2022 Cardiff Hybrid Conference Feedback

Background

The IGeLU Steering Committee met in March 2022 to discuss the IGeLU 2022 Conference (13-15 September 2022) and Developers Day (12 September 2022) and it was agreed at that meeting that the 2022 IGeLU conference would follow a 'hybrid conference' format. Under this format attendees and presenters are either physically located in the same place or they are attending remotely.

In reaching our decision we took into consideration the following

1. Levels of COVID vaccination rates
2. Timing of the conference – COVID case loads statistically are not high over summer and early autumn
3. Impacts of the latest COVID variant
4. COVID protocols that we will have in place during the conference
5. Institutional budgets to allow conference attendance
6. Ticket prices -- we did not want the virtual tickets to be priced too low so that people will not consider physically attending the conference
7. Informal networking opportunities which are more readily available when delegates attend conferences in-person

Technical Infrastructure

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

1. Proposal Space Platform (https://proposalspace.com/?locale=en) was used to manage Abstract submissions

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

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

4. The Royal Welsh College of Music and Drama (RWCMD) in-house recording systems

5. Production78 the local PCO was responsible for registrations and financial management of the conference.

The initial plan was to use Vimeo as the platform for the live streaming of the event. However in the fortnight prior to the conference it came to the attention of the IGeLU SC that Vimeo had revised their subscription plans which immediately made this solution too expensive to implement. As a result it was decided to use the ZOOM platform as the conference broadcast platform. This late switch in the broadcast

platform meant that the conference broadcast URL was not made available to the virtual attendees until a couple of days prior to the conference.

Conference Logistics

The following decisions were made to support the conference

1. General Conference
   - Presentations limited to 30 minutes
   - All sessions were recorded
   - Virtual presenters were given the option to pre-record their session
   - There were 7 breakout streams

2. Presenters and Moderators Training
   - Pre-recording training package was offered to presenters
   - Multiple training session were offered to presenters 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 the following items are to be considered for the IGeLU 2023 conference
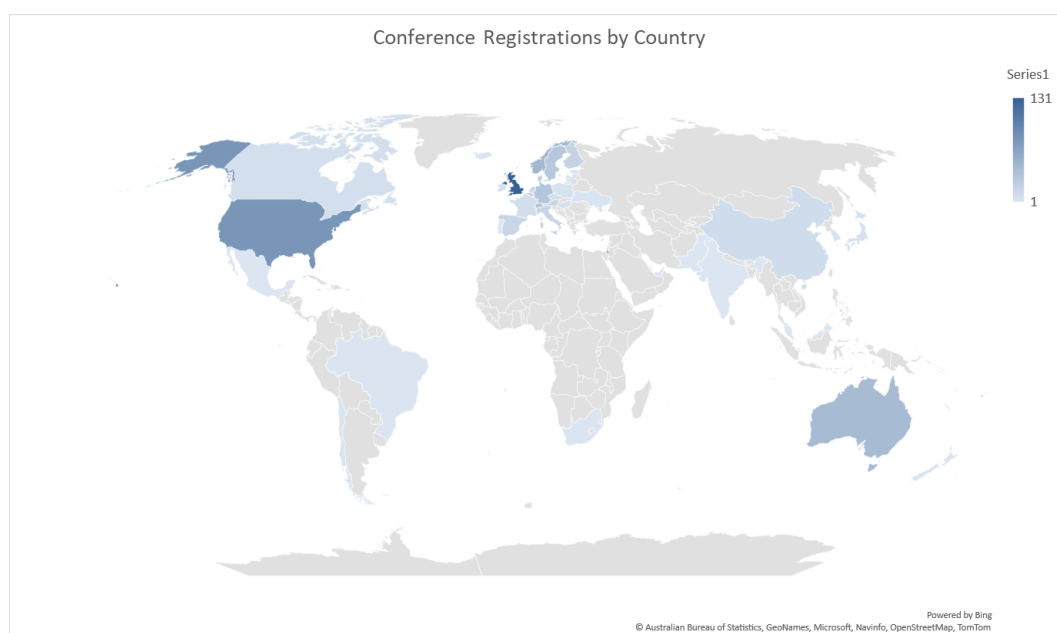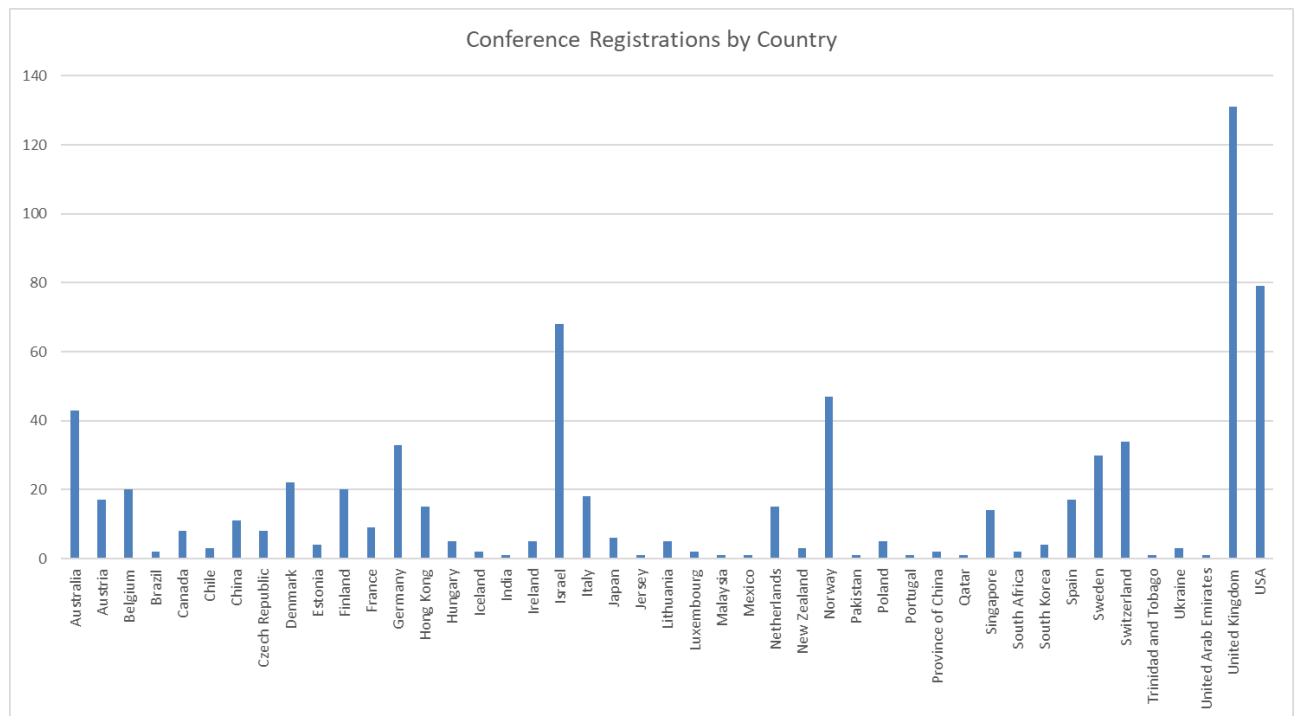- Set up ZOOM sessions for virtual delegates to meet with Ex Libris / Clarivate support as part of the conference
- More information for delegate's welcome pack including information on the app, maps, tourist information, cultural events, etc
- Update the registration forms to indicate if you which to be included in the list of participants
- Discounted speaker registration fees
- More enhanced and timely training for moderators especially around the use of conference equipment and conference recordings.
- Mandatory moderator training to be scheduled the day before the conference start
- More detailed training notes for moderators
- Simplify moderator scheduling by allocating the same moderator for a 'room' and for the full morning or a full afternoon
- Monitoring of the conference emails during the events
- Publishing accepted sessions to the website as a precursor to the full publication of the program schedule
- Ensuring that all sessions are recorded to the 'cloud' for subsequent access and publishing
- 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 way finders to help delegates find rooms
- Ensure use of closed captioning on recordings including any pre-recordings
- Ensure that presentation slides meet accessibility guidelines
- Pre-recorded session only to be made available to virtual presenters
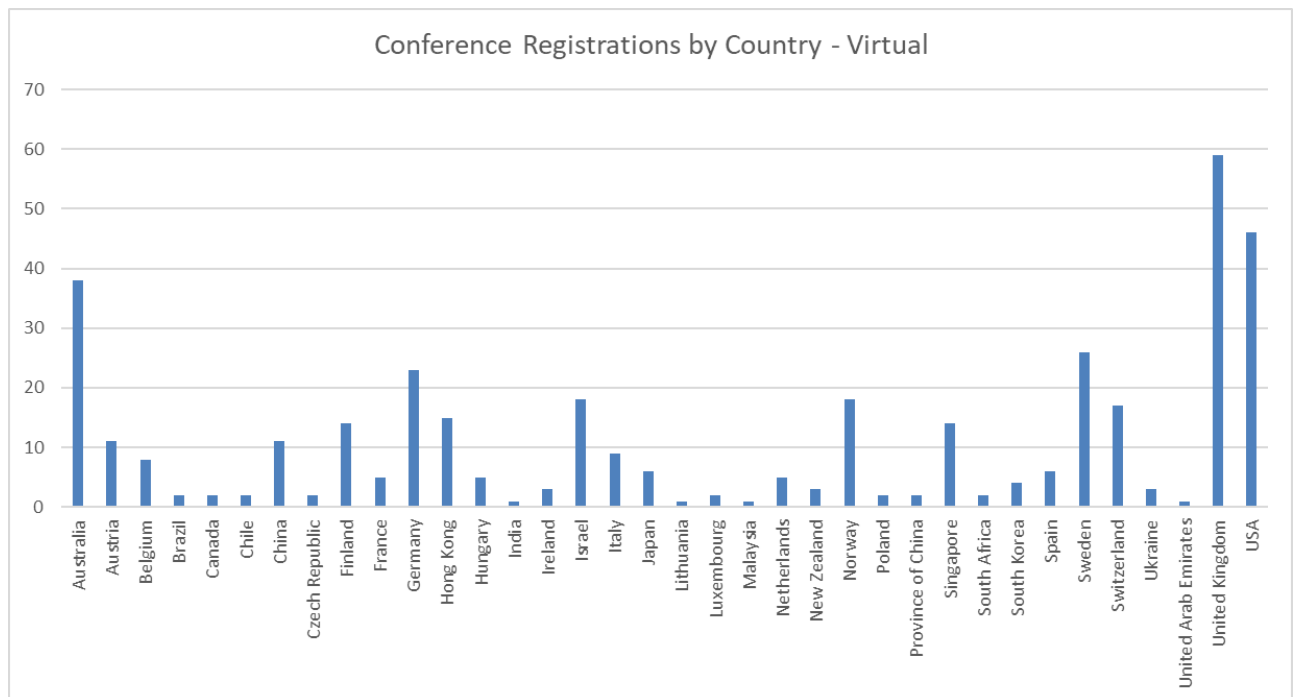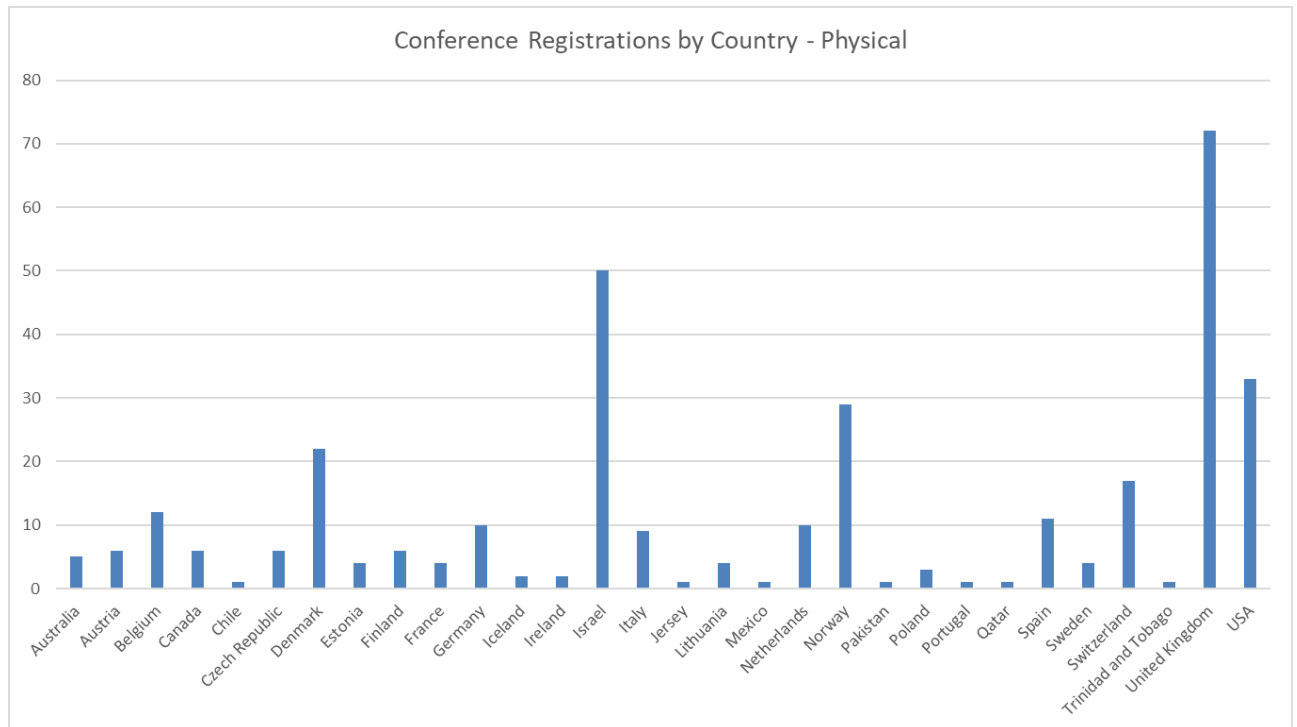
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IGeLU 2020 Digital Conference Attendance Information

