PRIMO VE EXPERIENCE

Moving to Primo VE at the University of Adelaide

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Objective
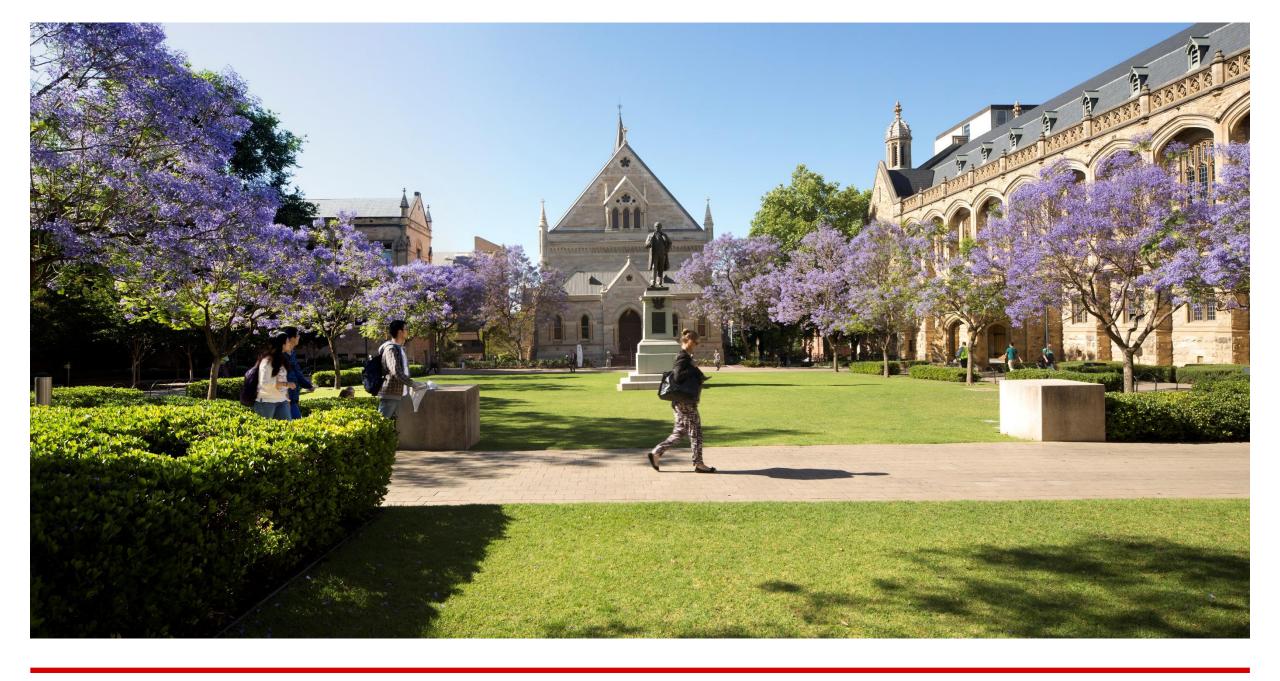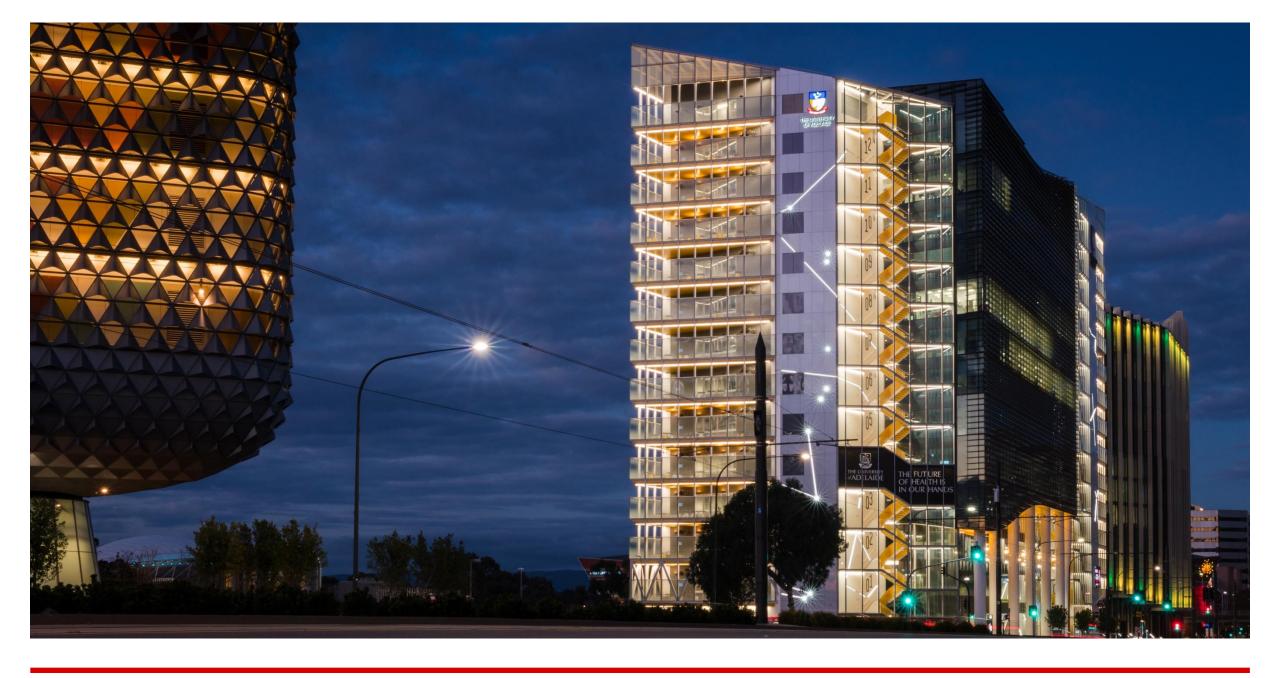
- Background

