IGeLU 2024

C O P E N H A G E N

9TH - 12TH SEPTEMBER

IGeLU

2024 Copenhagen Hybrid Conference Feedback

2024 Copenhagen Hybrid Conference Feedback

Contents

2024 Copenhagen Hybrid Conference Feedback

Background

The IGeLU Steering Committee met in 2023 with the local Copenhagen 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 Survey Respondents

Registration and Payments

- Registration system tends to make non-members feel less welcome
- Include a field for VAT number of the institution carrying out the registration
- Use of third-party provider (WIX pages) resulted in emails being blocked by the institution
- Need to detail what is provided with the conference registration (e.g. access to the network event)
- The possibility of a special discount for Working Group and Community of Practice members
- Make invoice request easier
- Add a 'progress' type bar so that registrants know how many spaces are available for the conference
- Investigate other options such as bank transfers
- Be more explicit in what happens with credit card payments as compared to payment by invoice
- Make it easier for people to add additional items post registration (e.g. Developers Day, other social activities)
- Require some sort of badge or identification for people who are only attending the networking event

General Conference Comments

- To reduce the number of concurrent sessions so we can attend more sessions
- Possibility of lightning talks or something like 20slides/20seconds per slide format, early on as an introduction for this is what we have been doing/ come talk to me more about these things.
- No more meetings/conferences. All communications should be in writing/email
- Maybe leaving the Q&A open longer advising attendees that there is a 10-15 min window to share experiences on the topic for the virtual attendees if some want to network on the topic. The timetabling of use of room would need to build this time in.
- 5 minute breaks between sessions. It was difficult to get from session to session on time!
- More sessions for the community to exchange experiences, such as the "collaborative exploration of Leganto" on Wednesday 11th
- I never did figure out what to do with the badges for the contest - maybe an online thing in the app instead?
- Please make the conference feel less rushed with longer breaks between sessions for toilet breaks, locating next venue and walking to the venue. Also, less session clashes.
- Please arrange transport or at least have walking guides to bring us to the library tour venues, it's our first time in the country
- Can you please provide refreshments during social events? There is no time to eat something after the sessions, and social events are quite long so it would be nice to have at least some snacks.
- The Ex Libris Q&A should have been available for virtual attendees
- Yes, I hope you will reconsider the vegan/vegetarian only choice of the meal. I like to taste new things and I found the food often good and interesting at IGELU 2024, but I don't like to be obliged to eat vegan or vegetarian food.
- For special dietary needs, food needs to be clearly labeled and placed in a designated area. I found it difficult to find food I could eat during breaks or found nothing whatsoever.
- Would be useful if the list of attendees showed who was there in person and who was online.
- Would prefer social on second night - late flight night before it started meant I was too exhausted to attend

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- Don't allow pre recorded videos from a distance speaker - One example of a pre recorded speech constantly had audio failure or out of sync
- Please consider having the conference in the APAC region more often!
- it would be nice to have an extra line to add things to your conference badge.
  e.g. I'm interested in: primo [X], alma [X], campusM [ ], Linked Data [X]
- have clearer tracks for subjects, and try order sessions so if you are interested in a single subject, you can attend all the sessions
- The dominance of Ex Libris at the conference, especially the CEO, has gotten a bit out of hand. It felt as if we, the IGeLU members, have become onlookers at our own conference. The marketing of products was too excessive. You had the impression that the advertising drum was beaten incessantly. For instance, the constant requests for updates on the number of activations of the Primo Research Assistant was annoying. We also felt that comments on the opening key note speaker or behaviour at the Q&A session towards Alex as moderator were inappropriate. It felt also weird that Ex Libris employees were celebrated as if they were the organisers (Alan Oliver, for instance). We would like the IGeLU Steering Committee to take a more guiding role vis-à-vis Ex Libris management and not let them take over like this year.
- There should be a re-organisation of the program, there is too much Ex Libris for a conference organized by the customers of Ex Libris. I think that their presentations are interesting and also having the possibility to exchange with Ex Libris employees in meetings or during the breaks is very important but, the weight of the company seems to become preponderant. I suggest dividing the Ex libris / customers presentations into separate moments: concentrate all Ex Libris presentations in 1 day (or 1 day and a half) and dedicate the remaining time to the customer conferences. Also, it would be interesting if the IGELU working groups would have more time than just a small presentation, but a real moment in which they can exchange with other librarians and collect their feedback on the topics.
- More moderation of the time taken by presenters, eg. a 5 min bell as a number of presenters just kept going beyond their allotted times.
- If the poster presentations are going to be virtual and physical again, include a screenshot of the poster for the virtual attendees.
- Less Clarivate sessions, more customer experiences

Technical Issues

- Virtual attendee had problems accessing the Zoom link
- Technical assistants in each room would be appreciated to handle any problems as they arise
- enabling the chat rather than only Q&A and having the moderator encourage discussion/introductions etc.
- Audio settings seemed to be a bit low.