Registration counts excludes Ex Libris/PQ/Clarivate attendees

Total number of Conference Registrations	721
Total number of Physical Conference Registrations	334
Total number of Virtual Conference Registrations	387
Total number of countries represented at the conference	45

Conference Registrations by Country

Conference Registrations by Country

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Conference Registrations by Country - Physical

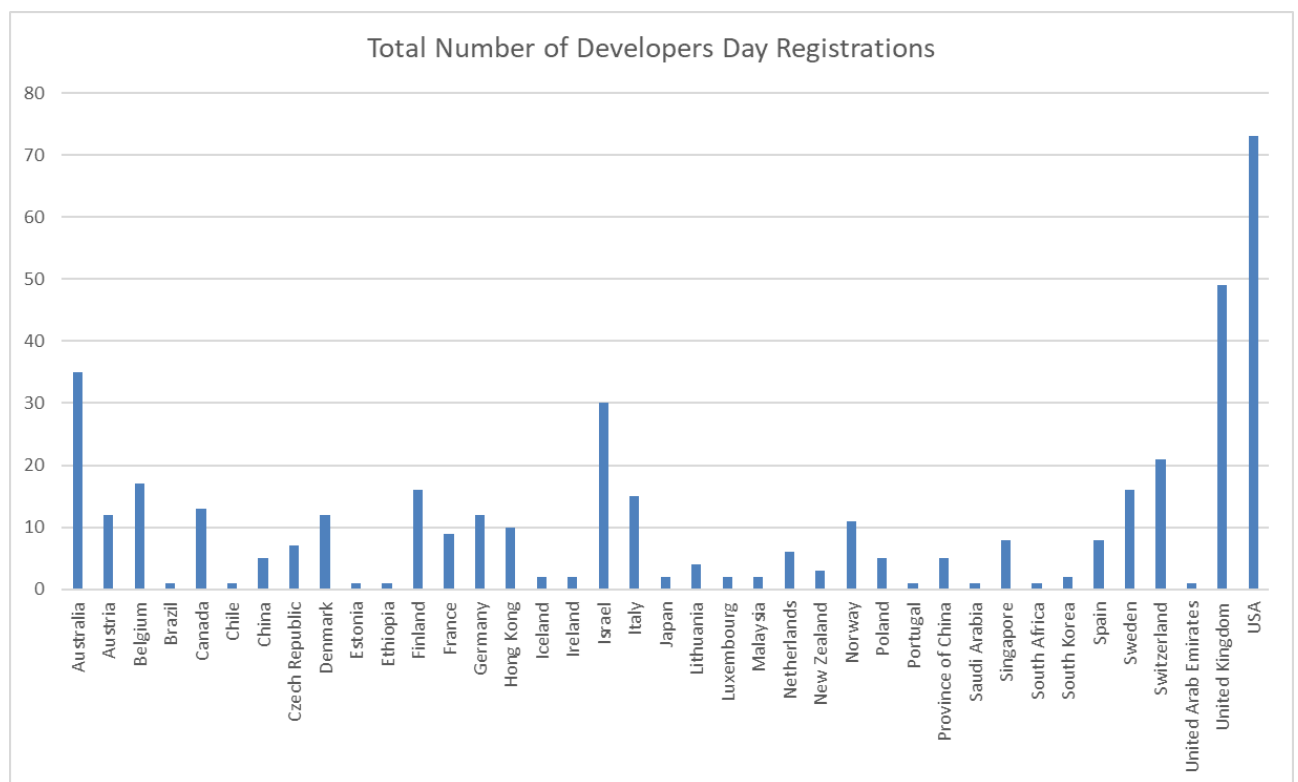### Conference Registrations by Country - Virtual

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IGeLU 2020 Digital Developers Day Attendance Information

Registration counts excludes Ex Libris/PQ/Clarivate attendees

Total number of Developers Day Registrations	422
Total number of Physical Developers Day Registrations	122
Total number of Virtual Developers Day Registrations	300
Total number of countries represented at the conference	39

Total Number of Developers Day Registrations

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Total Number of Developers Day Registrations - Physical

