

2021 Digital Conference Feedback

Background

At the 2020 Digital Conference, the community was informed that the 2021 IGeLU Conference would be a physical conference. The IGeLU Steering Committee (SC) agreed at the January 2021 meeting that the conference would be delivered as a Digital Conference instead of a Physical Conference. This decision was presented to the community on 24th January, 2021.

The decision to hold a Digital Conference is based on

1. The new emerging COVID-19 strain which appears to be more virulent
2. Current COVID-19 infection rates
3. Uncertainty on international travel requirements
4. Increased travel expenses
5. Institutional budgets impacted by the pandemic
6. Logistics involved in holding a Hybrid Conference
7. Reports of differing vaccine roll out schedules across different countries

We would like to thank the Det Kongelige Bibliotek (the Royal Danish Library), the local conference organising committee, for the hard work that they have undertaken. It is disappointing that we have had to cancel our 2021 physical conference in Copenhagen as it is a great location.

Technical Infrastructure

The following technical infrastructure was used to prepare and deliver the conference

1. CVENT Conference Platform (<https://www.cvent.com/>)

The following components were used

- Abstract management
- Attendee Registration System
- ZOOM integration module

2. Zoom Video Communication Systems (<https://zoom.us/>)

To facilitate the Digital Conference additional Zoom subscriptions were undertaken. The Zoom infrastructure for the conference was as follows

- 5 x Zoom host accounts.
- 1 x 3,000 seat Zoom webinar subscription
- 3 x 1,000 seat Zoom webinar subscription

3. Vimeo subscription for storing and streaming conference recordings (<https://vimeo.com/>)

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CVENT Conference Platform

Based on feedback from the 2020 Conference it was decided to consolidate all conference activities, where possible, onto a single platform. This approach was undertaken to allow greater flexibility for the Program Planning Committee to more effectively manage updates to the program schedule.

Issues encountered with the CVENT platform were as follows:

- The CVENT abstract management component did not provide the same level of functionality and flexibility as ProposalSpace (<https://proposalspace.com/?locale=en>) when it came to creating the final program schedule. This resulted in:
 1. Program schedule being published later than planned
 2. Initial attendee registration did not have access to the program
 3. Flexibility required to easily modify the program schedule to accommodate presenter's time zones.
 4. The user interface was not intuitive
- The ZOOM integration module was not activated by CVENT until 1 week prior to the conference. As a result the program Planning Committee decided not to add more uncertainty to the conference by using this integration. This resulted in:
 1. The use of generic ZOOM URLs for all sessions
 2. Inability to have a ZOOM URL specific to a session
 3. Required each attendee to register for a ZOOM account so as to allow the Program Planning Committee to gather attendance statistics.
 4. Inability to easily determine which sessions were attended
- The CVENT platform did not have a facility to issue certificates to presenters

Benefits with the platform were as follows:

- Excellent communications platform when dealing with attendees.
- Ability to automatically create attendance certificates.

ZOOM Video Communication Systems

The ZOOM video platform was once again used for the delivery of the conference. Due to issues with the CVENT ZOOM integration module, the Program Planning Committee had to put in place a workaround. This workaround generated the following issues:

- A single ZOOM recording was created which covered multiple sessions. This required manual splitting of the ZOOM recordings into separate sessions for uploading into Vimeo which led to a major delay in publishing the sessions recordings to the community
- Individual attendees were required to register with ZOOM. This caused major problems attendees from mainland China as ZOOM is not a mainland China supported platform
- Actual attendance statistics for each session was not easily extracted

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Conference Logistics

Conference planning involved the IGeLU SC and IGeLU Working Group representatives. The following decisions were made to support the conference

1. Developers Day
 - 10 x 30 minute slots
 - 60 minute refreshment break
2. General Conference
 - Presentations limited to 30 minutes
 - 15 minute break every hour
 - All sessions were recorded
 - Presenters were given the option to pre-record their session
 - The conference had earlier 3 ¼ hour slot which Ex Libris used to repeat their corporate update to the APAC region
 - There were 4 breakout streams
 - Plenary sessions used the 3,000 seat Webinar subscription
3. Presenters and Moderators Training
 - Pre-recording training package was offered to presentators
 - Multiple training session were offered to presentators and moderators to ensure that they were comfortable with the Zoom controls
 - Written documentation was also provided to presenters and moderators

IGeLU SC Issue Encountered / General Comments / Suggestions

In addition to the comments supplied by the community feedback the following will also be investigated

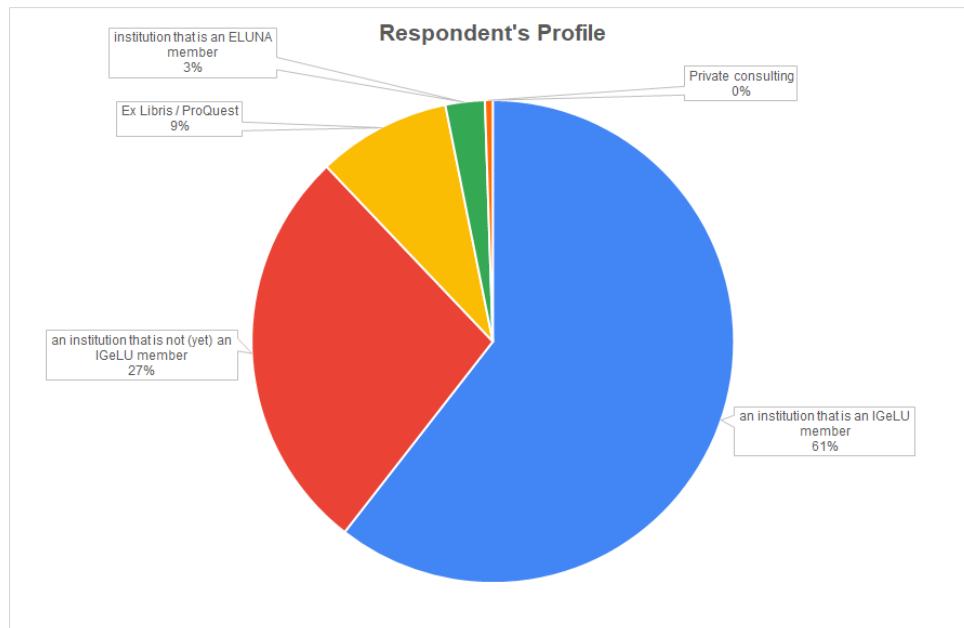
- The option to repeat the Ex Libris corporate updates at a timezone that is suitable for the Western Hemisphere
- Provide more detailed information on ZOOM features to the attendees so that they can activate the 'closed caption' function
- Allocate 30 minutes per session with a 5 to 15 minute gaps between each session
- Validate the quality of any pre-recorded presentations
- Publishing accepted sessions to the website as a precursor to the full publication of the program schedule
- Earlier publication of the conference schedule
- Earlier and increased engagement with the community to encourage submissions of presentations
- More sessions around strategic issues
- Use of the ZOOM large meeting feature for Working Group and Community of Practice meetings. This will allow greater interaction within the meeting
- Monitor the conference environment to determine the viability of holding a hybrid or digital only conference in 2022.
- Developers Day requires a digital delivery platform for all future conferences

