

# 2023 Leuven Hybrid Conference Feedback

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## Background

The IGeLU Steering Committee met in 2022 with the local Leuven Conference organisers and agreed that the conference will follow a 'hybrid conference' format. Under this format attendees and presenters are either physically located in the same place or they are attending remotely.

## Conference Issues and comments raised by respondents to the survey

### Registration and Payments

- Registration for social event was not clear
- An official payment receipt is required
- Need the ability to add Purchase Order number
- Payment by invoice will require a new supplier to be created into the local institutional finance system and this will mean a delay in invoice payment
- Registration process should send an email to the registrant with details on which events were selected (e.g. library tours, social event, etc)
- Invoicing needs to include the billing address details which may be different to the registrant's address details

### Mobile App

- Moving between session list and session details difficult
- The 'back' option did not work as expected
- The 'a[pp]' was slow

### Developers Day

- More in-depth 'how to' sessions
- Would prefer 'virtual only' and have them run quarterly.
- 45 minute session instead of 30 minutes
- 5 minute Lightning talks as an option

### Ex Libris Knowledge Day and Workshop Sessions

- Did not attend any due to conflicts with the main conference sessions
- Topics not relevant
- Glad to see the the sessions were free
- The subject areas are very basic and isn't worth your time if you are an experienced Ex Libris customer.
- There is interested in attending advanced Knowledge Day sessions

### Virtual Attendees

- Would find a separate non-Zopom chat channel would be useful
- Option to register for a single day attendance at a reduced cost

### First Timers Meeting

- Needs to be better organised including clearly stating where the meeting point is located
- Have a lightning session for first timers in a smaller physical location

# 2023 Leuven Hybrid Conference Feedback

## 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 500 seat Zoom webinar subscription
3. Vimeo subscription for storing and streaming recordings post conference (<https://vimeo.com/>)
4. The KU Leuven in-house recording systems
5. KU Leuven and LIBIS were responsible for registrations and financial management of the conference.

### IGeLU 2023 Digital Conference Attendance Information

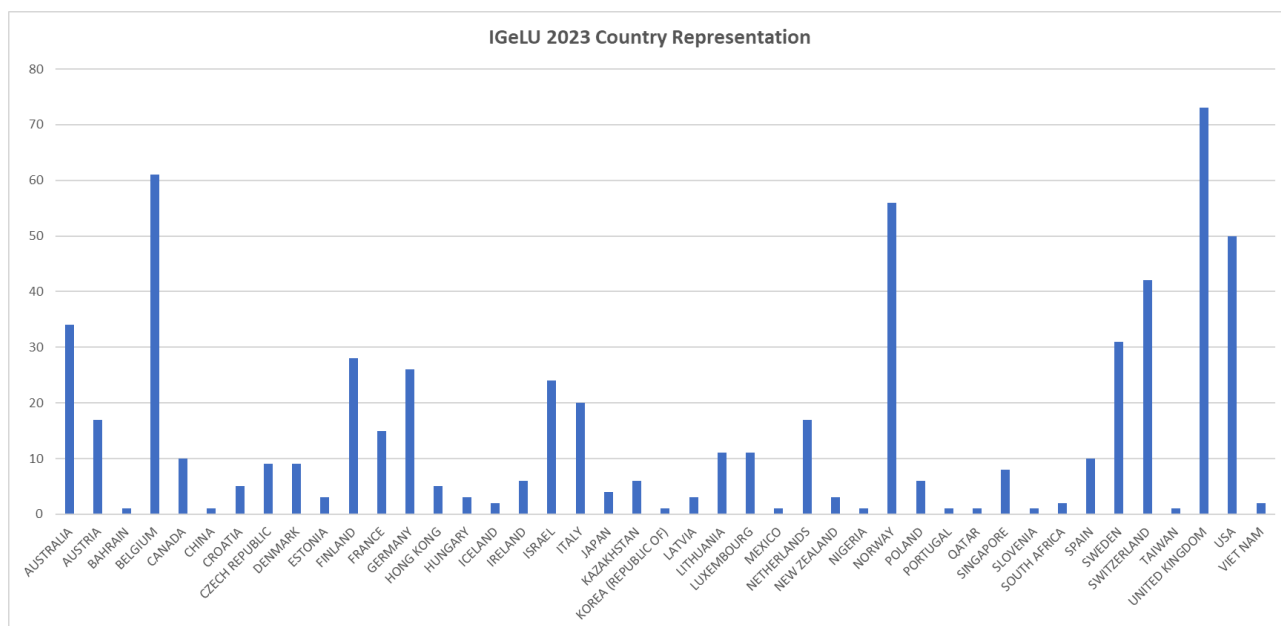
Registration counts excludes Ex Libris/PQ/Clarivate attendees	591
Total number of Physical Conference Registrations	406
Total number of Virtual Conference Registrations	185

### IGeLU 2023 Digital Developers Day Attendance Information

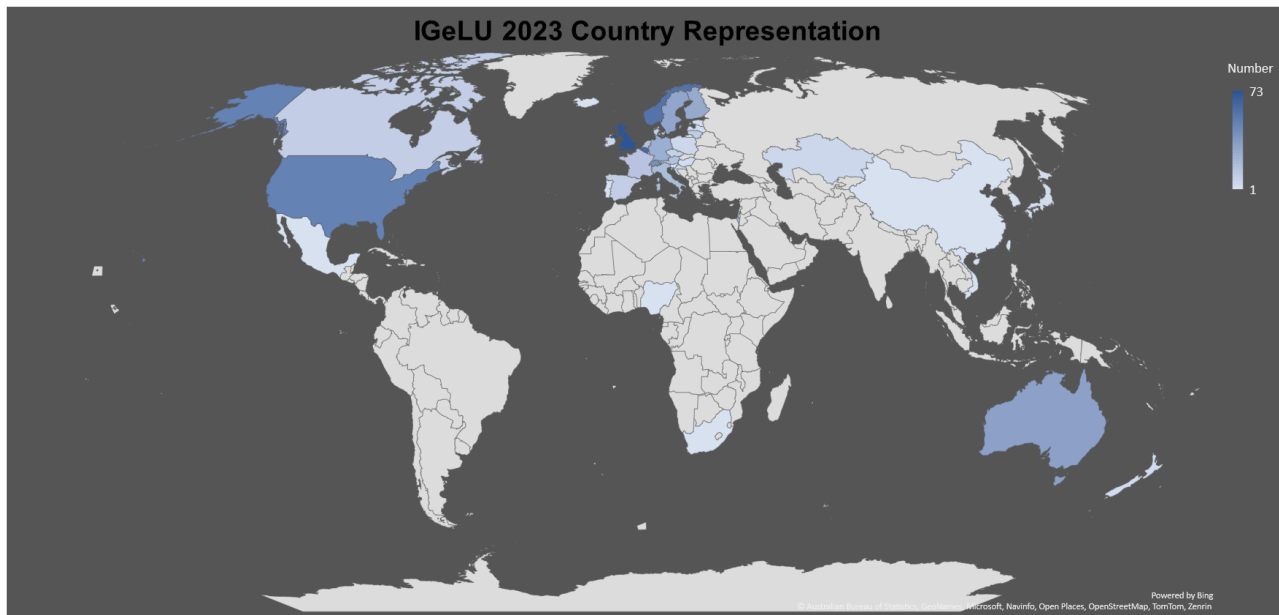
Registration counts excludes Ex Libris/PQ/Clarivate attendees	313
Total number of Physical Developers Day Registrations	139
Total number of Virtual Developers Day Registrations	174

### IGeLU 2023 Country Representation

Total number of countries represented at the conference	43
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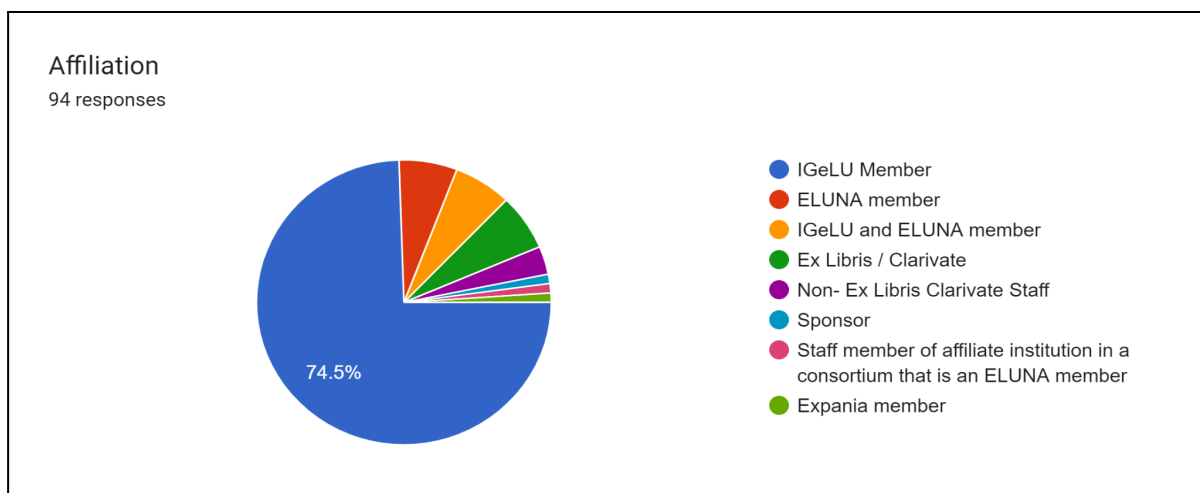
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## IGeLU 2023 Conference Survey Results

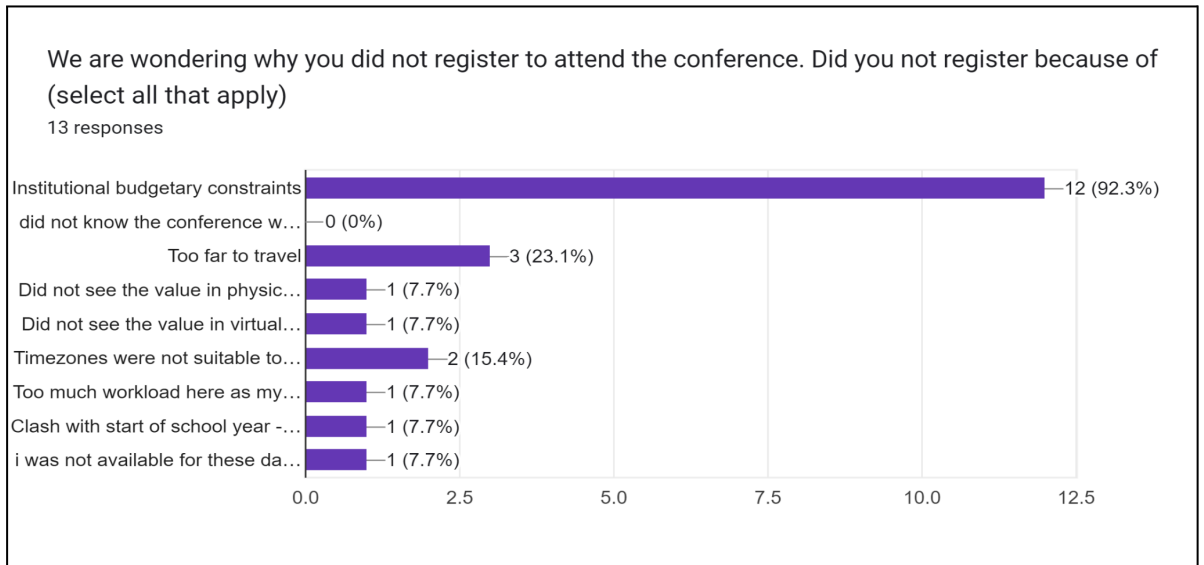
A post conference survey was undertaken.