Total Number of Developers Registrations - Virtual
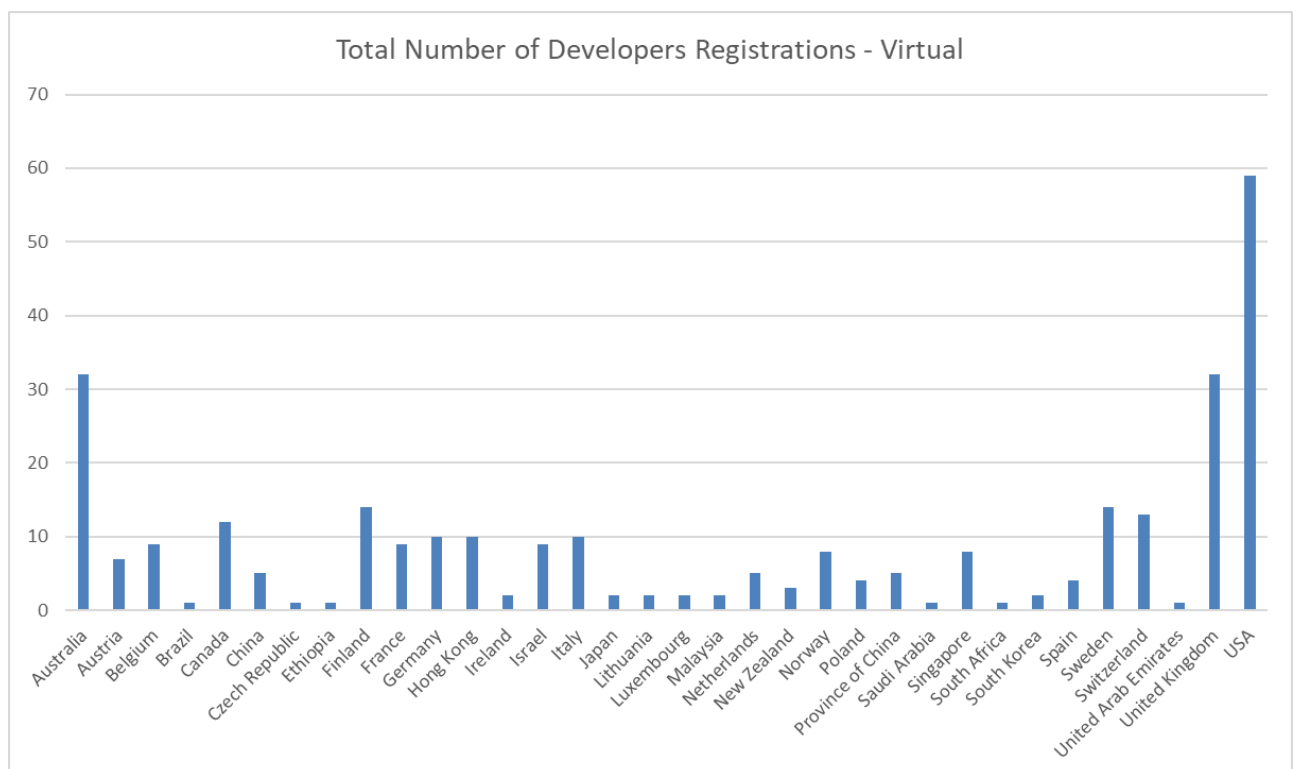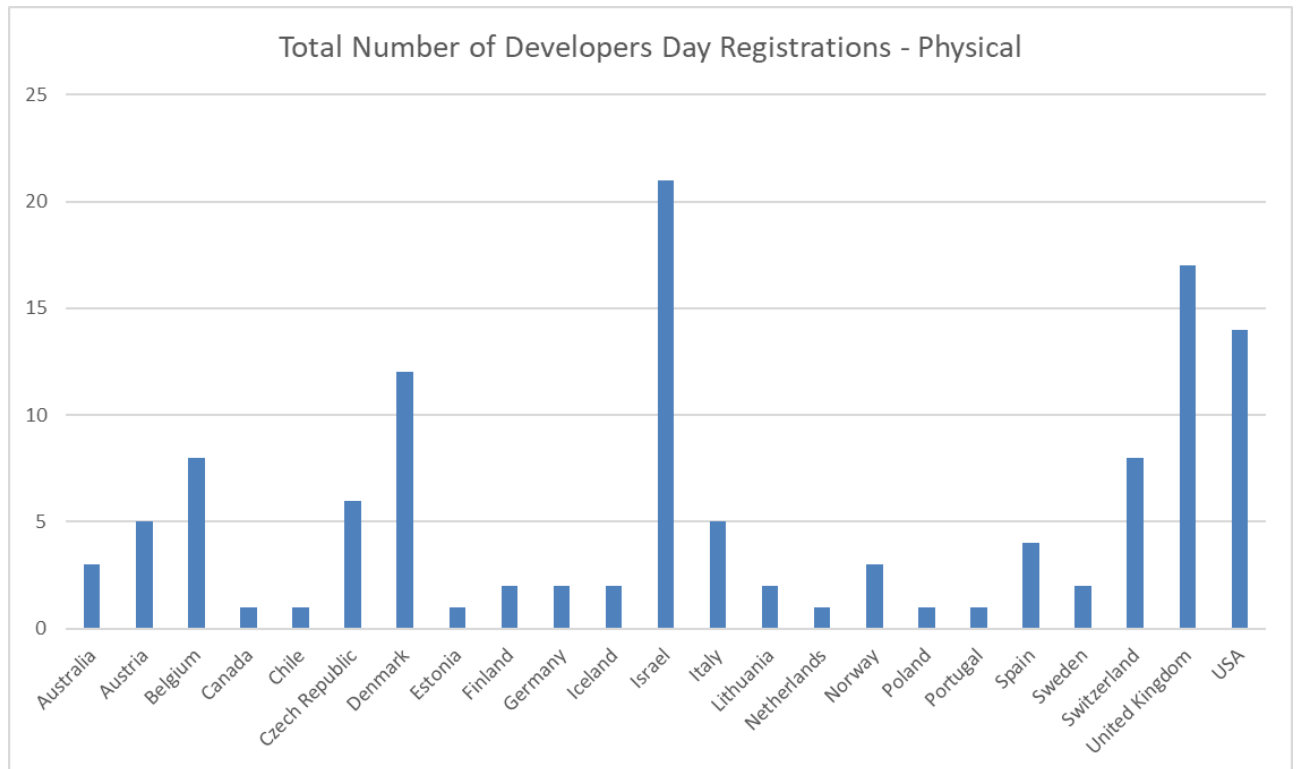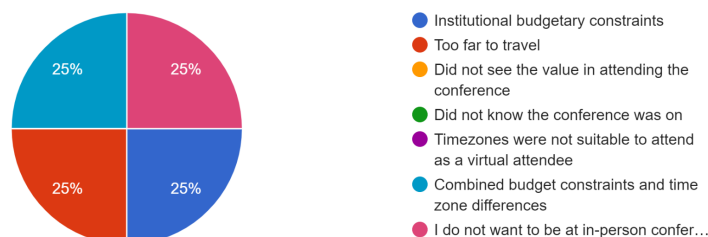
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IGeLU 2020 Digital Conference Survey Results

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

1. 97.3% of the survey respondents attended the conference

2. 85.1% of respondents were IGeLU Members

3. We only received 4 responses on why they did not attend the conference. The results are as follows

We are wondering why you did not register to attend the conference. Did you not register because of (select all that apply)
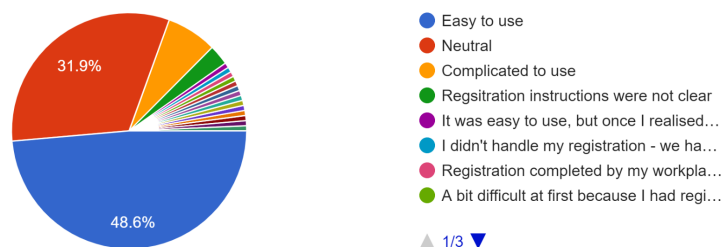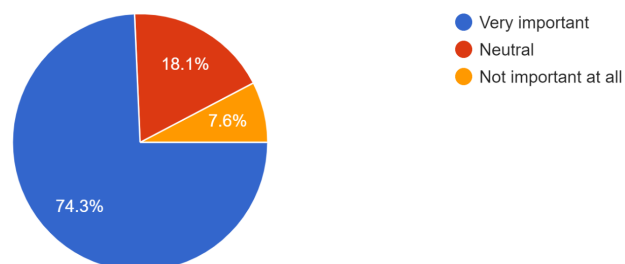4 responses

- Institutional budgetary constraints
- Too far to travel
- Did not see the value in attending the conference
- Did not know the conference was on
- Timezones were not suitable to attend as a virtual attendee
- Combined budget constraints and time zone differences
- I do not want to be at in-person confer…

4. 'Registration Process' feedback

How did you find the registration process?
144 responses

- Easy to use
- Neutral
- Complicated to use
- Regsitration instructions were not clear
- It was easy to use, but once I realised…
- I didn't handle my registration - we ha…
- Registration completed by my workpla…
- A bit difficult at first because I had regi…

△ 1/3 ▼

How important is it for you to receive an official receipt?
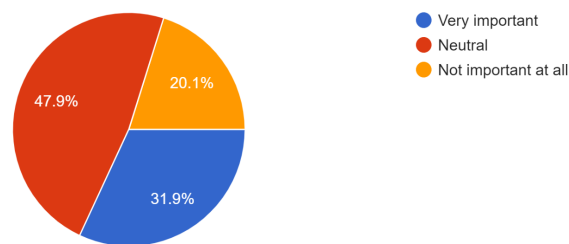144 responses

- Very important
- Neutral
- Not important at all

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How important is receiving a 'ticket' to the event?
144 responses

- Very important
- Neutral
- Not important at all

47.9%

20.1%

31.9%

Specific issues raised by respondents were as follows
- It was easy to use, but once I realised I made a mistake I emailed the support. I did not receive any reply from events@production78.co.uk
- Registration instructions were not clear
- It was a bit difficult at first because I had registered for the Technical seminar and had to use another email address to register later to the conference as I could not add a conference registration to my first registration.
- My institutions booking team did the registration process for me
- Registration instructions were not clear
- My Invoice was not in my registration account but somewhere else. It would have been nice to have all the information in the same place.
- It was confusing to have 2 different webpages for the conference. Also, as our business team was completing the booking, we had to first create personal accounts and share login details for them to book/pay for conference registration
- Had to do it in tandem with a member of our Admin Team as we had to pay by credit card. Not the most straightforward in terms of process for us.
- Registration instructions were not clear
- We had a few issues with our account not being recognised as Igelu members and therefore not giving us the correct pricing but this was resolved.

Respondents provided the following feedback on how we could improve the registration process
- It was difficult to find a place to add the invoice address and VAT number. The company wasn't capable/willing to correct the wrong invoice addresses afterwards.
- The website itself with drop down menus and complicated structure could be reorganised
- I think the deadlines were not highlighted enough. I happened to be registered even if I did not pay but then it was too late to apply the discount code, then I had to register online and in the end I was not on the physical participants list but I had a nametag. It was all confusing and very stressful even if in the end it was all sorted.
- Paying with bank transfer as a first option, paying by credit card in a University is difficult and bank transfer was just mentioned inside the process.
- Just by allowing us to register to be part of the event (Technical day, Knowledge days, Conference) and be able to change our mind later to add another part if necessary. Thanks.

