

Expania Report to INUG – Singapore, 25th Aug 2019

Organization

Expania (Spanish EL Users Group) was created in 2005.

Members in 2019: 22

Website: <http://www.expania.es>

Board of Directors has changed this year, Chair and Treasurer ended their terms and two new members of Board entered as Treasurer and Secretary.

At present:

Chair: Anna Campos (Valencia Polytechnic University Library)

Deputy Chair: Marta Rodriguez (Alfonso X El Sabio University Library)

Treasurer: Juan José Sánchez (Granada University Library)

Secretary: María José Carrillo (Madrid Polytechnic University Library)

Activities

The main activity of the Group is Expania Annual Meeting.

This year it was held in Madrid on Jun 6th, hosted by Rey Juan Carlos University from Madrid. It was attended by 92 people (82 clients and 10 PQ/EL staff).

The meeting included an Ex Libris presentation of Exploro, six technical communications of customers, especially about developments on Alma and Primo, a meeting about open access and transformative agreements, a session about Primo VE versus Primo Back Office and a session of questions to Ex Libris.

A One day workshop on *The use of ALMA analytics by Valencia Polytecnic University Library* was organized as a satellite activity of the annual meeting on Jun 7th.

It was attended by 41 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 board of directors members to IGeLU Conference 2019.

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

This year two great consortiums have implemented Alma and another important consortium is implementing Alma currently. In the last two years, Alma have expanded in Spain, in 2017 there were only 3 Alma institutions in Spain and at present there are 20 Alma institutions working, other 4 institutions are in process of implementation and other 4 libraries are going to start the process to ALMA in the next months.

The interest in Alma has grown a lot among institutions and as a novelty, an Alma working group was created in order to exchange experiences, to share developments among the members and to put in common the main problems, to traslade them to ExLibris and sometimes even to share solutions to usual problems.

Alma working group organised two meeting during the year and the members has been very active through the e-mail group.

The general level of satisfaction with Alma is high, but there is concern among users that Ex Libris technical team in Spain is too small and with not very much librarian skills. In this sense, this year Ex Libris hired a new technical employee and is giving training in librarian skills to the technical staff.

The first Alma customer complaint is about technical support, because of the long time that some problems take until they are resolved and even some of them are unresolved one year after. A survey was made among all institutions members and showed a very low level of satisfaction with technical support. A meeting was held in Madrid of Spanish clients with Martin Búscher, head of EL Support for EMEA, where the results of the survey were presented and some measures to improve the situation were proposed by Expania and EL, some of which (such as hiring of a new technician, translation of manuals and help and the possibility of introducing all incidents in Spanish) have been implemented since then.

In addition, customers complain about other matters;

Lack of training materials in Spanish and bad quality of the translation to Spanish is a common complaint, although this has been partially resolved this year.

Customers with Primo VE complain about continuous technical problems and difficulty to perform some types of searches.

Frequent delays in the contents update, specially at the beginning of the year and sometimes mismatch with the contents packages of publications.

