



A Message from our CEO



Dear Colleagues,

Welcome to the Spring 2007 issue of the *Ex Librian* newsletter, now in its fourth year as a major channel of communication between Ex Libris™ and our growing community. Many of you are reading the *Ex Librian* for the first time; I'm honored to greet those of you who joined us recently as a result of the merger between Ex Libris and Endeavor. I am confident that you will find our newsletter—as well as our environment in general—welcoming, enlightening, and inspiring.

2006 was an exciting year for Ex Libris. We continued developing our product suite and added another element—the new-generation, user-centric Primo® solution for discovery and delivery. We have been fortunate to work with dedicated development partners who share our vision and enthusiasm and have helped us shape our dreams and make Primo a reality. The response to this new system has been overwhelming.

The past year also saw considerable growth in our worldwide sales, with impressive success in the Asia-Pacific region, which now represents 7% of our customer base. Our e-products were the preferred choice of 150 customers, and when the thousandth customer acquired the SFX® link resolver, we celebrated by donating a fully hosted SFX installation to the Thomas Mofolo Library at the National University of Lesotho.

While Ex Libris was moving full sail ahead in development, support, and sales activities, I was busy seeking ways to make the company stronger. As recently as last October, I described my view of the Francisco Partners acquisition of Ex Libris—the advantages of having a strong financial backing and a network of strategic contacts provided by our mother company. As I then pointed out, we started pursuing acquisition opportunities for complementary products and technologies in the library automation and e-content markets. Indeed, not long after, Francisco Partners announced that it was acquiring Endeavor Information Systems and intended to merge it with Ex Libris. This acquisition was in line with the Francisco Partners strategy of building a leading force in the library market under the umbrella of the Ex Libris Group.

For years, Endeavor and Ex Libris worked along similar lines. More often than not, we were short-listed together, trying to win the same prospective customers. We alternated wins and losses, always retaining respect for, and valuing, each other's innovations and technologies. The time has come for us to join forces; together we can go farther and achieve a great deal more.

At the beginning of 2007, we became one big company. We have 400 employees worldwide and are proud to serve 4,000 customers. Following a thorough investigation of our combined offerings, we decided to proceed with a suite that consists of eight best-of-breed products—our two library systems, ALEPH® and Voyager®; and Primo, MetaLib®, SFX, Verde®, Journals Onsite™, and DigiTool®. By the end of 2008, we hope to have all users of Endeavor's electronic product suite on board with these products.

You may be wondering about the implications of this merger for you, our customers. We believe that our enlarged organization is better equipped to provide you with the most advanced solutions as well as ongoing support. We have the means to make a greater investment in research and development, while more staff members are now available to address your current needs. With our recent restructuring, Ex Libris is ready to undertake new challenges and to serve you whenever and wherever needed.

I look forward to meeting you in person at an upcoming industry event or at one of the user-group meetings—EndUser in Chicago, the Ex Libris system seminar in Potsdam, the ELUNA meeting in Spearfish, or the IGeLU conference in Brno.

Thank you for your continued support of Ex Libris and its solutions. Here's to another year of fruitful collaboration!

Sincerely yours,

Matti Shem Tov
President and CEO, Ex Libris

Focus on Ex Libris Solutions

Flexible ALEPH 500—Looking Ahead to Version 19



Although new to the ALEPH product management team, I have already discovered how much flexibility this system provides—both in configuration and functionality. One of the challenges in building a system like ALEPH is simplifying the complexity that comes with flexibility: how can ALEPH provide the management options that your library requires without making the setup and routine administrative tasks too difficult? Two new features in the ALEPH version 19 system, scheduled for general release in late 2007, address this question: improved management of library operator privileges and support for batch processes. With these features, libraries will save considerable staff time while continuing to enjoy all of the rich system-management options that ALEPH offers.

Staff permissions, which have been redesigned in response to suggestions from the staff-privileges focus group, are being implemented in two phases. The first phase, implemented in ALEPH version 18, added more user information and password attributes, as well as new reporting capabilities; the second phase, coming in version 19, brings usability enhancements to the user interface and introduces activity-based assignment of permissions. By basing privileges on the various activities that occur in each module, version 19 facilitates navigation for system administrators and enables them to select appropriate options from the permissions tree.

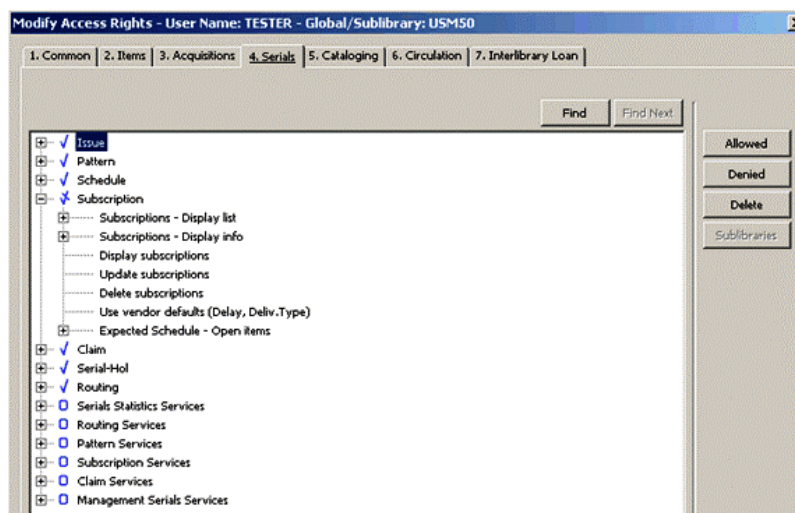
This new structure offers hierarchical permissions. If an operator is permitted to perform all functions related to a circulation loan, an administrator needs only to select the "loan" option from the permissions tree, not all of the individual privileges associated with a loan. Of course, ALEPH version 19 still enables operators to select or deselect individual options in a functional area, thus striking a nice balance between ease of use and the granularity

that many libraries desire.

Addressing customer feedback on the complexity of batch-job management, particularly within consortia, version 19 improves support for batch-job management and introduces a new interface for scheduling and monitoring batch jobs. By consolidating all the data about a particular batch job, this interface helps operators analyze output and log files. From this central interface point, an operator can view parameters for previous processes, with options to modify and re-execute the job; review the outcome of a particular job; filter the list of specific processes based on execution details; and activate or deactivate individual processes.

Coupled with improved queue-management capabilities, the log analyzer feature of version 19 checks log files for errors and other issues requiring review and alerts appropriate staff to these situations. Thus, if a batch process stops in the middle or a log file indicates a specific error, the ALEPH system can automatically send an e-mail message to the staff members responsible for or affected by that situation.


