



October 3, 2014

Tim Collins, President, EBSCO Information Services
Matti Shem-Tov, President and CEO, Ex Libris Group

Dear Tim and Matti,

On behalf of the Board of the Orbis Cascade Alliance I am writing to express our deep disappointment at EBSCO's and Ex Libris's continuing failure to improve metadata sharing by the Alliance stated deadline of September 2014. Such an achievement would have been a welcome step toward fulfilling your responsibility to make all EBSCO content seamlessly and fully available via Ex Libris discovery services. We have heard from both companies about high-level talks but have seen no tangible action. As the Board has previously stated, promises and good intentions are meaningless when students, faculty, and researchers continue to face unnecessary barriers to the information their libraries have paid for.

The Alliance Board's [June 2014 letter](#) stated two goals:

- Implementation of the metadata sharing described in [EBSCO's April 2014 news release](#) by September 2014.
- Receipt of a firm schedule for the full inclusion of all EBSCO content in Ex Libris Primo.

This failure to act is unacceptable and strongly suggests that both companies value business gamesmanship over customer satisfaction and short-term gain over service to students, faculty, and researchers. The library community expects an explanation and we call upon EBSCO and Ex Libris to provide a public update and projection of when this impasse will be resolved.

As a major customer, the Orbis Cascade Alliance membership expects to spend in excess of \$30 million with EBSCO and Ex Libris over the next five years. With these issues left unresolved, we will now take active steps to reconsider the shape and scope of future business with EBSCO and Ex Libris.

Sincerely,

Orbis Cascade Alliance Board of Directors

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cc: Orbis Cascade Alliance Council