

**Aleph Product Strand  
March 29 2011**

**Aleph Support Update – Alexandra Follett, Ex Libris**

Alex gave updates on the following :

***Customer Centre***

- The new Ex Libris Customer Centre will be launched very soon.
- It is built on Microsoft Sharepoint technology.
- It has already been rolled out within Ex Libris and is about to be rolled out to customers.
- On the front page it will give access to Ex Libris News, eService (i.e. Pivotal), EI Commons, Regional news, the Documentation Centre and the Learning Centre.

***24x7x365 Mission***

- The Network Operations Centre (NOC) will handle all systems down/component down events. It will monitor cloud applications and will provide proactive support interventions where applicable.
- There will be an email address providing 24x7 support i.e. [TwentyFourSupport@exlibrisgroup.com](mailto:TwentyFourSupport@exlibrisgroup.com).
- Emails will initially go to the local HQ then be routed to Chicago if it is out of hours for the local HQ.

***Publish Incidents to all***

eService customers will be able to see all published support incidents. However users will be able to opt to publish or not to publish their incident using a tick box option. Also having published an incident the user will also be able to un-publish it.

***Aleph Roadmap***

- The next major release will be v.21 in December 2011
- There will be two minor releases planned for 2012/2013
- V.22 will be a major release planned for Q4 in 2014

V21 key focus areas from the user group enhancement requests will be

- Separate ILL charges and circulation cash limits
- Validation of email addresses
- User created expand routines
- Additional hold request checks
- Loan of similar items
- Requesting multiple items from basket or e-shelf

Additional granularity in LKR fields is also planned

The next two talks were about the uses of RFID technology.

The first was **LJMU's experience of using the DLA and Aleph inventory to assist with stock management – Nick Adamson, Liverpool John Moore's University**

Nick gave an interesting presentation on trialling the Digital Library Assistant scanner for stock management. See the notes attached to his presentation for the full text of his talk.

After this **Fay Harrison of Nottingham Trent University** gave a short presentation entitled **Exporting data in CSV format from ALEPH for loading into an inventory device**

Fay described why NTU were using the hand held scanners, the format of the data that was required by the scanner software and how she got the data exported from Aleph. As a result of the scanning quite a lot of missing books were actually found to be at the wrong sites.

The last presentation in the session was by the new **EPUG-UKI ILL Co-ordinator, Robert Watt** from **King's College London**.

Robert introduced himself giving some information on his background and gave a quick overview of ILL at King's and what he feels are the important issues for ILL, currently. In particular Robert would like to know who is using NCIP (NISO Interchange Circulation Protocol) which has superseded ISO ILL and what Alma will mean for ILL. He would also like feedback from EPUG members on the current use of Aleph ILL. Robert intends to host a module group meeting at King's.

Brenda Young  
4 April 2011