A total of 94 responses were received from the community. A breakdown of the respondent's affiliation is as follows



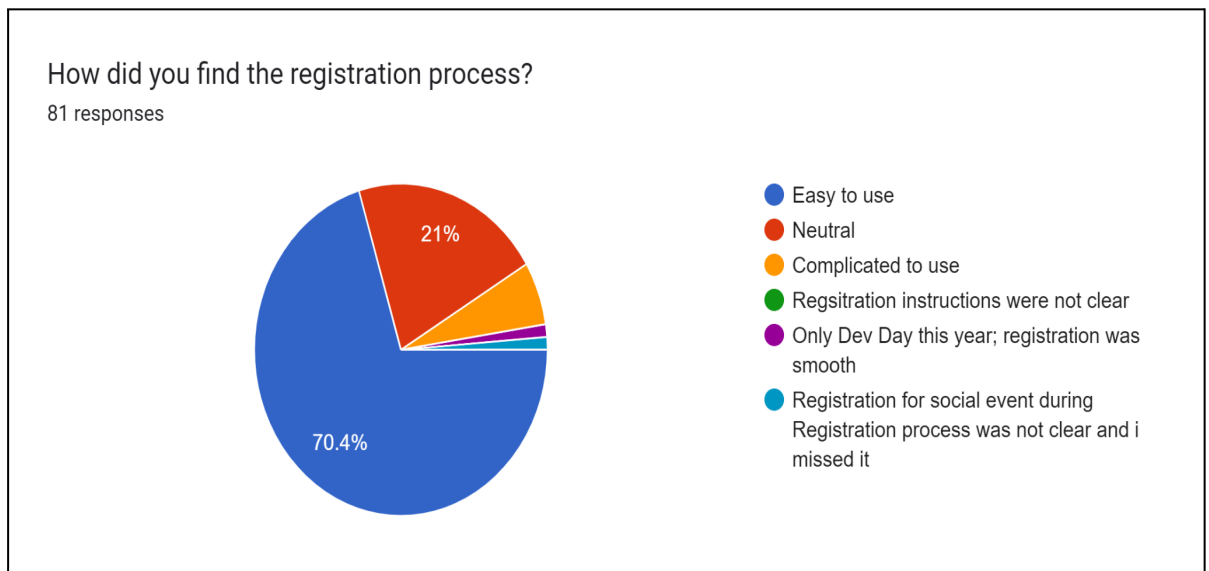
# 2023 Leuven Hybrid Conference Feedback

Of the 945 responses, 86% attended the conference. Reasons for non-attendance were as follows

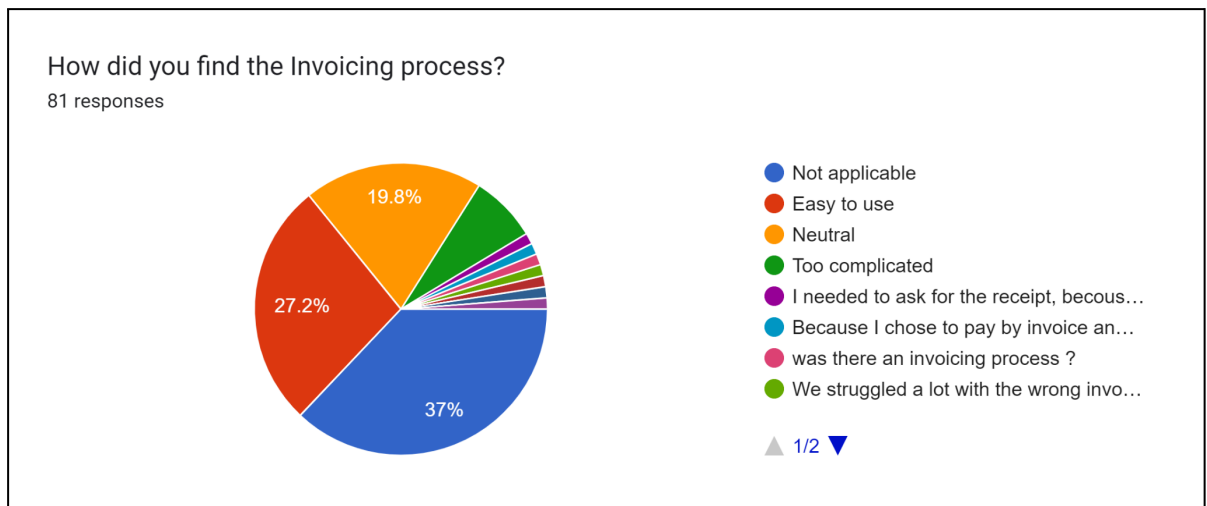
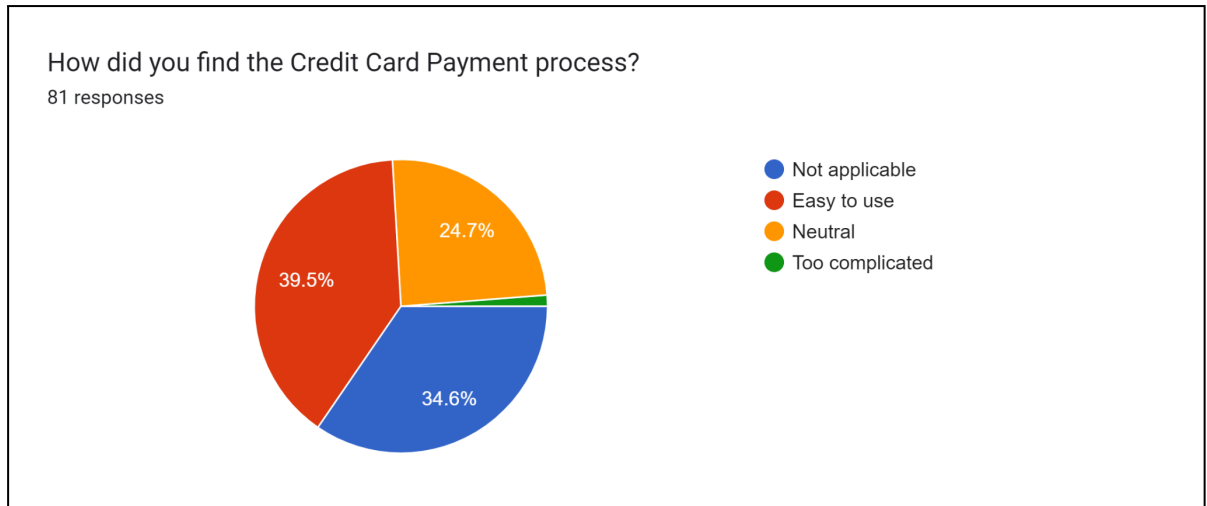


## Registration Process

Responses around the registration process were positive with only a few minor problems especially around invoicing.



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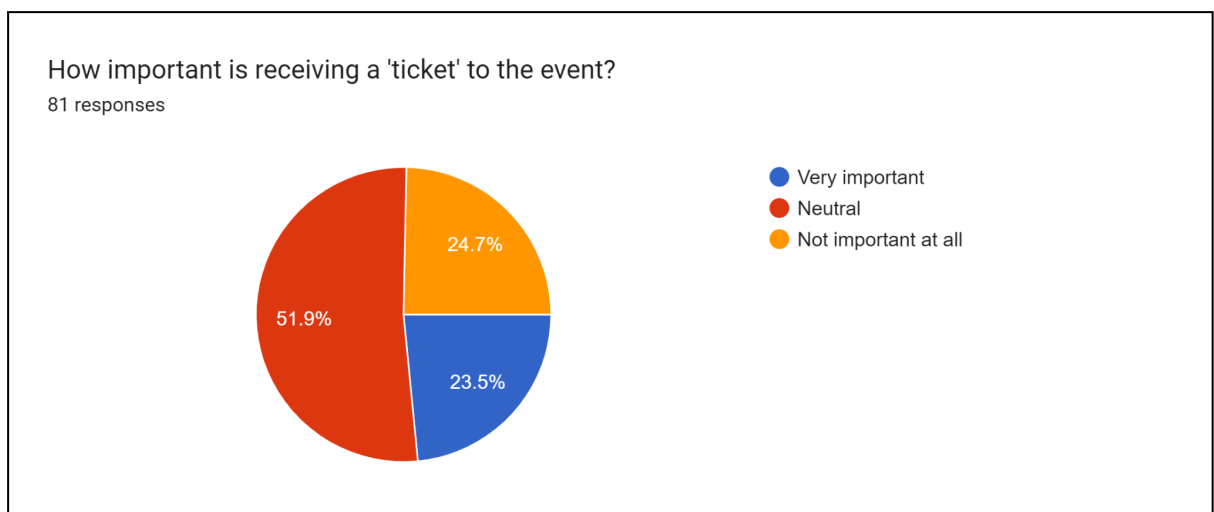
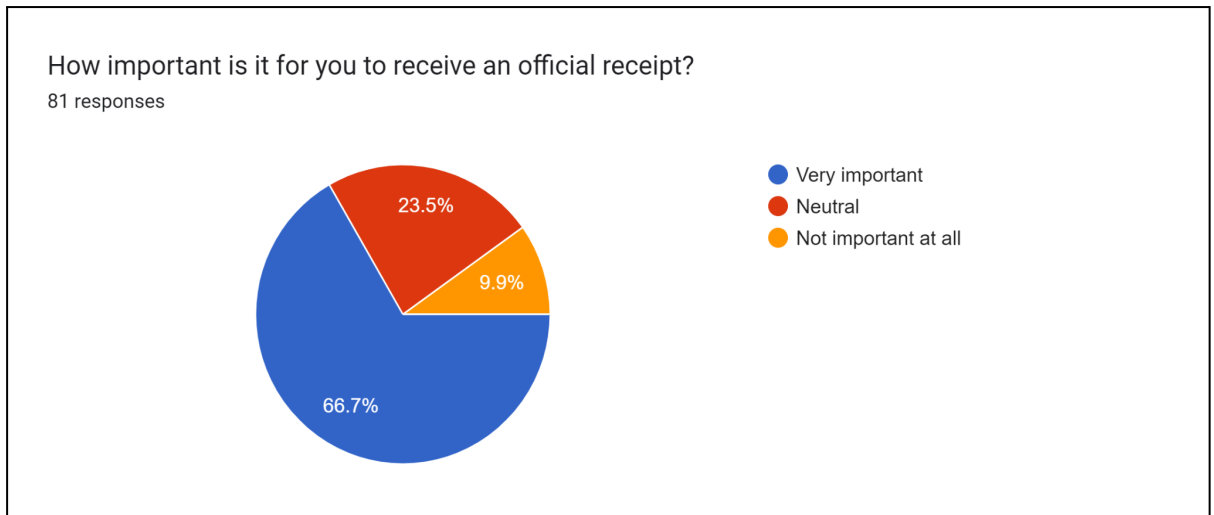


The full list of comments on the invoicing process is as follows

- Because I chose to pay by invoice and the bank details were for the conference venue not IGeLU this caused complications locally. In this case it turned out we did have KU Leuven as a supplier in our Finance System so we were able to process the invoice. The form to be completed gave a yes or no option for having a PO. We completed and were then told we had to have one by the conference organisers. It was made very clear that the bank details for invoice payment would be different than by credit card. Unfortunately I didn't foresee this would mean the supplier was not IGeLU. Lesson learned.
- I needed to ask for the receipt, because I didn't receive it at first
- I requested an invoice afterwards and received a nice letter. Thank you for that.
- It was not self-explanatory how to get an official receipt without the invoice being sent to the University. At Vienna Univ. We have to pay the fee ourselves but get it refunded afterwards. Therefore we need the official receipt.
- This was done by a colleague
- Was there an invoicing process ?
- We struggled a lot with the wrong invoicing addresses in the system. Therefore, the invoices had to be reissued, and the process took a long time.

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Some of the suggestions that we received on how to improve the registration process were as follows:

- No problems with the registration process.
- Send back information about which events (e.g. library tour, social event) and options were selected
- Main problem was payment needed to be made to the University and not IGELU. Leuven University is not set up as a supplier on our Finance system - this meant that payment had to be made by card.
- See under Other for the 'How did you find the Invoicing process?' question
- The invoice should be sent automatically after registration process
- Do you mean with "ticket" a payment or registration confirmation ? I didn't even know that there we can have an official receipt... is that still possible ?
- In most respects. I'm not sure you can be honest. Many of the difficulties I faced were due to a lack of administrative support within my own institution. One change that would be extremely positive though would be to enable us to pay IGELU directly rather than the host institution. We have IGELU as a registered supplier on our finance system already so we could have paid an invoice with a purchase order (the preferred method for us). As it was this year, KU Leuven was not known to Sheffield Hallam Finance so we had to pay by purchase card.

