

Meeting Date: 14th September 2025

Present: Yariv, Yaniv, Luda, Asaf, Osnat, Melissa, Bettina, Haim

From ACEF – French Speaking Community	
1	Comment: Reinstate regular meetings with the Ex-libris teams: ensure widespread implementation of the customer success program in France, improve follow-up on specific requests concerning French suppliers (books, electronic documentation, CDI), or concerning Unimarc format, and provide training materials and documentation in French.
2	Comment: Primo NDE: several French-speaking institutions have volunteered to implement Primo NDE. Their feedback on this change will be shared with ACEF members, and new training courses will need to be set up.
	Response: Discussion about best practice for sharing information about Primo* implementation and ER process. How are people building their new interface to include local customisations. Is there a way we can share? Suggestion to use Primo discussion list for discussion but there would be value in having a shared area for a list of what has been tested/implemented for new Primo* products. It would make the transition for other customers much easier to plan. And allow them to move more quickly to newer versions.
3	Comment: Integrating linked open data into Alma and Primo is a major challenge for our members. French institutions use Unimarc for document cataloging, and we will have to work with Exlibris to adapt the functions already offered (like infos cards) to our national format.

ANZREG – Australia and New Zealand	
1	Comment: Once again, the ANZREG Committee would like to raise the issue of Artificial Intelligence being introduced to Ex Libris and Clarivate products with little to no community consultation. This rapid introduction is concerning in terms of security and data sovereignty, as well as varying capacity to opt out of AI features. Response: With AI moving quickly, it's even more important to keep that approach and make sure library voices are part of the process. We know AI brings both opportunities and risks, especially in academia, where trust, accuracy, and responsible use are critical. Community involvement is essential to help us get the balance right. If you haven't felt part of these community activities so far, that's on us to improve. Here are a few examples of how we're approaching this together with the community: Beta programs: Each of our Research Assistants (Web of Science, ProQuest, Primo, Ebook Central) has gone through structured beta programs with library partners before release, and we continue to refine them based on feedback. Development partner programs: New AI-native products, like Alma Specto and Web of Science Research Intelligence, are being shaped directly with customer partners from the start. Advisory forums: We've set up a global Academic AI Advisory Council to raise issues and get input. For example, in our August meeting we discussed concerns around content filtering, and we're now forming a working group to advise on next steps. Our regional Customer Advisory Boards are also consulted on strategic directions, including Academic AI. Open education: We run regular webinars, some product-focused, others broader, to share insights and invite discussion. Our next webinar will discuss AI Agents and their role in academia. We'd be glad to set up a more regular update rhythm with ANZREG on AI, so you can hear early about what's planned and we can hear your feedback before new capabilities are introduced.
2	Comment: The committee acknowledges that, since the ProQuest Ebooks Evolution announcement, strong customer feedback has resulted in some amendments being made to the planned changes (including pushing back the rollout date). Even so, we would like to have on record the significant impact this decision has had (and will have) on our community. While we understand that the 'commercial in confidence' nature of the change meant extensive customer consultation was not possible, we continue to be struck by the apparent lack of understanding of library budgets and operations, at least in our region. Changing to subscription models often means a shift from capital budget to operating budget, something which is not achievable on this scale for many of our ANZREG community members.

	Response: Over the last few months we have been in conversations with librarians, Customer Advisory Boards, user groups, and partners. We have collaborated with our community for many years, and value our working relationships. We remain committed to ensuring choice for libraries, and to preserving perpetual access to previously purchased Ebook Central titles. As a result of community feedback we have also entered into a partnership with Portico to preserve titles on the Ebook Central platform. This is in addition to SAFE, our in-house service designed to ensure the long-term preservation and access to our digital content, including ebooks and other digital collections, for library customers. Ebook Central will support one-time perpetual purchases of ebooks through June 30, 2026. We will continue to offer subscriptions, and Ebook Central remains the technology platform that hosts these subscriptions. To learn more, please read Our Letter to the Library Community and our “Closer Look” blog series: A Closer Look At: Ebook Central’s User-Focused Roadmap A Closer Look At: How Rialto Continues to Support Libraries A Closer Look At: How ProQuest Curates Ebook Subscriptions
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DANGELU – Danish User Group	
1	Comment: One issue was raised in regards to the new reduced SSL certificate lifespan: What is the status of the new SSL process where certificates will automatically be reissued and no manual action will be needed for custom domains. Will we be notified when we're enrolled?
2	Comment: Another issue is the general desire for a better SIP2 protocol integration for self-check machines to provide a better overview of the user's requests. The need to distinguish between the different statuses a physical item request can be in (eg: transit, queue, on hold self) is key in good communication for the user on a self-check machine.
	Response: Clarivate (Asaf) are happy to work with the community – request more information from the community on this request

Swedish Ex Libris user group	
1	Comment: We would again like to address the lack of Swedish characters in Primo and hence the ability to search non English characters (in our case mostly å, ä and ö) in local data and CDI data. This issue was described in idea exchange but closed as a part of a clean up process. The possibility to separate å and ä from a and ö from o is vital to our users. The problem with non English characters also occurs in Alma's Authority Control Task List.
	Response: Clarivate (Yaniv) would like to work with a single person representing the community on working through this issue. The Scandinavian community to forward contact information of a representative who can work with Clarivate on this issue

