Ex Libris Customer SFX/Metalib (2000-5) Questionnaire – Theresa Lyman

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

Theresa Lyman, Boston College

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

BC implemented SFX in November 2001 and MetaLib in January 2002.

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

I was hired as the Digital Resources Reference Librarian at Boston College in the spring of 2001. BC was already an Aleph customer, and had selected SFX & MetaLib. I immediately started work on the implementation of SFX and MetaLib. I managed the training with Ex Libris staff during the summer of 2001 and the roll-out of both products soon after. Then I worked with the SMUG group in conjunction with NAUG (North American Users Group) Ex Libris User Group meeting that was held at MIT and the ARL MetaLib Portal Group (2004).

Thinking especially of the 2000-2005 time period….

4…Who were Ex Libris' main competitors?

SerialsSolutions which we used for MARC record delivery. If I remember correctly this was before the SFX MarcIt product was available.

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

SFX was easy to use for our patrons and provided a great service. MetaLib worked well too, and allowed us to display our databases by subject and alphabetically on our website.

6…Comments on the role of SMUG users group?

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

Of course! My friend Nettie Lagace, who I had worked with at a previous institution, was a great resource for all things SFX.

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

It was challenging for library staff to understand the concepts behind how SFX linking (OpenURL) worked and how MetaLib searching (Z39.50) also worked.

Note: Boston College has since migrated to Alma and Primo and I'm still at Boston College, but in a new position in the Library Systems department.