As the ALEPH version 19 development process reaches its midpoint, Ex Libris is testing the completed features, including those for staff permissions and batch-job management, both internally and with customer groups. We will keep you updated with more details as work continues and will offer a sneak peek at ALEPH version 19 features in action at upcoming user-group conferences!



A new interface for staff permissions simplifies the assignment of operator privileges. A check indicates that all tasks are allowed; a check with a line through it indicates partial permissions; and an empty box indicates that no permissions are active.

Contributed by [Kathryn Harnish](#), director of ILS products and ALEPH product manager

Voyager—Traveling to New Horizons

 Four eventful months have elapsed since the Voyager integrated library system became an intrinsic part of the enriched Ex Libris product suite. During this period, the Voyager product management and development

teams have been busy with exciting upcoming product releases. Our Voyager development team—doubled in size over the last few months—is focused on ensuring that Voyager will continue to provide an excellent solution to meet evolving library needs.

We are currently finalizing Voyager 6.5, a release that addresses several important functional requirements. Highlights of this release include:

- **Improved display of results**, with better reference-list groupings and headings. Headings are sorted and displayed alphabetically within each heading type (for example, *See* and *See Also*), creating a more logical display of this data for staff and patrons.
- **Enhanced patron privacy**, made possible by removing social security numbers from the Acquisitions/Serials routing-list display. Ex Libris is especially pleased to be addressing this issue in version 6.5, as privacy was designated a priority in the 2006 enhancement requests process.
- **Better handling of data from bibliographic enhancement services** when multiple 020 fields occur in a bibliographic record. In version 6.5, Voyager displays only one cover-art image per record, regardless of the number of 020 fields present, and thus improves the OPAC display. This enhancement is another issue that customers evaluated as high priority in the 2006 enhancement voting.
- **More precise options for selecting a pickup location for material.** In earlier versions, patrons placing requests were presented with a list of all available pickup locations, some of which were invalid. Voyager version 6.5 displays only valid pickup locations as options. In addition, libraries using the Universal Borrowing module are now able to decide whether Voyager will offer the default preselected pickup location or the patron will specify the pickup location for all requested items. Both of these enhancements address the need to streamline the library patrons' material request process.
- **Increased block granularity in Universal Borrowing**, improving patron-privilege management. If policies are violated at a consortium member library, other member libraries can select individual block reasons for restricting a patron's library privileges at the patron's home library.
- **Improved decision-making support** for administrators. Analyzer dashboards enable administrators to take a quick glance at library metrics and key performance indicators. By reducing the time needed to review multiple reports, this feature facilitates data-driven decision making and improves the use of library resources.

The integration of Voyager with the new Ex Libris Primo solution for the discovery and delivery of all types of local and remote institutional resources is scheduled for the second quarter of 2007. The development effort is currently focusing on harvesting information from Voyager and making it available through the Primo publishing platform, as well as providing options for a patron to link back to Voyager for full holdings details, patron information, item requests, and more.

We are now finalizing plans for Voyager 7.0, with the release scheduled tentatively for the fourth quarter of 2007. Voyager 7.0 will address enhancement requests from the 2006

enhancement-request process. These include "look and feel" improvements for WebVoyage; increased support for standards such as NCIP, SIP2, and EDI. We will provide additional information about the Voyager 7.0 release once all of the candidate projects have been evaluated and scheduled for development.

The Ex Libris support and development teams will continue to evaluate, prioritize, and correct software issues in patches and service packs, which will be made available on a regular basis and as customer needs dictate. We fully expect several releases of this nature between now and the release of Voyager 7.0.

Contributed by [Mike Dicus](#), Voyager product manager

So How About those METS?



The DigiTool digital asset management system supports many standards represented by many acronyms. Some of these standards—MARC, DC, and Z39.50, for example—are very familiar. Others—such as MODS, EAD, and PREMIS—are less so. This article takes a look at one of the fast evolving standards to describe digital objects, METS.

What is METS?

The Metadata Encoding and Transmission Standard (METS) is a data communication standard that uses the XML Schema Language of the World Wide Web Consortium to encode descriptive, administrative, and structural metadata for objects in a digital library. An initiative of the Digital Library Federation, METS is under development by an international editorial board, and is maintained in the Network Development and MARC Standards Office of the Library of Congress. Designed in conformance with the Open Archival Information System (OAIS) Reference Model, a METS document encapsulates digital objects and metadata as information packages that can be transmitted and/or shared between digital repositories, disseminated via the Web, and archived for long-term preservation and access.

What is a METS profile?

A METS profile is basically a container for other standards and as such is very open. METS profiles are intended to describe a class of METS documents in sufficient detail to provide authors of documentation and programmers with the guidance that they require to create and process documents to conform to their repository profile.

Why do we need METS?

The Library of Congress [METS Web site](#) gives us a simple answer:

"Maintaining a library of digital objects of necessity requires maintaining metadata about those objects. The metadata necessary for successful management and use of digital objects is both more extensive than and different from the metadata used for managing

collections of printed works and other physical materials. While a library may record descriptive metadata regarding a book in its collection, the book will not dissolve into a series of unconnected pages if the library fails to record structural metadata regarding the book's organization, nor will scholars be unable to evaluate the book's worth if the library fails to note that the book was produced using a Ryobi offset press. The same cannot be said for a digital version of the same book. Without structural metadata, the page image or text files comprising the digital work are of little use, and without technical metadata regarding the digitization process, scholars may be unsure of how accurate a reflection of the original the digital version provides. For internal management purposes, a library must have access to appropriate technical metadata in order to periodically refresh and migrate the data, ensuring the durability of valuable resources"

METS and DigiTool

Ex Libris has partnered with [CCS GmbH](#), a provider of content conversion and digitization services, to develop new METS features for the next release of the DigiTool system, scheduled for the second quarter of 2007. This collaboration will enable DigiTool to support compound digital objects created by CCS in the METS format, rendering the DigiTool system a natural digital asset environment for CCS customers. Similarly, DigiTool customers will be able to take advantage of the sophisticated technical services provided by CCS—the developer of docWORKS, a product that converts content into a high-quality digital format while preserving the text, metadata, and compound structures of the original material.

Among the METS options that the upcoming release of the DigiTool system will offer are the following features:

- An improved viewer that will:
 - Enable both users the DigiTool Resource Discovery module to view a METS file as one object. This makes it easy to find a specific result in a result set, open the METS file at the relevant location, and navigate between the occurrences of highlighted words that appear in the object. This is especially helpful for navigating the pages of books. Each page of the book represents one file. Thus, a book with 100 pages can contain upward of 100 discrete files. An option to search for a word in a specific METS file will also be added. The user will be presented with a relevant result list from the specific document within the METS.
 - Provide support for [ALTO](#). Although not part of METS, ALTO does accompany and enhance support for METS digitized objects. Designed to be used as an extension schema to METS, ALTO is a standardized XML format that stores layout and content information. METS provides metadata and structural information about the digital object, whereas ALTO stores content and physical information such as layout information and the text of printed pages of books, journals, and newspapers that has been recognized by OCR software. The upcoming DigiTool version will also support the highlighting of words in TIFF images on the basis of

the information stored in ALTO files.