Developers Day

- Possibility of lightning talks or something like 20 slides/20 seconds per slide format, early on as an introduction for this is what we have been doing/ come talk to me more about these things.
- Analytics Afternoon session
- Would prefer that there were no clashes with Knowledge Day sessions
- Problems accessing the Zoom link for Developers Day
- Developers Day should be on the first day of the conference
- Some topics were too superficial. For example -
  - Primo NDE do a workshop/hackathon or the like
  - Learning/coding & developing with other in groups

Virtual Attendees

- Make presentations virtually accessible. This year, most of the presentations were only available in person, which is a real shame.
- Issues accessing the sessions virtually via Zoom

- Increase the Q and A time from 5 to 10 mins and call it a discussion time inviting virtual attendees to state what their library does in relation to the topic. Encourage use of name and library rather than anonymous posts.
- Maybe leaving the Q&A open longer advising attendees that there is a 10-15 min window to share experiences on the topic for the virtual attendees if some want to network on the topic. The timetabling of use of room would need to build this time in.
- Critical - do not have any interactions during meals or coffee breaks. Too many conferences do that so virtual attendees have to listen to physical attendees eating, drinking, and having highly personal, sometimes impolite discussions in the background.
- Maybe after the presentation the in room moderator could advise that there is a 10 min feedback and sharing of experiences on the topic in the Q&A calling for all to contribute to it. The Q&A from virtual attendees could be visible to physical attendees displaying on the screen in room after presentation. Enable the physical attendees to add to that same Q&A. Maybe before the presentation the in room moderator could advise that there is a Padlet open during the presentation with the main topics or questions the presenter would like displayed/answered open for all to contribute to during and after the talk.
- The sound quality was very poor in most of the breakout sessions. Topics were interesting but it was almost impossible to follow because you couldn't hear.

First Timers Meeting

- A more interesting meeting with the participants who are attending the IGeLU conference for the first time should be arranged. You should come up with some memorable surprises for them.

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

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

IGeLU 2024 Attendance Information

Registration Information - Physical

Conference Attendees	521
Developers Day Attendees	108
Developers Day and Knowledge Day Attendees	93
Knowledge Day Attendees	68
Number of countries represented at the conference	38

Physical Attendees by Country
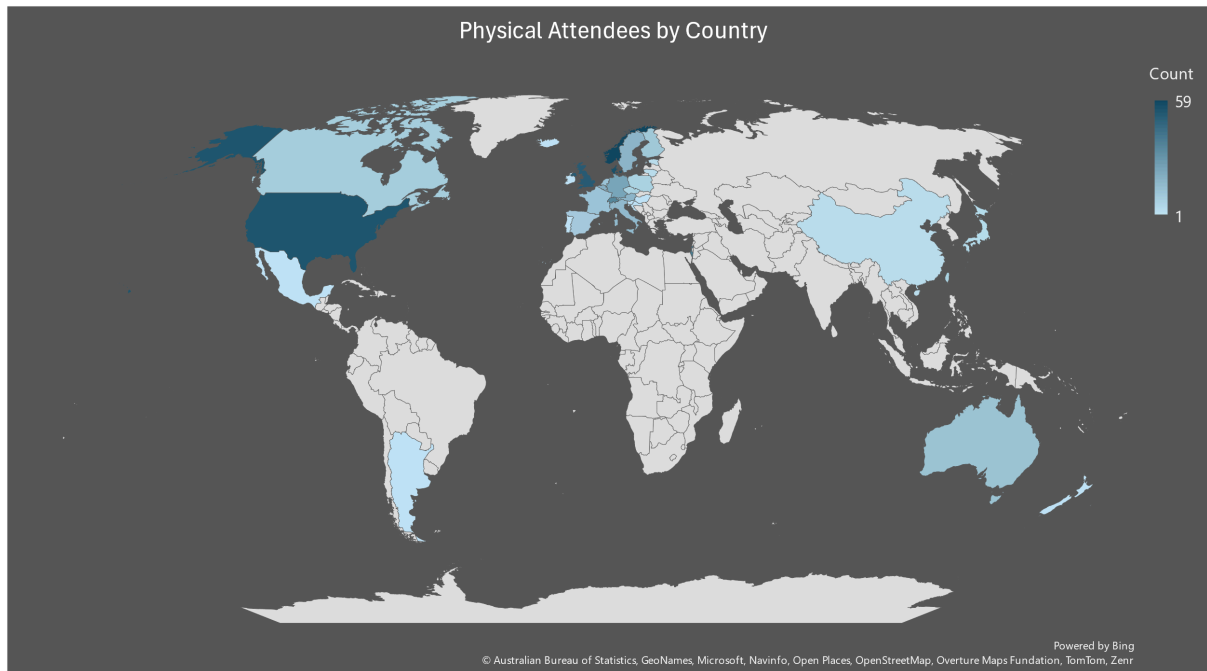
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Registration Information - Virtual