- I completed the registration form and had a blank confirmation screen, with no further information about whether this was successful or how to make payment, so I had to contact IGELU (who were very helpful and resolved the problem). I also heard there was an offer for a free online delegate place for every in-person attendee and had a colleague interested, but could find nothing about this on the registration form, and didn't receive an answer to my query about it, so my colleague didn't get to attend. Would have liked more clarity.
- There is no problem with the same method from the next time onwards.
- Make clear from the beginning that attending the conference online is also payd.
- Please add the conference dates to the invoices including the Dev. day
- My institutions booking team did the registration process for me
- finalise registration for the delegate and then offer something that can be passed on to procurement/finance to action payment
- Hard to understand if you were actually registered. It was not possible to edit all info, e.g. username.
- More user friendly. Make all information available from the start. Make it possible to edit email-address (user name)
- To simplify the registration process and to allow multiple the registration of a group of participants from the same institution.
- Get all information in the registered account and not some information by Email only. Our Igelu ID was not recognized during registration.
- Straightforward, easy to use - no improvement needed
- not sure
- It should be possible to get an e-invoice
- Provide clearer confirmation of being successfully registered and paid.
- We had considerable difficulty paying with a credit card due to an international credit card block, so it would be great to resolve that before the next conference.
- it was fine
- As our institution was a brand new member of IGELU (we joined for the conference), signing up was a little difficult. We were waiting for the 50% membership to kick in. Our password wasn't working, making things a little more difficult. You may want to include a projected time it'll take for the membership to become active, just so we know it'll take a week or something.
- Greater clarity in processes, easy and simple
- May be useful to translate the page in different languages
- Everything is fine
- More different payment options.
- I would like to register several employees together. These should then be billed via one invoice, but each should have personal access.
- It is not important to have a "ticket" to the event, but there could be some kind of assurance email of registration.
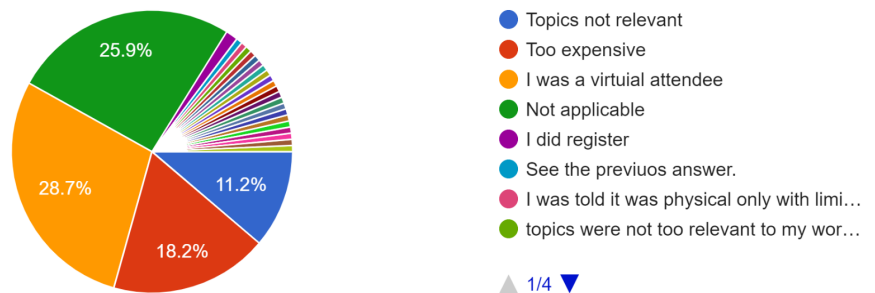- doing more clear the process

- make it easy to open an account, make it easy and understandable to know what to pay for, send an invoice marked as paid once payment was made, and leave a copy for future download under the account.
- I don't know if my confusion about the payment was because I registered too early, or whether I missed the information in the correspondence/submission process. But certainly if those decisions are made and communicated before registration opens that might reduce the chances. BTW - the decision may well have been in advance. I just don't know.
- Just the issue with Igelu membership being recognised.
- It worked smoothly for me
- I wanted to wait until the program was out. Had the impression that it was quite late?

5. Knowledge Day feedback

If you did not register for Ex Libris Knowledge Day -- what is the reason why?
143 responses

- Topics not relevant
- Too expensive
- I was a virtiual attendee
- Not applicable
- I did register
- See the previuos answer.
- I was told it was physical only with limi…
- topics were not too relevant to my wor…

△ 1/4 ▼

Instead of attending a Ex Libris Knowledge Day would you prefer to attend a free workshop on specific topics such as 'collection development' wor…fic issues in a product or other similar activities?
144 responses

- Yes
- No
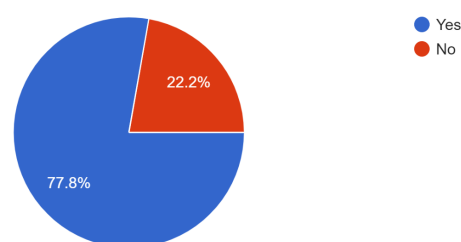
Specific issues raised by respondents were as follows
- I was told it was physical only with limited space and I missed the deadline to register.
- topics were not too relevant to my work and I have been at the dev day instead
- Difficult to manage another day away from work.
- Most of the presentations by Exlibris are available online.
- Time
- I was a virtual attendee
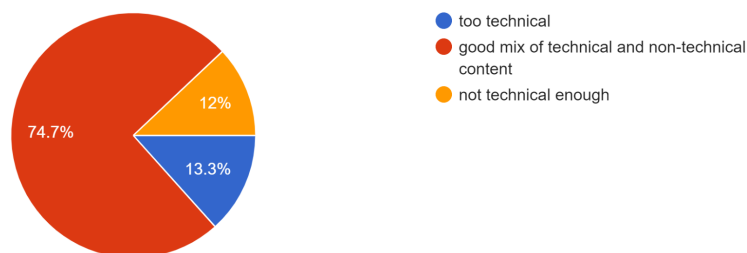- Worked with Ex Libris on Collection Development Workshop

- I couldn't travel to the conference that day as I had other obligations.
- First of all, I'm not sure I did not. The registration process was not clear, and I found out I was not registered at the last minute. Also the price of it was very high - one day that seemed to cost like three days.
- The proposed tracks the tracks didn't fit our needs as to justify the increase in spending

6. Developers Day general feedback

Are you a developer in your institution
75 responses

- Yes
- No

66.7%

33.3%
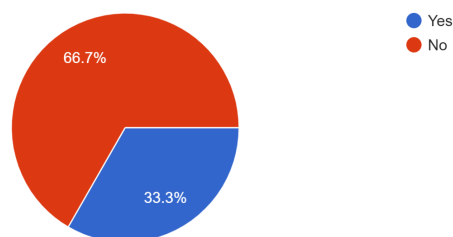
How would you rate the developers day content?
75 responses

- too technical
- good mix of technical and non-technical content
- not technical enough

74.7%

13.3%

12%

Respondent's General feedback on Developers Day
- Physical presence of presenters
- More technical presentations Less virtual sessions
- I'm new to systems so found this too technical. Some sort of advice for beginners, e.g. pre-session documentation would have been really useful for novices. The beginning of the sessions were generally quite informative before it went into the technical. It was generally great for context and hearing what others may be using.
- Please ask the speakers to always wear a headset next time
- The changes in development at ExLibris side was not addressed, e.g. the role of Josh Weisman and how that gap may be filled. The ExL presentations could have been more technical, some interactive coding and demonstration part would have been very good to spark discussion. The sense on where ExL is moving with their integrations/development/API approach could have been more thoroughly covered. And yes, the institutions could have also done a better job in bringing contributions. In any case,

many colleagues noticed that the `virtual` part of the dev-day was hampered by technical problems with the conferencing tools. Maybe a dedicated on-site event could be more worthwhile.
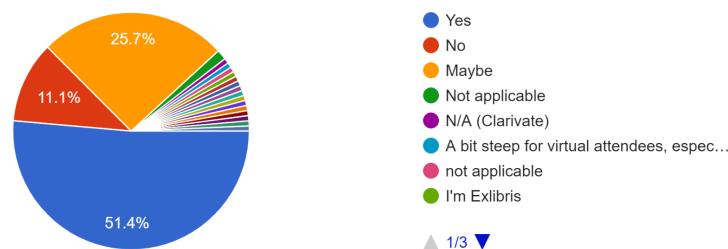
- Analytics and API usage
- make sure that even though it is the first day of the conference, everybody knows how to setup presentations for virtual attendees
- Video-streaming, screen sharing. More professional broadcasting.
- To be a good mix of technical and non-technical content. When it becomes too technical it is difficult to follow.
- It could be way more technical since it is a developers day.
- It was interesting, but as a virtual attendee I found it very difficult to follow along with the more technical presentations because the code presented was very small and the presentations moved very quickly.
- "trailer" presentations, focused on user experience gain. Then longer presentations, in small groups, once you made the tour of all proposed subjects, for being able to get into details if you want to.
- The presentations were great, but they seemed rushed. Would love to see more "hands-on" workshop and/or group developer sessions where a simple API is developed and tested.
- Everything was excellent
- Try to consider more information about Cloud apps
- each session should be a little bit longer
- More interesting development topics regarding Primo and Alma and so on. Hackathon or something alike. This year's topics were to non-technical
- more emphasis on practical value of technical innovations (in some talks, the abstract was more convincing than the actual development)
- Put nearer the Ex Libris training (or it nearer to the Dev Day) so can move between the two options as desired.
- I found it very hard to listen to pre-recorded remote content, especially if speaker's first language isn't English. Strangely it helped to even see a static photo of the speaker, instead of just the voice from the off.

7. General Conference Feedback

Did you feel that the ticket price was reasonable for the main conference?
144 responses

- Yes
- No
- Maybe
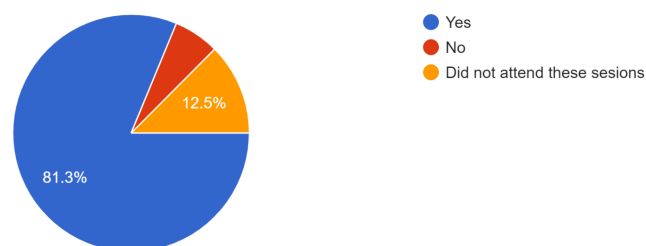- Not applicable
- N/A (Clarivate)
- A bit steep for virtual attendees, espec…
- not applicable
- I'm Exlibris

▲ 1/3 ▼

- 25.7%
- 11.1%
- 51.4%

How would you rate the conference session lengths?
144 responses

- Excellent
- Very good
- Good
- Fair
- Poor

- 25.7%
- 53.5%
- 16%
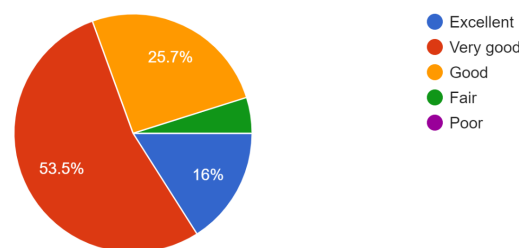
Did you enjoy the keynote sessions?
144 responses

- Yes
- No
- Did not attend these sesions

- 12.5%
- 81.3%

How did you find the ratio of Clarivate to Customer sessions?
144 responses

- just right
- neutral
- would like more customer sessions
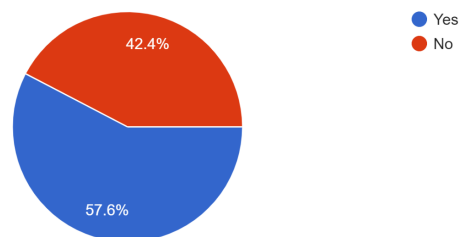
- 25.7%
- 47.9%
- 26.4%
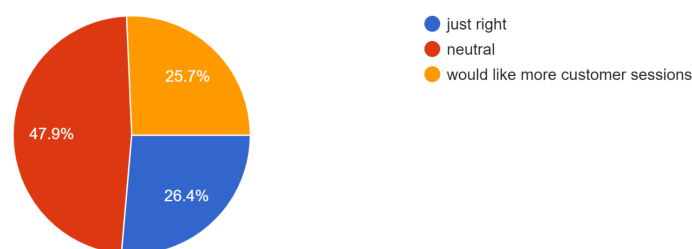
Respondent's provided the following comments around ticket pricing
- A bit steep for virtual attendees, especially when the time zone meant missing portions of the day because it was just too late.
- I thought the price for virtual attendees should have been slightly lower
- Non-IGeLU member, no point of comparison
- As a virtual attendee, it felt rather expensive.
- I was virtual attendee so this should be discounted if this option will again be available
- It was a bit steep for virtual attendees. I know there are costs for hybrid, but expectations about engagement could be lowered if it was cheaper. A nominal fee, but then make it just live-streaming without feeling you have to include chat and Q/A. It would make moderation simpler too.
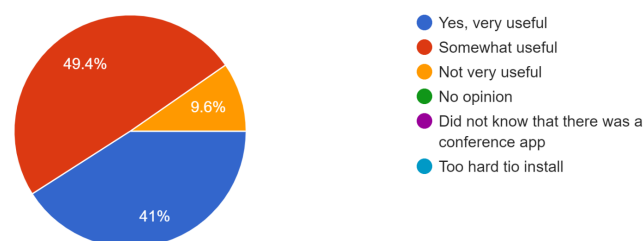
8. Feedback on the conference App