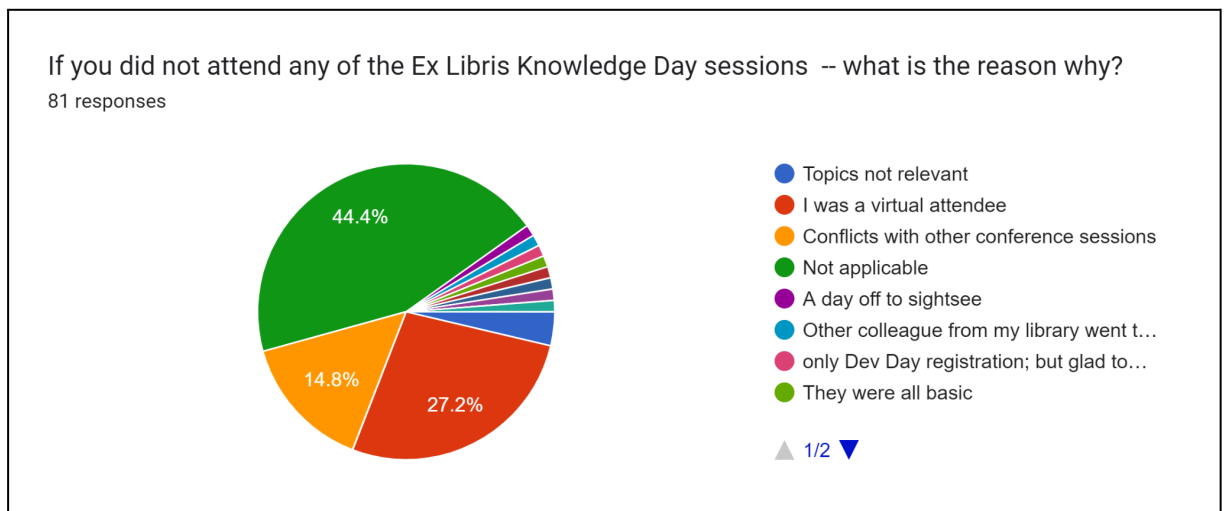
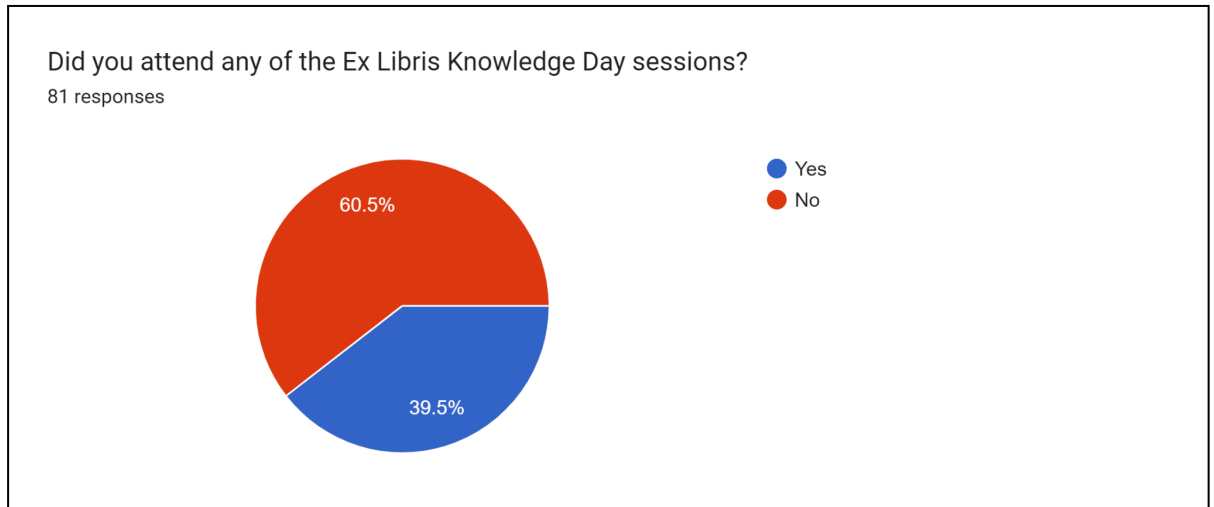
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- Include the preferential invoicing address during the registration process regardless of the previous address in the system.
- Make easy all the invoice process
- By making it more clear the invoicing process. Maybe have a checkbox "Send official receipt" via mail to the participant"?
- Working fine like it is now
- No need for improvement.
- a few words of guidance as to the invoice process. It was slightly unclear if we wanted an invoice or not. We soon worked it out.

# 2023 Leuven Hybrid Conference Feedback

## Ex Libris Knowledge Day



The full list of comments to this question are as follows

- Attending online from Australia, so the times were often not suitable.
- My experience is that the subject areas are very basic and isn't worth your time if you are an experienced Ex Libris customer.
- only Dev Day registration; but glad to see some of the ExL program was free this year
- Other colleague from my library went to it, we couldn't both attend it
- The institution I'm part didn't pay me to attend
- They were all basic
- Topics not relevant
- Virtual attendee and not all sessions streamed - Leganto with Kevin Browne - these were the ones I was specifically interested

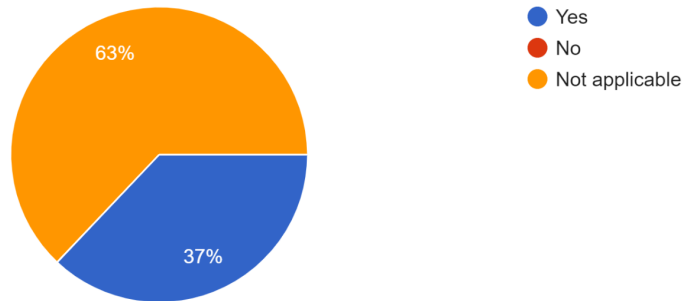


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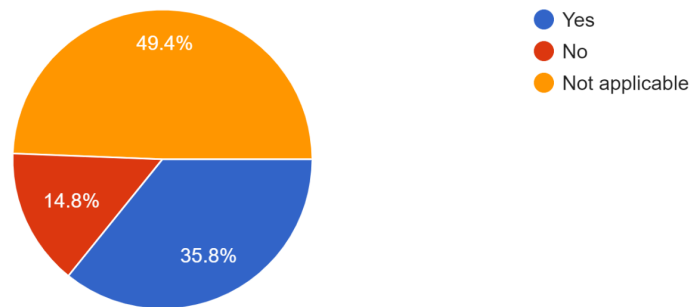
If you attended the Ex Libris Knowledge Day sessions did the sessions meet your expectations?

81 responses



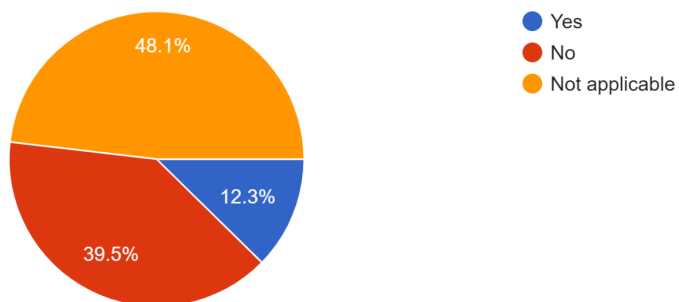
Did you attend any of the Ex Libris Knowledge Day session on Monday, Tuesday or Wednesday?

81 responses



Did you attend any of the Ex Libris Knowledge Day sessions on Thursday?

81 responses

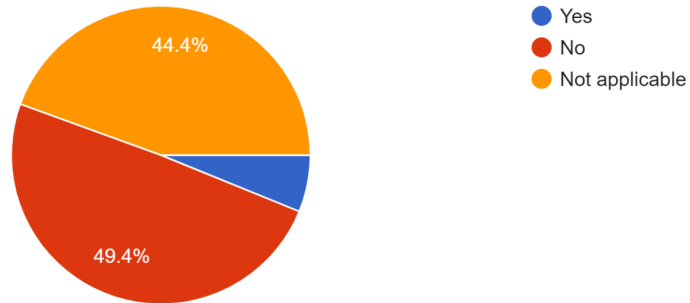


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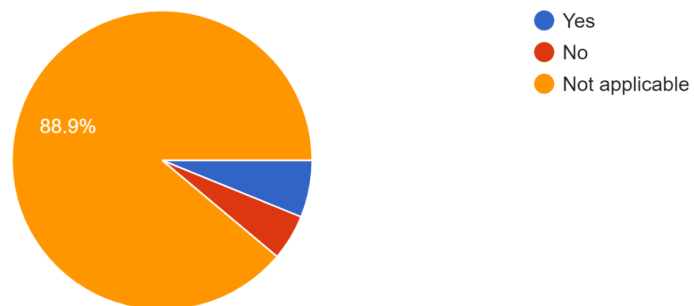
If you attended any of the Ex Libris Primo VE workshop on Thursday?

81 responses



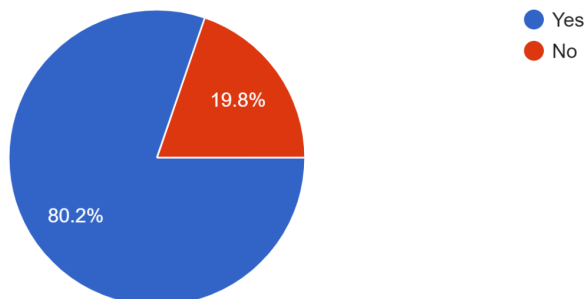
Did the Ex Libris Primo VE workshops on Thursday meet your expectations?

81 responses



Would you be interested in attending more advanced Ex Libris Days sessions at IGeLU 2024?

81 responses

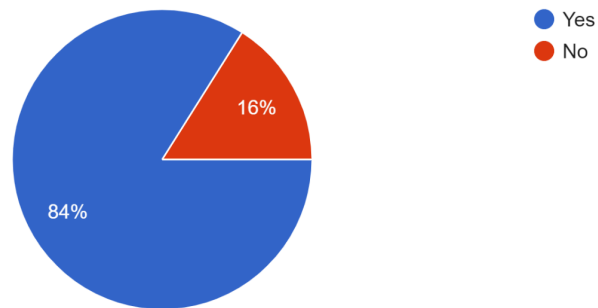


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If the topic was relevant would you be interested in attending Ex Libris workshops sessions at IGeLU 2024?