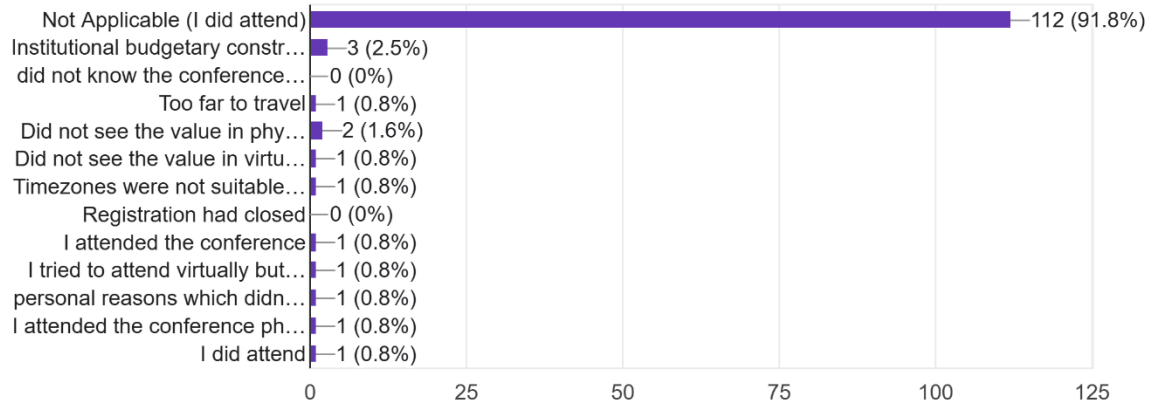|	
Conference Attendees	179
Developers Day Attendees	208
Number of countries represented virtually at the conference	38

Virtual Attendees by Country
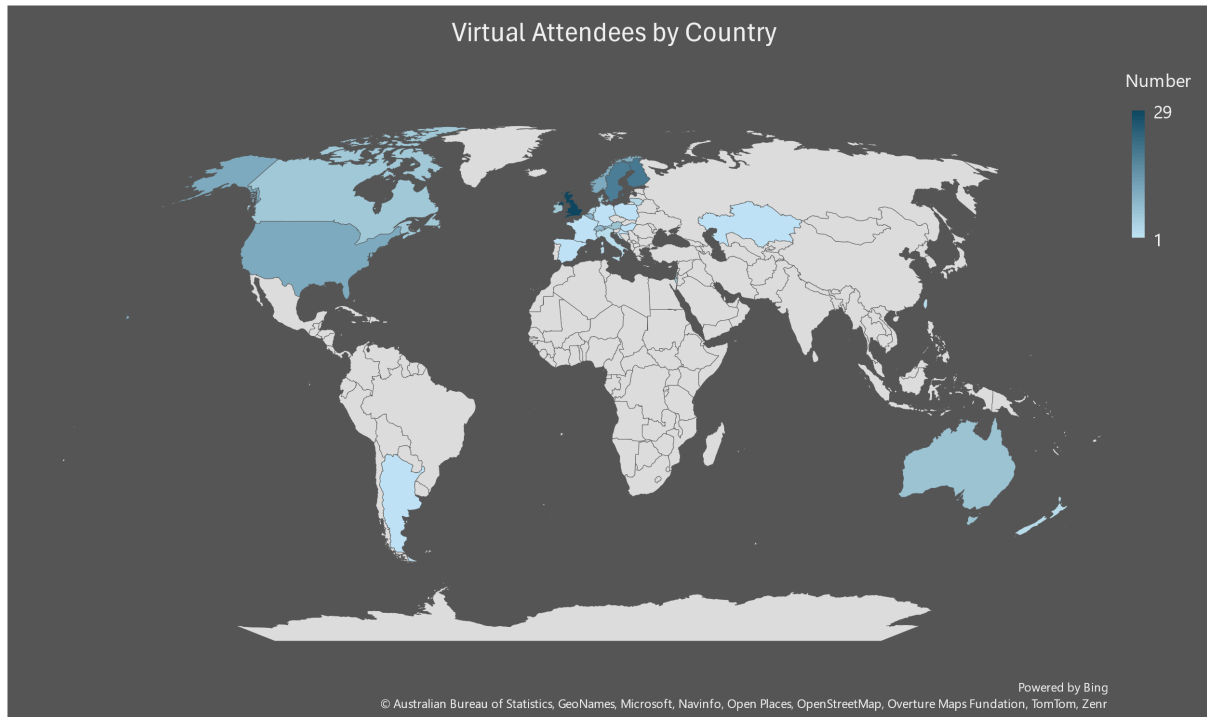
Survey Responses

Overall, we received 122 responses to the Survey.

Reasons for non-attendance

In case you did not attend, we are wondering why you did not register to attend the conference. Did you not register because of (select all that apply)
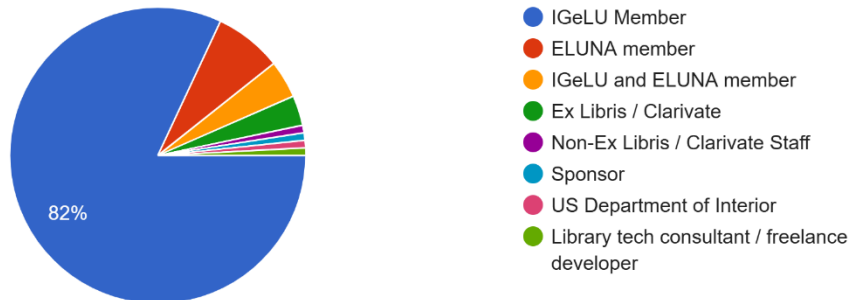
122 responses

