Expania Report to INUG – Prague, 19th Aug 2018

Organization

Expania (Spanish EL Users Group) was created in 2005.
Members in 2018: 14
Website: http://www.expania.es

Chair: Gaspar Olmedo (Spanish Research Council Library Network)
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Deputy Chair: Marta Rodriguez (Alfonso X El Sabio University Library)
Treasurer: Carmen Rodriguez (Galicia Regional Health Care System Libraries)
Secretary: Anna Campos (Valencia Polytechnic University Library)

Activities

The main activity was Expania Annual Meeting held in Madrid on May 25th, hosted by Universidad Politécnica de Madrid. It was attended by 89 people (77 clients and 12 PQ/EL staff). Very few Summon clients attended the meeting. The meeting included an Ex Libris presentation of Leganto, technical communications of clients on special developments around Primo and two panels about Alma implementations in Spain.

One day workshop on *The use of ALMA analytics to extract REBIUN (National University Libraries Network) statistics* taught by EL was organized as a satellite activity of the annual meeting on May 24th. It was attended by 31 people.

Both activities (meeting and workshop) were sponsored by EL and they were free for attendees.

Expania bears the registration fee of the members who attend IGeLU Conference and it funded the travel expenses of the SC members to IGELU Conference 2017.

Expania is member of IGeLU and coordinates the use of its votes in NERS according to the interest of the whole group.

Alma implementation and support

At the end 2017 there were only three Alma installations in Spain, but since then two important consortiums and some other big single libraries have signed contracts for Alma installations, so that during the current year about 15 new installations are being held. There was great interest in hearing about the early birds experience in the Annual Meeting and discussion was very frank and very live. The general level of satisfaction with Alma is high but there was concern among users that Ex Libris technical team in Spain is too small (three people, only one of them having librarian skills) for the work that lies ahead, even counting with the support of Israel, UK and Germany offices.

The first Alma customers complained that some problems that were left unresolved after they switched to production took a long time to be resolved or even they were still open one year after.

There was some criticism about the implementation process in specific aspects: lack of a detailed study of library specific characteristics before starting the implementation, lack of training materials in Spanish, few face-to-face meetings and trainings, inability to load data

(at least partially) between test and cutover loads, communication tools (skype and basecamp) too basic, unfriendly migration and implementation forms, difficulty in fixing configuration problems because configuration is closed to client during migration, migration timeframes too short, few staff with librarian skills (not only IT is necessary).

After Annual Meeting, an Alma working group is being set up, one of its first tasks will be to review the Spanish translation of Alma that we rate as not good.

There was also complain about Alma support because response times to cases are very long, especially when they go to Tier 2 and when the case goes to Development it is very difficult to have a timeframe for the resolution.