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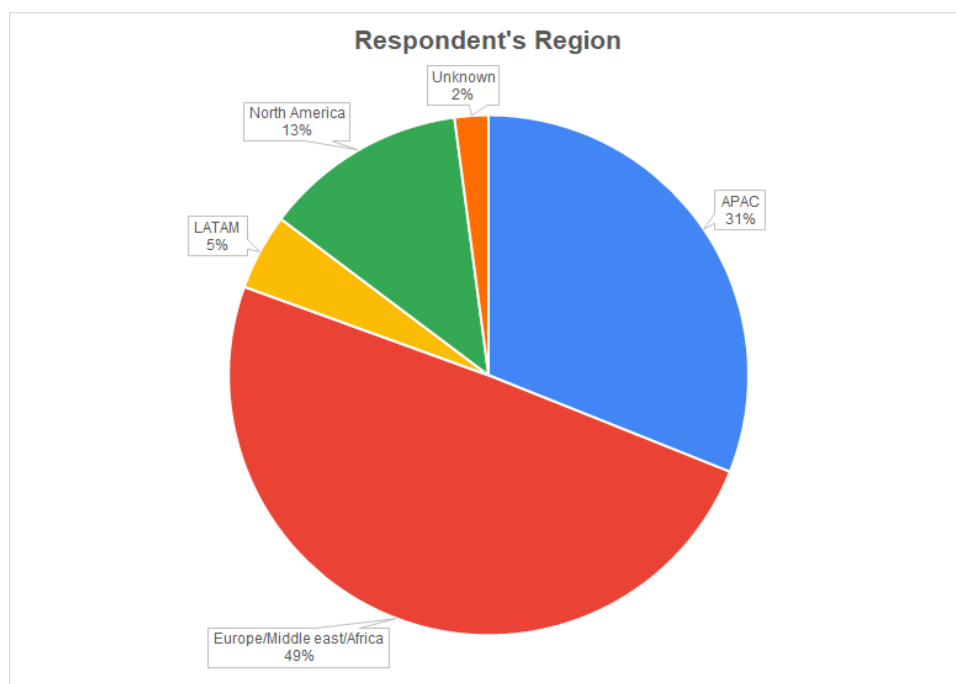
IGeLU 2020 Digital Conference Survey Results

A post conference survey was undertaken. Results of the survey are as follows

1. 96% of the survey respondents were aware of the conference
2. Respondents profile were as follows with 61% of respondents were IGeLU Members

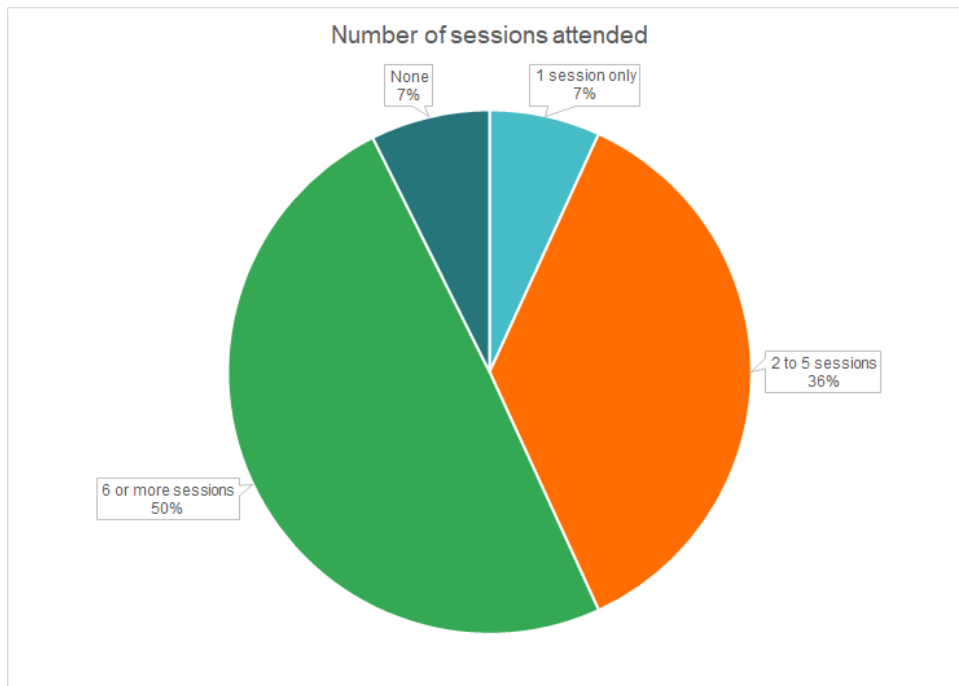


with 80% of respondents from the APAC and EMEA (Europe, Middle East and Africa) regions

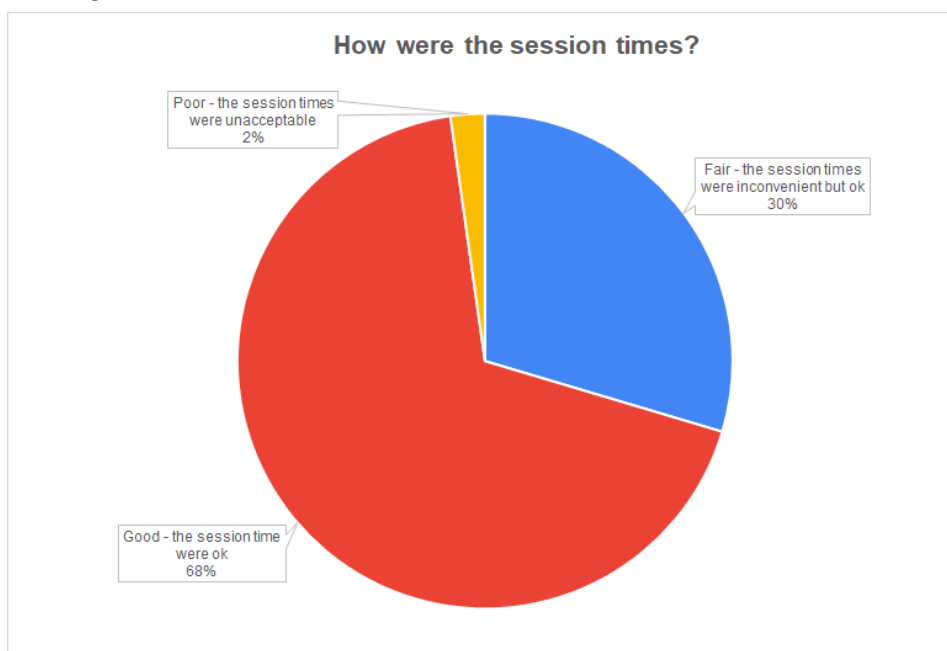


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3. Majority of the survey respondents attended 2 or more sessions