- An enhanced CVS loader to assist laypeople in creating METS files. Creating a METS file is a difficult task, requiring a deep understanding of the METS file structure and XML. A new column containing hierarchical structure information will be added to the CVS file.

For additional information on METS, see <http://www.loc.gov/standards/mets/>.

Contributed by [Yaniv Levi](#), DigiTool product manager

SFX for the Korea Electronic Site License Initiative Consortium



In 1999, a group of Korean libraries came together to establish the Korea Electronic Site License Initiative (KESLI) consortium. The goal of this consortium was to greatly expand the availability of foreign scholarly information by purchasing electronic journal site licenses from publishers and information providers in a collective fashion—ensuring lower prices per institution and thus the ability to purchase a greater volume of electronic material. Eight years after the establishment of KESLI, over 400 libraries are active members, and the consortium contracts most of the e-journal licenses for its member libraries.

KESLI, part of the National Digital Science Library project, run by the government-supported Korea Institute of Science and Technology Information (KISTI) research institute, is aimed at building a "one-click" gateway to all foreign scholarly information.

Although resource-sharing models are popular with libraries in the western world, Korean libraries have traditionally implemented independent library systems run by their own staff on their own hardware. Thus, excitement at Ex Libris Korea was great when KISTI, after a thorough survey of link resolver providers, chose the SFX link resolver to provide services to the consortium's members. These services include SFX hosting, hardware purchasing, hardware maintenance, and backups. This consortium model will enable member libraries not only to enjoy the leading SFX linking solution but also to save on hardware and staff costs. The SFX link resolver will be configured to maximize implementation and maintenance efficiency based on the subscription information of the participating institutions.

Jun Hong, managing director of Ex Libris Korea, commented on the consortium's new step: "We expect this SFX model to open a new era of library application consortia in Korea, in which group purchasing goes beyond common resource sharing among libraries. We are pleased to welcome the first six KESLI consortium members—Hoseo University, Inje Medical College, Korea Research Institute of Bioscience and Biotechnology, National Veterinary Research & Quarantine Service, Sahmyook University, and Sungshin Women's University—to the Ex Libris user community."

Contributed by [Jun Hong](#), managing director, Ex Libris Korea

Invigorating the ERM License Expression Delivery Initiative



In an *Ex Libris* article published in 2005 ("[Verde Leads Industry in ERM Standardization Initiatives](#)"), I wrote about some nascent standards work governing publishers' provision of license terms to electronic resource-management (ERM) systems in an XML format. Although an attractive idea to all interested parties—publishers, ERM systems, and libraries—the standards process stalled during much of 2006. Fortunately, this process was invigorated in December 2006 at a meeting hosted by Ex Libris at the company office in Boston and is back on track with a draft to be issued in mid-2007. This article discusses issues that delayed the process in 2006, the decisions and agreements made in December of that year, and the milestones expected in 2007.

The Digital Library Federation (DLF) funded standards work and published the DLF ERMI (Electronic Resource Management Initiative) specification in 2004. That document describes data elements relating to licensing that are deemed essential for any electronic resource management system to support. These over 150 data elements—not every element is needed for every license—generally describe what rights a user of electronic resources has to print, copy, share, save, and lend the material that the user has located.

One of the key roles of any ERM system is to enable libraries to enter, manage, retrieve, and apply license terms. Current practice, in the absence of license-expression delivery, has libraries reading, parsing, and interpreting the legal language contained in a license or contract and then entering the terms into their ERM system. This license analysis and entry process is both intellectually taxing and clerically demanding. Since the release of the first ERM systems, libraries and ERM vendors have looked for ways to automate the license completion process.

The License Expression Working Group, chartered by several parties interested in the exchange and delivery of license data, originally consisted of 59 members. The group of active participants, however, is much smaller—about a dozen. Much of the initial conceptual work was done by the EDItEUR organization, a British membership group that works closely with the book publishing industry. EDItEUR developed the ONIX for Books standards in 2001, has been deeply involved in developing three ONIX for Serials standards, and is working with various rights management organizations in the UK to find a way to automate the license completion process. Another very interested party involved in this effort is the Publishers' Licensing Association in the UK.

The EDItEUR ONIX for License Expressions specification introduced a three-dimensional approach to license expression. Any set of permissions was based on a combination and interaction of three distinct factors: the **user** (and by extension, the user's status—citizen, student, professor, faculty member, or researcher), the **item** (article, book chapter, PDF file, or related digital object to be licensed), and, finally, the **action** to be taken (save, download, put on reserve, print, share with a colleague, and so on).

Although extraordinarily versatile, the EDItEUR approach was seen as overly complex in the context of the "flatter" and simpler DLF ERMI specification for licensing management. Developers of ERM systems were not eager to make their licensing management modules even more complicated, with customers saying that library e-resource processing steps were complicated enough. During much of 2006, the working group shared ideas,

proposals, and various approaches, largely by e-mail, but with no breakthroughs and minimal progress.

At the December meeting hosted by Ex Libris, all parties reaffirmed their interest in reaching an agreement that would deliver license expression in the most efficient way possible. Discussion took place on various use cases for license transmission. Not only are publishers interested in transmitting their licenses to customers, but customers want to use the license-expression model as a way of sending revisions and objections back to the publishers—a use case that, in effect, makes license expression the payload of bidirectional negotiation. Furthermore, consortia expect to distribute their local license interpretations to fellow members, who argued for a simple yet elegant license expression and distribution approach as well. Finally, subscription agents have an interest in acting as intermediaries for license distribution and aggregation, and want to pursue efficient techniques for playing that role.

At the meeting, a new approach was suggested. The ONIX for Licensing draft would be expanded to include an “ERMI dialect”: the ONIX licensing format would include a new set of license terms that repeat the three-dimensional ONIX license expression but “flatten” it into the format expected by ERM systems. As agreed, both the ONIX representation and the ERMI dialect version would be of equal force, as they are simply two ways of expressing the same data.

The ONIX development staff is now revising the license-expression proposal to include the ERMI dialect. The draft proposal should be ready for distribution and comment by the time that this article is published.