Spanish Group

1	Comment: We believe that authorities control is one of the biggest problems in Alma, and the initiatives that Ex Libris is currently developing are not enough. We regularly emphasize this issue to the team.
2.	Comment: Optimization of Communication with ExLibris: A primary goal is still to improve how the Association communicates common issues to ExLibris. Efforts were made to optimize processes so that incidents could be managed more efficiently, with quicker responses from technical support. Despite these efforts, the desired success in this area has not been achieved. ExLibris's response has continued to be slow, and in many cases, issues have not been resolved satisfactorily. The lack of proactivity on the part of ExLibris remains a constant concern for Association members. The frequent need to escalate issues to higher levels and the repetition of processes have caused frustration among member institutions. We still have not figured out how to reach ExLibris effectively as a group. We also find it difficult because the representatives are not always the same and it's difficult to keep track of issues.

Italian User Group

1	Comment: NDE UX managed release In Italy, seven institutions joined the NDE UX managed release in May 2025. Contrary to its first announcements, Ex Libris didn't provide a Basecamp or a dedicated tool open to all testers. This decision has forced participants to open single institution cases and has undermined the possibility of sharing globally views and proposals for the enhancement of the platform. ITALE has tried to overcome this hurdle by establishing an internal working group with members from all the Italian testing institutions, but this set up is not enough to get a global perspective. Moreover, the promised dedicated care on dealing with cases didn't actually take place: cases were hastily closed without a proper debate and with requests to post proposals for enhancement on Idea Exchange. Since only a few institutions worldwide joined the managed release, posted ideas cannot possibly gain enough momentum to get the developers' attention. In light of these challenges, we strongly urge Ex Libris to reconsider its approach and to implement more effective tools for collaboration and feedback before the general release of NDE UX in November 2025. A shared space for discussion is essential to ensure that the platform evolves in line with the real needs of its users. We also hope that future implementation projects will once again make use of collaborative tools such as Basecamp, which proved to be extremely valuable in previous experiences like MixPanel and the Itale Primo VE project. These platforms fostered meaningful exchanges and collective problem-solving, setting a standard that should not be abandoned.
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2	Comment: Most of the Italian institutions use UNIMARC as their cataloguing format. Ex Libris declares that Alma is a multi-format library solution, supporting MARC21, UNIMARC, KORMARC, CNMARC, Dublin Core etc. However, often new enhancements are provided just for MARC21: to get the specifications for the other formats, institutions and national groups need to get to work and develop detailed proposals (like with the UNIMARC and Primo VE project, a collaboration between ITALE and ACEF) or to post requests for enhancement on Idea Exchange. However, ideas for small communities often go unnoticed. This is the case of the Journal categories, which are automatically created via a job only for MARC21 records, with an open idea for the extension to UNIMARC left in a limbo since 2021 and NERS/CERV reiterated proposals remaining without the needed votes to be developed. Another example is the conversion from Dublin core, which needs to go through MARC21 first (with a loss of precious information) before coming to UNIMARC, due to the lack in Alma of a conversion table Dublin core-UNIMARC. We wish Ex Libris to schedule UNIMARC (or another formats) enhancements as soon as the MARC21 enhancements are released.
	Response: IGeLU (Dave) to create a UNIMARC discussion list
3	Comment: Since last IGeLU, ITALE and Ex Libris set up an agreement for the revision of Italian translations to be posted in Alma, Leganto and Primo VE. Therefore, the Italian community is putting a big effort for the improvement of Ex Libris products. However, we still encounter hurdles to have the proper recognition of the peculiarities of local languages. For example, in the new NDE UX the main menu links labels can't wrap in more than one line, taking more space. The result is that with languages which use long words, such as Italian or German, less links appears than in Primo VE, where the labels could wrap in more than one line. We wish Ex Libris, which is attentive to diversity, equity and inclusion issues, to put more consideration to languages other than English.

Norway / SIKT	
1.	Comment: Library Open Workflows – experience and use cases (single institution and in consortium) -- general feedback from community -- maybe use of community version of 8n8.io
2.	Comment Primo Research Assistant – experiences, institutional safeguards, reception by users/staff -- general feedback from community

DACHELU

1.	Comment: ALMA performance issues
2.	Comment: Formatted ISBN searching

Other questions

1	Quota issues as more people start using RA
2	UX resourcing issues - including consistent interface across all of the cloud products
3	Opt-in option is still preferred by the community. This provides the community the opportunity to update internal workflows and implement new services with minimal impact to patrons
4	Are product managers talking to each other to ensure consistency between products

From COORDS meeting

1.	List of sub-products and / or products in or going Maintenance
2.	Clarivate commitment to continue advancing with the enhancement processes
3.	Ongoing lack of communication on CDI agreed enhancements
4.	CDI enhancement for 2025 pool
5.	Defect resolution project from Alma -- results and benefits on auto-testing and support cases
6	Other plans for other products to go through defect resolution projects
7	Library Open Workflows -- roadmaps, etc -- how can we interface with Clarivate for new webhooks, etc -- platform to storage and share outside the Library but within the institution