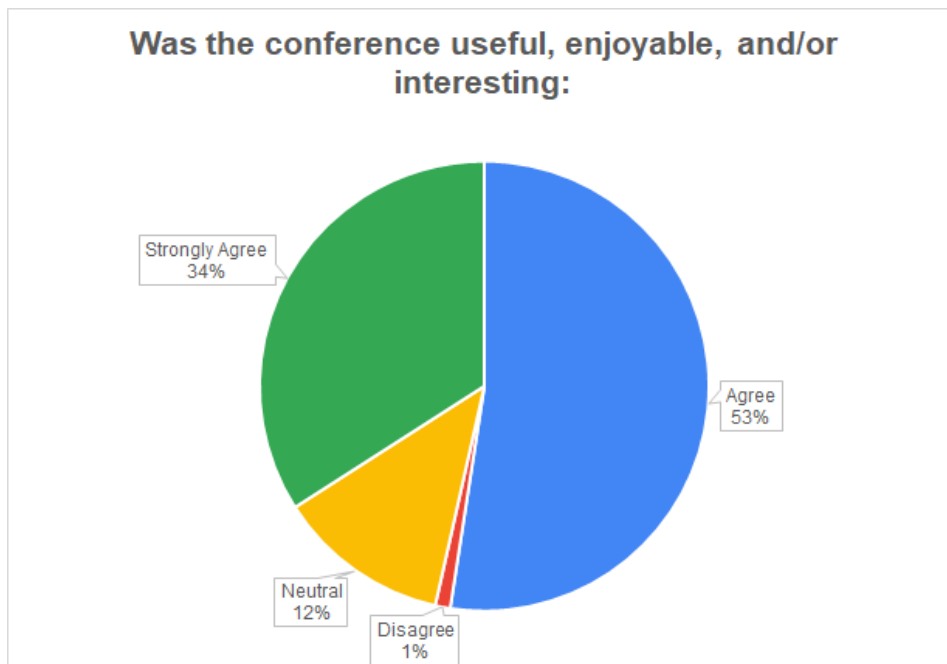


4. 68% of the survey respondents felt that the session times were OK. Holding a global conference and ensuring that attendees from all time zones are not adversely affected continues to be a major challenge

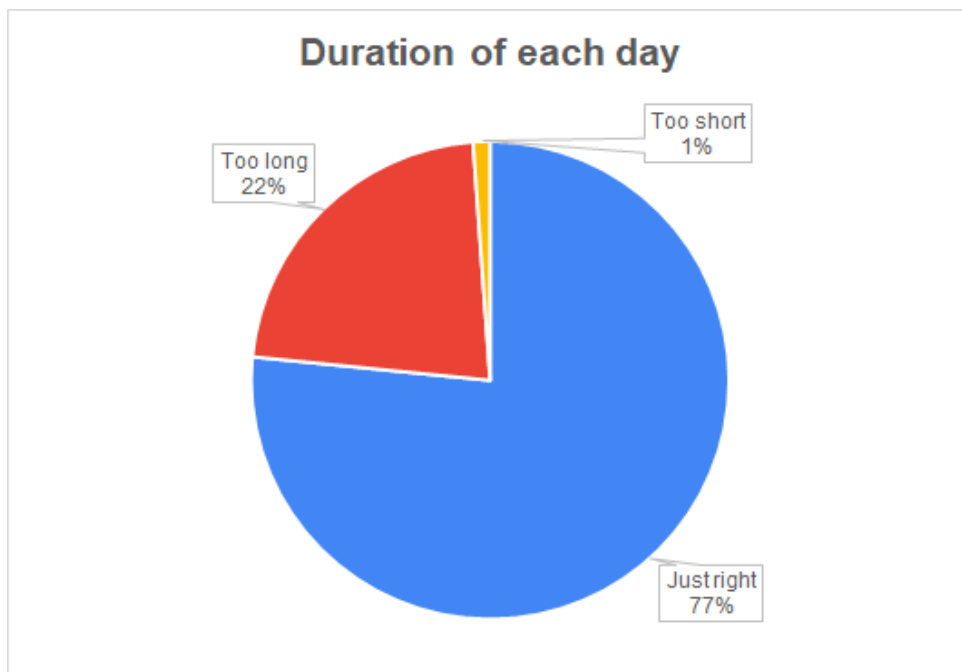


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5. 86% of the survey respondents agreed that the conference was useful, enjoyable and / or interesting

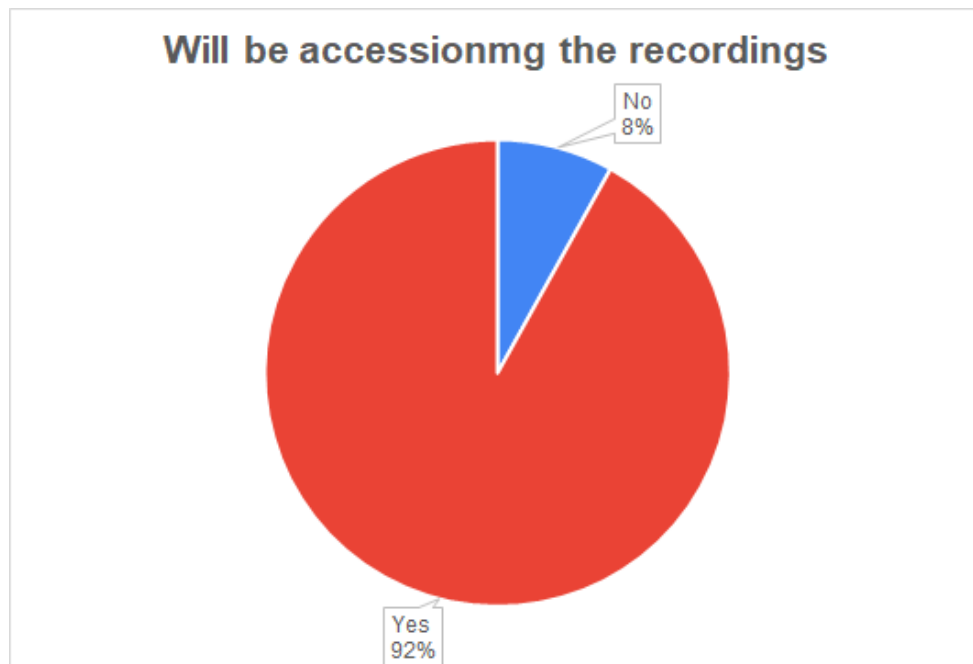


6. 77% of the survey respondents felt that the daily timeslot ok



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7. Majority of the survey respondents indicated that they would be accessing the webinar recordings



Consolidated community feedback on 'What we could have done better' (extracted from survey)		
#	Extracted comments from survey	Response
1	a 5 minute break between sessions would be convenient	Feedback noted and will be used for the IGeLU 2022 conference.
2	A bit confusing to understand the different zoom rooms and how it worked	Feedback noted and will be used for the IGeLU 2022 conference.
3	<p>The description of some of the sessions were not clear enough. There were two sessions that I left due to them not meeting the expectations. The good thing was that I could easily pop over to another session that I found more interesting.</p> <p>A couple of sessions did not have adequate titles</p>	Feedback noted and will be used for the IGeLU 2022 conference.
4	Audio	We will need to investigate this further but this issue may fall outside of our control

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5	by inviting us	We are unsure on how to respond to this statement. The Program Planning Committee used various mail lists and the web site for communications
6	Change platform	We are unsure on how to respond to this statement as we are not sure if this was referring to the conference platform (CVENT) or the web conferencing tool (ZOOM)
7	<p>Clearer program sooner to enable folks to plan timing to attend sessions live</p> <p>Earlier communication and programme</p> <p>The program could have been available earlier and sessions with similar interest groups could have been on different time slots.</p> <p>The programme. It should have been published earlier and it was confusing with two versions, with different times and different information about the sessions.</p>	Feedback noted and will be used for the IGeLU 2022 conference.
8	email updates on moving sessions/cancellations. Maybe not a big deal if someone is there for the whole conference but sometimes I woke up in the middle of the night for a session that was cancelled or moved	<p>Feedback noted and will be used for the IGeLU 2022 conference..</p> <p>We are unsure how to handle this if this change was a 'last minute' change request</p>
9	give more time to answer questions via the session	Feedback noted and will be used for the IGeLU 2022 conference.
10	I was clicking the wrong link, so I missed the first two sessions that I planned to attend. It was a little bit confusing.	Feedback noted and will be used for the IGeLU 2022 conference.
11	I would have liked to hear more from the EMEA-region. I felt it was a bit "bias" towards APAC. The length of the conference and the hours are a bit heavy to attend when you are in a whole different time-zone.	<p>Feedback noted and will be used for the IGeLU 2022 conference.</p> <p>The Program Planning Committee relies on customer / member submissions.</p> <p>We encourage customers / members to</p>