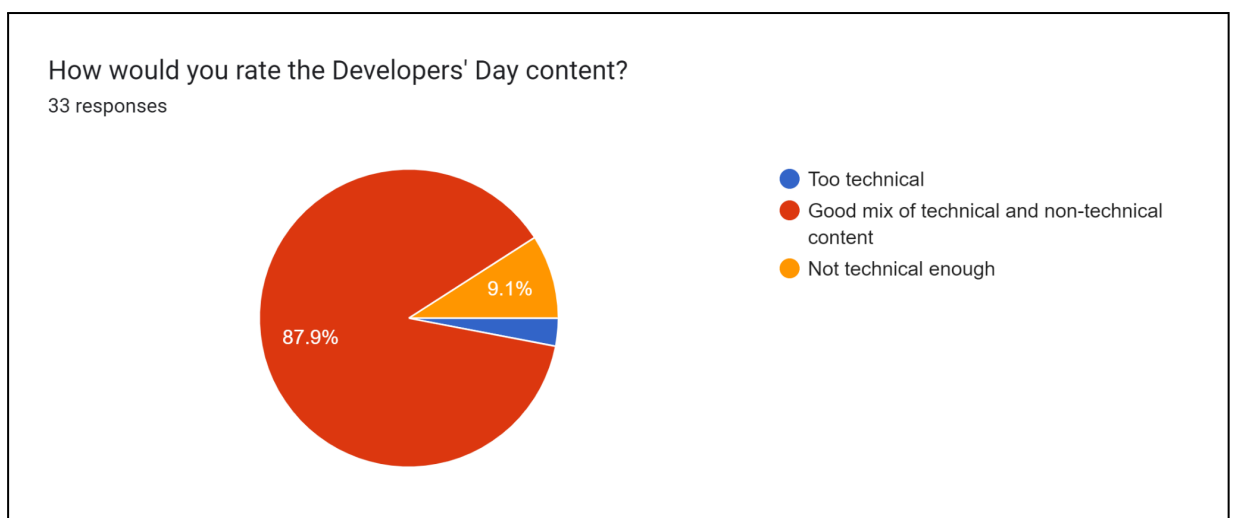
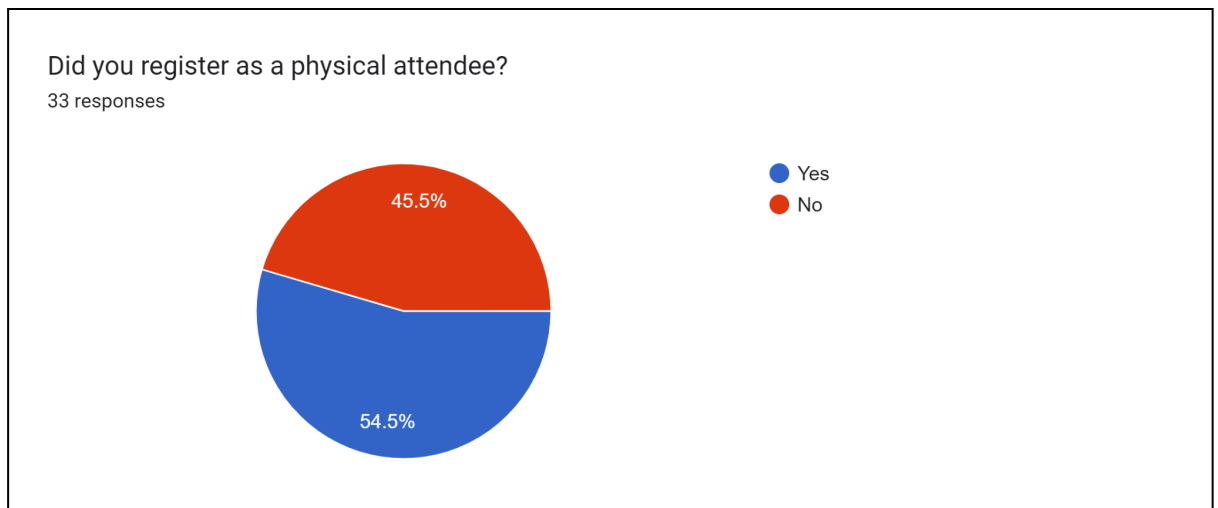
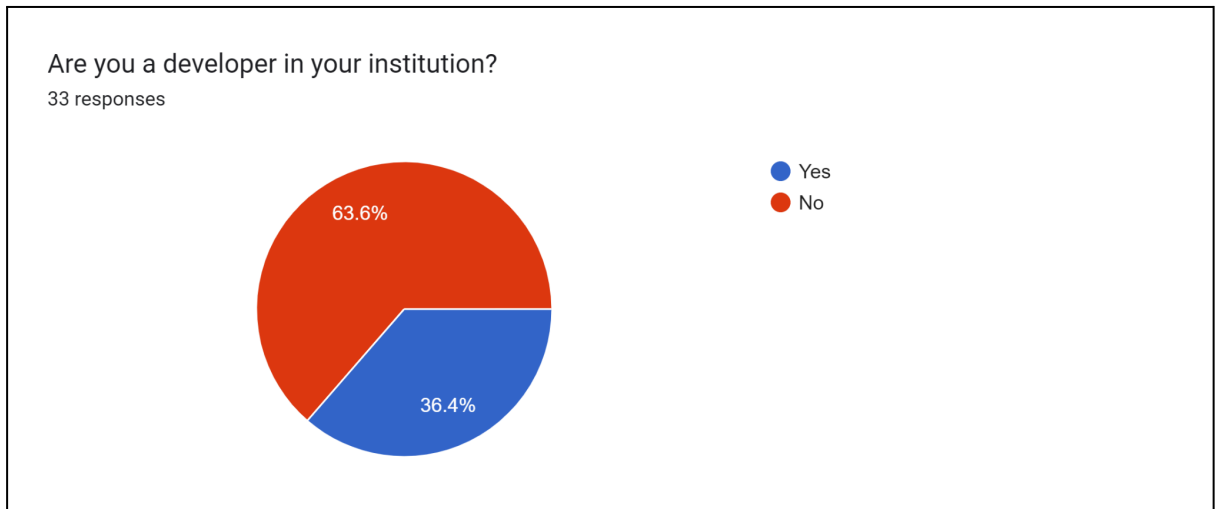
81 responses



# 2023 Leuven Hybrid Conference Feedback

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## Developers Day



## 2023 Leuven Hybrid Conference Feedback

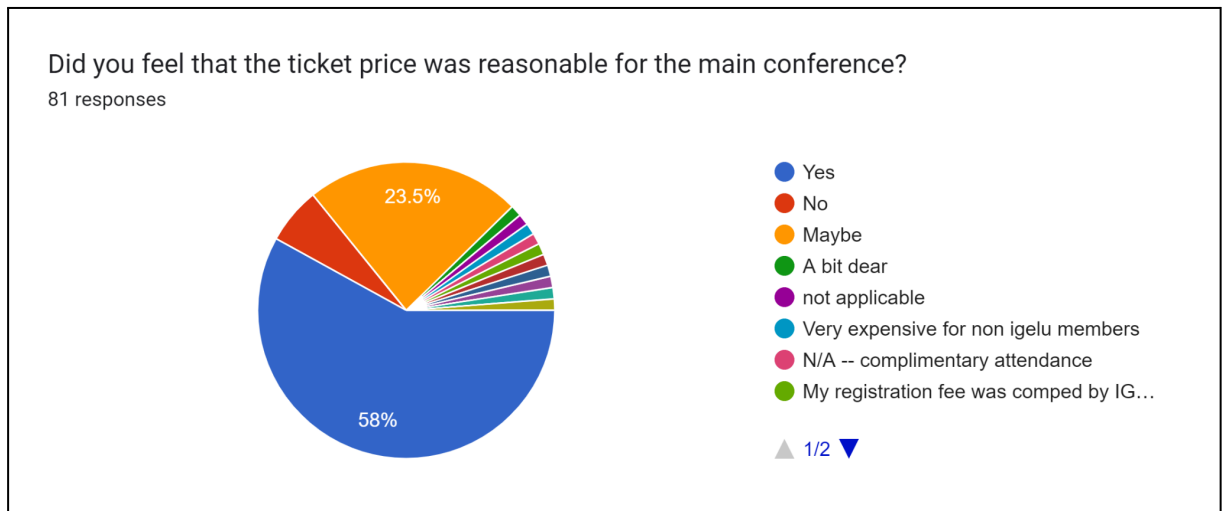
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The following suggestions were made in regards to improvements to Developers Day

- More in-depth how-to
- I would like it to be entirely virtual and at a different time of year. Four days worth of participation all at once is too many. We are short-staffed and cannot justify taking that much time away from our usual duties in a single block. I know from conversations with colleagues in other libraries that many of them are in similar situations.
- Make it clearer who it is focused on. I thought I might learn something, but it was way over my head.
- integration with third party API
- More time. 45 mn instead of 30 would be great for interesting topics.
- Stream all of it or make it clear which sessions only available in-person - in advance
- ability to give some lightning talks. Another attendee asked about a novel little project we completed at the end of July, I could happily have presented a few slides / 5 mins off the cuff, about what we did.
- Some technical difficulties made at least one of the sessions hard to follow (remote). In general the subjects were interesting, but it can be a bit too specialised at times.

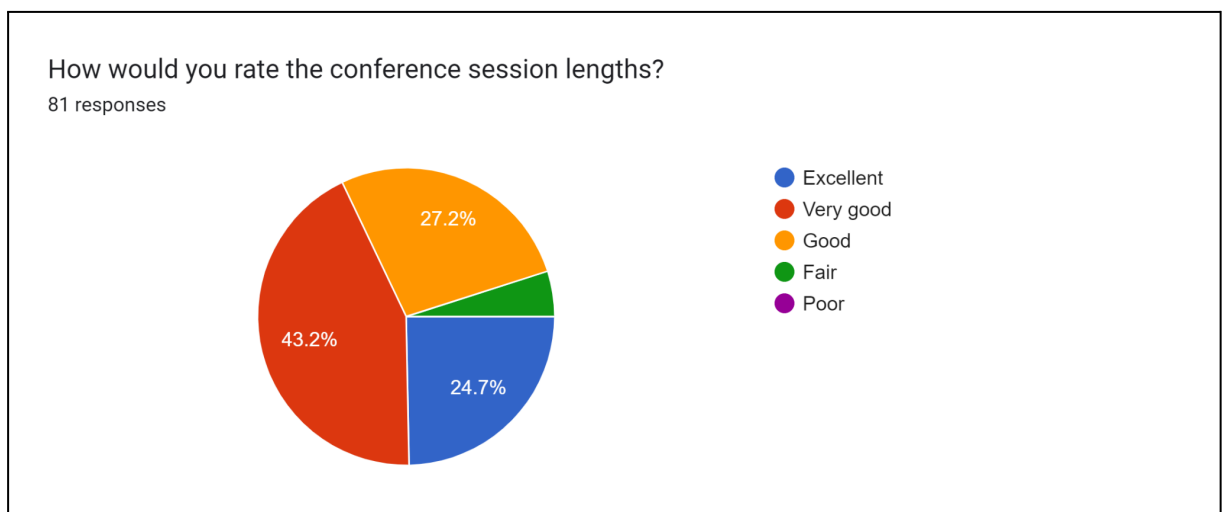
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## General Conference Logistics



Full list of comments were as follows

- A bit dear
- As a virtual attendee - no
- Fees not applicable as EXL staff
- I can't answer that as a Clarivate employee.
- My registration fee was paid by IGeLU, so the price was very reasonable.
- N/A -- complimentary attendance
- Not applicable, Clarivate staff
- Very expensive for non IGeLU members

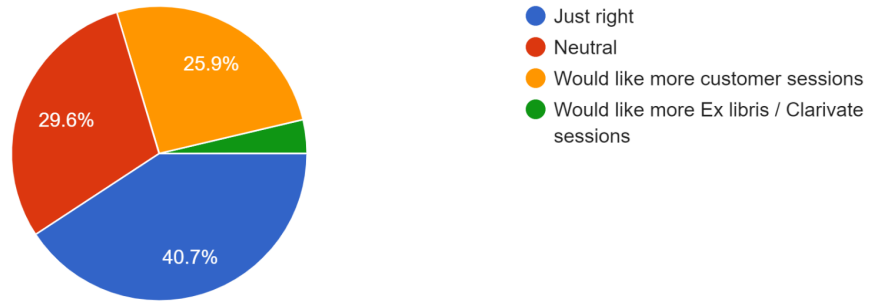


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How did you find the ratio of Clarivate to Customer sessions?