What happens next? Upon the release of the draft license-expression proposal, publishers and ERM systems will examine it and submit comments and suggestions. NISO will publish a final draft edition—a “Draft Standard for Trial Use”—which is tantamount to telling the industry, “Begin working with this!” Publishers will start to output test license-expression data to their customers, and ERM systems will adapt their existing license loaders to handle the bidirectional aspects of license sharing.

If all goes as planned, the publishing industry will embrace license-expression exchange as a way of delivering licenses to customers, and ERM-based license data entry will largely become a thing of the past.

Ex Libris and the Verde team are proud to be active participants and supporters of this important industry initiative.

Contributed by [Ted Koppel](#), Verde product manager

Primo: a New Approach for a New Generation of Library Users



In the last 10 years, the expectations and behavior of library users have been undergoing a major change. The widespread adoption of Web search engines and other Internet tools and services and the emergence of players such as Google Scholar and Windows Live

Academic in the scholarly information-retrieval arena have reduced users' dependence on

library support to fulfill their information needs.

Faced with competition in what used to be their exclusive domain, libraries are looking for ways to adapt to a changing world and keep their services relevant for today's information seekers. Librarians realize that to address users' needs adequately, not only does their library need to offer better discovery tools, but it must also supplement the discovery process with precision delivery tools. Furthermore, libraries need to make the research process engaging and integrate it into users' normal workflow.

Before moving forward and introducing new applications in their libraries, librarians need to better understand why users look elsewhere for information despite their respect for and trust in the library's resources. There is no doubt that the major force behind the users' behavior is the value that they assign to the ease of use, ease of access, and speed that characterize Internet tools and services. Web search engines are more fun to work with, offer immediate satisfaction, are easy to learn to use, and focus on online materials. Other factors that encourage users to look for information outside the library include the consolidation of information of various types in what seems to be a single environment; and social computing features that enhance the information-seeking process with community input and enable users to share their expertise.

Although libraries may not measure up to the prevalent Internet tools and services when it comes to speed, simplicity, and convenience, a library has several important advantages over these Internet tools:

- A library offers quality information resources that librarians have carefully selected to meet their users' needs.
- Library collections are thoroughly described by metadata, which can and should be used to provide the users with accurate tools for discovery, such as faceted browsing.
- A library can usually obtain items for a user, regardless of where the items are or whether they are physical or electronic. The library's ability to deliver items prevents much user frustration, a problem that often characterizes searches on the Web.
- A library can integrate the research process into the library environment, the institutional environment, and other environments, such as user spaces (for example, del.icio.us and Connotea).
- Library-specific information, such as the number of copies, the circulation rate of physical items, and the number of downloads of electronic items, can be applied to enhance algorithms for relevance ranking and recommendations.
- A library can tailor the user interface to its own users and align the research interface with other institutional interfaces.

Responding to libraries' quest for new ways to keep their users, Ex Libris has developed the Primo® discovery and delivery solution, scheduled for general release in May 2007. The Primo system enables libraries to offer an authoritative information landscape to their users through a single, intelligible, appealing interface. A library creates this information landscape by harvesting data from resources of various types, such as the library's catalog, digital repositories, and e-learning systems. With the MetaLib® metasearch engine, the library can integrate searches in remote resources into the search process.

Not only does the Primo solution enable users to locate information of various types quickly and accurately, but it also provides an availability statement for each retrieved record, indicating whether the item is available and in which manner. In addition, Primo provides a “Get It” link to the service that is most relevant to the specific record, such as the full text of an article that is available online, the holdings information of a physical item that is currently in the library, or a request for items that are on loan.

Incorporated in the Primo user experience are multiple elements that adhere to Web 2.0 concepts, such as social computing features, including tags, ratings, and reviews that members of the institution’s user community can share with each other or with communities in other institutions. In addition, the Primo system is integrated with other environments—for example, users can move items from their Primo space to a personal space in their Connotea account.

To remain relevant and continue serving as trusted resources of knowledge, libraries need to adapt to the changing world and accommodate the current and future information needs of a new generation of users. Primo will undoubtedly be able to bridge the gap between library offerings and user expectations.

Contributed by [Tamar Sadeh](#), director of marketing, Ex Libris

Primo Charter Members

In January 2007, Ex Libris was pleased to welcome six institutions to its Primo Charter Members Program: Boston College, the College Center for Library Automation (CCLA)—providing a shared system for 28 community colleges in Florida—the Cleveland Museum of Art, Iowa State University, the University of Iowa, and the University of East Anglia. The Charter Members Program provides these leading institutions with an opportunity to collaborate with Ex Libris on the development of the Primo discovery and delivery solution—a product that institution officials believe addresses immediate library needs.

The new Ex Libris Primo solution enables libraries of all types to respond to the shifting needs and preferences of today’s users by delivering content and services wherever and whenever users need them and in the way that users expect them. Capitalizing on the richness of library resources, Primo exposes the trusted and reliable content of these library collections and enables users to obtain accurate, high-quality information quickly and easily. Primo provides libraries with a mechanism for reclaiming their position as the preferred starting point for users in search of information.

The Primo system is the most recent example of Ex Libris Group’s commitment to developing products in coordination with customers and development partners. This approach has proven to be an excellent way to ensure that every product meets the current and future expectations of the market. The Primo Charter Members Program is the second phase in a two-tiered approach that Ex Libris has taken to bring this exciting new product to market. Primo development partners were brought on board during the earliest stages of the system’s design. After confirming that the Primo product vision was focused and on target, the charter members joined Ex Libris and Primo development partners in compiling a list of features and functions that is unmatched in the library marketplace.

Development partners and charter members have expressed their commitment to remain intimately involved with Primo even after its initial release. Quarterly focus-group meetings have already been scheduled to gather information that will assist Ex Libris in continually honing the Primo system to meet current industry needs and to better design the product to handle new technologies as they are introduced. Primo is poised to be the market leader when it is released in May 2007—and well into the future.

"All of the Charter Members Program institutions share the Ex Libris vision and strategic direction and have shown a strong and abiding interest in defining and influencing the future of library information systems," commented Dan Trajman, president of Ex Libris, Inc. "The creation of a product like Primo constitutes a revolution in the discovery and delivery of scholarly information. Thus, Ex Libris found it important to have customer institutions involved in the development, refinement, and testing—especially usability testing—of this world-class product."

Paul Soderdahl, director of library information technology at the University of Iowa, added, "Primo is designed as the means for end users to search, find, and get the information they need for their scholarly work, wherever and whenever they need it. It is a pleasure to be part of the team that has influenced, and will continue influencing, the development of this exciting new product."

"Exploring a range of social computing features, including tagging and reviews, will add value to the information-seeking experience," observed Dr. J. Richard Madaus, executive director of the College Center for Library Automation (CCLA). "CCLA is committed to providing our patrons with cutting-edge products. We feel that Primo promises to provide added options in the discovery and delivery of information."

