Ex Libris Customer (1978-2005) Questionnaire   -- Jan Jourdain

1… What is your name and the name of the institution(s) where you worked with Aleph (and/or other Ex Libris products)?
Jan Jourdain, Amherst College Library, Amherst, MA

2…When did your site install Ex Libris software and when did you start working with it?
We set up SFX as a member of Five Colleges, Inc., around 2001-2002.

3…What was your job title, or, more generally, what did you do?   Were there particular projects you were involved in?
I was Amherst's Systems and Media Librarian at the time we implemented SFX. I was a member of the Five Colleges library committee that urged the implementation of SFX consortium-wide. Later I was on the committee that selected Aleph to replace our aging III system, then was Five Colleges' project manager for our Aleph implementation (2004-2006?).

4…Were there modules which you felt were particularly good, distinguishing Aleph from other vendors' versions of the same module?
As I recall, Jenny Walker and Oren Beit-Arie came to give us a demo of SFX and most of us on the committee were totally blown away by what it could do for our users.

5…Who were Aleph/Ex Libris' main competitors?
At the time, the only competitors we even looked at were a couple of home-grown openURL linking programs written by librarians themselves.

…

8…Were there particularly interesting/valuable Ex Libris staff that you remember?
Jenny Walker, Vlad, Oren Beit-Arie, Marie Erdman Bradshaw, Susan Stearns, Jerry Specht, Randy Menakes

…

10…Are there particular interesting, fun, or odd things that you remember?
Marie Erdman Bradshaw was our project librarian during our Aleph implementation. She started every weekly conference call with a joke. When we briefly had other project librarians from ExLibris, we always dreaded their attempts to emulate Marie with jokes. The non-Marie jokes we truly awful and we used to laugh a lot about how bad they were.

11…If your library has stopped using Aleph, when did that happen – and what was the successor system?

12…If you moved to a different library, please describe briefly your history since that time.
I now work in Amherst College's IT Support Services as Technology Support Relations Manager.