

INUG 2010
Sunday 29th August 2010

1. Welcome and introductions

Attendees introduced themselves. 22 countries were represented at the meeting.

Attendees

Francois Renaville (Belgium); Tomas Pracher (Czech Republic);Else Marie Poulsen (Denmark); Peter v Christensen (Denmark); Nina Hyvonen (Finland); Ginette Beurton (France); Ronald Schmidt (Germany); Sigrún Hauksdóttir (Iceland); Sveinbjorg Sveinsdottir (Iceland); Ragna Slinavsdottir [sp?] (Iceland). Naomi Greidinger (Israel); Michal Kahana (Israel); Liliana Bernardis (Italy); Theo Engelman (Netherlands); Helge Risvand (Norway); Hana Christie (Norway); Kristian Salcedo (Norway); Tone Christine Bogh (Norway); Grzegorz Ploszajski (Poland); Alexandra Esteves (Portugal); Paulo Lopes (Portugal); Gaspar Olmedo (Spain); Ragnar Helin (Sweden); Ulrika Domellöf Mattson (Sweden); Christian Zeising (Sweden); Bob Trotter (USA), ELUNA; Laura Morse (USA), ELUNA.

IGeLU officers:

Gerard Bennett (UK), Aleph PWG; Mike Ryan (USA), Aleph PWG; Luis Miguel Costa (Portugal), Digitool; Jeremy Ackland (UK), Metalib PWG; Meg Bate (Australia), Metalib PWG; Mandy Stewart (UK), Primo PWG; Mark Dehmlow (USA), SFX PWG; Mattias Kratzer (Germany), SFX PWG; Andreas Sabisch (Germany), Verde PWG; Habib Tabatabai (USA), Voyager PWG; Marcus Zerbst (Switzerland), ARC SIWG; Peter Klien (Austria), Consortia SIWG; Jesūs Bustamente (Greece), Special Libraries SIWG; Jirka Kende (Germany), SC Chair; Fiona Burton (Australia), SC; Lukas Koster (Netherlands), SC; Pat Busby (South Africa), SC; Michael Fake (UK), SC; Michele Newberry (USA), SC.

2. How can we improve communication between INUG & IGeLU?

The IGeLU / INUG structure should help to increase communication between the 2 groups. However the Steering Committee realises there are difficulties because of language issues and so it can be hard to have good communication with international groups. However, if the SC is advised of issues, e.g. with support issues, then it can assist by approaching Ex Libris on behalf of the group. Both groups could also assist with recruiting NUG and IGeLU members.

National/Regional User Group meetings & Membership:

The Steering Committee could provide information about IGeLU to NUG's to help promote IGeLU at National/Regional meetings.

ELUNA & IGeLU will ask Ex Libris to provide lists of new customers per region so NUG's and IGeLU can lobby them to join. *[Ex Libris has agreed to this: See also INUG & Ex Libris Executive Management Meeting minutes]*

It was noted that there are old customers who are not members and that it would be good to compare local member lists with IGeLU members.

Pat Busby requested that the INUG group send her dates of NUG seminars/meetings.

IGeLU website:

Pat reported that Michael Fake and Lukas Koster are about to restructure the website with the aim of making it more user friendly. This should help to make information about IGeLU, and specifically the PWGs, more available. PWG's could also consider developing PWG FAQ's from questions asked, and

have these available on the website. Jirka Kende noted that information on PWG activities, including enhancement processes and dates, and collaborative testing dates, should be kept more up-to-date.

It is planned that website login issues will be resolved after the website upgrade.

The SC would try to publish all the conference presentations on the website for people who could not attend the conference.

“News-in-brief”:

The SC will be continuing with the regular “News-in-brief” to keep members current with IGeLU activities.

INUG members were asked for contributions for the post-conference “News-in-Brief”. The articles don’t have to be serious, and it would be nice to have some additional perspectives on the conference included.

Michelle Newberry suggested that the INUG list should be advised prior to publication of future “News-in-brief’s”, and NUG’s are encouraged to send news items to include.

IGeLU & Ex Libris meetings:

Theo Engelman (Netherlands) would like regular reports from IGeLU meetings with Ex Libris. Jirka reported that we will be trying to use the “News-in-brief” as the mechanism to distribute information. Pat suggested that prior to meetings with Ex Libris we could ask INUG for agenda items (issues).

Mailing lists:

There was a suggestion that there were not enough postings relating to upgrade issues, etc. on the lists. Pat suggested that we should try to encourage users to post. It was recognized that some lists are busier than others. Jirka also noted we should encourage more people to use EL Commons to promote solutions relating to issues. Michele noted that the Aleph list is very busy and often answers are posted. Jirka also noted that Ex Libris monitors lists and sometimes provide answers to posts.

The meeting was asked for any concerns about having Ex Libris on lists. It was noted that sometimes Ex Libris don’t answer emails enough but this varies across products. Mark Dehmlow would like Ex Libris to be more consistent with their responses to list postings.

