



## Expania Report to Inug meeting (Copenhagen 2024)

The Expania ExLibris User Group was created in 2005.

Members in 2024: 44 Institutions

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

The Board Committee has been updated, and the new Board is as follows:

Chair: Marina Losada (UPF)

Deputy Chair: Amparo Llorente (CSIC)

Treasurer: Gerardo Ruíz (UGR)

Secretary: Isabel Domecq (UPM)

Member-at-Large: Andrés Lloret (UPV)

This new Board Committee is committed to continuing the strategic work of the Association and addressing current challenges.

### **Main Activity in 2024**

The primary activity of Expania in 2024 was organizing the annual Expania Conference.

The XXV Annual Conference was held on June 13-14 in Madrid. It was a highly enriching event, featuring ten compelling presentations, roundtable discussions about lessons learned from using ExLibris products, and a Q&A session with ExLibris-Clarivate representatives. Additionally, we hosted three hands-on workshops.

This was an in-person conference aimed at promoting relationships among members.

### **Key Focus Areas for 2024**

#### Content Management and Incident Monitoring:

The Association has worked intensively on content management, ensuring that member institutions have access to up-to-date and relevant resources. Meetings were held with publishers and ExLibris to improve the visibility and accessibility of content in the Central Discovery Index (CDI). Additionally, incidents affecting the entire Association were closely monitored, with collective solutions sought to benefit all members.

#### Optimization of Communication with ExLibris:

A primary goal was to improve how the Association communicates common issues to ExLibris. Efforts were made to optimize processes so that incidents could be managed more efficiently, with quicker responses from technical support. Despite these efforts, the desired success in this area has not been achieved. ExLibris's

response has continued to be slow, and in many cases, issues have not been resolved satisfactorily. The lack of proactivity on the part of ExLibris remains a constant concern for Association members. The frequent need to escalate issues to higher levels and the repetition of processes have caused frustration among member institutions. We still have not figured out how to reach ExLibris effectively as a group.

### Conclusion

This updated report reflects the activities and challenges faced by Expania in 2024, emphasizing the areas that need improvement and the commitment of the new Board of Directors.