Not Applicable (I did attend)	112 (91.8%)
Institutional budgetary constr…	3 (2.5%)
did not know the conference…	0 (0%)
Too far to travel	1 (0.8%)
Did not see the value in phy…	2 (1.6%)
Did not see the value in virtu…	1 (0.8%)
Timezones were not suitable…	1 (0.8%)
Registration had closed	0 (0%)
I attended the conference	1 (0.8%)
I tried to attend virtually but…	1 (0.8%)
personal reasons which didn…	1 (0.8%)
I attended the conference ph…	1 (0.8%)
I did attend	1 (0.8%)

Affiliation of respondent

Affiliation

122 responses

- IGeLU Member
- ELUNA member
- IGeLU and ELUNA member
- Ex Libris / Clarivate
- Non-Ex Libris / Clarivate Staff
- Sponsor
- US Department of Interior
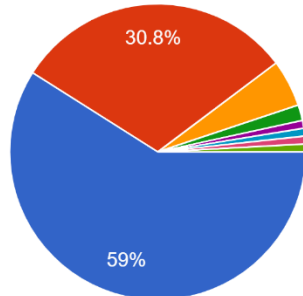- Library tech consultant / freelance developer

82%

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Registration Process

### How did you find the registration process?
117 responses

- ● Easy to use
- ● Neutral
- ● Complicated to use
- ● Registration instructions were not clear
- ● I did not register myself
- ● Don´t know, someone else took care of the registration
- ● Problems with early closure but that aside worked well.
- ● Someone else handled the registratio…
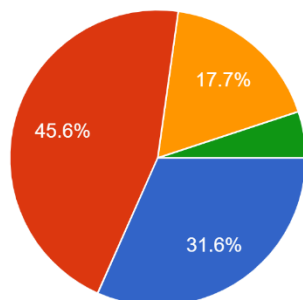
30.8%

59%

How did you find the registration instructions?
79 responses
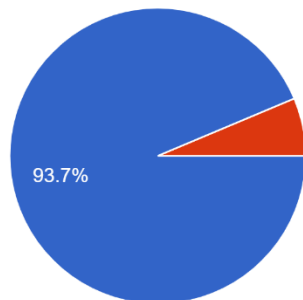
- ● Clear and easy to understand
- ● very confusing -- I would like better instructions next time!

93.7%

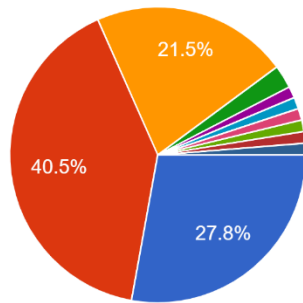### How did you find the Credit Card Payment process?
79 responses

- ● Not applicable
- ● Easy to use
- ● Neutral
- ● Too complicated

17.7%

45.6%

31.6%

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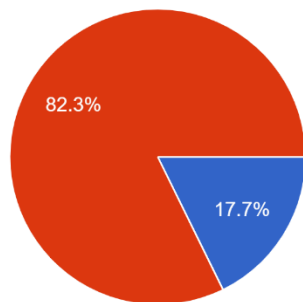
How did you find the Invoicing process?
79 responses

- Not applicable
- Easy to use
- Neutral
- Too complicated
- there was one mistake but the invoicin…
- I requested to add my institution's VAT…
- It took me several attempts to get the i…
- I think we were given registration com…

▲ 1/2 ▼

21.5%
40.5%
27.8%

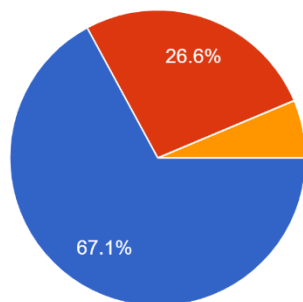## Did you require a Letter of Invitation to attend?
79 responses

- Yes
- No

82.3%
17.7%

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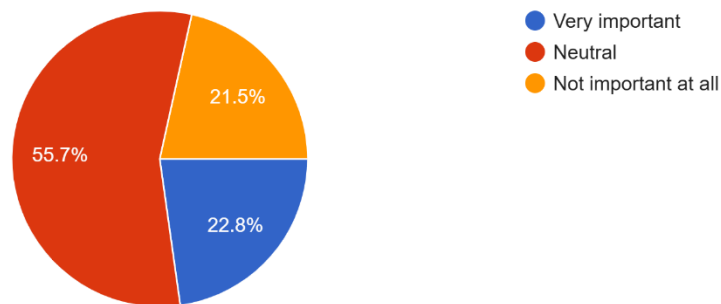79 responses

- Very important
- Neutral
- Not important at all

26.6%
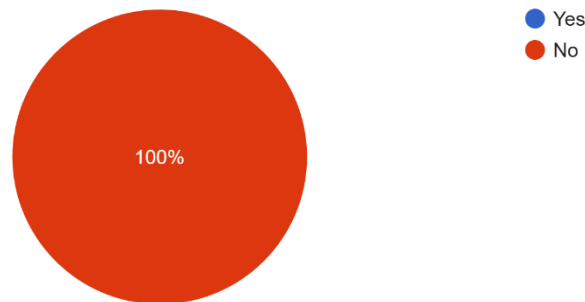67.1%

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How important is receiving a 'ticket' to the conference?