Did you use the conference app?
144 responses

- Yes
- No

42.4%

57.6%

Did you found the app useful?
83 responses

- Yes, very useful
- Somewhat useful
- Not very useful
- No opinion
- Did not know that there was a conference app
- Too hard tio install

49.4%

9.6%

41%

Features that respondents liked.
- maps and conference programme
- Program overview
- Ease of use
- Keeping track of the sessions I was interested in attending
- Schedule, reminders, food recommendation, building map
- Used mostly to plan my sessions

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- The schedule and time of sessions
- Sessions planning but it kept crashing, plan was useful too but a lot of clicks to get to the final location of the rooms.
- The Schedule
- Easily accessible schedule and messages.
- The schedule. (But, I believe the app was most beneficial for physical attendees.)
- Organize the own schedule
- My agenda with my favourites
- All the details I needed was there, it was very helpful with the agenda including the rooms and maps available
- Having access to the conference programme in a mobile friendly format.
- That you can make you own program
- Up to date.
- Conference Program
- Program
- The ability to filter sessions and save favourites
- Having easy access to the conference program was really useful
- The conference schedule and the ability to filter it.
- The locator for rooms
- I was able to organize the sessions that I wanted to participate in by saving them as favorites.
- The calendar function. Unfortunately I've deleted the app so I can't remember all the good stuff but I found it very useful during the conference!
- Conference program
- Name of conferences / rooms
- Calendar and maps
- saving my sessions of interest and then being able to see where I was headed
- the program and the map
- Easy to access information on the session location and what is up next (schedule + location)
- It was good having the information in one place
- Events/calendar and the option to favourite the sessions I was interested in. That made it easy to create an itinerary.
- I had a bit problem, cause I cold not install the app due to my Huawei phone :) . App was only in Google Play and App Store. Not for Huawei appgallery. So I used it like webpage, which was nicely responsive and cool to use.
- personalized schedule, alerts
- it was very clear
- The ability to get reminders of sessions I was interested in, and the food recommendations.
- The likes of the sessions I wanted to attend, view session abstracts easily, Cardiff & Wales tours and weather.
- The events / calnedar
- Good to have a schedule
- the updates, bookmarking the sessions I wanted to attend, the attached link out to Google docs made it easy for me to manage my conference note taking and follow up afterwards.

- Being able to see session times and details
- ability to see parallel sessions and plan next sessions

Features that respondents would like to see in the app or improved:
- I missed App integration with phone calendar.
- programm overview dissapeard very quickly - more communication about changes in the programm would have been handy
- A navigation map of the premise and a navigation tool to the location of the conference and meeting rooms would have been useful
- There was nothing much for virtual attendees.
- I expected to be able to view the sessions remotely through the app instead of using a third-party access. Also expected to be able to ask questions during the sessions through the app.
- It was a while ago so I may be misremembering, but it would have been great to be able to select a button to add my preferred sessions to my calendar (for a record and easy time conversion).
- no direct link to the conference, which made the app not that useful in the conference days
- I cannot check as I do not seem to have access to the app anymore. Eating out I think and possibly more.
- A way to see past sessions
- the location of the rooms
- The only issue I had is with the cell carrier not available in the rooms and i found it non intuitive to register the wifi
- Clearer breakdown of what was on a specific day / specific room or a list of what I had marked to attend as there were a lot of parallel sessions. More information about the social events.
- Times of sessions were incorrect
- the ability to add the meeting to my calendar
- I wish that sessions would not disappear after they have been held.
- Add a calendar to plan the sessions you are interested in.
- Timezone clarification (for those coming from different GMT).
- The alerts did not always worked.
- That once the expected end time for a sessions was past that the session information was removed from the conference schedule.
- I would have appreciated to have the program inside of the app rather than being directed to the website
- If you weren't on the wifi, it was very slow to load.
- Tourist events, very few people attended the guided tours, I don't know if the University of Wales took place, I got to the point and no one ever arrived.
- the surveys were weird - it felt like we should be able to see the answers, but I couldn't
- would be nice if the registered sessions stayed visible also after the session
- The calendar should have had more filter options. I still had to do a lot of scrolling, and its responsiveness to scrolling was poor.
- Filtering of day's events was a bit glitchy

- session planning was not really possible, it would be good to have the possibility to see all sessions that take place in parallel in one view instead of having to scroll up and down
- Not enough information on the sessions included in the app (e.g. session description/details). Would be great to "register" for the sessions via the app and then have those sessions added to your calendar for easy access, including updates to location and/or time.
- Favouriting a session didn't put it into a list of 'your sessions' so you still had to scroll through and look at everything every time.
- It was ok the app in general
- More details in the floor plans would be appreciated. It also would have been helpful to be able to see concurrent sessions in a group, to decide which to attend easily.
- The inconsistency of the representations of the sessions was annoying. On the first day, I could see all the sessions of the day, on the second the sessions disappeared once they started, which made it hard to leave one session and go to another, and on the third day, it seemed half and half. If sessions are to disappear, it should be after they end not once they start. Plus It is impossible to use the app to navigate. Although the app shows Maps from Google Maps I could not plan a route with the app. I had to open Google maps and then find the place and plan a route.
- As a virtual attendee I checked the app to see if there was a networking/chat feature that virtual attendees could engage in since they weren't there in person. Just a simple chat back-channel would be something.
- Would have like a personalised schedule including only sessions I've favourited
- Would of liked the abstracts of the presentation in the app
- It would be better toe able to see the times and details of historical sessions and not for that information to disappear after the session time had passed.
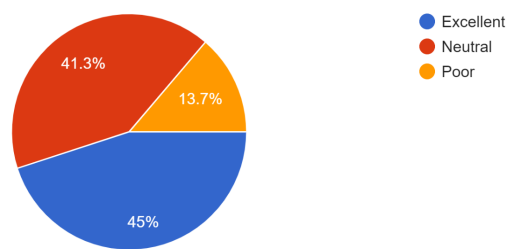
9. Physical Attendee's feedback

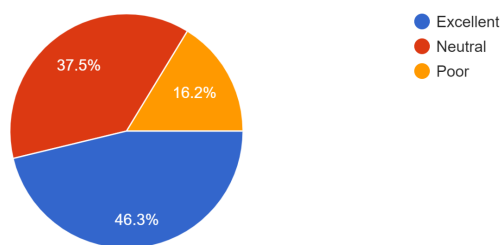Did you feel that the moderators paid enough attention to physical attendees?
80 responses

93.8%

- Yes
- No
- Maybe
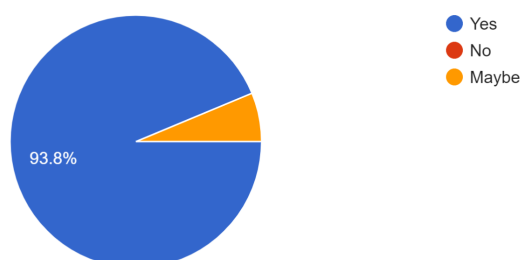
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How would you rate the morning and afternoon breaks?
80 responses

- Excellent
- Neutral
- Poor

41.3%
13.7%
45%

How would you rate the lunches?
80 responses

- Excellent
- Neutral
- Poor

37.5%
16.2%
46.3%

If you had special dietary requirements were they catered for to your satisfaction?
80 responses

- Yes
- No
- Not applicable

72.5%
20%
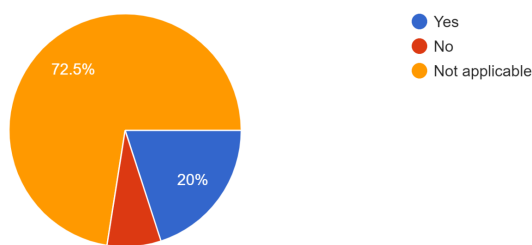
Did you find the networking event enjoyable
80 responses

- Yes
- No
- Not applicable

18.8%
28.7%
52.5%
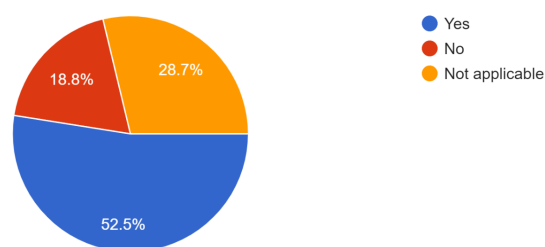
First timer attendee's feedback