- PRE Go Live

- GO LIVE DAY

- POST Go Live

The University of Adelaide

- Among the world's top 1% of Universities

- 26,930 students, 1667 academic staff

- 25,369 students based at the North Terrace campus (including hospitals)

- Remainder at other campuses in Adelaide or other Australian or offshore locations

- Teaching across 5 Faculties

  - Arts
  - Engineering, Computer and Mathematical Sciences
  - Health and Medical Sciences
  - Professions
  - Sciences

Why move to Primo VE?

A few factors influenced our decision

- Easier to configure
- We are a Rapido development partner
- We hadn't done a lot of customisation

So decided on go live in February 2020

Things to consider

- Contact Ex Libris 2 or 3 months before the date you want to start

- We wanted to take longer than 1 month – that was fine with Ex Libris

- Ex Libris were very accommodating – we could change our Go Live date at any time

- Ex Libris are working on a new model for moving to VE
  - Webinar on 23rd June

PRE Go Live

- Received a checklist from Ex Libris – very basic

- Wasn't clear what Ex Libris would do for configuration

- Used Basecamp but we had to chase up on our questions

- Verbal updates in calls but nothing in writing re dates

- Advised that everything would work on Go Live day

- Had staff test and compare VE and our existing view

- We asked for a Go Live checklist – received a short list of things that Ex Libris would do, and we would do but no timing of when they would/should be done

PRE Go Live (cont)

- Dspace

- Premium Sandbox

  - Our Premium Sandbox would only have OOTB configuration for Discovery until a refresh
  - Go Live was 3rd Feb and refresh was 9th Feb – so we decided to stay with 3rd Feb
  - Since been advised by Ex Libris that this is not correct! We would get the configuration that was in Primo VE at the time they updated our Premium Sandbox with Discovery i.e. on Go Live day

- Our Ex Libris implementer left the company on the Thursday before we were to go live on the Monday

GO LIVE DAY

- Ex Libris proceeded without confirming day & time with us
- Switch of DNS was done at 5:30am!
- Problems immediately
- Leganto search did not work
- Problems with RapidILL
- Used our old view instead of the new one
- OpenURLs from PubMed used wrong view
- Redirect from old host name to new – issue on Firefox and Safari
- Took ALL DAY to resolve issues!!!!

POST Go Live

- Nothing negative from users until recently

  - Around Favourites – Labels and scrolling

- We seem to be able to make changes we need

- Quite a few of the issues we had with Primo BO are still there because it is our data – have working on that

- Still problem with Primo Analytics

- Had a call with Ex Libris

  - Reason for bad experience = Poor communication & project management

Summary

- Love Primo VE !!

  - Really easy to configure
  - See changes immediately

- Basecamp

  - OK if used correctly
  - Ended up with one very long message thread – very difficult to follow what issues were resolved

- Primo Analytics!!!!!

  - Why did it take so long to get our data moved across?
  - Why are we still seeing other views from other customers for some reports?

THANKYOU

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