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	<p>There were very few presentations that were valuable for institutions that use Primo Back Office and Aleph (not Alma or Primo VE). I think there should be more presentations on Primo Back Office, SFX, CDI updates and possibilities.</p> <p>To include in the programme more user studies about the implementation process of products. The pain points, lessons learned.</p> <p>I would like to see a session on workarounds for the egregious lack of universal NOT functionality in Alma searches. Or at least a public explanation of why it is not available for the Notes field. And hopefully a timeline for addressing that inexplicable</p>	submit presentations to the IGeLU 2022 conference.
12	<p>If some event schedule app (such as sched) is used, it would be easier for attendees to keep track of sessions they want to attend.</p> <p>The lack of a good scheduling website was frustrating. Other smallish conferences I've attended had a 'my schedule' feature where I could look at a calendar with my session picks blocked out and links directly to the session.</p>	<p>Feedback noted and will be used for the IGeLU 2022 conference.</p> <p>The Program Planning Committee decided not to use a scheduling app based on information from the IGeLU 2020 Digital Conference</p>
13	INFORMATION ON SCHEDULE AND CONNECTION [sic]	Feedback noted and will be used for the IGeLU 2022 conference.
14	It would be good if there was an emergency contact in case of technical difficulties. More than one presentation showed blurry slides, which might have messed up the recording. Same for sound problems.	Feedback noted and will be used for the IGeLU 2022 conference.
15	It's always difficult to cover international timezones, so APAC loses out and that's understandable. But it would be good to take this into account post-conference by highly prioritising making the conference recordings and accompanying materials	Feedback noted and will be used for the IGeLU 2022 conference.

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	<p>available</p> <p>I would have appreciated clearer communication about how and when recordings would be made available to attendees.</p>	
16	<p>Keynote nearer the beginning/middle of the day</p>	<p>Feedback noted and will be used for the IGeLU 2022 conference.</p> <p>Unfortunately the Program Planning Committee had to accommodate the Keynote Speakers availability as they were located on the USA West Coast.</p>
17	<p>Link to and information about which zoom room the different sessions were in and where to join in the confirmation e-mail. I needed to check the website to know which session to join and where, and it would have been helpful to have it all in one place.</p>	<p>Feedback noted and will be used for the IGeLU 2022 conference.</p>
18	<p>moderators should have prepared questions to reduce awkward silent end of sessions--perhaps provided by presenters in advance as suggestions</p>	<p>Feedback noted and will be used for the IGeLU 2022 conference.</p>
19	<p>No discussion of bigger strategic issues e.g. need for an agreement between OCLC, Ex Libris, ProQuest & EBSCO to share metadata for their respective proprietary knowledgebases. This would plug the gaps in coverage and quality of records that we see.</p>	<p>Feedback noted and will be used for the IGeLU 2022 conference.</p>
20	<p>opportunities to network with other participants would like to have participated in some lightning talks on topics - part of a conference for me is the conversations that are prompted, and there was no chance to have that as interaction with other participants</p> <p>Be great if there was some kind of online networking possible</p>	<p>Feedback noted and will be used for the IGeLU 2022 conference.</p>
21	<p>Overall, the conference was quite</p>	<p>Feedback noted and will be used for the</p>

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	disheartening to me, due to the strong political bias in favor of the DEI paradigm in many of the presentations. The DEI ideology is not the end all be all truth, and it is itself ridden with all kinds of biases.	IGeLU 2022 conference.
22	<p>Perhaps some trial runs for moderating sessions and checking slides move (difficult I realise)</p> <p>Prepare the session hosts better, many struggled. Prerecorded video is fine, but not when the session host ruins it.</p>	<p>Feedback noted and will be used for the IGeLU 2022 conference.</p> <p>Multiple trial sessions were made available to presenters and some of the presenters took up this opportunity to test their presentations</p>
23	<p>Parallel sessions: stupid when you are interested in many things</p> <p>Program sessions with same topic on different times, I was not able to attend a couple of sessions because they were planned at the same time</p>	<p>Feedback noted and will be used for the IGeLU 2022 conference.</p> <p>Every effort will be made to prevent this situation occurring in the future</p>
24	<p>Provide times appropriate for W. Hemisphere regions</p> <p>Provide times appropriate for APAC regions</p> <p>The efforts to repeat some sessions for ANZ region was appreciated, but still meant a poorer experience for the region overall</p> <p>Key Q&A Senior Management session should be scheduled at a more ANZ region friendly time, especially because time was given after each question for follow ups</p>	<p>Feedback noted and will be used for the IGeLU 2022 conference.</p> <p>Scheduling sessions and meetings to cater for a global community is an ongoing difficult task.</p>
25	I was rather surprised that I needed to set up a personal Zoom account, but it is an understandable security measure	Feedback noted and will be used for the IGeLU 2022 conference.
26	<p>The confirmation registration email could contain the Zoom links so you don't have to search it in the program for every session</p> <p>The program or registration list should clear about which zoom-rooms the</p>	Feedback noted and will be used for the IGeLU 2022 conference.

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	sessions were in.	
27	I AM DISAPOINTED BECAUSE ALTHOUGH CONFERENCES BEFORE WERE ALWAYS VERY WELL ORGANISED, THE CONFERENCE ON-LINE WAS NOT. [sic]	We are unsure on how to respond to this statement.
28	I would suggest organizing the session by functional areas. All products of EXL related to research in different days and schedule; All products about Discovery tools; All products about Digital Lending; All products about analytics	Feedback noted and will be used for the IGeLU 2022 conference.
29	More clarity and communication around how and when submissions to the Q&A would be answered.	Feedback noted and will be used for the IGeLU 2022 conference.
30	Recommendation to consider allowing presenters to present in their native language, and utilise translation services for all attendees	<p>The program Planning Committee investigated auto and live transcription services (https://otter.ai).</p> <p>However costs were too prohibitive for these options to be implemented.</p>
31	Several comments on missing collaboration and networking, as a key benefit of conferences, such as no ability to chat informally with others attending	Feedback noted and will be used for the IGeLU 2022 conference

