



EX LIBRIS GENERAL QUESTION & ANSWER

10th IGeLU Meeting

Session 12

Budapest, September 4th, 2015

The information in this document relates to the IGeLU Q&A from September 2015, , *and is subject to periodic change and update.*

QUESTION 1

Offer of Primo local

Will Ex Libris continue to offer Primo local as an option for new customers?

Ex Libris: Our long-term strategic direction is to move all Primo installations to a SaaS environment with all the benefits that our customers can expect to gain from that.

Ex Libris will continue supporting our Primo customers with a local installation and will adhere to the roadmap as described on the IGeLU/ELUNA memorandum.

We are implementing all new Primo customers on a SaaS environment.

In some rare cases we still, as an exception, offer Primo local as an option to new customers.

QUESTION 2

Reporting

I saw with great joy that the BIRT reporting in Primo BO was being replaced by a much better third party product. Will it be available to local and hosted customers? Will it be possible to extract Primo statistical data to integrate with third-party reporting tools?

Ex Libris: The new Primo Analytics tool will be available for cloud customers only. Users will need to have access to a central database for the entire statistics collection, which can be supported only for cloud customers. In addition the new reports schedule will be based on a monthly cycle, which requires consistent updates to the latest Primo and Analytics releases.

As part of the Primo roadmap we plan to enable customers to extract data from the Oracle Business Intelligence system, and integrate the data with third-party reporting tools.

QUESTION 3

GitHub

Do you see potential for increased collaboration and contributions from the Primo community of developers along the lines of GitHub, where developers could co-author, share and retrieve feature-specific files?

Ex Libris: Ex Libris is committed to strengthening the collaboration and contribution of the Primo developer community. As part of our meetings with the developer community, we have discussed the option to enable the developers to manage the code contributions in GitHub while Primo will define a package structure to upload feature-specific files to individual Primo customers. We are not planning to provide an embedded integration with GitHub within Primo.

QUESTION 4

Version Control

For files like Custom HTML, CSS, JS, PDS etc. we can manage change history and revert to older versions by using version control systems like Git, Subversion etc. For configuration managed via the web back office and database this is not possible, but it is a vital feature of professional system management. This will become more important in a full SaaS environment. Is Ex Libris considering implementing a version control system for back office configuration tables, pipes, normalization rules etc? If not why not?

Ex Libris: As part of the Primo roadmap and following our meeting with the PWG and the developer community, we agreed that Primo will support the option to export the back office configuration, thereby enabling customers to uphold version control of their configuration history.

QUESTION 5

Metalib support

Will Ex Libris support Metalib for the foreseeable future?

Ex Libris: Ex Libris will continue supporting MetaLib and doesn't plan to stop supporting it for the foreseeable future.

QUESTION 6

PCI Metadata correction

What is the best way to submit requests for fixes to content from the Primo Central Index that causes broken links in our Primo instance? Usually Salesforce takes too long.

Ex Libris: Any metadata issues should be reported to Ex Libris via the Salesforce support portal.

Ex Libris has recently added resources to supporting the Primo Central Index and has taken steps to reduce the resolution time of metadata requests.

In addition, we have adjusted our support policy for cases which involve input from vendors by verifying the required fix and applying it without waiting for the corrected feed from the vendor.

QUESTION 7

Accessibility

How does Primo comply with the w3c recommendations for the physical challenged (the WAI-initiative)? Will accessibility will built in the new UI?

Ex Libris: The Primo user interface was designed to comply with leading international accessibility and industry standards: The W3C Web Content Accessibility Guidelines 2.0, level "Double-A" and Section 508 of the Rehabilitation Act (29 U.S.C. 794d). Accessibility Validations are carried out during the development phase and our quality assurance teams use the WAVE Web Accessibility Tool.

The new Primo user interface is designed for accessibility from day one. We are using ngAria to build accessibility standards from the first step of the development, and we perform code validation using Protractor. Among the new UI beta customers, one is focusing on testing accessibility from the first phase of design.

QUESTION 8

white-label APP

In the last IGELU conference in 2014 a white-label APP for Primo was announced which would be made available of charge to the Primo customers. Is this APP is still on your roadmap especially in the light of the recent acquisition oMbiel and their CampusM solution?

Ex Libris: As a result of discussions with numerous customers regarding the Primo mobile app, we realized that responsive design is more important to the community than a native app. Based on that feedback we are focusing on developing the new Primo UI using responsive design, to provide a perfectly adjusted design to fit all device resolutions and provide the best "on the go" experience.

In the light of the recent oMbiel acquisition, the Ex Libris mobile app solution will be based on campusM and we are planning to add discovery capabilities to CampusM.

QUESTION 9

Ebsco content in Primo Central

What is the current status of negotiations with Ebsco about adding Ebsco content to the Primo Central database?

Ex Libris: At present we are working with EBSCO on implementing the recently signed API agreement to streamline journal and ebook acquisition workflows as well as to improve the user experiences for mutual customers through enhanced linking. Once we have completed that part of the implementation, we will return to the negotiating table with EBSCO to discuss the integration of their content in Primo Central. Meanwhile, Primo Central offers very good alternative coverage to many popular EBSCO collections, including both CINAHL and SocIndex. We have also come to an understanding with ProQuest to have their full-text databases (as opposed to ProQuest's A&I databases that will remain available only to existing subscribers of the databases) become freely searchable by all Primo customers.