

2023 Leuven Report - Main Issues

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