79 responses

- Very important
- Neutral
- Not important at all

55.7%

21.5%

22.8%

Did you require a Travel Visa?

79 responses

- Yes
- No

100%

How can we improve the registration process? (23 Responses)

- Tends to make non-members feel less welcome.
- Include a field for the VAT number (CIF) of the institution requesting the course when paying for the IGELU sessions.
- Payment Service provider (wix pages) is blocked in my institution due to security issues. Payment process is not trustworthy at all. Had to try several times. Did a bank wire transfer, wire was rejected. After all, I needed to access the credit card payment menu on my private computer, disregarding the safety warning when accessing the wix pages.
- Write more accurate information on the ticket, for instance if I can participate at the social event or which guided tour I have booked
- about the fees : I would like to know if it would be possible to think about a special offer for IGELU/ELUNA working group members.
- Make the invoice request easier.
- Very intuitive and easy to use - no need for improvement
- Put a bar indicating how many places are still available for the conference.... that's a joke... it was our fault that we were so late, but we are very happy that we could attend, thanks to your help
- Generally, it's good with invitation via email or website and registration online.
- In my case, the registration process should not be improved.
- I received many (similar) emails during the process, which was redundant.

- I was happy with the registration process.
- By creating an invoice without VAT.
- other payment methods (bank transfer)
- I thought it was straightforward. No need to improve.
- Having completed the IGeLU process for a number of years, now I am familiar with the options needed. but first time around it was hard to figure out if you needed an invoicing process or credit card process
- Receive a confirmation of registration so that you know that the registration and payment process has worked
- Make it easier for those who have signed up to "add to cart" additional items. For example I can easily add on developer's day after I have already signed up and paid for the conference.
- There seemed to be an issue with registering an additional attendee at the social event, as there was no lanyard ready for this at the start of the conference and I was provided with a handwritten one upon querying this. It seemed unnecessary overall though, as it wasn't checked upon entry to the social event.
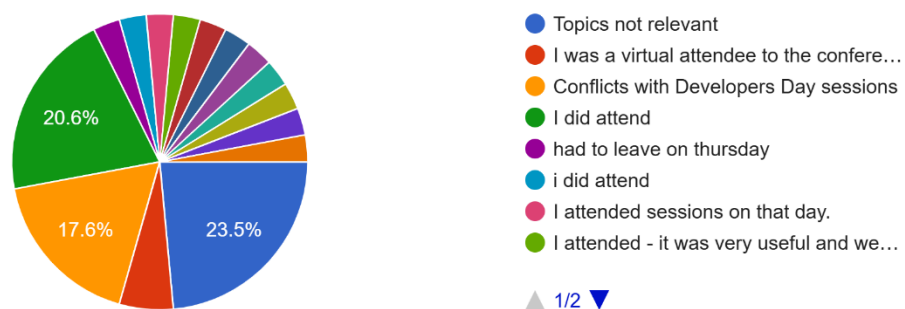
Ex Libris Knowledge Day

Did you register to attend the Ex Libris / Clarivate Knowledge Day?
122 responses

- Yes
- No

72.1%
27.9%
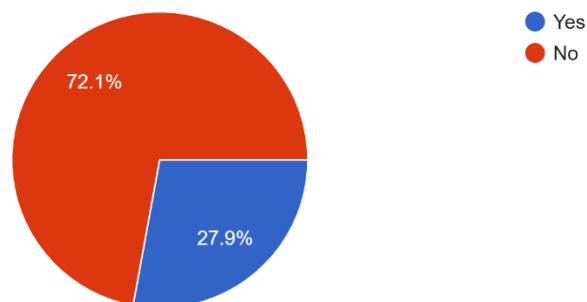
If you did not attend any of the Ex Libris Knowledge Day sessions -- what is the reason why?
34 responses

- Topics not relevant
- I was a virtual attendee to the confere…
- Conflicts with Developers Day sessions
- I did attend
- had to leave on thursday
- i did attend
- I attended sessions on that day.
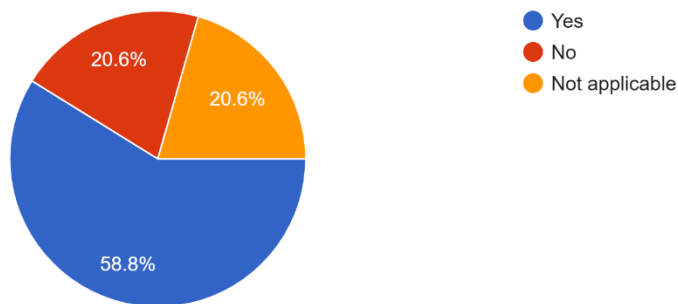- I attended - it was very useful and we…

△ 1/2 ▼

20.6%
17.6%
23.5%

We would like to ask you further questions about Knowledge Day. Do you have time to respond to additional questions?