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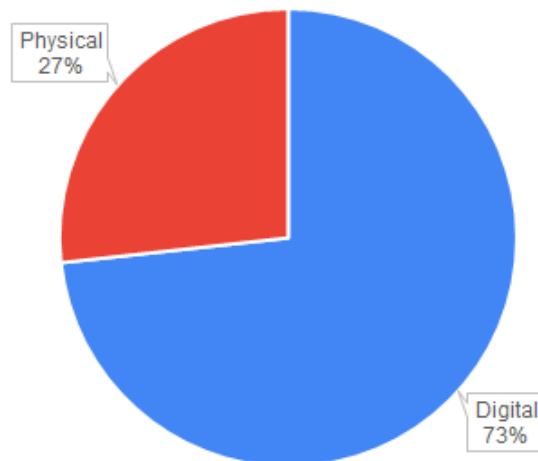
Consolidated community feedback on 'What we did well' (extracted from survey)	
#	Comment extracted as is from the survey
1	A good mix of sessions
2	All of the sessions were wonderful. They were very interesting and had good information.
3	Developers Day was excellent
4	Flexibility - I know the ideal is that we get together physically but that can sometimes be prohibitive. I hope aspects of conferences will retain some aspects of online presence
5	Good communication.
6	Good program and well hosted! Session times of 30 minutes is suitable for online.
7	Good program, nice hosts of the presentations and the handling of questions at the end
8	Good range of customer/ Ex Libris presentations
9	I especially profited from all the hands-on inputs for Analytics
10	Having sessions available for APAC timezones.
11	Loved all the different times available throughout the day. I would have liked email updates when sessions were moved/cancelled but I checked the live schedule each day and that was fine. A great selection of sessions
12	Much better than last year, because there were not so many pre-recorded sessions
13	The communication surrounding the event was brilliant, I knew well in advance and had no problems signing up and deciding which sessions I wanted to apply for.
14	The keynote speaker Safia Noble was excellent!
15	The length of the sessions was good--long enough to be interesting but not long enough to start tuning out. I liked the sessions that were "live" much better than the recorded sessions. The cost (free) was great!
16	The sessions started and finished on time; the Q&A for each session were managed well; and I appreciated having sessions for the APAC region (even though they started 5pm (NZST))
17	You have organized a great virtual conference!
18	I felt the balance between Ex Libris updates and customer sessions was good. Grouping these together worked well too
19	Good range of customer/ Ex Libris presentations

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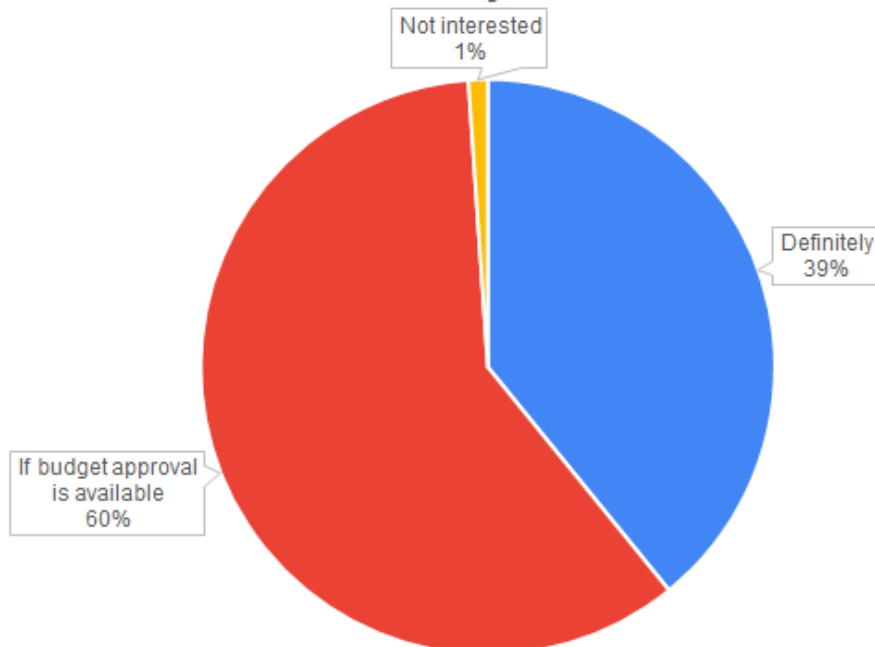
Feedback on the 2022 Hybrid Conference

The feedback raises issues on whether the 2022 Hybrid conference will be a success

2022 Conference Attendee Preference



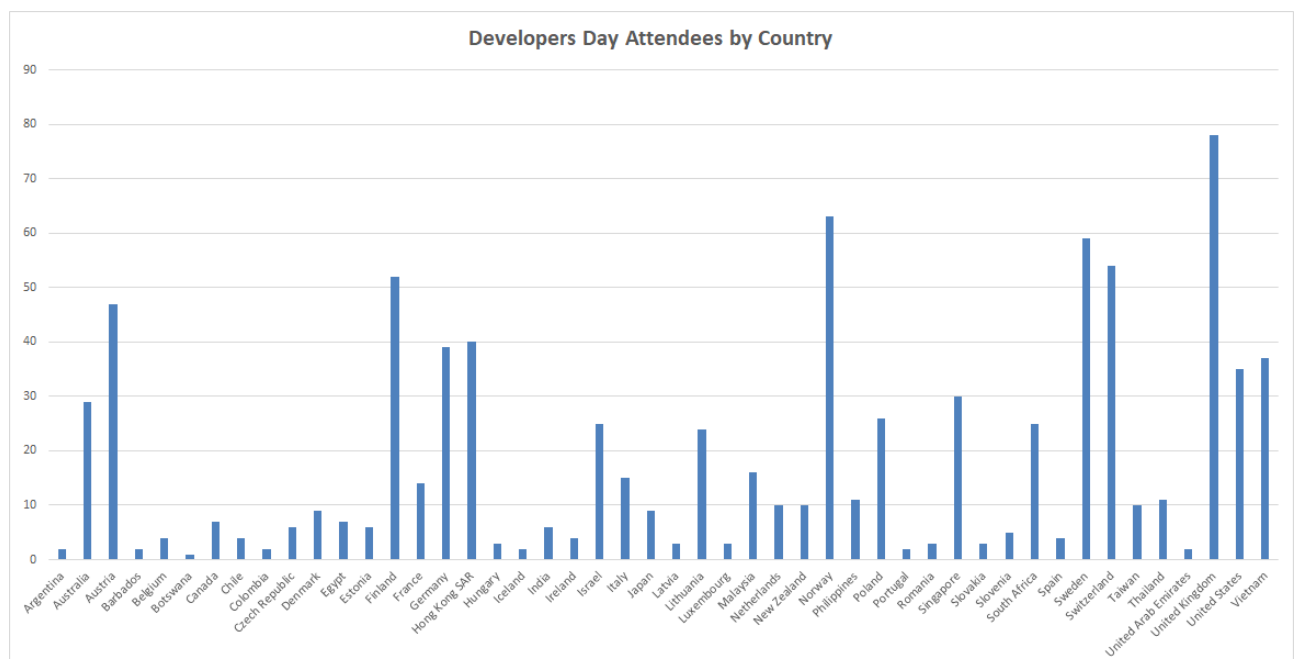
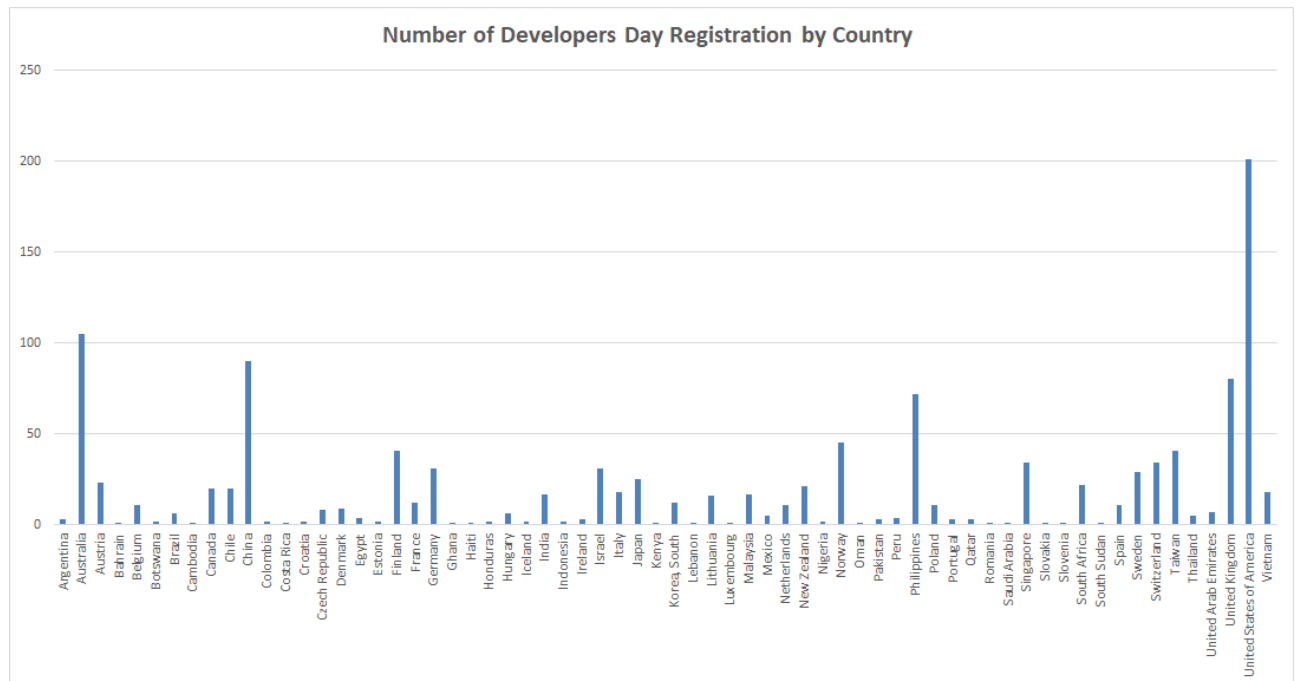
Will attend next year conference



