



Expania Report to Inug meeting (Lovaina 2023)

Expania ExLibris User Group is was created in 2005.

Members in 2023: 44 Institutions

Webseite of Expania: <http://www.expania.es>

Board of Directors at present: Chair: Anna Campos (Valencia Polytechnic University Library)
Deputy Chair: Marta Rodriguez (Alfonso X El Sabio University Library) Treasurer: Juan José Sánchez (Granada University Library) Secretary: María José Carrillo (Madrid Polytechnic University Library).

In the next mouths, board of Directors will be renewed by new members from others institutions.

The main activity of Expania in 2022/2023 was organizing the anual Conference Expania, This year de anual Conference was held on June 2 in Madrid and it was very enriching with ten very interesting presentations, a round table discussions about Library Mobile and a section of Questions to ExLibris-Clarivate.

It was a face to face Conference to promote the relationships between members and it was an online Conference too, in order to facilitate the participation of more people.

It counted on the presence of the great majority of the members, even attended representatives from institutions from others countries, like Portugal, Chile and EEUU (Miami University)

Another relevant activities of Expania this year were the meetings that board of directors organized with ExLibris and with sereval editors in order to solve content problems. Specifically with the editors: Tirant Lo Blanch, Ingebook and Elibro, in order to achieve the contents appear in the CDI in a more up to date and complete way, because that is a very common complaint by all members.

In general, members consider that Exlibris should be more attentive to the content were more up to date and complete in the CDI, communicating directly wiht every editors.

Moreover, this year, just like last year, the Expania Association elaborated a comun document among all members, to present to ExLibris, all the common problems that institutions had in conection with the content of the differents platforms and editors in the CDI and in conection with others support problems, common to many institutions.

The more frequent complains are the followings:

As we have already mentioned, content problems like delayed and lack of content of some editors, that show a very poor content in the CDI is something that worries most of institutions.

In regards to technical services, most of institutions complain about support service of ExLibris.

Specifically these are the most notorious problems:

- Frequently the processes to resolve incidents are very slow.
- Slowness of the answers provided, regardless of their degree. Sometimes Support technicals request data several times without appreciating progress
- Specifically, there was a institutions that had the system down for several days, what we consider to be unacceptable.
- Communications in English and with attention only in the afternoon.
- The algorithm DEDUP doesn't work correctly
- We think that technical support staff is insufficient
- It's necessary to resort to scaling data too often in order to the incidents are given the necessary attention.
- It would be advisable to improve the transmission procedure to Tier1 and Tier2, because many times it's necessary to explain the situation again with consequent slowdown.

In Conclusion, we think that the technical support should improve that points, in order to become more effective.