May 31, 2000

Dear Executive Session Participant,

On behalf of all our staff at *epixtech* I would like to express my sincere thanks for your time and candid participation in the Academic Executive Session on May 21 and 22. We value the opportunity to learn from you in such an open forum.

The information you shared with us was most informative and will be very helpful as we move forward with Horizon, Sunrise and other products and services for academic libraries.

A full report of the discussion and appropriate actions will be distributed and shared with staff within the company. Some of these ideas will take some time to incorporate into product planning. Others, such as the actions needed in customer support, can be worked on beginning immediately.
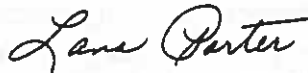
Here are some highlights:

- *Customer Support and Service* – Customer support interactions have been "uneven" and that process improvements planned for this summer to help large sites reach technical staff more efficiently will be welcomed by you. Other staff issues will be addressed. We have also noted the need for improved documentation.
- *iPAC catalog* - We were encouraged that the work on the iPAC catalog was well received by the group. Your responses were most encouraging. At your recommendation we will be emphasizing iPAC in discussions with libraries and will increase the academic content in our presentations. We have noted the comments expressed in regards to revisiting design issues that had been solved in the character-based designs. We realize the core systems must be solid. To go forward in the marketplace *epixtech* must drive from a point of clear vision whilst always considering the needs of the end user.
- *e-books* – Preservation and retention of the scholarly record are topics of great importance to academicians. In addition, efficient interaction with OCLC and the cataloging process is a consideration.

- *Easy Ask (English Wizard)* – We note the opportunity to create and distribute prepackaged collection development and approval reports as well as those statistics needed for ARL and other accrediting bodies.
- *Single user interface and Integrating information resources* – Several times, we returned to fascinating discussions on the needs of the student and faculty and challenges to combine or integrate resources through electronic [smart] pathfinders, subject pages, and deployment of topical thesauri.
- *International developments* - We note your desire to know what is going on in our projects outside of North America and how this work might help to further the agendas of North American libraries.
- *E-learning* - We note the need to develop tools and partnerships to help libraries and participate in e-learning initiatives.

Although we had some challenges with airline travel, I hope you found your arrangements acceptable and had a comfortable journey home.

We value the ongoing partnership you have entered into with us as a customer of *epixtech*. We look forward to continuing feedback from you and your staff, and the opportunity to work with you to provide the systems and services you require for your library.

Sincerely Yours,

Lana Porter
President

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