Other:

There was a request that IGeLU provide a license for Webinar software which could be used for national seminars and communication between groups. Jiri reported that IGeLU would not be able to provide this for financial and technological reasons. It was noted that Ex Libris are changing their Webinar software.

3. Proxy voting

Guido Badalamenti informed that he had not received many answers regarding proxy voting for office bearers. INUG members were asked to check whether there are proxies assigned to them. It was noted that all voting documents need to be signed for and kept to provide proof that we are adhering to the legal requirements of the organisation.

Concern was expressed by the meeting that the program does not correctly indicate the activities planned for the Assembly of Members.

4. Support issues - Portugal, Scandinavia, Italy, others?

Portugal: Negotiations with Ex Libris took too long but are now coming to an end. There are still some minor issues outstanding. A meeting with Ex Libris is planned and it is hoped these will be resolved then.

Denmark: Ex Libris took over operations from the Local Distributor and so now customers have access to standard Ex Libris support procedures. Feedback so far is OK. However there are some losses e.g. telephone support. Some customers have left Ex Libris because of changes, e.g. people who knew instances, issues have left Ex Libris.

Sweden: The local support person was originally retained but has now left the company. Initially the local customers were optimistic about the situation but there is now concern that the situation will worsen. Swedish small library customers are entitled to support in Swedish according to their contracts, and want Ex Libris to be clear this will still be retained. Agreed there are benefits to the changes but concerns remain about language support (particularly for small libraries) and also loss of local knowledge.

Norway: There are problems with local support for some products, but local Aleph support is good. All support issues are now logged in Pivotal.

Jirka Kende queried whether it would be better to have one central Scandinavian support? It was noted there was concern that Ex Libris is not seen to be interested in local issues but it was agreed that even though they are an international company, local issues were still important.

Iceland: Supported directly by Ex Libris (from Hamburg) and are quite satisfied with the situation. Have customer support name and can discuss local issues with them. It was recognized that it takes time to build up personal contact. It seems to be working quite well.

Italy: Ex Libris subsidiary. Original situation critical mainly relating to language issues. Pivotal issues are submitted in Italian and there were problems with translations. There was also delay in solutions. There was concern about the information available about new products, e.g. Primo, and the lack of access to expertise regarding some products, e.g. DigiTool. There was also concern over lack of knowledge of local situations regarding servers, etc.

Netherlands: Local support is quite good. If there are issues, they are escalated and this seems to get results. The escalation policy is very important and it is necessary to publicise this. The Steering Committee has asked Ex Libris to promote this.

Israel: It was reported that Ex Libris asked local libraries to provide training /info awareness for new support staff.

In general there was some concern that issues have to be escalated through the Local Distributors (where applicable). However it was recommended they should just escalate and Ex Libris can deal with this.

It was agreed that we should re-distribute the information about the escalation process to lists.

It was asked whether the removal of local distributors was a 'policy'. Jirka reported it was not a 'policy' but Ex Libris would take over their role if required. In the past there have been complaints about local distributors so global support could be a better situation.

Bob Trotter expressed concern over the relocation of the MetaLib installation team to Israel.

Gerard Bennett expressed concern that support people do not login and check the systems and that this should be encouraged.

All agreed that Ex Libris should be asked again to make all Support Incidents freely available to all.

See also: INUG & Ex Libris Executive Management Meeting minutes

5. CKB enhancement process.

SFX

The 1st CKB enhancement process has taken place. Countries who requested resources early seemed to get better results. 6 regions have entered requests to date.

Australia & Germany – 1st regions

New Zealand, US – next regions

Netherlands and Denmark have also entered resources

The Regions are determined by the order in which they have entered resources. Regional resources are only considered according to votes from the votes from that region.

35 resources were entered in this round – 6 identified and passed onto Ex Libris. 3 have been targeted for the October release and 3 need more information.

MetaLib

The CKB enhancement process is about to start. Initially people will add in resources and then people can vote for them. The votes stay in the system but can be removed if users want this.

Ex Libris has opened a special cycle for membership. 6 regional resources are targeted for members only.

All resources are imported from Pivotal, even if logged by non- members, but only members can vote. It is hoped that a process to synchronise the incidents in NERS and Pivotal can be developed. There was some concern over non-members and access to requests. If users encounter any problems with access to the NERS system, they should contact ners@igelu.org.

See also: INUG & Ex Libris Executive Management Meeting minutes

6. URM development process: User participation.

Originally there were four Focus groups but these have now been consolidated into one Focus group. IGeLU is going to try and establish connections between PWG's and the Focus Groups but it would also be important to get National User Groups represented. It was noted that some individuals have reported back to the National User Groups. There was concern expressed that it was hard to get into the group because Ex Libris wanted to keep an international focus.

Fiona Burton & Pat Busby
IGeLU SC
2010-11-02