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IGeLU Conference Analytics - Developers Day

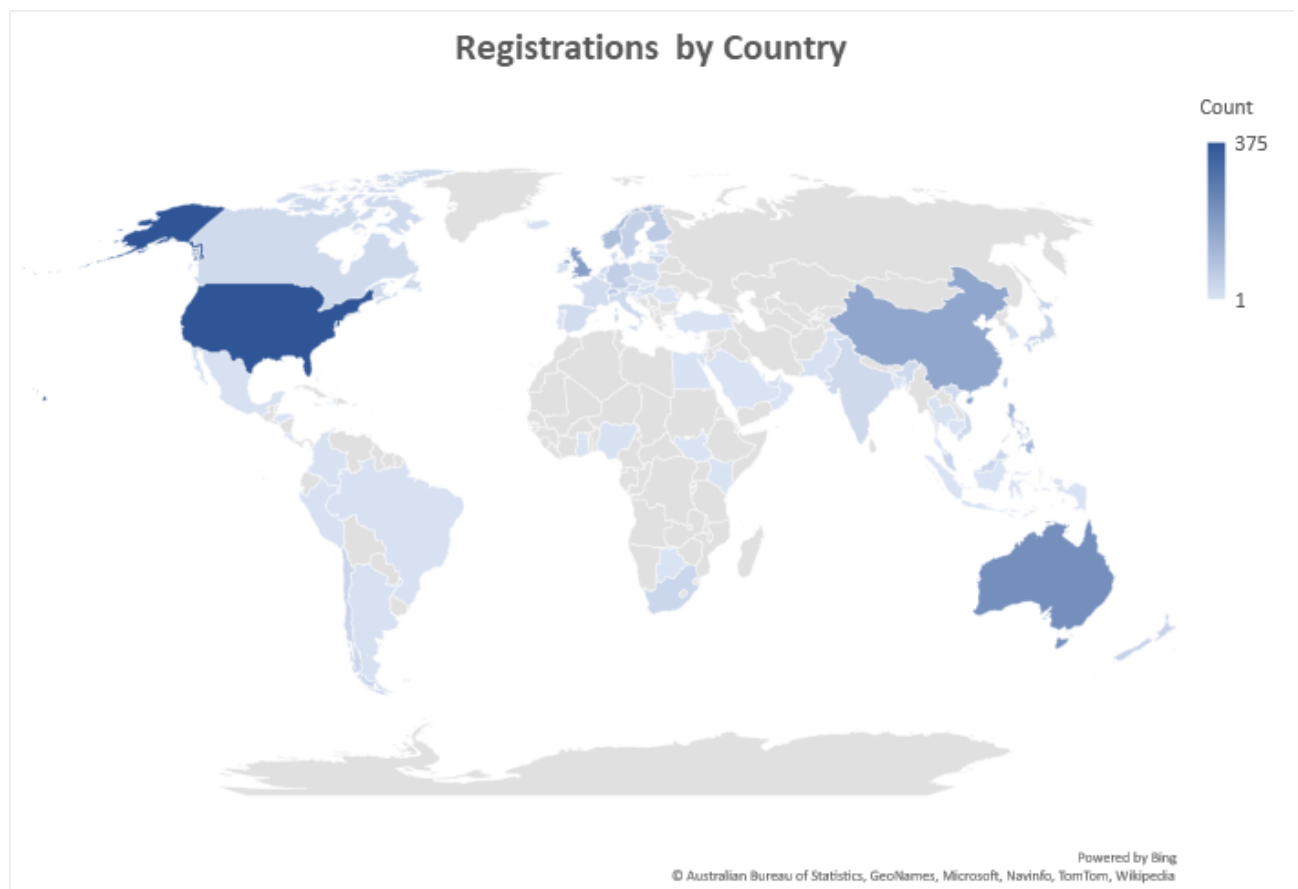
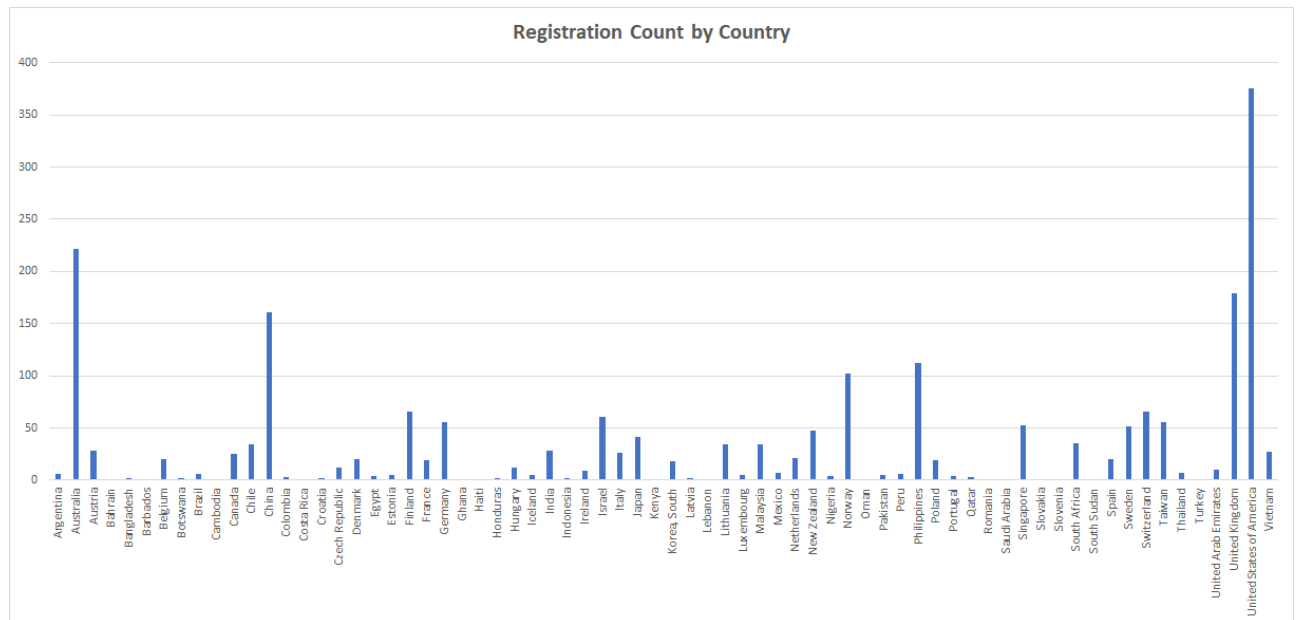
- 1,218 Registrations
- 859 Unique Attendees.



