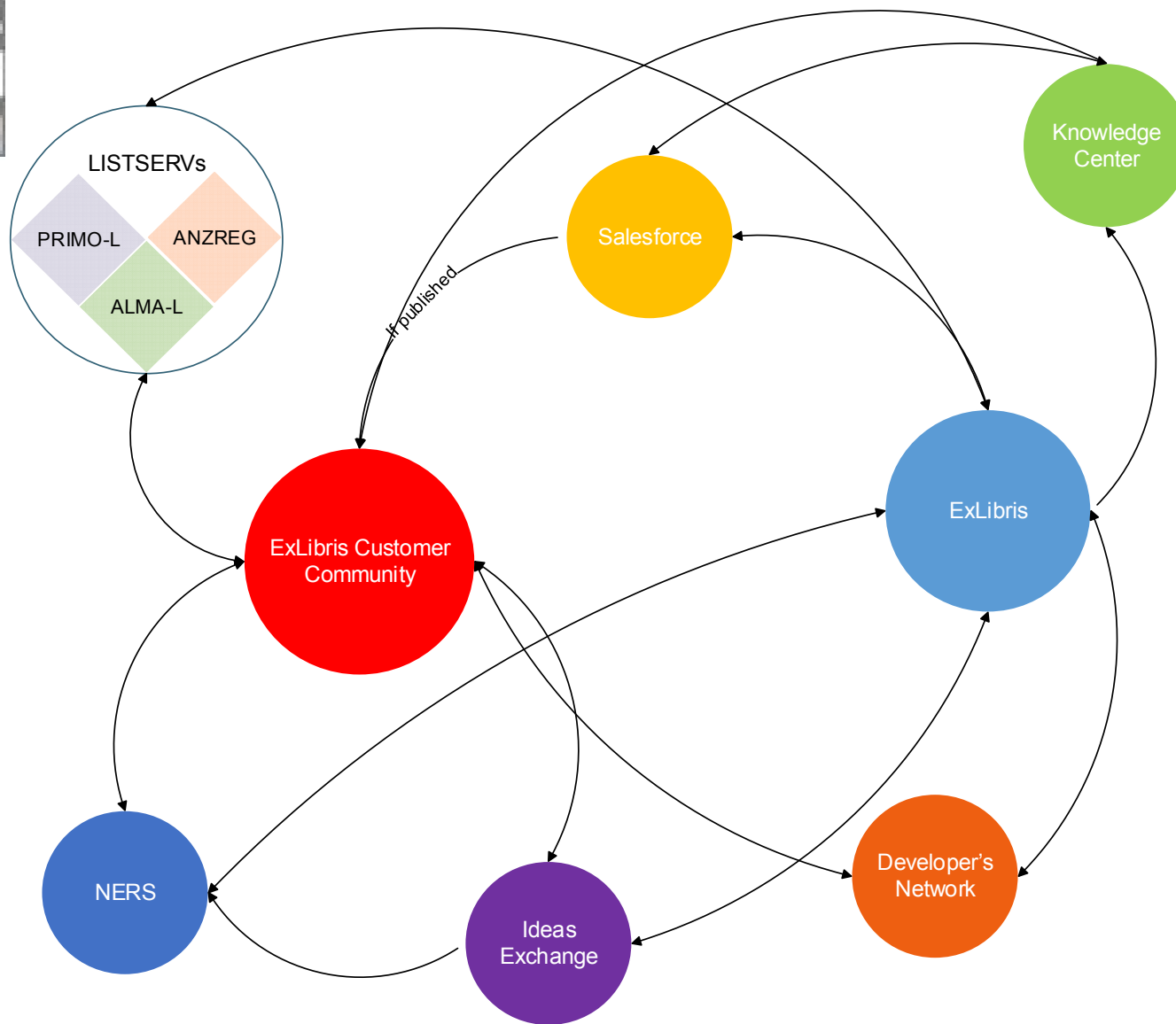




## Ways to engage

How to make the most of Idea Exchange, NERS, Knowledge Center, Developer Network, Salesforce, Listservs, etc.

*Helen Loosli (UNILINC), Sue Harmer (UNSW) and Jenny Quilliam (UniSA)*





## Which resource to use when...

**NERS** – Formal process established by Ex Libris User Groups, used to identify and prioritise customer driven Ex Libris product development

**Idea Exchange** – a platform provided by Ex Libris for customers to suggest ideas for Ex Libris products: Alma, CampusM, Primo and Rosetta

**Developer Network** – an Ex Libris site that is used as a way for Ex Libris and Ex Libris users to share development work to extend Ex Libris product functionality



## Which resource to use when...

Listservs: ANZREG-L, PRIMO, ALMA-L, SFX, SUMMONCLIENTS, ROSETTA-DISCUSS-L, etc.

Listservs are a useful place to exchange ideas or feedback on high impact issues

- Try not to add 'chatter' by asking questions that have already been asked and answered
- Firstly check the listservs' archives for previous discussions (<https://listserv.nd.edu/>)
- Check ANZREG, ELUNA and IGeLU websites for email lists, how to join



## Which resource to use when...

**Salesforce** - for Support issues rather than enhancements. Users can search each other's published cases for similar issues

**Ex Libris System Status** – for monitoring availability of multi-tenant and Total Care instances; subscribe to email alerts of interruptions to services

**24x7 hub** – for down systems or components. Covers all Ex Libris products world-wide



## IGeLU, ELUNA and Ex Libris have a [Product Development Collaboration Agreement](#)

- Ex Libris has a commitment to develop the top voted enhancement requests from customers
- The [NERS](#) system gives IGeLU members an annual opportunity to vote on customer prioritized enhancement requests
- The NERS customer development process is established for Alma, Primo, SFX, Aleph, Voyager, etc.