- The breaks were too short. There were limited bathroom facilities and quite a lot of attendees, which often made me either late to a session or unable to get some refreshments.
- It would've been nice to get some extra tips from seasoned attendees as a first timer. I was unaware of the social events and pre booked tickets to a show that I hated to miss. If I knew the event would've occurred earlier, I might've been able to attend.
- more workshops, more networking events - more opportunities to socialise with other librarians
- Lack of seating for eating food at the conference. Lack of power points (laptop battery won't last all day).
- Networking event could have been more fun (not the Karaoke evening, the other event)
- Nothing - I thought the conference ran really well. Perhaps a buddy scheme to allow first timers to have contact with another delegate would be useful; it is a large conference and could be overwhelming for some.
- I had a wonderful experience.
- In the swag bags have a print out that includes a map of the building (including fire exits and where the specific studio rooms were), how to access the wifi, that sort of thing. My phone was on the fritz so I couldn't look at the online copy of the conference agenda.
- Integration with group members, or integrations. I didn't know anyone.
- something a little more formal for the networking event would have helped me - maybe it's because this conference was basically the first time I left my tiny bubble since lockdown, but I felt too awkward to attend the networking event. I didn't feel like I's warmed up to talking with people until the final day
- Program diversity was good but sometimes two or more interesting sessions at the same time scheduled. But that not easy to deal with
- It was hopeless having lunch without anywhere to sit down and eat!
- longer sessions
- More tables and chairs to rest at lunch time
- A networking event should allow people to Network - chat and get to know each other. The music was beautiful but having to stand up looking up through the lengthy concert, and not being able to chat and meet people from other places misses the point of a networking event. with so little to eat during it, so little to drink through it, and not being able to chat - It could have been held sitting down comfortably in the main hall, not in the lobby. Also, regarding the breaks - the food stations were put in such a way that we had no way of knowing that there were two more in the future. And the fact that there was no place to sit and eat was not a nice experience.
- Some of the studio rooms had less seats available for sessions that many participants attended, so it was a shame. Regarding the lunches, it would be more welcoming if there was an organised area where people could seat and have lunch and not eat lunch while standing or sitting outside.
- Tags for people should have the institution to which they belong much bigger
- I'm sorry I didn't participate in Developers Day. I wrongly thought that it was a day dedicated only to a specific team. If I had understood that I could participate I would have been there. A very general description of the events perhaps would help the first timers.
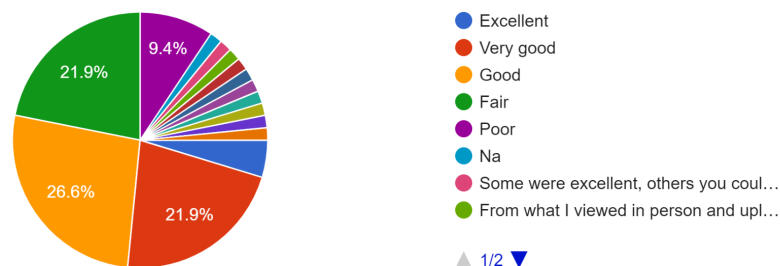
- Since all the sessions are in English, I would recommend that the speakers speak a bit more slowly bearing in mind that many of the attendees are not English speakers.
- Perhaps a long time IGLEU member 'buddy' who could have done some introducing of other members, ex libris people etc. General knowledge sharing, mentor role.
- The selection of food and drinks in the morning and afternoon breaks was unsatisfactory. I would expect from the evening event to include some local arts. We were in a music and dance college and they could offer a nice long cultural event. It was very short and crowded.
- Networking event: please do not mix musical performances with chatting audiences, so frustrating. Personally I also found the musical part too long.

10. Feedback from Virtual Attendees

How was the transmission quality of the Plenary sessions?
64 responses

- Excellent
- Very good
- Good
- Fair
- Poor
- Na
- Some were excellent, others you coul…
- From what I viewed in person and upl…

△ 1/2 ▼

How was the transmission quality of the breakout sessions?
64 responses

- Excellent
- Very good
- Good
- Fair
- Poor
- Did not attend breakout sessions
- Didn't attend any breakout sessions.
- The sound was often very low and not…

△ 1/2 ▼
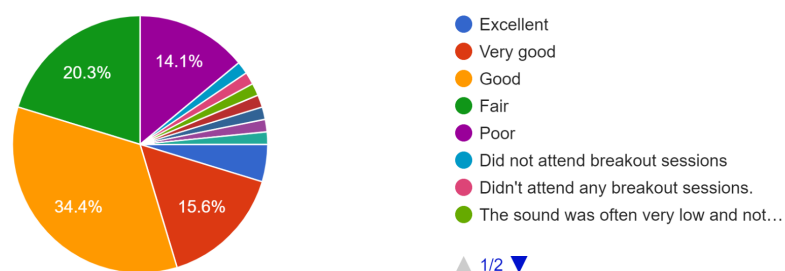
2022 Cardiff Hybrid Conference Feedback

Did your questions get answered?
64 responses

- Yes
- No
- Not applicable

56.3%
40.6%
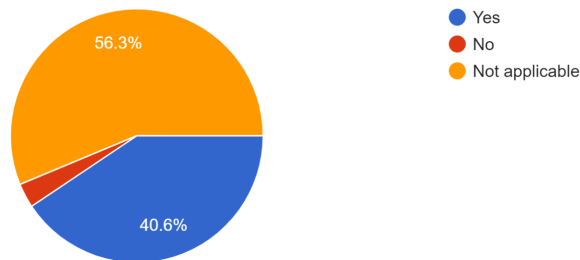
Did you feel that the moderators paid enough attention to virtual attendees
64 responses

- Yes
- No
- Maybe

39.1%
17.2%
43.8%
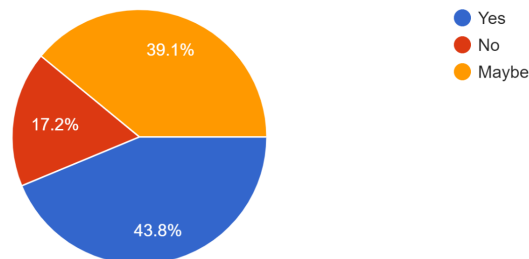
Specific feedback on the transmission quality of the plenary sessions
- From what I viewed in person and uploaded, Good to Very good. When questions were missed by the microphone, it would have been good if the question was repeated by the speaker before answering (these things happen though). Were issues during early Developer Day sessions.
- Mostly good but sometimes the camera was only showing the speakers and not the presentation.
- The quality was fairly good, but at the Q&A parts of the sessions almost none of the questions was hearable for me (online participant) only the answers. The on-site attendees who had questions did not get microphones during the "smaller" sessions. Often in product update sessions too.
- Got better every day - from fair to excellent
- poor quality of slide deck during the sessions. it was so bad that half the time i cant make out the screenshots that were being shared, be it Ex Libris presentation or other speakers
- in the beginning poor, then better

Specific feedback on the transmission quality of the breakout sessions
- Some were excellent, others you could hear too much noise from the room
- Fair
- The sound was often very low and not audible.
- Poor

- Horrible
- Audio VERY poor at some sessions, perhaps because of bad mic discipline

Respondent's suggestions on how to get virtual attendees to interact
- Maybe some kind of chat in the conference app? Though I imagine that would be challenging since you'd need separate channels for each room. Or a link shared to virtual attendees to join a chat session.
- Could try a chat, but its hard to interact and pay attention so its probably not needed..
- To display the participant view in Zoom
- Having a virtual space (like Zoom meetings with breakout rooms or another virtual environment) that specialise in a particular topic by product, work area, or question, e.g. Alma, Fulfillment, or "I'm new, who are you?". People could attend for a discussion as someone who is experienced or a novice? Ex Libris specialist could facilitate and fill in by providing resources, chatting about their role if attendance is weak...
- A forum for asynchronous communication would be good.
- open the chat function maybe
- Virtual attendees can join the sessions in conference mode, or at least can interact directly in the QA sessions
- Nothing in particular.
- Organize virtual rooms for thema discussion
- user a better conference software so you can see the presenter and the PowerPoint presentation + the area for questions
- I don't think virtual attendees necessarily need to interact with each other, but we do need to be made to feel part of the conference by the people who are running it.
- Give them a place to do it? Informa about it?
- Some advance notice of options and expectations. Starting pre-conference conversations in a dedicated forum.
- For some sessions chat was disabled and only Q&A was enabled. There was not opportunity for attendee to attendee interaction, only attendee to moderator/presenter interaction.
- It might be nice to have a sort of virtual break room/forum for virtual attendees who want to interact during conference breaks.
- Q and A by chat
- Have a Slack environment/channel for the conference
- Read questions out loud in chat and answer them in the room for everyone to hear
- have breakout sessions which are not at break time
- Put a chat back-channel in the conferrence app. Host a meeting (not webinar) with breakout rooms on topics. Invite some Ex LIbris/Clarivate folks to the rooms. The goal would be informal/free-flowing conversation around topics like physical attendees do over lunch.
- It would have been good to have some more virtual meetups and maybe more opportunity to submit questions in advance
- Show their names/faces

Respondent's suggestions on how to get virtual and physical attendees to interact

- Share the same chat channel to the physical attendees as virtual in each session. Or what about networking sessions for using Zoom meetings, rather than webinars. Then have break out rooms on different topics.
- I dont know if this is needed, Id rather the focus was on making the content more accessible for online users
- Utilization of chat
- Use of vFair?
- display the questions or opinions on the screen
- As a virtual attendee you felt a bit left out because as soon as the screen sharing started you couldn't see what was going on in the room and if a question was asked in the room it was often not possible to hear it. Sometimes the modertor remembered to repeat the question for the virtural attendees but often not.
- It was sometimes difficult to hear the questions that were coming from the floor. It would be better to have a radio mic that could be passed around those asking questions.
- No special ideas.
- use a good conference software for that purpose.
- There was no way for virtual and physical attendees to interact with each other, so any at all would be better!
- for smaller workshops, setup a room with the camera on physical attendees, and allow virtual attendees to turn on the camera
- Joint communication, inform about practicalities to BOTH
- Some advance notice of options and expectations. Starting pre-conference conversations in a dedicated forum.
- I can't see why they should?
- Perhaps breakout sessions or "birds of a feather" discussion sessions could be hosted via Zoom so that both attendee groups could attend?
- Discussion Session
- Have a Slack environment/channel for the conference
- ability to ask questions in the session online was good
- They could join in the breakout rooms as well if they wanted to. That would be quite nice as they might chime in with their take on the topics from what they had been hearing while there. Perhaps last day of the conference.
- Good question, but I'm not sure to be honest. Maybe hybrid breakout sessions or even more virtual presenters
- Show their names/faces

11. Responses related to the 2023 Conference
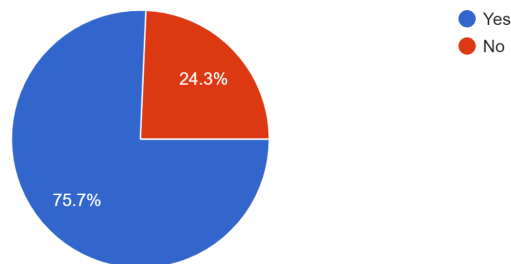
2022 Cardiff Hybrid Conference Feedback

