ANZREG Chair's Report to INUG --- September 2016

1   Background

ANZREG is a recognised forum of the [International Group of Ex Libris Users](#) (IGeLU) and Ex Libris. ANZREG strives to promote communication among users of Ex Libris software products at different institutions in New Zealand and Australia. ANZREG provides feedback locally and internationally to IGeLU. Membership is free to New Zealand and Australian libraries and institutions using one or more Ex Libris products.

2.   Current Status

The current steering committee is comprised of the following

Chair:	Dave Allen	(State Library of Queensland)
Deputy/Chair Elect:	Jason Thompson	(University of Auckland)
Secretary:	Sue Harmer	(University of New South Wales)
SC Members:	Helen Brownlie	(University of Otago)
	Alan Manifold	(State Library of Victoria)
	Jenny Quilliam	(University of South Australia)
	Annette Schryver	(Macquarie University)

ANZREG community continues to expand, with institutions in Australia and New Zealand either migrating to Alma and Primo or upgrading to Alma and Primo.

In addition there has been an increasing uptake of the Leganto and CampusM product by the ANZREG community.

Members of the ANZREG community continue to be active in the various IGeLU / ELUNA Product Working Groups and Special Interest Working Groups.

3.   Activities

3.1   ANZREG Annual Event

The main ANZREG activity was its Annual Community Day on the 12th of February at the Monash University Law Chambers, Melbourne. Traditionally the annual event has been linked to the major Australian LIbrary Conferences, but with the increasing numbers of attendees we will be holding these events mid-year as its own separate and independent event.

Based on the success of the IGeLU 2015 Developer's Day, ANZREG also held a Developer's Day in conjunction with the Community Day. ANZREG would like to thank the keynote speaker at this event - Masud Khokhar, Head of Digital Innovation, Lancaster University' who presented via the web. This event was oversubscribed and ANZREG is planning for a larger attendance in 2017.

In addition ANZREG held an Alma Best Practice day. This was an opportunity for institutions to work together to discuss issues and how they are using Alma to meet business objectives.

3.2   ANZREG in July

Due to the success of the Alma best practice day in February a second Alma/Primo best practice day was also held on the 19th July at Macquarie University, Sydney. This event was live-streamed to the ANZREG community and will be made available on the ANZREG web site.

3.3   ANZREG Sponsorship to attend IGeLU 2016

ANZREG, in conjunction with Ex Libris APAC, have again sponsored an ANZREG community attendee to the annual IGeLU conference. A competitive process based on published selection criteria was used to select the successful attendee.

3.4   Other Activities

ANZREG only conducted one webinar over the last 12 months. The webinar was held in October 2015 the subject of the webinar was feedback on IGeLU 2015 and the Developer's

ANZREG also had a web conference with Ex Libris on its level of communication to the ANZREG community of any outages or issues. Initially, the ANZREG committee saw a marked improvement in communication from Ex Libris but this has not been maintained.

The ANZREG committee as part of its continuous improvement philosophy issued its annual survey. Link to the survey results can be found at - http://www.anzreg.org/#news_survey_2016 . These results are freely available to all to view.

In addition ANZREG have been looking at ways to incorporate the ProQuest (PQWS) customers into the general ANZREG community.

4.   Issues

ANZREG as a community has been faced with some major issues over the last 12 months and in particular the last 6 months. These issues are as follows

- Instability of the Ex Libris APAC Cloud Infrastructure

- APAC API gateway unavailability

- Software quality

4.1   Instability of the Ex Libris APAC Cloud Infrastructure

The APAC region has had a significant increase in unscheduled downtime in the Q2 2016 period and at this stage we are expecting this trend to continue in Q3 2016. In comparison to the EU and NA regions the APAC region has experienced the highest quarterly unscheduled downtime - a distinction that the ANREG committee is not happy with.

In addition there has been an increase in network issues into the APAC center. From the customer base view this is an indication of a lack of a redundant network provider into the data centre and incorrect configuration of BGP routing. This is a major infrastructure concern and questions are being raised about the level of redundancy within the APAC data centre.

The unscheduled downtime excludes key business functionality not being available and unavailability of the API Gateway both of which are excluded from the Ex Libris unscheduled downtime calculations.

4.2   APAC API Gateway Unavailability

The ANZREG community has become dependent on the APAC API gateway to carry out business functions that are missing from the core Ex Libris product suite. In the last six months there have been numerous outages associated with the APAC API gateway. The failure of the API gateway has severely affected the the ANZREG community with one institution updating their code to allow staff to change to select the NA API Gateway when there are problems with the APAC API Gateway.

To compound the situation further there is a lack of acknowledgement or notification on the Ex Libris Cloud Status Page around any outages or issues around the API Gateways.

4.3   Software Quality

There has been a increasing number of defects becoming evident in the monthly releases of Alma and in some cases Primo. While in most cases these defects are corrected within hours or days there is still an impact on business functions. Some of the reported defects should have been detected by Ex Libris as part of standard in-house quality control procedures. The over-reliance on the customer base to detect these errors on the software by Ex Libris is not appropriate. Software quality and the associated best practices for effectively delivering quality software is the responsibility of the vendor not the customer.

Another worrying trend that is becoming apparent is defects not scheduled for correction for at least 6 months. Ex Libris should resolve these introduced defects within the next release of the software. The ANZREG community are feeling the impact of the unwritten Ex Libris policy of not fixing a defect if it is too hard to correct or if it is not impacting a large enough sector of the customer base.