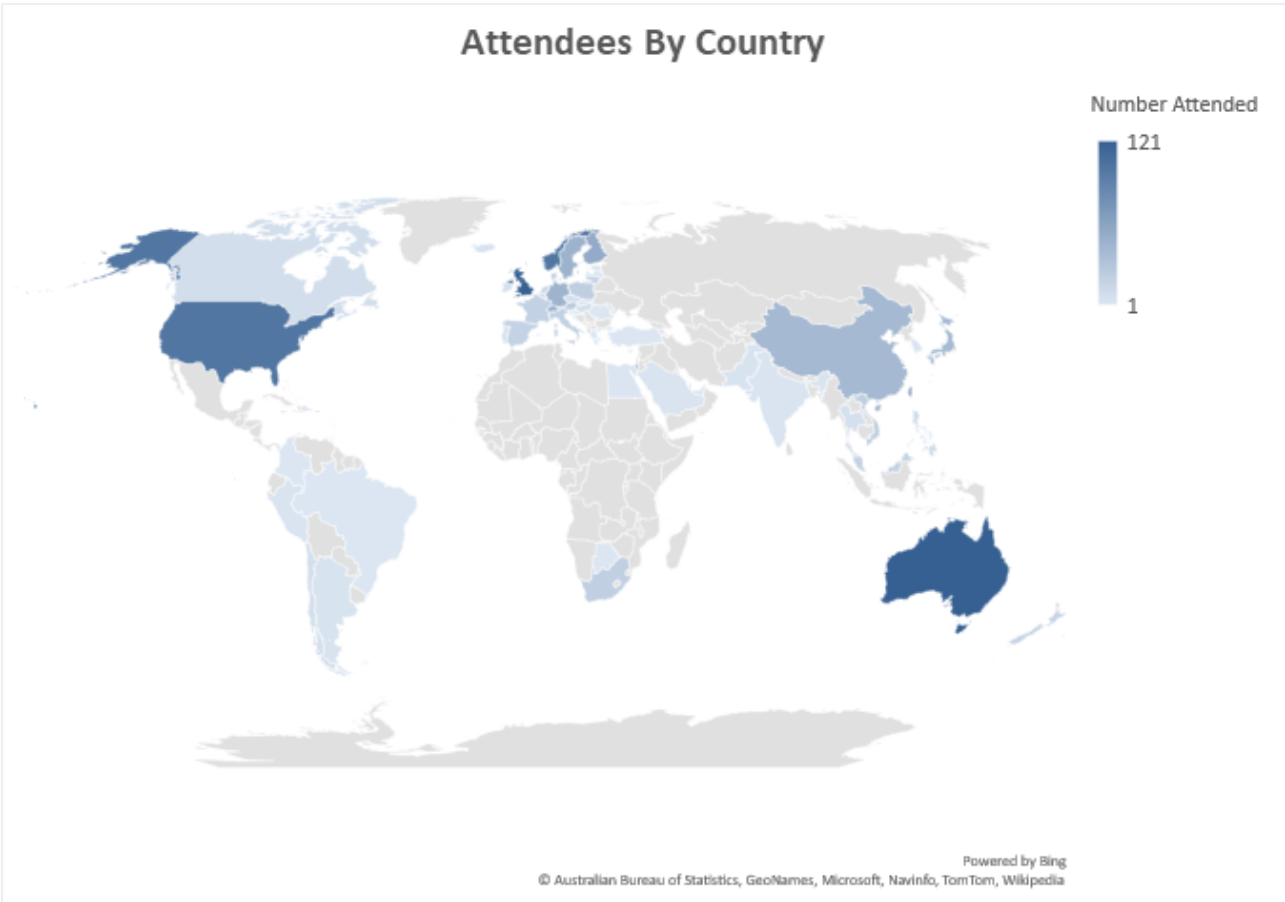
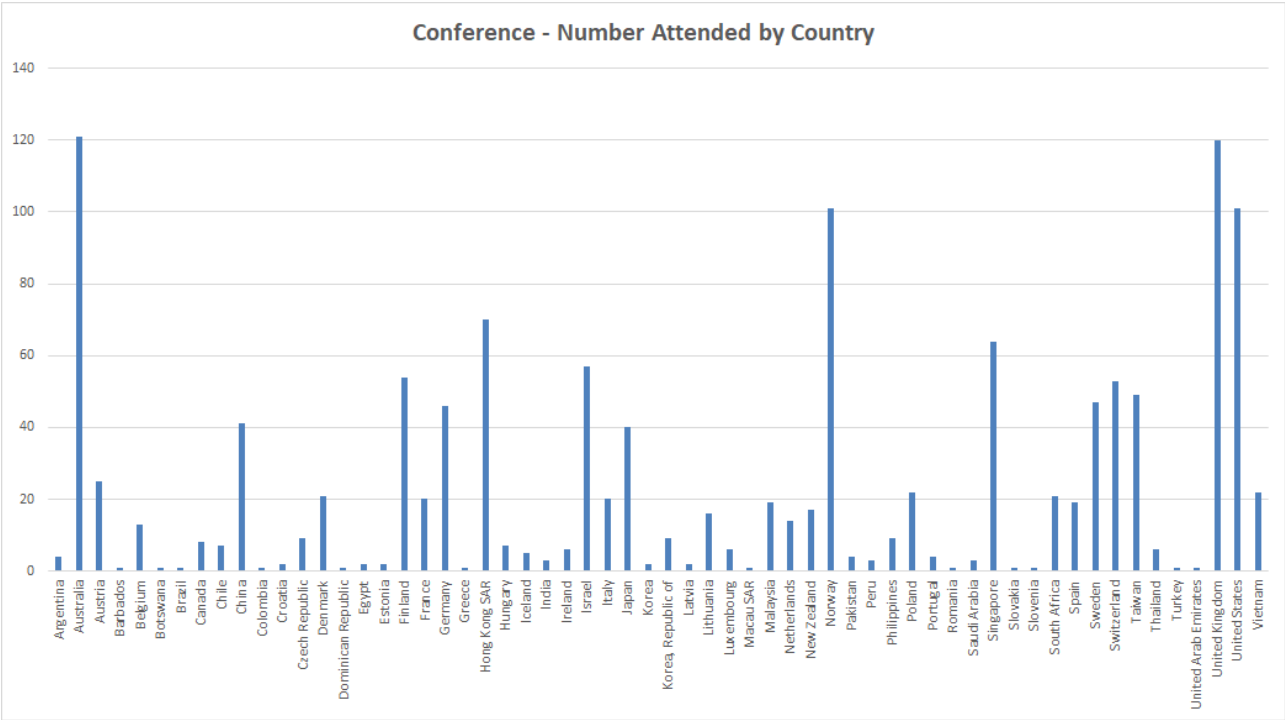
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IGeLU Conference Analytics