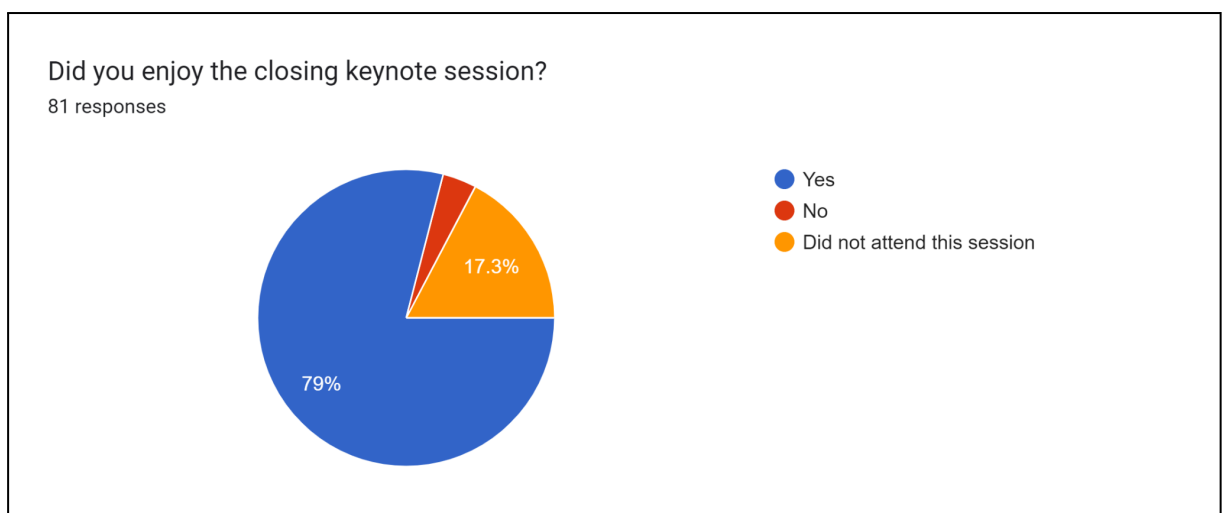
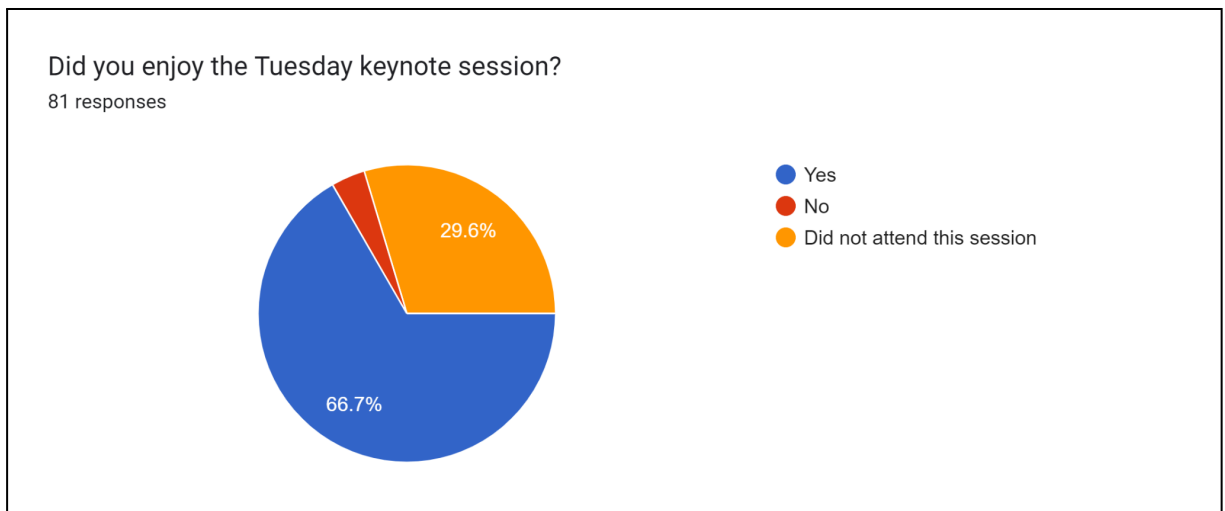
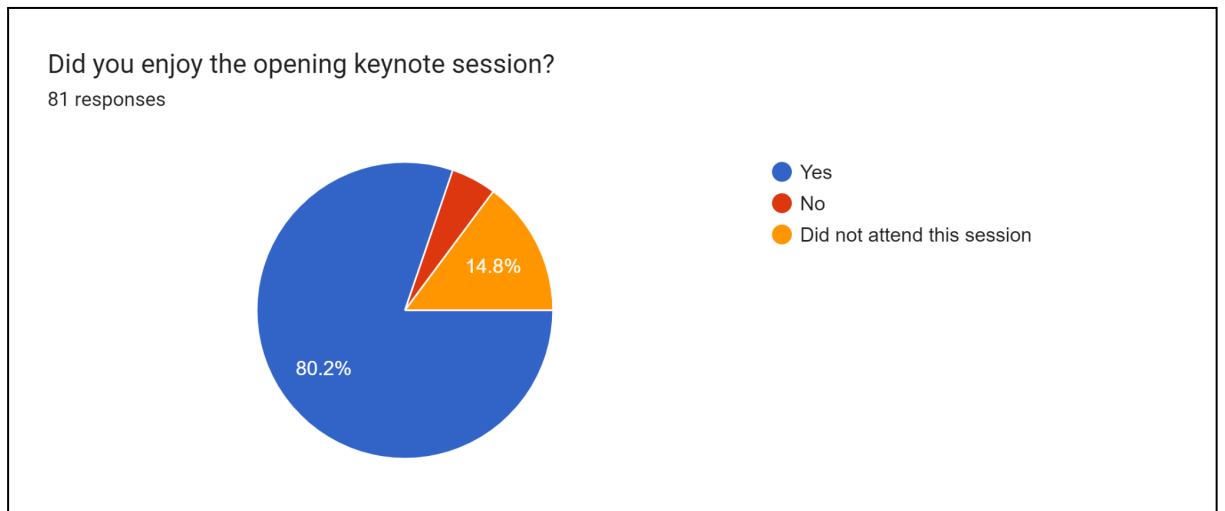
81 responses



# 2023 Leuven Hybrid Conference Feedback

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## Keynote Speakers





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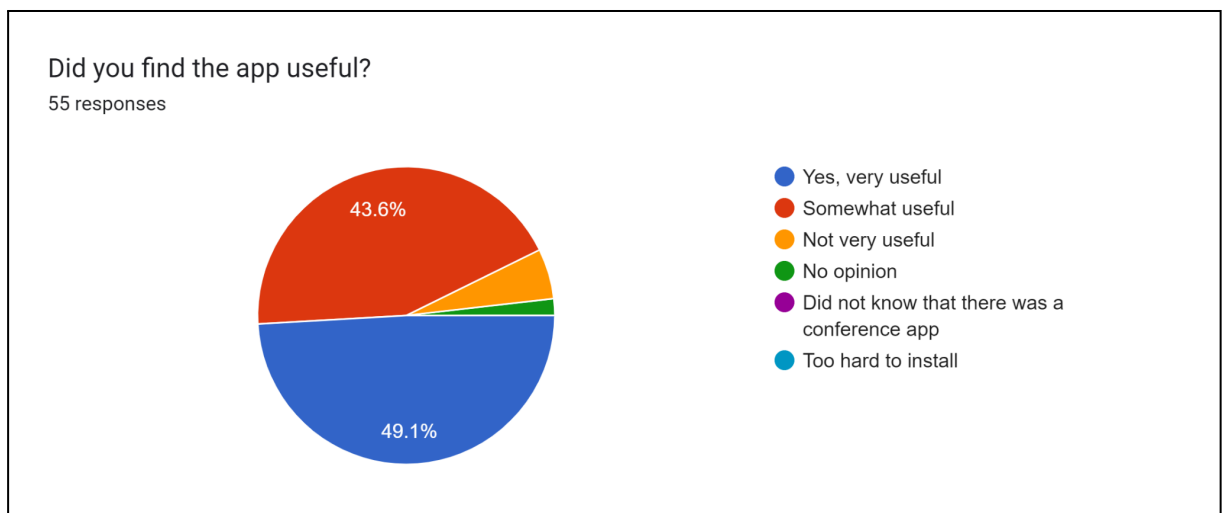
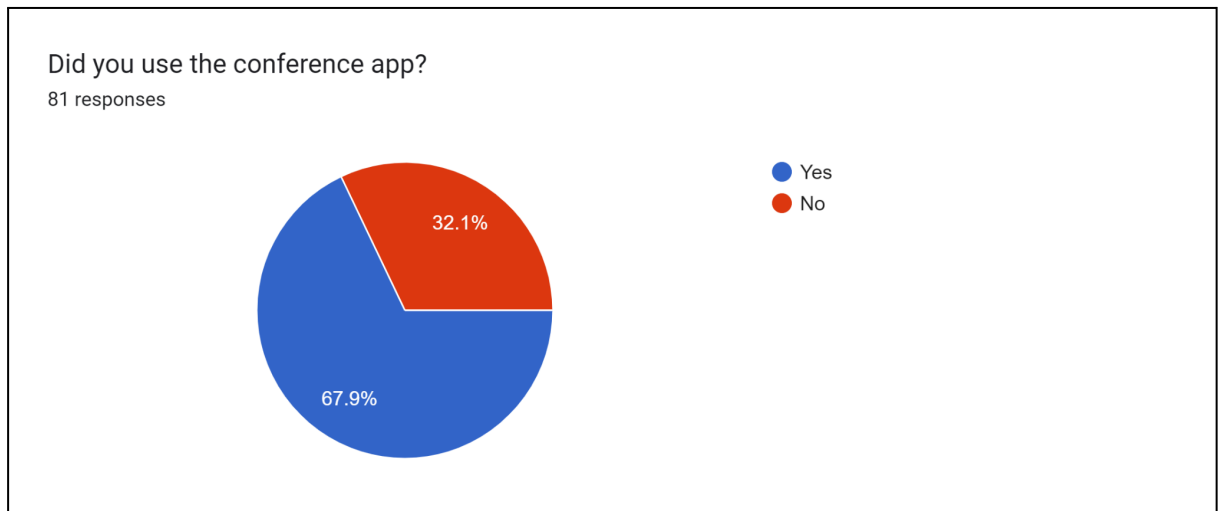
Topics that could be covered as part of keynote sessions were

- Continued focus on AI and how it is impacting the landscape
- Future forecasting topics or experts in their field are ideal. Outside of the library speakers are insightful.
- The closing keynote too long, and finish later estimated hour
- AI
- The IA closing session was amazing ! This guy did an amazing job.
- Technical problems of virtual meeting should have been settled in advance

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## Conference App



Some of the features that delegates liked about the conference app were as follows

- Agenda
- Updating is useful.
- Schedule
- Having everything is at hand
- Saving favourite sessions
- building my personal conference program
- the app tracked the sessions in real time so it was easy to organise the time
- general timetable + info about the sessions (where+when)
- program overview, latest news
- the notification of your favourite sessions
- Maps and locations. Local info
- possibility to select favourites and to create one's own timetable ! very helpful
- Alerts to programme changes

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- Full Program
- The weather
- Using 'heart' option to save sessions and then filter by the heart to view my schedule
- Ability to link to a map showing the location of sessions
- Favourites
- That we can see the program
- Program and alerts
- Everything was in one place.
- The time table
- The schedule
- MAPS
- Tips about Leuven
- Being able to tag some sessions for them to display like an agenda
- The schedule
- sessions dropped off the list, so the top of the page was the next session.
- quick info

The following features were considered missing or were not satisfactory with the Conference App

- Found moving between session list and session details difficult - method I used returned me back to the beginning of the day's session list rather than to the session in the list referenced.
- When I filtered the schedule or searched for specific keywords and opened the details of a session, then pressed the back button, only to find out that it was back to the top of the schedule page. That was very annoying. It should be back to the list of the results.
- It was too slow to display the program list. After you open the event description, it goes back to the top of the program, not where you were before. The list of venues and the maps were cumbersome. It was better to use Google maps directly
- Too slow!
- performance was sometimes low, I had some trouble with the login first
- Found the programme a little hard to manage. I seemed to see the notifications/alerts late in the day.
- the list of participants on the app !
- More specific directions to the afternoon sessions. It wasn't clear the first time which door to enter into the building. Also, the location link went into google maps, which doesn't work for walking directions when not online. Some kind of static map with directions would be nice.
- Did not get notifications that there was a new message in the app unless I looked at the home screen in the app.
- Choosing a session to attend was challenging because the sessions were not categorised in the application. They should have been sorted by day and time for easier selection.
- Food - it was an official Leuven website, so it was nothing new. I would appreciate something more authentic, some "unofficial" tips.
- From a sponsor point of view it would be great if there was a way to connect with people through the app.
- That you jumped back to the start screen every time you had clicked on an item on the program and wanted to go back to the full program.

