

Expania Report to INUG - 4th September 2.020**Organization**

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

Members in 2020: 26

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

Board of Directors 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

Generally, the main activity of the Group is Expania Annual Meeting, however this year the conference could not be held, because of the Pandemic.

At that time, It was decided to postpone the conference some mouths, nevertheless taking account the actual situation, It's a possibility to organize an on-line conference in the future.

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 four new institutions have implemented Alma and two Universities more are implementing Alma currently. Besides, 10 Universities and a National Library will begin to implement Alma in due course.

At present, there are 26 institutions working with Alma and the interest in Alma continue growing.

In connection with the support, a survey was made among all the institutions members, in order to update the last year survey and to know if the level of satisfaction with the technical support had grown.

The new survey showed the following conclusions:

In general the level of satisfaction with Alma is high, however most institutions complains about different problems:

Most of institutions consider that the support staff, frequently do not understand properly the incidents and they do not understand properly the problems, because they do not know sufficiently the most frequent problems in Alma and the way that the institutions are organized.

Besides, most of Universities, complains about the long time that some problems take, until they are resolved and even some of them continue unresolved and they have close.

Specially, the institutions complains about the very long time of the cases in development, although the long time of resolution the cases in "Tier1" and "Tiers2" is a complains very common too. The low level of satisfaction with the times of response of the technical support in general continue.

Some institutions complains too, because when they write the incidence in Spanish, the time of resolution is longer than if they write the incidence in English, therefore the problem of the language has not resolved at all.

Finally, in the survey, it was asked for possible solutions in order to improve the satisfaction with the technical support and most of institutions would appreciate specially:

- Times of response very much lower, especially in the most priority incidents.
- The support staff would had more knowledge about Alma and about the special features of the Libraries, in order to understand better the problems.
- The possibility to contact more directly with technical support for priority cases.

On the other hand, Spanish Institutions are complaining too about the problems with the new CDI. In June, it was done a training about CDI, however most of Libraries that have implemented the new CDI are having a lot of problems.