34 responses

- Yes
- No
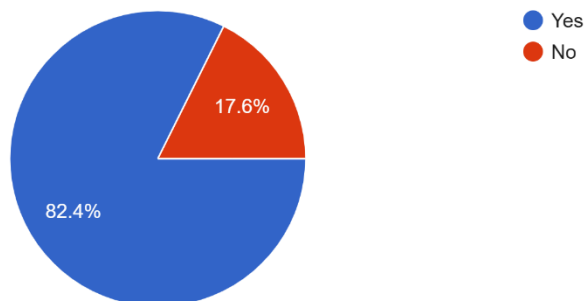- Did not attend

76.5%
20.6%
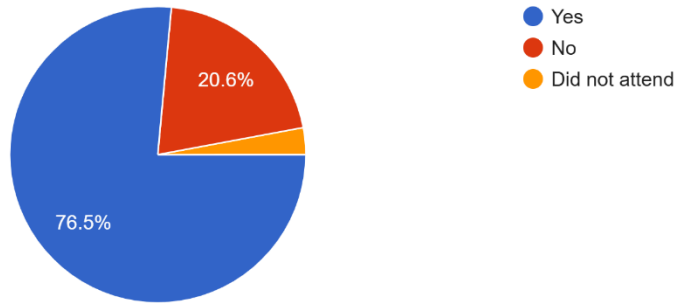
Did the Ex Libris Knowledge Day sessions meet your expectations?

34 responses

- Yes
- No
- Not applicable

20.6%
20.6%
58.8%

Would you be interested in attending more advanced Ex Libris Knowledge Day sessions at IGeLU 2025?

34 responses

- Yes
- No

17.6%
82.4%

If the topic was relevant, would you be interested in attending Ex Libris workshops sessions at IGeLU 2025?

34 responses

Yes
No

94.1%
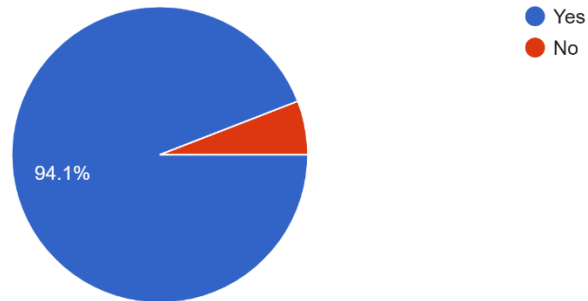
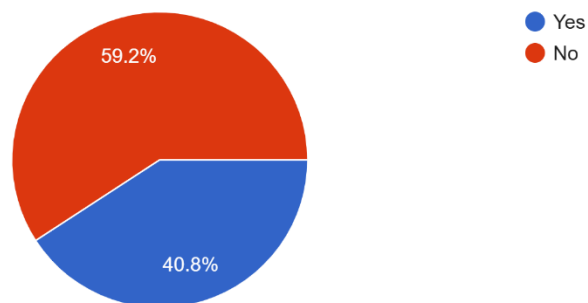## Developers Day

Did you register for Developers Day?

115 responses

Yes
No

63.5%

36.5%
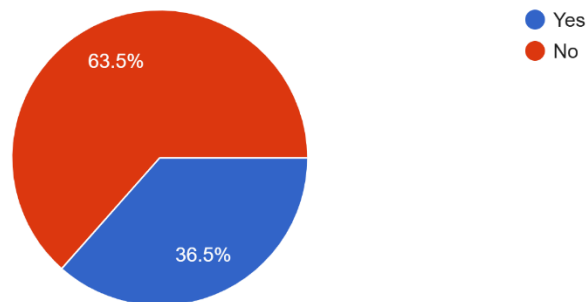
Are you a developer in your institution?

49 responses

Yes
No

59.2%

40.8%

Did you register as a Developers Day physical attendee?
49 responses

● Yes
● No

38.8%

61.2%
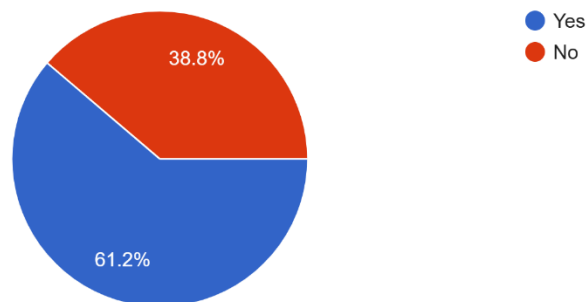
How would you rate the Developers Day content?
49 responses

● Too technical
● Good mix of technical and non-technical content
● Not technical enough

85.7%

8.2%
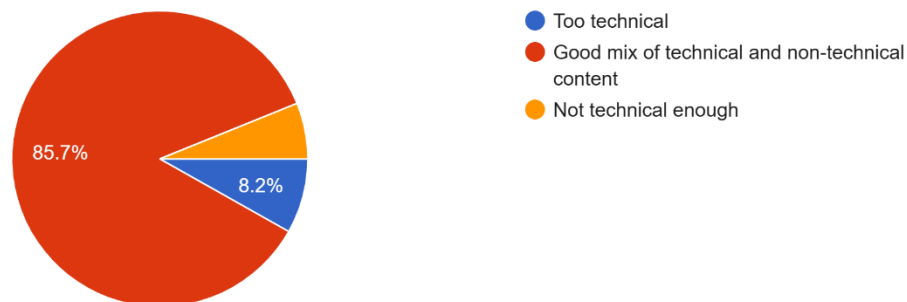
What areas of improvement would you suggest for Developers Day? (14 responses)