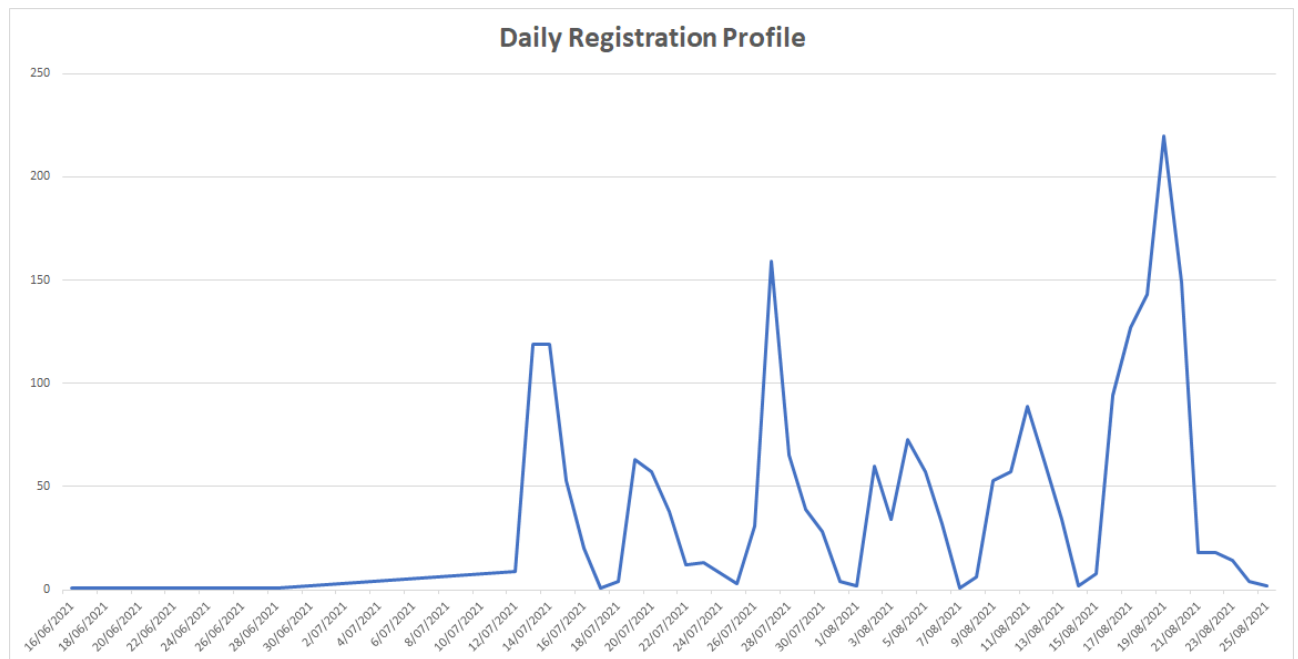
1. 2,197 Registrations
2. 1,328 Unique Attendees.



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Analytics on Vimeo Web recordings - Number of times the recording has been loaded

Session name	Count
A Novel Data Solution	1048
Aleph Product Update and Working Group Meeting	578
Alma Analytics - Helpful Hints	507
Alma Working Group Business Meeting	1134
Alma/Leganto - A Resource	1197
Analytics Communities of Practice	611
Analytics Working Group Update	1
And Now for Something Completely Different	510
CampusM and the Library Mobile App	393
CampusM and the Library Mobile App	511
Challenges of the Covid 19 Pandemic	680
Closing Session	389
Collaboration in Service of Equity, Diversity, and Inclusion	531

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Content Updates	662
Content Working Group Business Meeting	1105
Controlled Digital Lending	403
Controlled Digital Lending	514
Data Excellence Initiative	509
Data Visualization on the Ex Libris Higher Ed Platform	1093
DEI in Search Applications	1276
Do it Once, Do it Right, Use it Everywhere	507
Duck Duck Goose? Algorithmic Bias in Ex Libris Discovery Systems	514
E-Bibliography Service and Bibliographic Management	1
E-Bibliography Service and Bibliographic Management	418
Esploro Working Group Business Meeting	1226
Ex Libris Corporate Update - EMEA	269
Ex Libris Customer Journey Updates	509
Ex Libris Customer Stories (APAC)	685
Ex Libris Senior Management Q&A	406
Ex Libris Update (EMEA)	887
ExLibris Customer Journey Updates	696
ExLibris Customer Stories	1312
ExLibris Update (APAC)	1308
GDPR Focus Group	1033
How a Tweak Here and There Made Substantial Changes	457
How to Manage a Single Consortial Platform	995
IGeLU Assembly of Members	688
Implementing Indoor Navigation in Primo and CampusM	441
Integrating Your Research Platform Across Campus: Esploro from the Administration Point of View	80
It's all about Digital	442

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Keynote Speaker, Safiya Noble	853
Leganto Working Group Business Meeting	1007
Library Discovery 'in the Workflow'	942
Library Impact and Beyond	1304
Library Impact and Beyond	868
LightweightContentCreation	1
Linked Open Data Community of Practice	647
Migrate Millennium Invoice Data?	908
Navigating the Maze of Article Discovery	77
New Linking Technology	939
Optimizing Data in Alma and Primo for the Minnesota State Equity 2030 Initiative	483
Primo VE Across WHELF	572
Primo Working Group Business Meeting	622
Primo's Newspapers Search	1062
Provider Relations Advisory Subgroup	914
Providing contactless services - picking up reserved books around the clock	67
Providing seamless access to the most extensive digital library collections i	113
Reinventing Collection Discovery	1156
Replacing USTAT with CELUS for Data-driven Acquisition	559
Rialto Update	1303
Rosetta and Alma D Product Update	464
Rosetta Working Group Business Meeting	508
Secure Self-checkout Kiosks Using Alma APIs and Two Factor Authentication	596
SFX Product Update	466
SFX Working Group Business Meeting	522
Sketching a Data Warehouse in Alma Data Visualization Tool	535
Teaching and Learning Solutions	397

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Teaching and Learning Solutions Update	509
The Data Excellence Initiative	401
The Discovery Experience + Primo and Summon Product Update	499
The Discovery Experience + Primo and Summon Updates	691
The Library at the Heart of Academic Research	694
The Library Experience	859
The Library Experience + Alma Product Update and Roadmap	1296
The Resource Sharing Experience + Rapido and Rapid ILL Update	691
The Resource Sharing Experience + Rapido and Rapid ILL Update	499
The Struggle to Stay Alive	897
UNSW Unstacked	491
User Data - How do you Protect Yours	532
Voyager Product Update	414
Welcome	1312
WHELF P2P Lending Scheme and Shared Analytics	910
When Discovery and Digital Preservation Collide	979

Visual Minutes - Day 1



Visual Minutes - Day 2



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Visual Minutes - Day 3