Bob Gerrity, director of library systems at Boston College, summarized the Primo program, noting, "It is not every day that a product like Primo comes along—it is even rarer to be able to be a part of its development. As part of the Primo Charter Members Group, Boston College is able to help develop a product that we believe will become a standard offering—even a critical offering when libraries consider user retention—in many libraries in the very near future."

For additional information on Primo, see <http://www.exlibrisgroup.com/primo.htm>.



Kittly Inglis, library and learning resources director of the University of East Anglia, and Julie Booth, managing director of Ex Libris (UK) sign a 'Memorandum of Understanding' celebrating the University's participation in the Primo Charter Members Program



The UK launch of Primo at online information 2006 (London)

Contributed by [James Maguire](#), marketing manager, Ex Libris and [Alan Oliver](#), business development manager, Ex Libris (UK)

Q&A

MetaLib 4.0

This section of the newsletter is designed to provide our readers with a place to ask specific questions regarding the Ex Libris products and their functionality. Questions may be addressed to Laura Gilinski at laura.gilinski@exlibrisgroup.com. Please note that while we will address a number of the questions received, we may not be able to answers all of them in the next issue.

In February 2007, we conducted a Webinar to highlight the recent release of MetaLib 4.0. A large number of questions were eliciting from the over 350 participants. A few of the most frequently asked are presented here. The complete MetaLib 4.0 FAQ can be found on the [Ex Libris Documentation Center](#).

When will MetaLib 4.0 be available?

The MetaLib 4.00 general release was at the end of December, 2006. We are now in the process of gradually rolling out version 4.0x to existing customers. Upgrades to MetaLib 4.0 are being coordinated by local Ex Libris offices and distributors for their customers. Installation of MetaLib 4.0 for new customers is scheduled as part of our standard implementation process.

What are some of the changes that customers can expect to see in this new version?

MetaLib 4.0 provides many exciting new features and enhancements to existing functionality:

- Topic clusters, and author, date, and journal title facets provide users with a powerful new navigation tool.
- The fully accessible user interface ensures MetaLib is accessible to as many users as possible regardless of challenges they face.
- Enhanced interoperability capabilities of the MetaLib X-Server offer libraries even more options for integrating MetaLib into their own environment.
- Direct access to the SFX A-Z list of journals through the MetaLib user interface enables users to take advantage of advanced SFX search functionality, browsing options, and pre-assigned or local e-journal categories.
- Expansion of the MetaLib KnowledgeBase enables users to access a variety of new resources of global and regional interest.

Will MetaLib 4.0 upgrades be applied by the customer or by Ex Libris?

MetaLib 4.0 introduces a new, customer-driven upgrade process – MetaLib Upgrade Express. Using this tool kit existing customers can complete their own MetaLib 3.13 to 4.0x upgrade. Alternatively, your local Ex Libris office or distributor can be contacted to discuss availability of cost-added service options.

Is MetaLib hosted by Ex Libris?

Ex Libris provides a number of hosted options for MetaLib customers. Please contact your local office or distributor for additional information.

What will be the relationship between MetaLib and Primo?

MetaLib is an integral component of Primo for customers who wish to provide metasearching of remote information resources within the Primo unified search interface. Primo harvests and indexes local data and other harvestable resources through its publishing platform. MetaLib serves as the Primo metasearch engine for accessing remote information resources. By selecting Primo, users will have the ease of using a single interface to search local and remote resources.

Will MetaLib be more tightly integrated with Verde in the future?

We are committed to further enhancing integration between all of the Ex Libris products, including integration of MetaLib, Verde, and SFX.

Is it true that MetaLib only allows simultaneously searching 8 databases?

There is no technical limit to the number of databases that can be simultaneously searched with MetaLib.

The optimal number of databases that can be simultaneously searched without performance degradation depends on a number of factors, including hardware and system configuration, network bandwidth, number of concurrent and peak users. Equally important is how search results are displayed to users when a large number of resources are searched simultaneously.

Is the MetaLib 4.0 user interface accessible?

Ex Libris is committed to making its Web-based applications accessible to as many users as possible regardless of the challenges that they face. As new technologies emerge, we make every effort to improve the accessibility of our products.

The MetaLib 4.0 user interface was developed to comply with leading international accessibility and industry standards: the W3C Web Content Accessibility Guidelines 1.0, level A; and Section 508 of the Rehabilitation Act (29 U.S.C. 794d).

What types of user authentication systems are supported by MetaLib 4.0? Can users be authenticated against a Voyager patron database?

All Ex Libris products that enable user authentication use the Patron Directory Services (PDS) authentication/authorization module included with each product installation. The PDS module supports a wide range of authentication methods:

'Local' authentication against MetaLib's own user database that may include user records loaded from another system.

'Remote' authentication against library, university, and consortia-wide systems such as library or institutional proxy servers; library system patron files (e.g., ALEPH or Voyager); LDAP or Microsoft Active Directory servers; CAS; Shibboleth framework

PDS supports single sign-on (SSO) methods. Authentication transactions may be configured to run under SSL.

Who develops the MetaLib resource connectors?

All MetaLib resource configurations, or 'connectors', are developed by the MetaLib Central KnowledgeBase Team. No MetaLib resource configurations are developed by third parties.

How often is the MetaLib KnowledgeBase updated?

The MetaLib Central KnowledgeBase (CKB) is updated monthly. On occasion, a change affecting a widely-used resource may necessitate an interim update. MetaLib customers initiate the CKB update process from their own MetaLib installation on demand. The update process provides all newly-added CKB resources and changes to existing CKB resource configurations.

Can MetaLib be used with a non-SFX link resolver?

Yes. Some MetaLib functionality may not be available if the link resolver does not offer the superior functionality provided by SFX.

I have other questions about MetaLib 4.0 – where can I find more information?

MetaLib customers may download MetaLib 4.00 release notes, with additional information about the new and enhanced features, from the Ex Libris Documentation Center.


Prospective MetaLib customers should contact Ex Libris for additional MetaLib 4.0 information, including a live demo.

Initial MetaLib information can be obtained from the Ex Libris website (<http://www.exlibrisgroup.com/metalib.htm>)

Contributed by [Karen Groves](#), MetaLib product manager

News from Around the World

Iowa State University Goes Uniform with Ex Libris

 In December 2006 Iowa State University purchased four leading Ex Libris software components – SFX OpenURL link resolver, MetaLib metasearch library gateway, the Verde e-resource management system, and Primo – the Company's next-generation, user-centric discovery and delivery solution.