- I did not attend
- I tried to follow as much of the content that I could but still feel that there was a lot I missed because I could interact with others in the virtual environment.
- Developers Day should be on the first day of the conference
- Sometimes topics are too superficial, sometimes not. Maybe for Primo NDE do a workshop/hackathon or the like? Learning/coding & developing with others in groups?
- Some of the speakers should prepare better for the conference
- It should be on Monday after Sunday meetings and before the conference begins.
- Make presentations virtually accessible. This year, most of the presentations were only available in person, which is a real shame.
- To reduce the number of concurrent sessions so we can attend more sessions.
- I was a virtual attendee, and the page that should've given me the link(s) to access the content never worked. I used the help chat a few days before the event to ask about this, and those folks gave me some Zoom links, but on Thursday none of them worked--I think they were for the regular conference, not Developers Day. So then I had to email the conference address to ask for the Zoom link and missed the first few minutes of the session I was most interested in (about the NDE). So a smoother
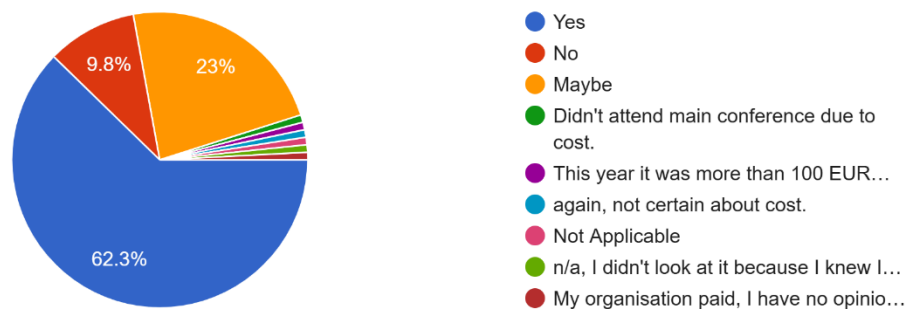
process for gaining access would be greatly appreciated, but I also recognize that when you are given free access, sometimes hiccups happen. :)
- If the sessions didn't clash with Knowledge Day that would be best.
- Tech people of the place should be there, in case something doesn't work. It happened in one of the presentations, the presenter just got stuck for like half an hour...
- possibility of lightning talks or something like 20 slides/20 seconds per slide format, early on as an introduction for this is what we have been doing/ come talk to me more about these things.
- I very much prefer it to be _before_ the rest of the conference.

Conference

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

- Yes
- No
- Maybe
- Didn't attend main conference due to cost.
- This year it was more than 100 EUR…
- again, not certain about cost.
- Not Applicable
- n/a, I didn't look at it because I knew I…
- My organisation paid, I have no opinio…

How would you rate the conference session lengths?
122 responses

- Excellent
- Very good
- Good
- Fair
- Poor
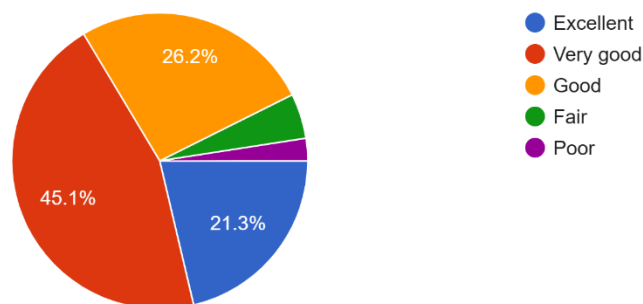
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Did you enjoy the opening keynote session?

93 responses

- Yes
- No
- Did not attend this session

86%
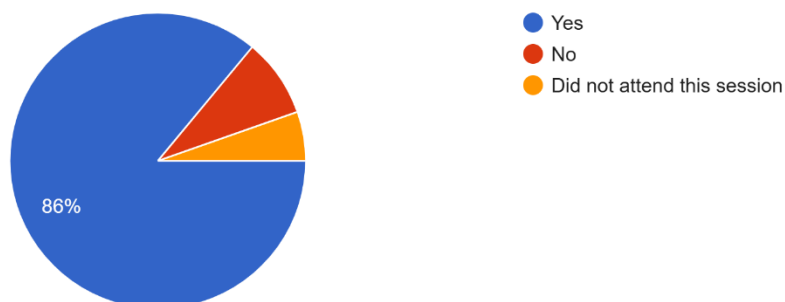
Did you enjoy the closing keynote session?

