

**Expania Report to INUG – 29<sup>th</sup> July 2021****Organization**

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

Members in 2020: 33

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**

The main activity of the Group is Expania Annual Meeting, this year because of the Pandemic, we organized an on-line conference in November.

To the Expania on-line Conference attended 31 members and it was very interested, because a lot of Universities presented new projects and initiatives, even it was invited to participate The Miami University, which presented us their experience with Exploro.

Besides, it was imparted a very interested workshop about Analytics, which was very useful and exhaustive.

On the other hand, Expania managed with ExLibris a change in the implementation dates of CDI, because some Institutions, because of the Pandemic, don't was able to implement CDI in the proposed date and it was changed to December 2020.

In connexion with new members, Expania have seven new institutions members, which implemented Alma.

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

**Support**

In general, the level of satisfaction with Alma is high, however most institutions complain about the technical support, because institutions consider that resolution of technical problems still is too much slow and specially when the incidents go to Tier1 and Tier2 takes too long.

Besides, most of institutions consider that the support staff, frequently do not understand properly the incidents and they do not understand totally the problems, possibly because of lacks of knowledge about library operation.

On the other hand, when a new Release is launch in Alma, it can suppose a great change and some times take a lot of time to do the necessary checks.

In addition, there is a concern about the operation of CDI, because some times any errors occur, like problems with wrong links or duplicates items.