

## Ex Libris Customer SFX/Metalib (2000-5) Questionnaire -- Xiaotian Chen

1...What is your name and the name of the institution(s) where you worked with SFX, Metalib, or other Ex Libris products?

**Xiaotian Chen of Bradley University**

2...When did your site install Ex Libris software and when did you start working with it?

**2005. 2003**

3...What was your job title, or, more generally, what did you do? Were there particular projects you were involved in?

**Electronic Services Librarian. My library is a member of the Illinois academic libraries consortium (old name ILCSO, current name CARLI). I was on ILSCO's Digital Products Committee in 2003-2004. The committee had 3 subcommittees, and I was on the OpenURL subcommittee with 5 members. **The 5 of us recommended to the committee that SFX be selected, and the committee approved it and sent the recommendation to the consortium.****

*Thinking especially of the 2000-2005 time period...*

4...Who were Ex Libris' main competitors?

**Endeavor, Openly Informatics, Serial Solutions**

5...Why were SFX and Metalib as successful as they were? Why did customers go with them rather than similar products?

6...Comments on the role of SMUG users group?

7...Were there particularly interesting/valuable Ex Libris staff that you remember?

**Dave Stout, Jenny Walker**

8...Are there particular interesting, fun, or odd things that you remember?