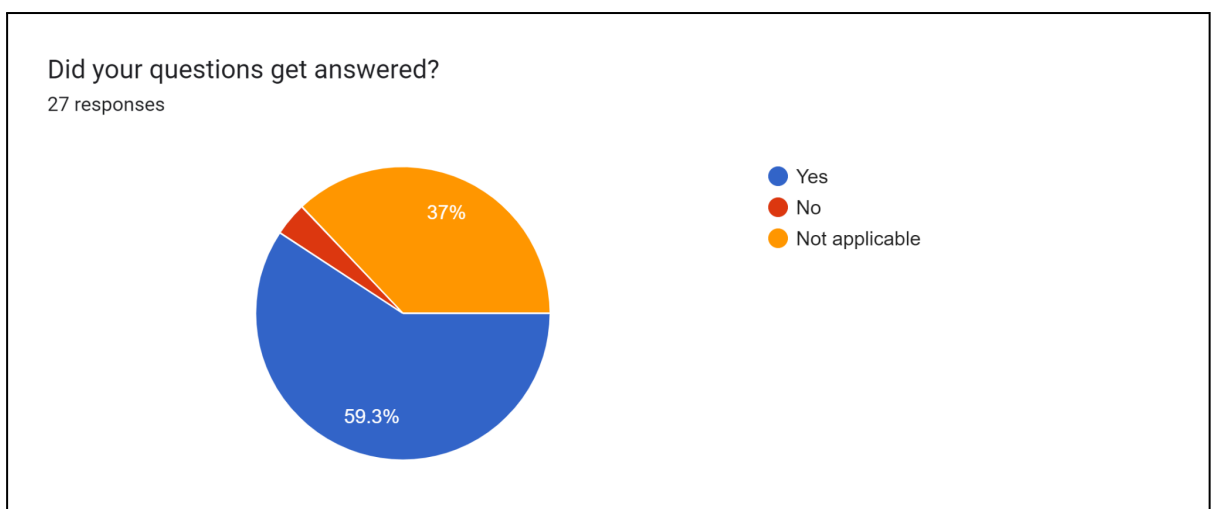
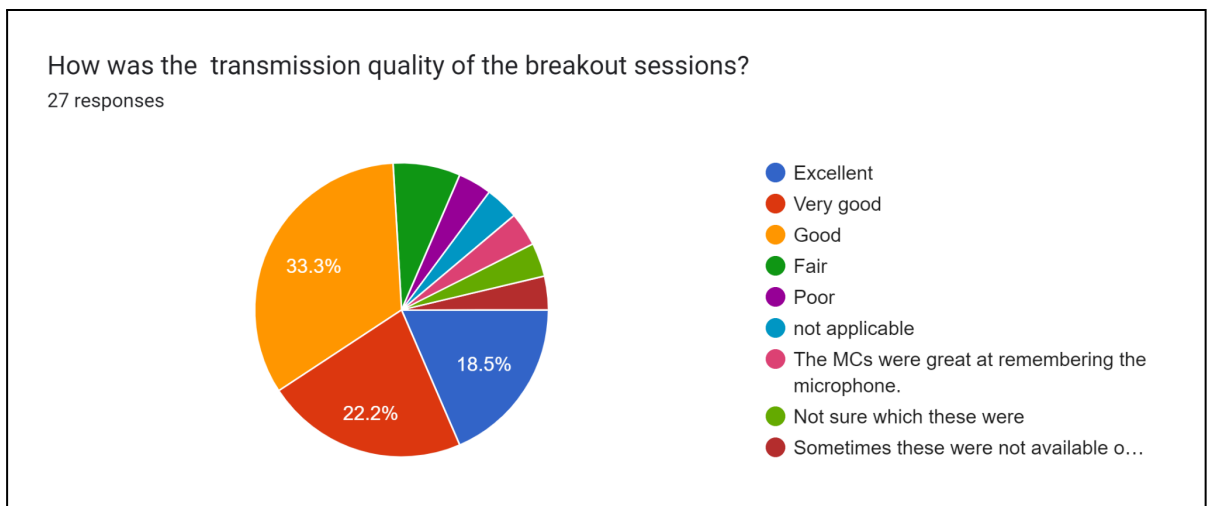
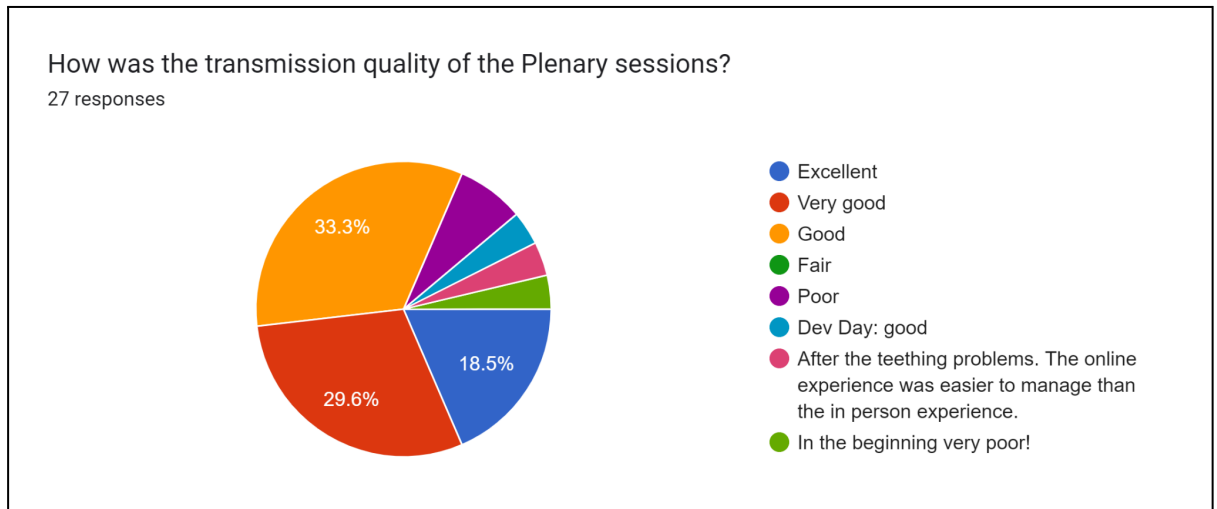
## 2023 Leuven Hybrid Conference Feedback

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- Not so reactive - maybe 4g is to blame ?
- Need to be able to have an overview of the program so you can see the shape of your day more easily - in the app it was very easy to get clashes with favourites. I'd love a "Where am I next?" feature!
- Full programme: when clicking on a session to read more, the only option to go back is "done" and that takes you to the front of the app instead of back to the list of sessions you were browsing. That's really annoying and I hope it can be fixed.
- Bad interface. They missed a basic "back"-function, so if you clicked on the wrong session, you couldn't just go back one step, but you had to go back to the home page.
- descriptions were long, and scrolling to find your session was difficult. Perhaps icons for themes and collapse to the title and room, with click to expand details so you can see lots of sessions, helps to know where you are going next. same with a timeline,
- to help us organise between 3 of us attending, we maintained a big spreadsheet. but keeping sync is hard.
- having a list of selected sessions and where you need to be next based on things you selected pre-conference would help on the day when trying to work out where you are going next
- the quizzes: too difficult
- if i expanded a session, i couldn't go back to the list. It took me back to the app home page.
- if you went back to the agenda overview you ended up in the menu again. (iphone)
- List of participants

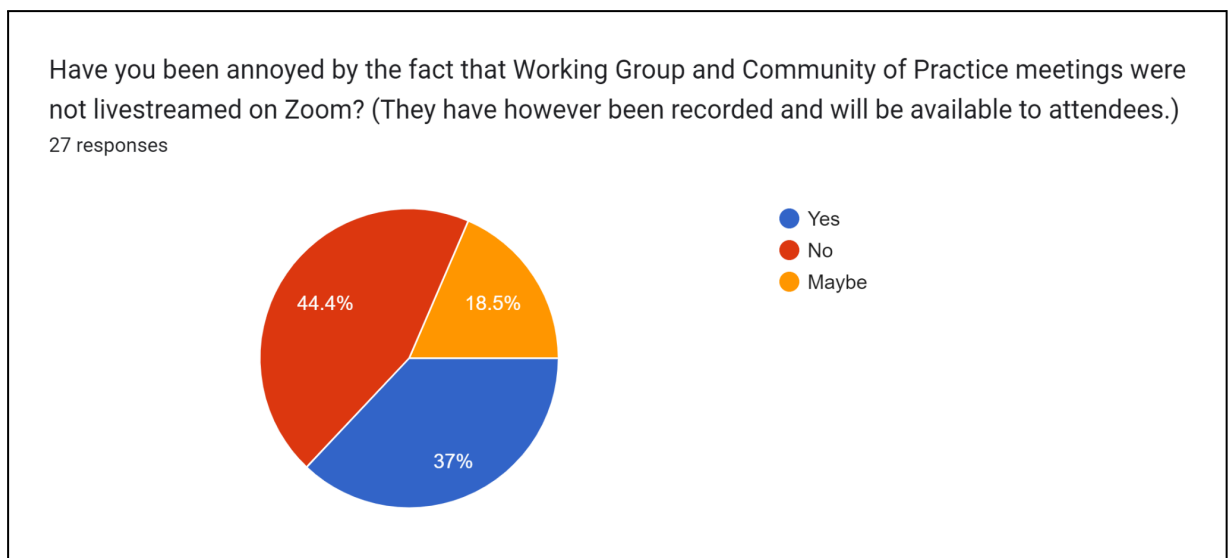
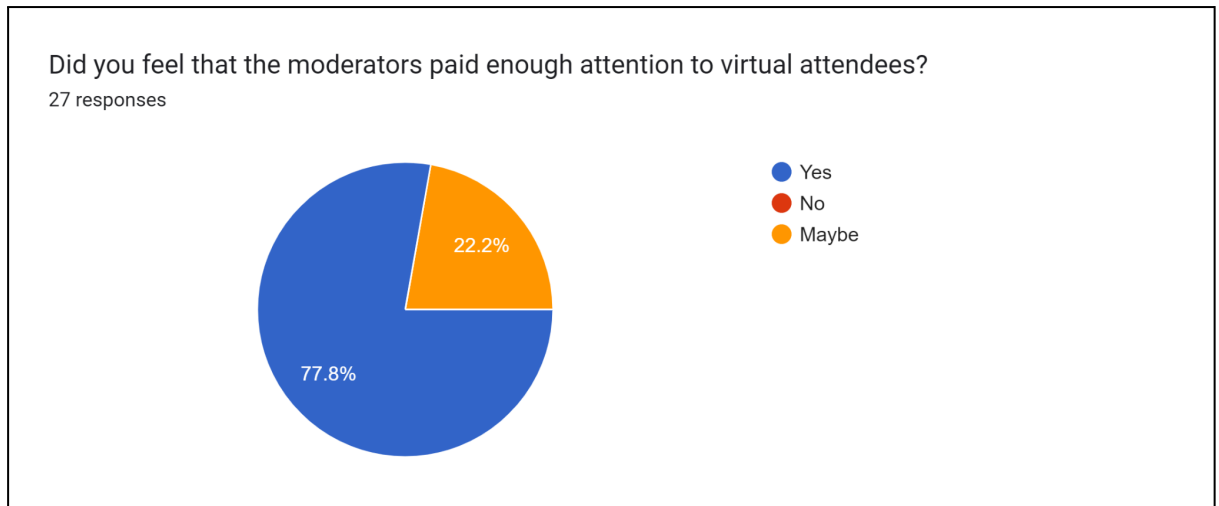
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## Virtual Attendance



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The following suggestions were made to improve the virtual attendees conference experience

- I find the Zoom chat feature extremely distracting and there was a separate chat feature hosted elsewhere which I could use instead! 10 people don't need to separately report that sound has dropped out and then all reply when it's working again, duh!
- Have an ongoing, single chat and video channel for virtual attendees to interact freely with one another. No moderation.
- Open the chat for attendees to exchange ideas. And keep the questions for speakers in the Q&A section.
- Virtual meeting rooms? Virtual cafe?
- Break out groups
- Maybe stream the most useful sessions (Leganto Kevin Browne)?
- It would have been useful to have breakout rooms for virtual attendees to be able to discuss with peers what they had just listened to- to mimic the conference experience

