

Ex Libris Customer (1978-2005) Questionnaire – Anne Beavan

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

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

Both 2004

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

Applications Support Manager for Library Management Systems, basically I was the Systems Librarian

Overall responsibility for development, maintenance and support of all library systems. Involved in procurement and implementation process for Aleph, Metalib and SFX. Then later Digitool and Primo.

4...Were there modules which you felt were particularly good, distinguishing Aleph from other vendors' versions of the same module?

Cataloguing, because it supported full MARC cataloguing, Unicode, authority control, record downloads

OPAC – because of integration of course reading material and advance booking

Interlibrary Loans – because of integration with other modules

5...Who were Aleph/Ex Libris' main competitors?

Innovative Interfaces, Dynix

6...I think that two early decisions were very important:

- support of standards: the MARC and MAB formats, and, later UNIMARC
- the early use of Unicode, the ability to handle multiple languages and scripts – Hebrew and English from the first and, very early, Danish/German/Italian – laying the groundwork for making Aleph a system which could be implemented in virtually **any** language
- Others?

7...Comments on the role of user groups (ICAU, NAAUG, SMUG, etc.)?

Access to the User Groups was helpful in providing information about upcoming developments and points of contact at other site. Ongoing mutual support via the various customer email groups, both UK and international was extremely helpful and important, both with

implementation of new functionality and during investigation of problems. I think we probably got as much support from other customers as we did from Ex Libris.

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

From that period, up to 2005, Lee Smith for the weeks and weeks of training during implementation. Barbara Rad-El and Alan Oliver during the

9...It seems that, with ALEPH 500, the choice of a Linux / Oracle environment was important -- but maybe most of the competitors' products also operated in this environment?

Oracle was important because the University was basing all of its management information systems on Oracle at the time and there was pressure on the library to comply.

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

11...If your library has stopped using Aleph, when did that happen – and what was the successor system?

Still using Aleph.

12...If you moved to a different library, please describe briefly your history since that time.

Retired in 2015!