-ER, IL-MELI-RapidILL List (and four PWG and Steering Committee mailing lists) to the IGeLU servers.
 5. MELI Support Portal was improved by EXL so that all PWG members can search it and are updated about all cases.

Alma Product Working Group

The group made significant progress on the following issues:

- Searching in Arabic with diacritic characters in Alma ULI (Israel Union List)
- Corrections to the Alma Hebrew interface
- Corrections to the ULI SRU interface

The group is currently working with EXL on finding solutions to several unresolved cases.

Primo Product Working Group

- The group organized a webinar about local developments and customizations of Primo in Israeli academic libraries, whose main focus was ways of showcasing local library collections and integrating external searches from Primo.
- There are still problems with the solutions Ex Libris offers to the Morphological extensions handling Hebrew and Arabic (synonyms, acronyms, special character conversions, and special characters within words).
- We continued the discussion with Ex Libris about the pain points of the Hebrew resources in CDI. We recently received good news regarding Ex Libris' intent to implement Melingo (the Hebrew morphological tool available for Primo local records) on Hebrew resources in CDI. The implementation is still pending.
- Most Israeli academic libraries have gone live with PrimoVE, so this year's focus is on the multi-lingual functionality of PrimoVE that is still lacking. Similarly to the international community, the Israeli libraries using PrimoVE are also pushing for more flexibility regarding metadata manipulations in the display, search, and facets fields.
- In addition, the Primo UI directionality problems for Hebrew and mixed characters texts is an ongoing issue pursued by the PWG.
- SF cases describing the problems mentioned above in Primo are still taking a long time to be fixed, specifically from the development side.
- It would be great to receive a commitment for several essential developments per year for the regional issues, as we are a small number of institutions, and our influence in NERS and Idea Exchange processes is limited.

Electronic Resources Product Working Group

- Promoting issues concerning Hebrew content in CZ (in some cases, with the National Library of Israel). As part of this activity, we are also in the process of mapping which Hebrew content is available in CZ and which is still missing. This is our main focus for the coming year.
- Submit support cases on issues like problems with auto holding updates. We encountered problems with publishers like Springer- Nature where the data doesn't reflect the collections that we purchase through the Israeli consortium, MALMAD.
- Checking the new MALMAD collections that was uploaded last year to CZ. MALMAD invested tremendous resources in creating CZ collections that are specific to the Israeli market and the group members took part in checking them in order to ensure their accuracy.