December 13, 2010
CCLA

I recently traveled to Israel for meetings with Ex Libris. This trip was invaluable.

While there I met with several developers. I was able to talk about current issues and concerns as well as possible future developments. Not only did we talk about their future plans but they asked what features we would like to see in their products. One particular meeting stands out where I was able to help a developer understand how to resolve a critical bug that is preventing us from being able to release our new interface for Primo. Being there in person allowed me to have personal contact with the developer. This would have been discouraged by Ex Libris otherwise.

I also had a meeting with Anat Kuper who is the head of Ex Libris support. She called in the product heads of the different support groups. I was able to talk directly about problems with the way they are supporting their products. I am hopeful that this will help improve the level of support we receive.

I was also able to get updates on plans for future development on their products. I saw presentations by other institutions that showed what other developers were working in relation to Ex Libris products. I was able to build relationships with many of these other developers. Many of their ideas and experiences will shape what we develop in the future.

There is no other location or event that can offer this level of access to developers from Ex Libris or other institutions. This was an extremely valuable opportunity for CCLA.

Sincerely yours,

Curtis Thacker