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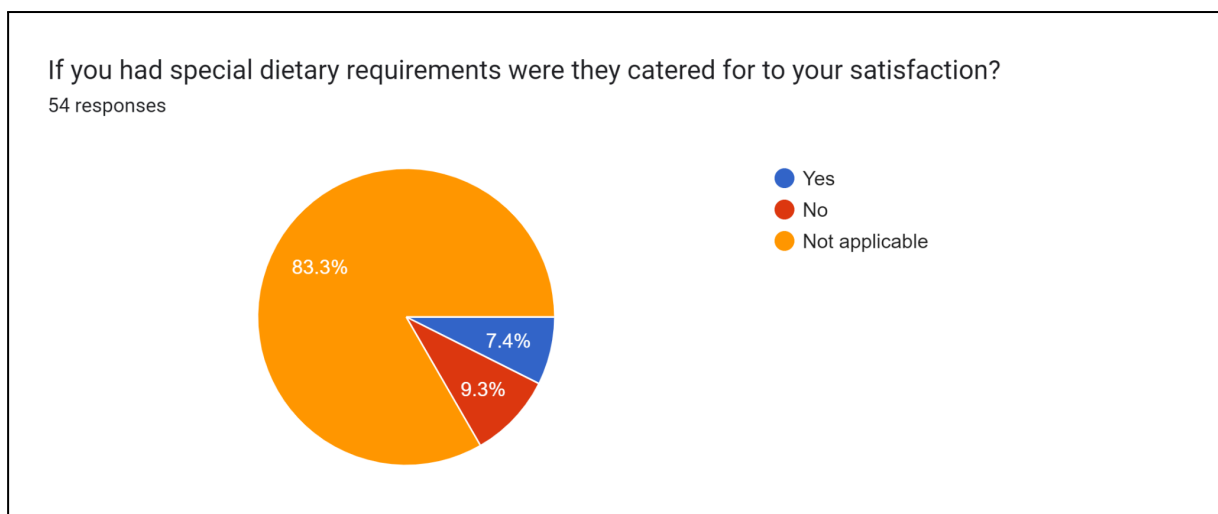
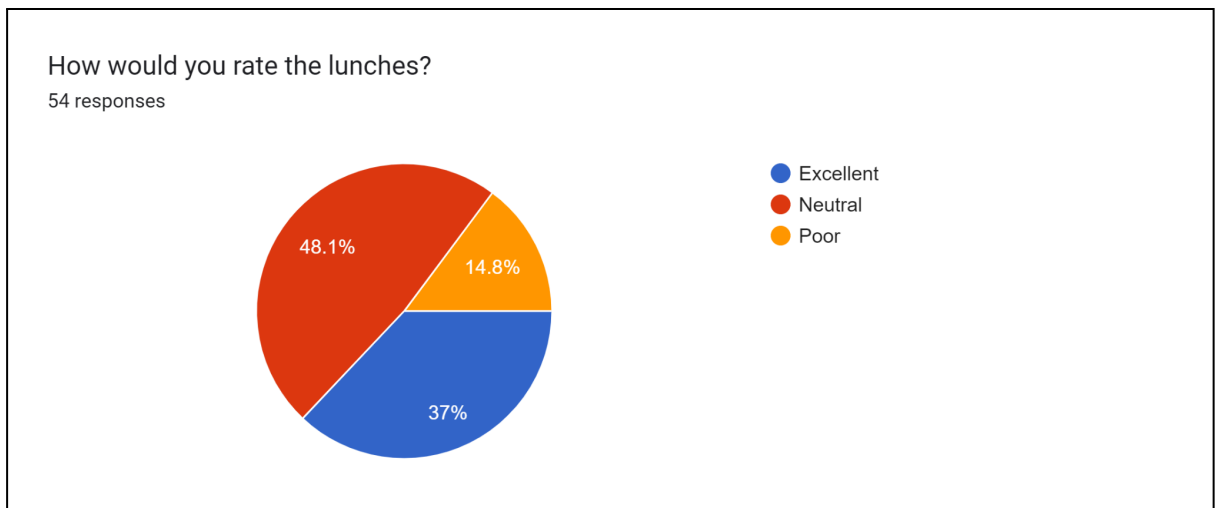
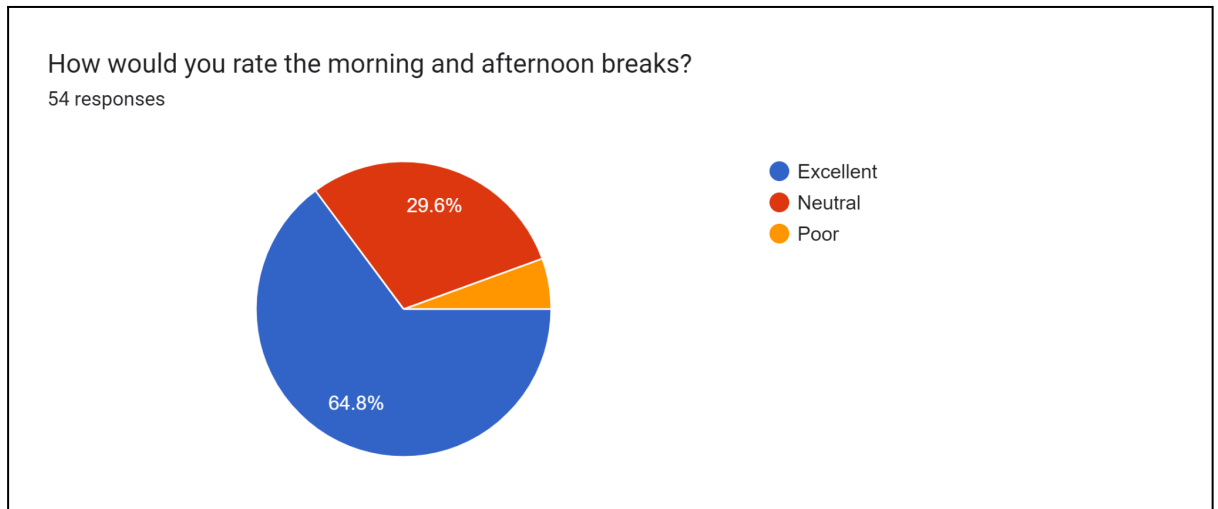
The following suggestions were made to improve interaction between the virtual and physical attendees

- Show more of the audience and the session room in the livestream.
- Change views when filming, switching between close-ups of speakers and panoramas of the whole room.
- Always show the speaker and presentation in a side-by-side view in Zoom and let the viewer control the window sizes.
- Show persons asking questions in the room.
- Always present the name of speakers and moderators.
- Better sound and image quality.
- A separate chat feature to Zoom would enable general conference chat between physical/virtual attendees and not be disruptive for either to use during/between sessions.
- Not really, sorry. If I could solve this, then I might be working as a highly-paid technology consultant somewhere rather than as a library systems manager at a mid-ranking UK university!
- q&a online were brought in by the moderator. some tech problems initially so couldn't see the slides properly but these were generally fixed
- Unless you offer a chat service for each session, that all attendees can connect via. Ask each other questions, discuss the speakers' topics etc.
- Is there a need for this?

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## Conference Catering

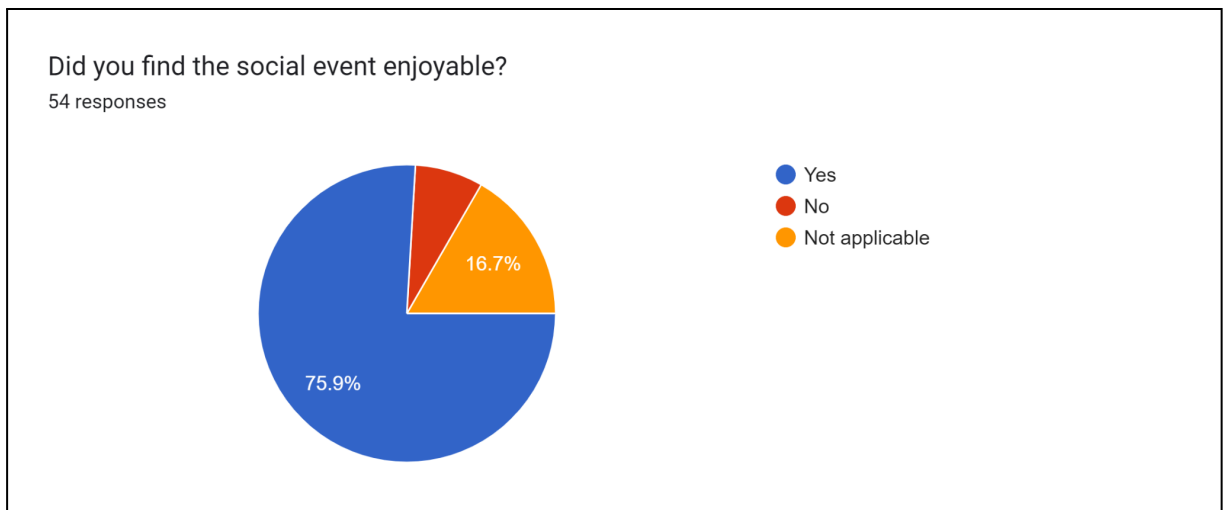
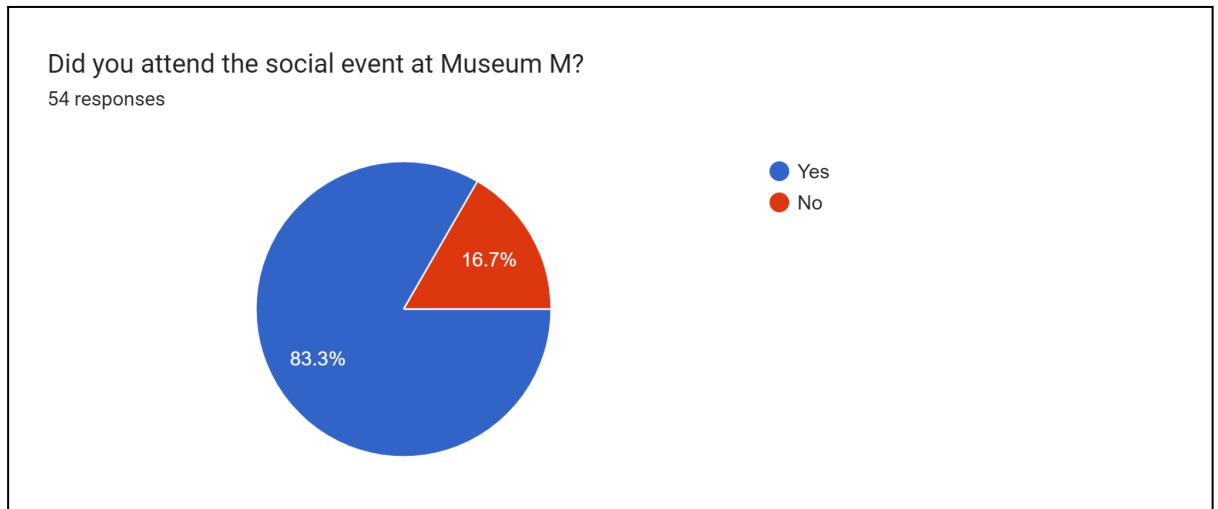




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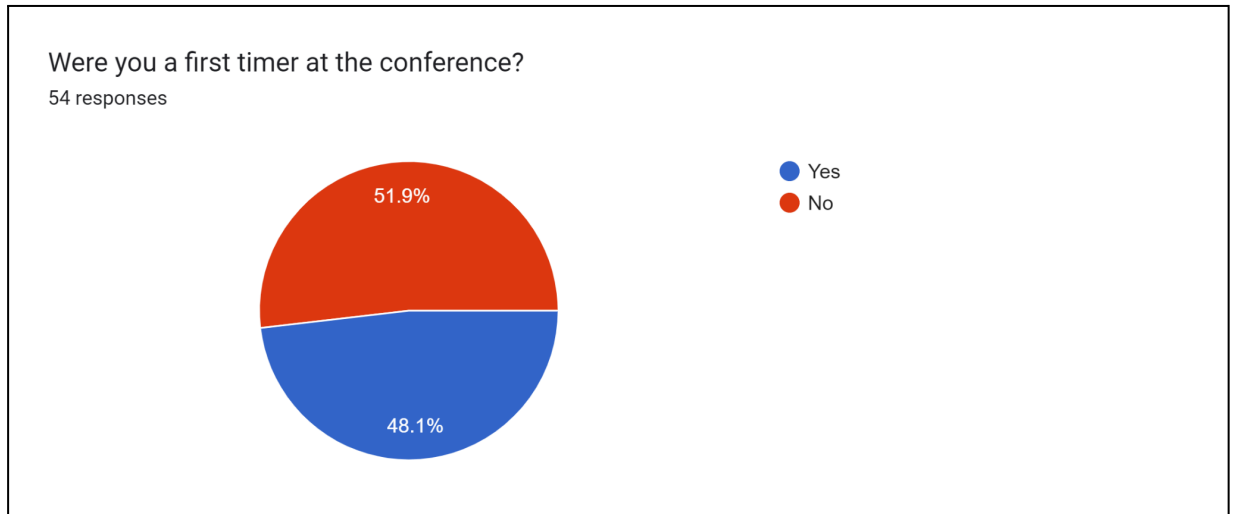
## Social Event