In an effort to strengthen the technological platform of the library by increasing the stability and cross-product integration of its systems, Iowa State shifted away from using products from a number of technology providers. Though each of the institution's previously run products provided value on its own, the total cost of ownership of this multi-vendor approach was too high. In an effort to best position the library for the future, a decision was made to move to a single provider for a complete core technology and services solution.

Recent advances in Web technology have made it increasingly important for libraries to stay ahead of the curve when it comes to implementing new solutions. The next generation of the Web, commonly known as Web 2.0, has become the libraries biggest competitor, but also biggest opportunity. When looking for information, many users first attempt to utilize search engines like Google, or powerful web tools such as Amazon. Often, the sheer quantity of the results sets offered by these options turn users back to their library very quickly. Ex Libris and our customers understand that libraries can still provide the “last mile” of service to their users via access to authoritative, scholarly content. The challenge for libraries is to re-engage users within this context, by providing them with updated, user-centric solutions to access the information they require. Iowa State recognized this and has plans to utilize Ex Libris products to facilitate this new service-based architecture for its libraries and diverse user community.

“The Library at Iowa State University prides itself on providing our students and faculty with the best technologies the market has to offer. We are currently engaged in a major redesign project for our website, aimed at energizing and revitalizing its functionality and services to meet the increasing demands of our users. In this process we have identified a number of primary expectations that draw upon Web 2.0 concepts: user-centric design, collaborative workspaces, and quick, easy, and effective search and retrieval of library resources regardless of format or location.” said Olivia Madison, Dean of the Library at Iowa

State. "With these goals in mind, we found Ex Libris had the product portfolio we were looking for to support our objectives. They possess a strong market presence and excellent reputation within the research library community."

Ex Libris was honored that Iowa State University became a member of the Primo Charter Members Program and will be involved in the continued development and testing of Primo. According to library administration and staff Primo—a revolutionary product for the discovery and delivery of scholarly information resources—is the perfect fit for the Library's Website redesign and resource discovery strategy. This is because the basis for Primo design is the latest in search technologies and social computing paradigms. Primo technology goes one step beyond current search engines and other online tools, by allowing libraries to leverage their ability to provide access to physical and electronic information resources from one place. By normalizing and enhancing search result data, Primo presents users with rich, relevant information accompanied by situation-specific delivery options that the user can act on. These strengths, coupled with Primo's user friendly design, are excellent transition points in designing the library of the future.

Contributed by [Dave Stout](#), sales manager, Western division, Ex Libris USA

2006: an Excellent Year for Ex Libris China

A new milestone was reached by Ex Libris China during 2006, as the ALEPH 500 integrated library system (ILS) took first place in the number of Chinese installations of an ILS developed outside of China. The latest institutions to switch to production with ALEPH 500 include the Beijing Foreign Studies University, Beijing University of Technology, and Capital Normal University.

Not to be outdone by the number of new ALEPH 500 ILS installations, the SFX link resolver and MetaLib gateway and metasearch system continue to be best sellers in the Chinese market. Since 2004, over 90% of all link resolver and metasearch-solution sales in China have gone to Ex Libris products. In 2006, Ex Libris China was pleased to welcome Beijing Foreign Studies University, Beijing Institute of Technology, Beijing University of Technology, Capital Normal University, Nanjing Normal University, and Xiamen University to our constantly growing MetaLib/SFX customer community. Beijing Institute of Technology and Xiamen University are both members of the national 985 Project—a strategic project funded by the Chinese government to concentrate resources in a small number of top-tier institutions with the greatest potential for success in the international academic marketplace. Following a long evaluation process, six member universities in this project chose the SFX link resolver.

To keep up with our increasing customer base and maintain our excellent level of service and technical support, Ex Libris China grew in terms of personnel and activity during 2006. The establishment of the China Consortium of Ex Libris Products User Group (CCEU) service forum was highly appreciated by our Chinese-speaking customers, who regard it as a worthwhile innovation. The CCEU service forum came in response to requests from members who participated in the 2006 CCEU annual user group meeting. In addition to Chinese attendees, quite a few native Chinese speakers hailing from North America participated.

Following an exciting 2006, Ex Libris China is looking forward to a great 2007.

Contributed by [Fucheng Shen](#), managing director, Ex Libris China

The CGVlibrary Consortium Grows with SFX and MetaLib



In June of 2006, the CGVlibrary consortium, established by the Consultative Group on International Agricultural Research (CGIAR), launched the MetaLib gateway and metasearch system and the SFX link resolver in the organization's 15 libraries worldwide. The MetaLib/SFX solution offers Internet searching and linking functionality that guide CGIAR users to high-quality resources on topics such as agriculture, hunger, poverty, and the environment. Researchers logging on to the [CGVlibrary](#) are now able to access the online libraries of the CGIAR centers and Secretariat, over 4,000 e-journals, 85 subscription journals, and information from 160 different external databases.

CGIAR is a strategic alliance of countries, international and regional organizations, and private foundations united in their mission to achieve sustainable food security and reduce poverty in developing countries through scientific research and research-related activities in the fields of agriculture, forestry, fishery, policy, and environment. CGIAR works through 15 international agricultural centers that coordinate work with national agricultural research systems and civil society organizations, including those in the private sector.

One CGIAR user explained that an important advantage of the CGVlibrary is that it provides access to CGIAR's "gray" literature--useful information that has not been published in refereed journals. That user also found the search results to focus clearly on the theme under investigation. When searching standard databases or through Google Scholar, researchers tend to end up with large quantities of information that is secondary to what they are looking for. But searching in CGIAR libraries yields the information that researchers in agriculture require.

Luz Marina Alvaré, head of IFPRI Library and Knowledge Management and the design and development project leader for CGVlibrary, noted that the virtual library was inspired by needs expressed by CGIAR researchers and collaborators for a one-stop information shop. Information that was previously scattered around the world, across CGIAR libraries and other leading agricultural information providers, has now been brought together in one place.

CGVlibrary joins an ever-growing community of agricultural libraries using Ex Libris products. These include the Japanese Agriculture, Forestry, and Fisheries Research Information Center, which runs the MetaLib/SFX solution, the Agricultural and Food Library of the Czech Republic, and the Czech University of Agriculture. The latter two institutions run the ALEPH 500 integrated library system.

Contributed by [James Maguire](#), marketing manager, Ex Libris USA

Colorado School of Mines Digs Voyager Analyzer

Founded in 1874, the Colorado School of Mines (CSM) is a public research university dedicated to educating students and professionals in the applied sciences, engineering, and associated fields, with a particular expertise in the development and stewardship of the earth's resources. The Arthur Lakes Library is CSM's specialized technical library and also serves as a regional center for information in engineering and related sciences. The library's collections include more than 115,000 volumes, 18,000 serial and journal titles, 260,000 government publications, 400,000 microforms, and 202,000 map sheets.