## What Idea Exchange does for you...

We can use Idea Exchange to suggest ideas that Ex Libris can implement quickly, as part of their agile product development approach

- Ex Libris makes no commitment to develop ideas added to the ideas exchange and they decide which ideas to develop
- We can influence which ideas Ex Libris prioritises from the Ideas Exchange by voting for it



We see a lifecycle relationship between Idea Exchange & NERS:

- Add your ideas to the Idea Exchange – you may get lucky and have it developed within 12 months
- If not, you can transfer unsuccessful ideas from Idea Exchange to NERS for the annual voting round
- If you transfer an idea from Idea Exchange to NERS, add a comment in Idea Exchange to let others know this issue is now in NERS
- Terminology counts – use “Enhancement request” to refer to NERS and “Idea” to refer to Idea Exchange





## Idea Exchange

- Start with an “Idea”
- Promote this Idea via discussion lists/listservs
- Monitor “Idea” via Idea Exchange e.g. comments, *Hot vs Top* ideas
- Submit this “Idea” as a NERS “Enhancement request” in line with product voting cycles



## NERS

- NERS is maintained by IGeLU/ELUNA Product Working Groups
- It gives customers a way to get difficult / complex product enhancements into development
- It's critical to fully explain any development you add to NERS and if possible provide a use case
- Remember to clear out old requests you've submitted to NERS prior to the annual voting process – or there's a risk it will become a graveyard of old requests

8  
votes

Vote

## Replace copyright statement for digital representations

The copyright statement should display at the front of the digital representation for the patron before they download the contents. The copyright statement is not visible unless the patron clicks on the Copyright Symbol on top right corner of the page of the digital representation. To make the copyright statements meaningful, it should appear before the representation.



Stefan Kandra shared this idea

### 1 comment

Tweet Like 0

Add a comment...

Your email address

or sign in with

Post comment



Ichsan commented

Hi Stefan,

UNSW submitted NERS enhancement request for the copyright statement to be configurable as obtrusive display or non-obtrusive display. Our need is to display the copyright statement before the digital objects (obtrusive display), but we believe that to some customers the copyright doesn't have to be display before the digital object (non-obtrusive display). Therefore there should be a configuration in Alma to configure how to display the copyright statement rather than a fix solution.

The NERS enhancement request detail is as follow:

NERS ID: 4851

Date submitted: 21/3/2016

Title: "Alma: Fulfillment: Provide ability to configure obtrusive / non-obtrusive copyright information display in Alma digital viewer."

Alma: **Fulfillment**

Post a new idea...

All ideas

My feedback

Acquisitions 54

Analytics 29

APIs and Integrations 10

Fulfillment 68

Link Resolver 6

Other 25

Resource Management 100

Resource Sharing 11

User Management 12

Search



Alma 316

campusM 54

Primo 77

Rosetta 14

Request ID: 4851

Requesting Institution: University of New South Wales Library

Contact Information: ,

Requester  
Email: lib.duld.appsupp@unsw.edu.au\*

Request  
Type: Software

Request  
Title: Fulfillment: Provide ability to configure obtrusive / non-obtrusive copyright information display in Alma digital viewer

Description: Currently, copyright information is accessible from the Alma viewer by clicking the copyright icon. Ex Libris introduced this non-obtrusive copyright-info display option to meet Customer needs for permissive licenses like Creative Commons or Public Domain (NERS DigiTool Request ID: 96). Can presentation of copyright information be configured to enable Customers to choose either non-obtrusive or obtrusive display, with current non-obtrusive behaviour as the default? This is important for institutions that want copyright warnings to be obvious to users.

Keywords: alma digital viewer copyright primo

Consortium:

Product: Alma\*  
Module: Fulfillment  
Product  
Version: March 2016

System OS:  
Client OS:

Notes: See also Idea Exchange submitted by Stefan Kandra  
<http://ideas.exlibrisgroup.com/forums/308173-alma/suggestions/13712523-replace-copyright-statement-for-digital-representa> Replace copyright statement for digital representations The copyright statement should display at the front of the digital representation for the patron before they download the contents. The copyright statement is not visible unless the patron clicks on the Copyright Symbol on top right corner of the page of the digital representation. To make the copyright statements meaningful, it should appear before the representation.



## Knowledge Center

- Starting point for all Ex Libris information, a good starting point when starting to analyse an issue
- It has links to all Ex Libris support information; training, documentation, articles, Developer Network, Salesforce, Idea Exchange, System Status
- Provides context for Ex Libris system development work listed in monthly release notes



## Developer Network

- It's open
- It provides a Tech Blog and Product Forums for developer community support
- It gives developers (both customers and Ex Libris) the ability to talk directly



## Salesforce

- For Support issues rather than enhancements
- Ability to search published cases helps to determine whether other customers have similar issues
- Cases remain under Product Manager Review status indefinitely

*We strongly recommend that you pursue this enhancement through the NERS Alma Product Working Group enhancement voting process. On a periodic basis the NERS Alma Product Working Group does an open call for enhancement suggestions that are voted on by the NERS Alma user community and presented to Ex Libris Development. This is the best way to have your enhancement request heard.*