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## Conference First Timers



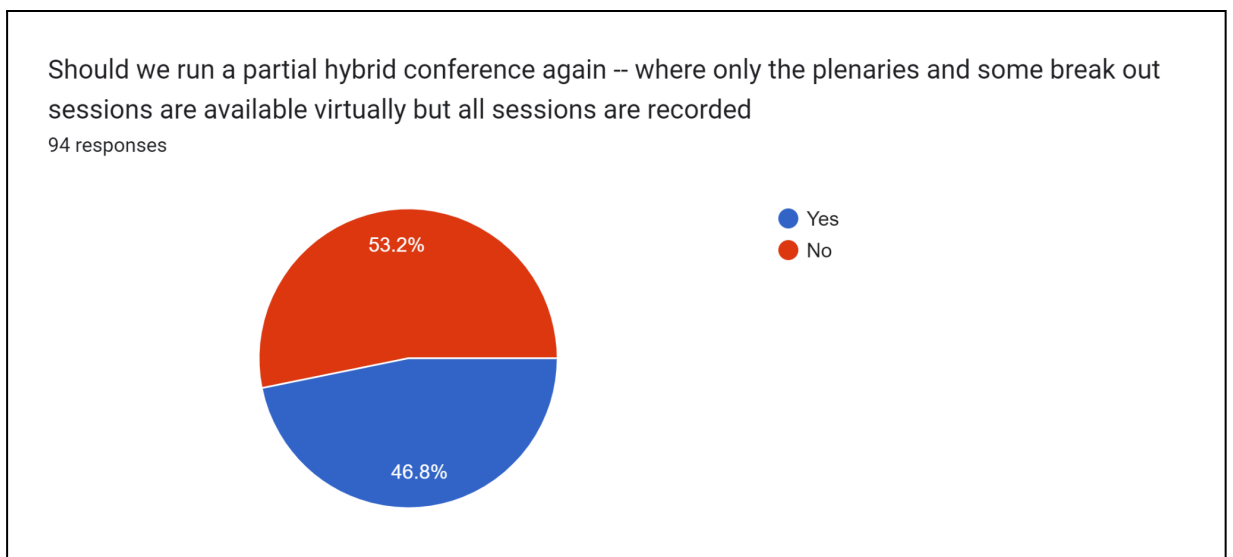
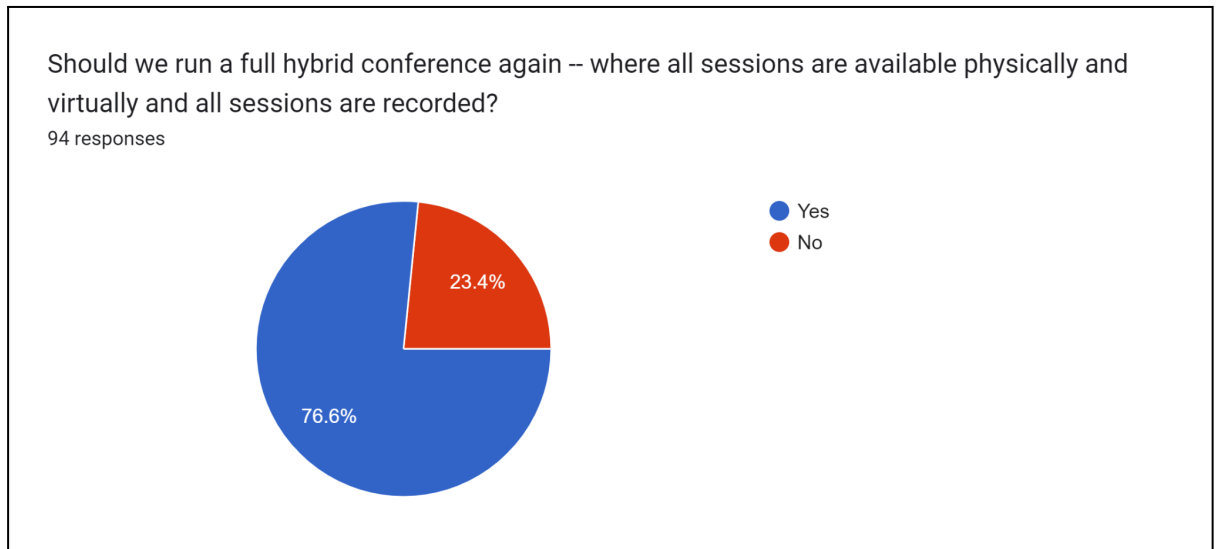
### Feedback from first-timers on how to improve their experience

- It would have been better to group sessions on the same products in the same room, to facilitate room changing. Improve lunch quality
- Everything was excellent
- I came to registration and picked up my bag. For the First Timer meet and greet I couldn't tell where the auditorium was and anyone I asked didn't know. When I did eventually find it and took my seat I realised after a few minutes that First Timers were in one part of the auditorium and were being spoken to by the Chair. At that point I chose not to move. To be honest I found it frustrating and disappointing. A first timers meeting point would have been useful.
- Nothing it was great
- Another opportunity, not just the first morning, to meet with others and learn about the organisation. Possibly a table reserved at lunch for newcomers to connect also.
- It was a great experience.
- Actually, even though I was the IGeLU newbie, I didn't feel this way; everything was smooth and natural.
- I would like something like "random people groups dinner": mixed up groups of 6-10 people who do not know each other going to a restaurant in the evening together. Otherwise everyone is just together with the people she/he already knows. Would be very nice and probably a success, right? :) But surely a lot to organise...
- none. I liked it. And the weather helped also.

# 2023 Leuven Hybrid Conference Feedback

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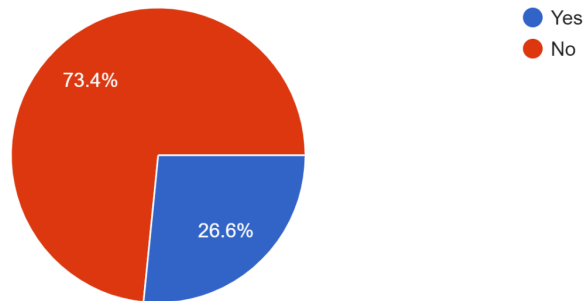
## Feedback for the 2024 Conference



# 2023 Leuven Hybrid Conference Feedback

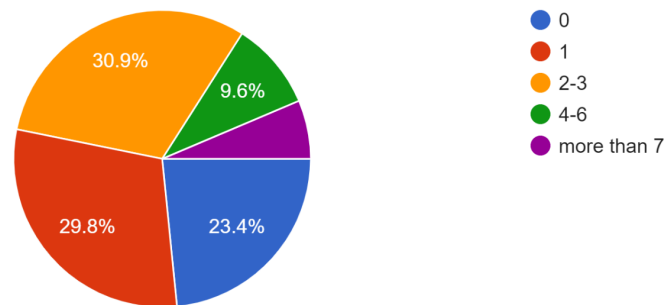
Should we run a physical conference only – but make recordings of all sessions available post conference?

94 responses



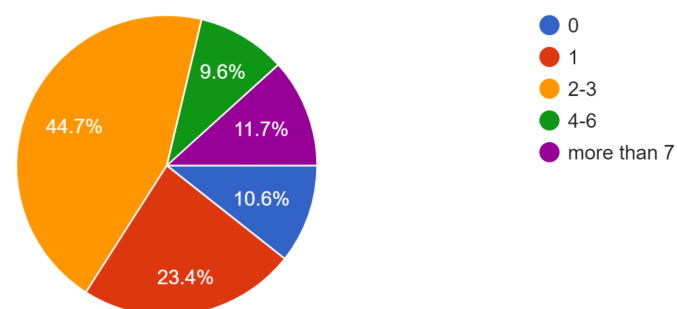
If we run a full hybrid conference approximately how many people would your institution send to attend the conference as a physical attendee?

94 responses



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

94 responses

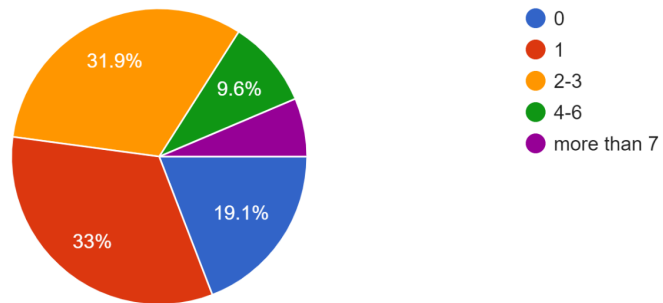


# 2023 Leuven Hybrid Conference Feedback

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

94 responses



# 2023 Leuven Hybrid Conference Feedback

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## General Conference Feedback

The following comments/suggestions were made on improvements to the Conference

- Haha, that is true, the A/C is a problem, but no one can expect this weather in Leuven.
- To me, as in any conference, I do not prefer that much of parallel sessions, that should be around 6 parallel sessions in this conference, while we can only join 1 out of 6, and miss the remaining, not all, but some may have an interesting topic to our work area. But I totally understand it is either impossible to hold the conference for 4-5 days to reduce the parallel sessions.
- And if possible, please see if the Conference can be held around July-August, and avoid holding it in Late August (Singapore), or Early/Mid September (Leuven). This is because the school term starts in September in my area, and we are usually busy during the start of the term. (It may be a different case for institutions in Europe/America).
- Better sound and image quality for virtual attendees
- For virtual attendance, maybe offer single days for a third of the cost? This only works after the program is available, of course. Like Roskilde festival ;-)
- Food. Lunch was not good. Any chance of black tea and cows milk!
- All sessions should be recorded
- Closing keynote - shorter lecture. Half hour maximum
- Recommendations from locals for restaurants and other activities, not only information from the local tourism office.
- Slightly longer breakout sessions -- many of the ones I attended felt rushed and/or did not have time for questions. I wish there had been some snack/food and cold drink options during the afternoon breaks, especially the cold drink options on the days it was so hot.
- If there needs to be a physical conference, then please find a way to make all sessions accessible to virtual participants.
- I found the conference engaging and gained valuable insights.
- There are too many sessions at the same time. There shouldn't be more than 2-3 sessions, so we will not miss anything that is relevant for us
- If you can not meet the dietary requirements, tell that to people. Not meeting them is fine, but we need to know.
- It made me smile to see the Aircon has been mentioned. That's something that is out of your control, but it was definitely the hottest topic at the conference. I love IGELU, from a sponsor point of view you did a great job. Thank you for that.
- The sponsors were a bit too out of the way?
- More food during breaks
- More library tours :-)
- More spaces on the visits and information on your badge about the visit you're actually booked on - it's a long time from booking to attending so it was easy to forget!
- Stream all of the sessions - all, everything
- keep with the snacks, day 1 was a lot of snacks, day 4 barely any. it is OK if we know what to expect, and can bring food with us to keep going but find it hard having it change.
- For virtual attendees, the tech has to be right so that the full presentation/ talk can be seen and heard

## 2023 Leuven Hybrid Conference Feedback

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- see answer before: dinner with strangers, otherwise everyone sticks only to people she/he already knows
- A single page physical map of the venue would have been extremely valuable. Phone is too small to show campus at one glance. Map could include the conf hotels and a few dinner places.
- Would like a way to see the email address of attendees online so that I can contact people more easily. Would love pics of attendees too (obviously optional) to make it easier to find people I haven't seen in person before. Badges should have names in a very large font.
- More café style meeting places. Where you can sit and drink coffee. Not outside!
- If possible, it's better to be in the same building for all sessions and meetings.

The following comments were provided for the Program Planning Committee

- Thanks for all the good work you've done!
- Looking forward to 2024, thank you for your work!
- I like that both presenters and attendees could submit their twitter handles, but for next year make the field more generic? (to allow for Bluesky handles etc.)
- applause, good job!
- It's an intimidating-sized conference for those of us who are a) very shy but have a lot to share, and/or b) completely new to presenting. I'd love the opportunity for lightning talks (10-15m) in a small physical room (i.e. 20 capacity) where newbies or the terrified could share and get experience in a safe space, potentially with some coaching included for CPD? Maybe it could also still be possible to present these remotely. I'm one of the people who have things I'd like to share (but I seriously struggle to present to a large group no matter how many times I try), with a double whammy of my employer being unlikely to afford conference fee + international travel.
- Despite my comments above on the first day as a First Timer, I enjoyed the conference. Attendees were lovely, Leuven was amazing and the topics were interesting. I think it should be clear that some sessions are being co/delivered by sponsors of the event. I had to read the description of sessions before that was clear. Basically it should be clear there is product placement.
- The closing keynote session was terrific. I really enjoyed it!
- Please avoid the first week of September if possible, as a parent of school-age children I can never be away from home that week as they return to school.
- Nothing. The conference was perfect
- I don't know the answers for the questions about future conference attendance. Other staff would be better sources of this information.
- Good job bringing this all together and mitigating the unplanned heat to the extent possible. I recognize and appreciate that a lot of effort went into organising and running this conference!
- Make this survey shorter please. I'm getting survey fatigue here!
- I am not in charge of budgets so am unable to answer how many delegates...sustainable travel is important so offering hybrids is important.
- The conference was well organised.
- Can we have a five-minute break between sessions? To ensure there is enough time to transfer between buildings, grab some drinks, and not miss the start/end?
- The coffee stands during breaks were brilliant! I also rather liked the 30 minute limit on breakout sessions. I think it lent to a fast pace overall and kept things interesting.

## 2023 Leuven Hybrid Conference Feedback

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- The virtual experience was fantastic. The ease of moving between sessions, note taking was easier. The sound and visuals worked fine. Please don't drop it. I hope to join in person when its my turn to be sent on a long overseas trip. But when it isn't my turn I get so much value as a virtual attendee.
- Keep up the great work and look forward to seeing you next year
- More sessions of customers than from Clarivate
- Thanks for this amazing job. See you in Denmark !
- Having a sit down lunch space was brilliant - please keep that for future conferences. The coffee carts in the breakout session area of campus were also brilliant.
- Why wasn't Kevin Browne streamed?
- the answers to the how many attendees depends on the total cost. we get lots of value from attending, there are 4 people who are usually interested to attend. and we would like to send at least 2. we were able to send 4 to cardiff, 3 to leuven, 2 to st petersberg, 1 to singapore, if the remaining attendees are able to participate virtually that's a bonus. we have discussed having a room, hosting sessions here to emulate the focus required to attend the conference.
- The virtual offer this year felt poor value for money even though the content of the conference was very interesting and thought provoking
- Thanks for the organisation! It was such a pleasure to take part! I also appreciate the technical support when presenting, the person introducing us, the technical set up: all just great.