Improving library report generation

Following a thorough evaluation of its internal operations in the late 1990s, the Arthur Lakes Library selected the Voyager integrated library system in 2000. While Voyager has continually helped the library automate its operational processes, the number of reports required for addressing specific projects has increased in recent years. Historically, the staff at Arthur Lakes employed Microsoft® Office Access™ database software to create and update reports (and in most cases used Microsoft Excel® to "output" the reports), but many staff members found Access a cumbersome and unwieldy tool. Thus, the library identified a need to investigate alternative reporting tools.

The library decided to adopt the Voyager Analyzer™ reporting and analysis module, largely because of the software's ability to bring business intelligence capabilities into the library environment. By offering a Web-based, graphical interface designed to simplify data collection and evaluation, Analyzer improves the efficiency of generating and distributing internal reports.

Not only has Analyzer enhanced the library's ability to generate and distribute standard reports, but it has also enabled staff to proactively respond to *ad hoc* information requests. Analyzer also helps the library better understand patron payment patterns and assists in managing the collection of outstanding dues.

"In general, Analyzer lets you set up reports to generate a PDF file or an Excel spreadsheet. You can also specify how often you want the report to run, be it daily, weekly, or monthly. After you've done this once, you're done," stated Laura Guy, systems librarian at the Arthur Lakes Library.

Time Savings and Automated Output

In the past, the Arthur Lakes staff generally produced and ran between 20 and 30 reports a week, "a combination of reports that are issued regularly, such as the loading of government documents, and specialty, one-time reports," said Guy. Additionally, the circulation desk generates a mix of standard and *ad hoc* reports.

Guy sets up a report of serials holdings and schedules it to run on a weekly basis. Analyzer automatically generates an Excel spreadsheet and sends the content by e-mail to appropriate staff members. "This saves me a huge amount of time and stress, as it's quite frustrating when your system is tied up and you can't do anything else. Generally, the

whole process takes 15 seconds."

Providing Insight into Circulation Information

Guy was recently approached by the director of Arthur Lakes Library, Joanne Lerud-Heck, who was looking for specific information related to the circulation desk. Essentially, Lerud-Heck wanted to know what the busiest day of the week was for circulation staff. Similarly, she was interested in learning what hours of the day were the most active. Lerud-Heck needed the statistics for determining appropriate staffing at a key service point in the library, thus ensuring that patrons' needs would be met quickly and effectively.

"We rapidly defined a date range in Analyzer to provide a picture of the most active circulation times during that period," recalled Guy. "We were also able to create a colored graph to further demonstrate fluctuations in circulation activity."

In addition to its role as an academic library, Arthur Lakes serves a large public community, with several hundred patrons paying an annual membership fee. Prior to adopting Analyzer, the circulation staff experienced difficulties tracking patrons who owed membership dues in a particular month, patrons who were current on their memberships, and patrons whose memberships were past due. Guy was able to convert membership data into Analyzer reports that run automatically every week and are sent via e-mail to the appropriate staff members, who receive "a beautiful little PDF file." This is clearly another area in which the library has been able to save time.

Looking Ahead

Because of Analyzer's intuitive nature, Guy sees the effects of the software on different departments in Arthur Lakes Library. Instead of staff members requesting information from her, they can now create reports themselves. Addressing the long-term vision of the library, Guy said, "As staff becomes more comfortable with the software, they might start thinking about different ways to apply the solution to various problems. And we like the idea that a tool like Analyzer may make people think in ways they haven't before. There's a paradigm shift at Arthur Lakes, as we all get more comfortable with what Analyzer can do."



The Arthur Lakes Library at the Colorado School of Mines



The main entrance to the Colorado School of Mines

Contributed by [Randy Frink](#), director of marketing, Ex Libris

Cataloging and Cricket in New Zealand

Over 55 delegates representing 26 Voyager customers from Australia and New Zealand attended the annual ANZREG (Australia & New Zealand Regional User Group) meeting hosted by the National Library of New Zealand and jointly sponsored by Ex Libris (Australia), the National Library of New Zealand, and LCoNZ (Library Consortia of New Zealand). This first two-day ANZREG meeting held in New Zealand in February 2007 was an outstanding success on all counts.

Penny Carnaby, the national librarian and chief executive of the National Library of New Zealand, welcomed the attendees and gave a lively and thought-provoking presentation on the institution's archival and digital strategy vision for the future. Steve Knight, manager of Digital Strategy Implementation, Electronic Services, National Library of New Zealand, then provided a more detailed look at the National Digital Heritage Archive project being undertaken by NLNZ. Simon Huggard, systems manager at Monash University and president of the global EndUser Board, provided the group with an update on Board activities and future directions.

Petros Demetriou, Managing Director, Ex Libris Australasia; Caroline Beatty, Sales Manager, Australasia, and Susie Thorpe, Manager Verde, Australasia, represented Ex Libris by presenting corporate and product updates as well as a demonstration of Primo - the Company's next-generation, user-centric discovery and delivery solution.

The meeting agenda provided the opportunity for a number of Ex Libris customers to share creative and interesting Voyager functionalities and workflows that have been incorporated into their library systems. These presentations covered a broad spectrum of topics including spellcheckers in the OPAC, SMS notices in Circulation, clever call number indexes in the Cataloging module, an Embedded Order Data project in the Acquisitions module, and alternative ways of using Voyager for a definitive "software library" outside of the library service.

Following a busy day of learning, a cocktail reception gave everyone a chance to relax and mingle. The coincidental timing of an Australia versus Zealand cricket match provided fuel for a number of lively discussions and friendly international sporting rivalry between Aussies and Kiwis.



Petros Demetriou addressing the ANZREG audience

Contributed by [Susie Thorpe](#), manager Verde and Voyager, Ex Libris (AU)

Event Highlights

Ex Libris at Online 2007, Sydney, Australia

Information Online is always an important annual conference and exhibition for the Asia-Pacific region online information industry. This year's conference held at the end of January in Darling Harbour, Sydney, Australia, was no exception.

Ex Libris kicked off the conference with a Welcome Party at which customers new and old met with ten Ex Libris staff from Australia and Israel. Matti Shem Tov, president & CEO; Oded Scharfstein, vice president, Asia Pacific; and Petros Demetriou, managing director, Ex Libris Australia were amongst the welcoming team. This informal session was followed by a Directors Meeting, aimed at presenting the Company's strategic and operational plans for the future.