How would you feel about running two (2) Ex Libris sessions in parallel - for example Collection Development Analysis (Ex Libris) vs Data Excellenc...egy, Ongoing Status, and Future Plans (Ex Libris)

144 responses

- I am ok with this
- Depends upon the sessions
- Not happy about this
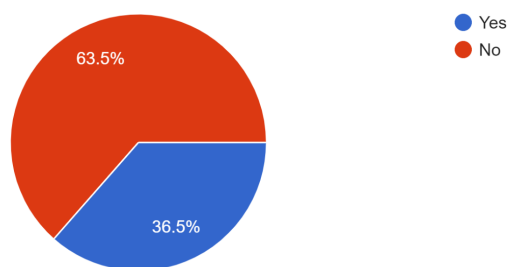
54.2%
11.1%
34.7%
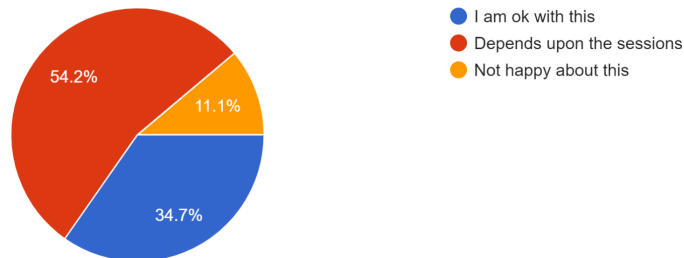
Should we run a full hybrid conference again -- where all sessions are available physically and virtually and all sessions are recorded

148 responses

- Yes
- No

24.3%
75.7%

Should we run a partial hybrid conference again -- where only the plenaries and some break out sessions are available virtually but all sessions are recorded

148 responses

- Yes
- No

63.5%
36.5%

2022 Cardiff Hybrid Conference Feedback

Should we run a physical conference only -- but make recordings of all sessions available post conference

148 responses
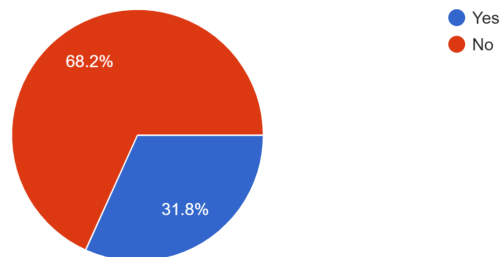
- Yes
- No

68.2%

31.8%

If we run a full hybrid conference approximately how many people would your institution send to attend the conference as a physical attendee?

148 responses

- 0
- 1
- 2-3
- 4-6
- more than 7

31.8%

36.5%

20.9%
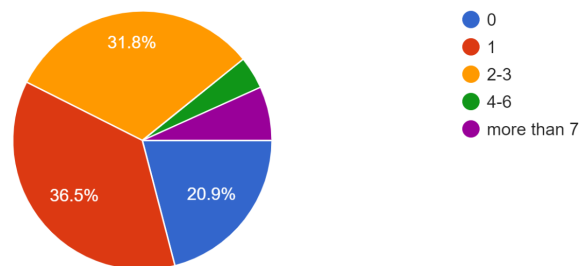
If we run a full hybrid conference approximately how many people would your institution registers a virtual attendee?

148 responses

- 0
- 1
- 2-3
- 4-6
- more than 7

20.3%

45.3%

23%

2022 Cardiff Hybrid Conference Feedback

If we run a physical conference only approximately how many people would your institution send to attend the conference as a physical delegate?

148 responses

- 0
- 1
- 2-3
- 4-6
- more than 7

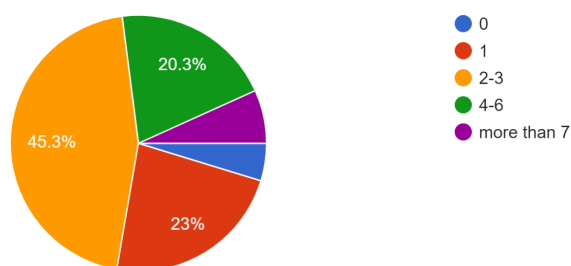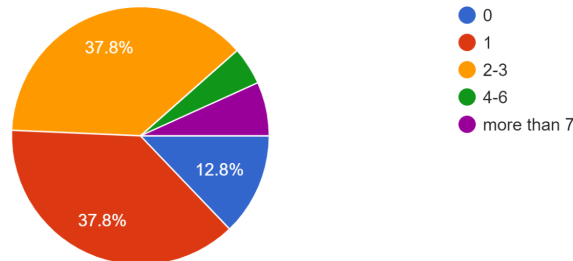Specific topics that respondents would like covered as a keynote
- In light of Australia's recent Optus breach (a major telecommunications company), security and access would be quite interesting (and relevant) in terms of library case studies: the importance of secure systems, library and user information, what libraries are doing in this space, working with your IT teams/national and international policies, etc.
- See also [ALMA-L] Killing a user's connection to Alma? from Alma listserv: The types of people who work in libraries generally believe in people's goodness, and that's laudable. Given the specific circumstances here, however, I'm fairly sure that the bad actor is or has been a student employee.
- No. As a comment to the previous question, the two keynotes were not equally good. The last one was a bit too unrelated to my interests. (Unfortunate timing to be the last one of the conference as well though).
- Strategy and vision
- Perhaps how a development partner contributed to the final product
- Artificial Intelligence in Academic Libraries
- Troubleshooting, with exlibris people on the spot.
- Innovation, progress, new ideas
- Higher Education worldwide
- The future of Librarianship
- There should be more options for the previous question. Opening keynotes were fine. Closing keynote was painfully long/boring.

Suggestions by respondents on how we can improve the conference
- You need to provide seating for lunches.
- It would be nice if we got the program a bit earlier.
- Better food, please.
- There was a lot from exlibris this year - the updates were good but it would have been good to have more from libraries.
- Accurate timetable

- Almost selected yes for physical conference only - however beneficial to community if sessions are shared online in a virtual friendly way (e.g. slides included in time with speaker/s with option to view slides and presenter concurrently.
- If virtual networking can be improved, would be great to continue a hybrid conference. "
- The recorded sessions should really be uploaded the next day. We had to wait ages to get access to the material and the password was hidden.
- no
- Bad quality of the screen displays in the Zoom sessions, powerpoint slides displayed ok but when demoing Alma/Primo and other applications it was very hard to see what was going on
- the video quality is extremely disappointed, sometimes the low quality/resolution are hard to view the presentation content is about
- If the conference is going to be hybrid, then the sound has to be good quality. I would suggest giving every speaker a clip mike. Ceiling/desk microphones are to easily drowned out.
- Make sure that virtual attendes can hear what is said in the room (always repeat questions in a microphone) and also that what is shown on the screen is visible for virtual attendees. Screen shots included in presentations was very difficult to see as a virtual attendee. Be more active in starting and stopping the screen sharing, for example if there is a long discussion or someone is introduced during the session, let the virtual attendees see what is happening and then go back to screen sharing when the presentation moves on.
- Some of the recordings on the IGELU site are quite poor and the Powerpoint / screen demos aren't readable as they are too pixelated. Recordings need to capture the screen properly (I don't know if it was similar for online delegates at the time as I was there in person). A minor point: the food was great but it was tricky to eat a hot meal when there weren't enough seats so either a buffet or more tables next time would be easier!
- Longer breaks for informal chats, more seating, better food, more evening activities
- No special ideas.
- Make the plenary screen presentations visible to online attendees
- It would be great if the brak out sessions were available several times during the conference.
- Better catering arrangements
- The experience as a virtual attendee was very poor. Sometimes I couldn't hear sessions, sometimes I couldn't see presentations, and throughout I felt like an afterthought and a burden for the staff.
- Make sure the virtual attendees get all information they need. Do not change or cancel sessions without letting the virtual attendees know. Be sure to test audio quality and WiFi speed before event. Do not rely on room speakers, for audio out to virtual attendees.
- TEST AUDIO QUALITY BEFORE CHOSING VENUE.
- Making virtual atendees listen to audio from the room, insted of microphones from the speaker is a HORRIBLE idea.
- Make it possible to see the presentation directly, not from the back of the room, with wrong lighting and peoples heads in the way.
- Make sure the stream can send video in good quality.

- Make sure the audio from a video is coming directly from the video, not via the room speakers. Make it possible to sort sessions by time, NOT JUST by physical room.
- Keep the program/agenda updated and correct.
- Don't let first speaker delay the whole conference. Plan enough breaks to be able to syncronize time again.
- Thoroughly test audio systems in advance. Share QR codes for all presentations.
- Great Work, thanks!
- Run the Clarivate sessions as parallels - I missed interesting customer presentations because they were parallel sessions but felt I sat through a lot of Ex Libris presentations I wasn't interested in.
- Focus more on fullfilment improvments and workshops - this is the heart of libraries work.
- I attended IGeLU on my own initiative. ELUNA is the conference supported by the library.
- Less Ex Libris general talks about their vision etc. These seemed a bit unfocused and not useful. One or two would do. It felt like overkill at times.
- Recording of sessions must have higher quality, both sound and image
- There was a lot of sessions within each day and it was quite tiring. Perhaps less sessions overall. As a physical attendee I thought everything went well, but I'm not sure whether virtual attendees will have had the same experience - not all rooms seemed like would work well for streaming sessions virtually, perhaps limit the number of sessions being streamed virtually in future? Also important to keep to time for virtual attendees benefit - 1st day overran quite a lot in the morning.
- 1. The price of the virtual conference should be cheaper. 2. There should be much more sessions of participants than Exlibris ones and more workshops. 3. There should be more options to meet participants and talk to them - either during lunch/dinner (sitting in a dining room and not just standing in line) , social events, tours and workshops. 4. Better social events (not necessarily something expensive, but definitely not just standing in the lobby for 2 hours).
- Although I enjoyed the conference in Cardiff, there was not enough space / desks for having coffee or lunch. Furthermore, I was a bit disappointed about the social event. From previous events I know how great this could be, this year it was a bit boring in my opinion.
- If you're planning on doing a hybrid conference again, maybe look at different pricing for virtual/ physical attendees. As a physical attendee I look at the price and go well that's the conference and they are feeding us once a day, as a virtual attendee it would have been too expensive at that price to have my institution send us.
- All good
- I think building in slightly longer break times would be helpful, even the short ones where there are no refreshments: it felt like almost every session after the first one was falling behind: particularly if there are difficult to find/access rooms.
- Just one suggestion to make one detail clearer for presenters attending other virtual sessions. I attended virtually and was a presenter. I was confused about how I was supposed to view sessions other than the one I presented in because each time I tried to join a session virtually, Zoom recognized me as a panelist and not an attendee. I think it also confused the current presenters, so I ended up just not attending anything live because I wasn't sure what was going on and I worried that my joining was distracting the current

panelists. I may have missed some instructions on this, I'm not sure - if that's the case - I'm sorry!

- no
- Knowing key program information as soon as possible is important for use in making a case to attend. The more information we have to justify attendance at conferences the better. Things like what we're going to learn and get out of the conference are key parts of the case to attend we need to make to our institution.
- Regarding Networking Event: in other years, this was much more enjoyable. People left soon this year and were hungry
- Re. Lunches: the food was ok, but there were far too few places to sit.
- Make sure audio is excellent for virtual attendees, this is more important than video. Have someone actively monitoring streaming audio/video for every session, acting on any problems immediately.
- at the conference venue the rooms should be closer together to make switching quicker; the conference program/app should enable to have an overview over the sessions also by room as it was available in former IGELU conferences
- Ensure sound quality properly tested and that slides can be shared with those attending virtually. It was frustrating during some sessions to not be able to follow along with slides, especially when the sound was also poor. There was also too much of a delay until the slides were made available. Perhaps if there would be a way to make this possible, it would make sense to make slides available to download before or on the day of the session to make it easier for virtual attendees to follow if screen sharing is not working.
- Session Chairs have to keep to time - reducing breaks is not OK in terms of inclusivity and accessibility. If providing food that requires a knife and fork then you have to provide sufficient tables for people to eat at. Networking event could maybe use some specific activities to help with networking - maybe some session chats on various areas of expertise to help foster contacts?
- All speakers should be on site! It was peculiar sitting in a conference hall watching pre-recorded lectures. Long and expensive travel for watching a recording. (Speakers attending virtually (but "live") should be used only as an exception. When the conference is physical or hybrid the speakers should also be "physical".
- Pay as much attention to the virtual attendees as to the physical.
- Would be good to have 'official' events each evening
- Hybrid with all sessions recorded as paying membership so good to open these up in this way. Budgets/Carbon footprint/travel costs.
- 1. More utility sockets - there were very few places to charge portable devices. Better organization of food lines, having places to seat while eating. more tour options: there were very few options that did not collide with the lectures, and there were very few places on each tour. Having the ability to log in to the wifi network from any browser, having to do all the registration process, accommodation registration, and payment process through an account that is easy to open. and a clear and easy payment form for the conference.
- "Hold the conference at the same location as the hotel, thus if people want to take a break they can go to their rooms and come back later.

- Estimate how many people plan to attend each session as to make sure the room or the hall are big enough to populate them all (you can send people a survey and ask them which sessions they're planning to attend).
- If the conference will be at the same location of the hotel, make sure the breakfasts and lunches will be held in a dining room where people can seat and eat together. "
- Re' institution send to attend the conference' the questions above are not something I can answer due to budget or subject of sessions but no option not to answer, so ignore them Have longer break times as a virtual attendee its a lot to watch screen for 3 days 9-5. Q&A repeat the questions so can hear it or give person a mic. When slides include a presentation zoom in it was too small to see on laptop. Introduce each speaker before presentation so we would know what they looked like. Could slides be streamed rather than camera viewing screen in room? Keep us informed if running late etc and keep sessions to time and not run over, we need the breaks. When presenters in main auditorium do not have them sat 'casually' on stage too far apart.
- Simplify the virtual experience. Just livestream with a back-channel chat option. Make it cheaper so virtual attendees don't feel like Q/A is an expectation. You could offer the option to send questions after the sessions to speakers via the app. Asynchronous answers.
- Longer tea breaks for networking. Some longer sessions to allow more time for questions, sometimes felt rushed between talks. Queuing for lunch was not a pleasant experience- the space was cramped and it all felt a bit inefficient.
- Too many customer sessions ran at the same time - it was difficult to see everything I wanted
- Allow presenters a break on conference registration - either physical or virtual.
- Lower the cost of virtual attendance.
- More food at morning tea and afternoon tea. Often there weren't enough biscuits or slices left over and I was starving. The lunch was great.
- Just don't clash sessions on similar topics or service types
- In one of the conference days the sessions should start late so we can use the time for professional meetings with PWGs and EXL representatives.
- Suggest Ex Libris knowledge day take place at same venue as developers day so participants can join both sessions; also suggest this be free of charge as part of the main conference fee.
- Loved being at the Royal College of Music next to Bute park, and the students/staff did a great job. The room temperatures were too far apart – I was often either too cold or too hot.

12. General comments for the Program Planning Committee
    - Yes, how about hosting it in Australia.
    - Thanks for all your hard work. Keep it up!
    - It was a great conference, the vitual space has some teething issues but it was all sorted out and it was great to be able to attend, my library would never have sent me

- there were a lot of sessions in parallel, it was hard to choose. The breaks were too short - it felt like a marathon from one session to the other. lunch with sitting arrangements, less exlibris sessions
- I believe there was some form of timezone convertor on the program webpage last year which would have been quite helpful when our days don't align with conference timezone.
- Reconsider the approach to providing access to recorded content post conference. Communicate better regarding the access to recordings.
- no
- Thank you for a nice conference!
- Conference was interesting, well organised and ran smoothly and to time.
- Physical attendance is dependent on the location of the conference. Tightening Library budgets means that we cannot attend conferences outside of the UK. A non UK physical only conference would mean that no-one would be able to attend.
- Nothing.
- If events are going to be hybrid moving forward, there needs to be a smoother experience for virtual attendees. Perhaps looking into other hybrid events and how they are run would be beneficial
- I don't know how many attendees we'd send - but question was mandatory....
- Great Work, thanks!
- For the virtual/hybrid sessions, background noise and microphone location needs to be improved (e.g. portable microphone in every room). In some of the smaller rooms, I could hear a lot of seat shuffling and bag rustling, and the speakers kept wandering away from the fixed mic. The main auditorium was fab for online attendees, and the virtual-only presentations were also great because we could hear/see them better than the in-person presentations. On the whole though, the conference was an impressive feat, very easy to log in and move between rooms, and I very much enjoyed it.
- Thnaks for this amazing job, that was a very interesting Igelu. Hope to see you in Louvain :-)
- Job well done. Conference venue well chosen (walking distance from hotels); facilities (studios/theatres and catering) well suited for conference.
- It was, given what you had to do (create a full hybrid conference), excellent overall.
- Thank you to all the planning committee for an enjoyable conference :) I can imagine it was no mean feat to deliver a hybrid conference at such scale and appreciate all your hard work
- Thanks you for all your efforts in planning and running this conference. It's not easy to manage a conference especially a hybrid one. All in all I enjoyed the conference very much. The location was great and I was happy to have the opportunity to meet people and to learn new things.
- I've answered Yes, to all of the options on how the conference should be arranged next year because I think all of them are ok and I don't have a strong preference.
- I know how much work goes into planning a conference. The venue was beautiful and the tech assistance was extremely helpful. I think the conference was really well run from an attendee perspective.
- Overall it was an excellent conference, balancing the Ex-libris updates with the presentations. I really appreciated the emails ahead of time (i.e. the train strike, death of the Queen). Could you also let us know in future if there is any hours that the city keeps? As

someone from North America I was not expecting the national museum to be closed on a Monday, but that seemed to be the norm for some businesses in Wales.

- Thank you for running the virtual presenter training sessions ahead of the conference. I know everyone's been working virtually for several years, but it's still good to confirm protocol for the event ahead of time.
- Excellent, greater integration with universities in Latin America.
- It was a very good job!
- Just want to repeat that the 30-minutes sessions were a great length! And to say I had a great time, and to thank everyone for your excellent work.
- no
- there were too many customer sessions in parallel - compared to many Clarivate sessions without other parallel sessions -> this is absolutly contraproductive, because mainly in customer sessions it is necessary to attend it directly to have the possibility to ask questions and/or get in touch with the presenters if they deal with a topic that is your topic. Clarivate/ExL presentations could be viewed afterwards also. It would be good to have only 2, max 3 sessions in parallel and not up to 7!
- Please don't put sessions on the same topic/system on at the same time - chances are that you'll want to attend ones that clash. Possibly consider a tracked approach like Internet Librarian International so potentially you're following one theme through the day.
- Thank you!
- Very professional organization, a part from some sessions being too short a very positive first experience
- To have more time to share experiences with other institutions and more explication about how ExLibris is going to improve the problems resolutions, that is the main problem that concert to all the institutions
- Overall great conference - so nice to be back meeting in person again. Thank you!
- Hybrid with all sessions recorded as paying membership so good to open these up in this way.
- Thank you for all your considerable work in running a successful conference.
- The program itself was great.
- "The conference should be held in a central location where it's easy to travel to, especially for people coming from aboard.
- Reduce the ticket conference price."
- Not to run sessions on similar themes at same time. Improve the layout of programme times in table format so easier to see what's what and make it printable (the spreadsheet was not) .
- Thank you very much for all the hard work.
- Excellent keynotes, lovely to be back at a physical event and to be ablet to catch up with people in person. The Knowledge Day is too expensive. A community facilitated workshop, perhaps with some Ex L input would work well.
- Thank you!
- "The virtual session I presented at seemed to be well run. There was hardly anyone in the room, but we were able to have a bit of Q&A.

- I think IGeLU provides a lot of value with the balance of customer presentations, IGELU groups, and Ex Libris. I appreciate having access to the videos now. However, there is nothing like face to face networking, talking to committee members and Ex Libris staff, and enjoying a local beverage with people with whom you have much in common after hours. I think you should play up those opportunities
- Please keep it hybrid! It's essential for accessibility. There will always be physical attendees since the experience is much richer. However for people who are unable to make it, whether because of mobility, distance of travel and carbon footprint, and being needed at home, hybrid attendance means they are not excluded. However I would suggest improving the hybrid presentations. I was a physical attendee but I noticed that the recordings made the presentation really hard to read.
- You did an amazing job, I could see how much work was put in.
- It was great that so many people from Ex Libris attended and that they were so accessible and took the time to meet the working groups.