During the conference, Tamar Sadeh, Ex Libris director of marketing, presented a paper on *Recipes for a compelling user experience in the library*. This paper, focused on Primo, was heard by an engaged crowd who expressed much interest in this topic, which continued into the corridors after the session. Our Verde, MetaLib and SFX product review sessions also generated great interest, drawing delegates to the Ex Libris stand for quick demonstrations and brochures.

This combination of informative presentations, demonstrations, and take-away reading, ensured that our last event—an open product seminar featuring Primo, Verde and DigiTool—was oversubscribed. Delegates were willing to huddle and stand so as not miss an

opportunity to see and hear how to strengthen their existing technology platform and increase the usability of their current library systems by harnessing the cross-product integration functionality offered by the Ex Libris e-products platform.

Contributed by [Michele Gaca](#), manager sales operations, Ex Libris (AU)

Primo Debuts in Japan



The eighth Japanese Library Fair and Forum was held in the beautiful harbor town of Yokohama, Japan, in November 2006. As many as 22,000 librarians attended the fair, which is the most important event of its type in Japan.

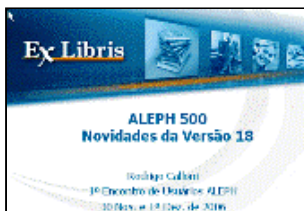
Ex Libris, along with its Japanese distributor, USACO Corporation, was invited to give one of the many presentations that form an integral part of the Library Fair. The Ex Libris presentation was entitled Library Systems in the Google Age.

Like their counterparts around the world, Japanese librarians are aware that libraries must change the way in which they present information to their users. Barbara Rad-EI, Ex Libris marketing and presales manager for Asia Pacific, presented the Primo discovery and delivery solution to Japanese librarians and gave an online demonstration of the product's features. The presentation aroused a great deal of interest among the participants, as evidenced by the number of questions and comments that came from the audience at the end of the session. More than 180 librarians from over 100 institutions attended the presentation.

Ex Libris looks forward to participating in the ninth Japanese Library Fair and Forum, to be held in November 2007. For more information, see <http://www.j-c-c.co.jp/Lf09-eng.html>.

Contributed by [Barbara Rad-EI](#), Ex Libris marketing and pre-sales manager, Asia-Pacific

New Ex Libris User Group Born in Brazil



The first meeting of ALEPH customers in Brazil was held at the end of the 2006, in Sao Paulo, under the auspices of Ex Libris Brazil, the local distributor of Ex Libris products. Participants from fourteen institutions participated in a two day seminar aimed at reestablishing an official Brazilian Ex Libris User Group and learning about new ALEPH, DigiTool, MetaLib, and SFX functionality.

Noteworthy presentations were given by José Luis dos Santos from Pontifícia Universidade Católica do São Paulo on running ALEPH in a Linux environment, and by Michelângelo Mazzardo Marques Viana of Pontifícia Universidade Católica do Rio Grande do Sul on special user services provided with the implementation of MetaLib.

Ori Ainy, Ex Libris sales manager who attended the meeting was pleased with the successful launch of the Brazilian User Group, characterized by the productive discussions held at the seminar, and the positive accolades customers expressed regarding Ex Libris

Brazil. The next Brazilian User Group meeting is scheduled for July 2007.

ALEPH penetration of the Brazilian academic and governmental library market is very successful. Two hundred and fifty libraries in the country currently use ALEPH and one or more of the Company's e-products.



Participants at the Brazilian Users Meeting in Sao Paolo

Contributed by [Ori Ainy](#), sales manager, Ex Libris

Breathless in Seattle – Ex Libris at ALA Midwinter Meeting



Ex Libris USA has long been an exhibitor at the American Library Association (ALA) Midwinter Meeting and Annual Conference. This year's midwinter meeting, held January 19-22, 2007, attracted over 8,000 attendees, who braved the cold and rain to flock to the Washington State Convention & Trade Center in downtown Seattle, WA. As always, this meeting was an excellent opportunity for members from across the United States and abroad to come together to discuss business issues and learn about new trends, products, and services available to libraries.

The large Ex Libris booth, equipped with five workstations at which company staff demonstrated all of the Ex Libris products, stood out among the hundreds of exhibits at the meeting. The booth, which included a conference room for one-on-one customer meetings, was constantly full of librarians, who kept Ex Libris staff on their toes. Visitors had the opportunity to view live demos, meet with our product managers for discussions and questions, and find out the latest on our newest product suite offerings—the MetaLib 4.0C gateway and metasearch system, Primo discovery and delivery solution, and Voyager integrated library management system.

Product seminars on the MetaLib 4.00 and Primo solutions, the Verde electronic resource management system, and Ex Libris consortial offerings were held in conjunction with the conference. All sessions were well attended, with a whopping 100 participants at the Primo session, standing room only for the Verde session, and a combined registration of over 430 for all sessions. The seminars were presented jointly by Ex Libris staff and current customers. *Many thanks to all of the customers who spoke about their experience with Ex Libris products during these seminars.*

In addition to these large-group presentations, Ex Libris held four hands-on seminars on the Voyager Analyzer reporting and analysis system. In these instructor-led sessions, Voyager users learned how the Analyzer module helps libraries make the best business decisions based on a wide range of reports and statistics.

Last but definitely not least, over 500 customers escaped the professional conference exhibits to attend the Ex Libris annual customer reception, held this year at the Seattle Pacific Science Center. Among the exciting exhibits enjoyed by Ex Libris guests were the Center's tropical butterfly house—in which we were surrounded by a plethora of exotic butterfly species—a freshwater petting zoo, a local night-sky planetarium presentation, a giant table and chairs, and a virtual soccer game.

Contributed by [James Maguire](#), marketing manager, Ex Libris USA

Ex Libris UK Greet New Customers

In January 2007 the augmented staff of Ex Libris (UK) initiated a series of seminars to introduce themselves and the Ex Libris product suite—most pointedly the resource discovery and ERM solutions—to Voyager customers hailing from Wales, England, and Scotland.

These well attended events were beneficial for customers and Ex Libris staff alike. Our customers had the chance to learn more about Ex Libris solutions and strategy, while Ex Libris staff had the opportunity to hear first hand the needs of the local Voyager user community.

Julie Booth, Director of Ex Libris UK commented: "It was a pleasure to have the opportunity to meet so many of our new customers. These events are just the first step in a working relationship that we expect will develop and strengthen over the coming years.

During the next few months we plan to implement more in-depth account management to obtain a fuller understanding of Voyager customer needs, concerns, and requirements. These will be fed directly into the Ex Libris Group worldwide strategy".

Ex Libris (UK) is the first point of contact for close to 150 customers in the UK and Ireland.



Julie Booth addressing new Ex Libris customers

Contributed by [Julie Booth](#), managing director, Ex Libris (UK)