93 responses

- Yes
- No
- Did not attend this session

26.9%

66.7%
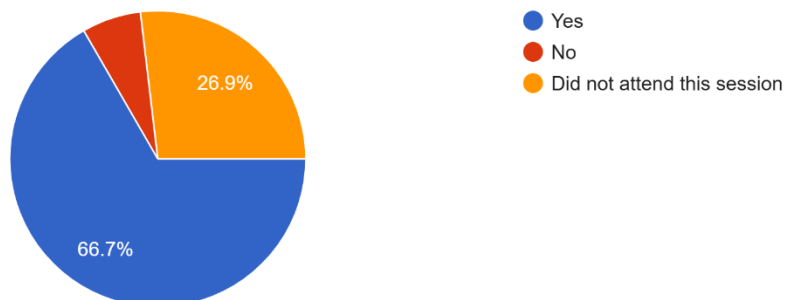
Are there any specific topics that you would like covered as part of the keynote sessions? (19 responses)

- Trends in library automation
- AI
- Not a specific topic but I just wanted to comment that the last two IGeLU closing keynotes (Copenhagen and Leuven) were fantastic! An excellent way to wrap up the conference
- We were at the exhibition area and couldn't attend.
- I trust the competence of the conference organizers.
- More topics relevant to academic librarians' everyday tasks and work environment. Some topics feel very "grand" when you're a small institution and need things to be more grounded and pinpointed towards what you're working with.
- More library/systems focused
- Keynote sessions should be more general than other sessions and make us think. The closing keynote being a call to action felt very appropriate
- More History and Philosophy of Technology
- No but want to commend the closing keynote speaker as an excellent choice.
- censorship in the 21st century
- Incorporating some critical perspectives on technology (and tech sector) is something I've previously appreciated at IGeLU.
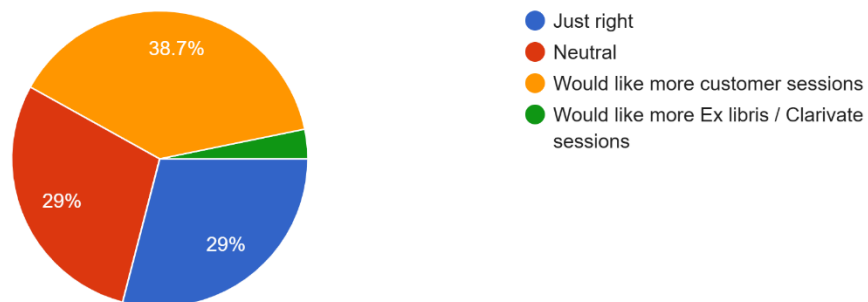
- Not at the moment, but if I think of something later, I'll advise the planning committee
- I would consider dropping the opening and closing keynotes. Opening keynote this year was the lowest point of the conference for me (only saw a few minutes of the closing keynote).
- Topics were well chosen
- The closing keynote session was a bit incoherent.
- No, but I loved that the keynote was someone who pushed back on everything Ex Libris said the rest of the conference.
- No, it should be as free as possible.

Do you have any suggestions on possible keynote speakers? (12 responses)

- M Breeding
- no
- No, I don't.
- Bo Dahlbom
- unfortunately not
- Not at the moment, but if I think of someone later I'll advise the planning committee
- I'd prefer a _short_ and enthusiastic welcome from the hosts and the team behind the conference.
- Karen Donfried
- Should be in the direction as we had in Copenhagen
- I prefer speakers with a message. They were both great.

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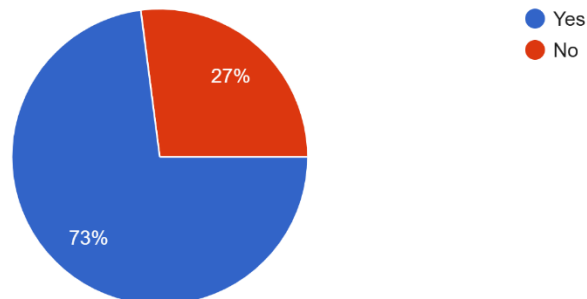93 responses

- Just right
- Neutral
- Would like more customer sessions
- Would like more Ex libris / Clarivate sessions

38.7%
29%
29%

Conference App

Did you use the conference app?
122 responses

- Yes
- No

27%

73%

Did you find the app useful?
89 responses

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

46.1%

12.4%

38.2%
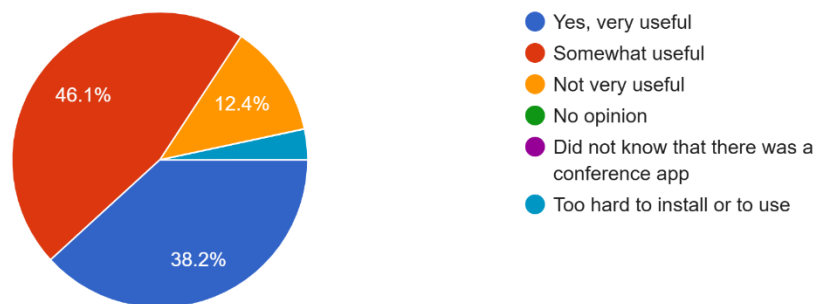
What features did you like the most? (54 responses)

- calendar
- Program
- Pools!
- The calendar and the option to "heart" something was really helpful
- Finding when sessions were, maps of venue
- Filtering options
- Easy to check daily program.
- Calendar, Primo Research Assistant
- the program
- the program overview and the Map
- To be able to see the full program.
- Agenda
- Full Program, CPH Venue
- Maps and room numbers
- Program
- list of sessions
- quick access to the "Favorites" (the sessions one marked with an heart)
- It was helpful to track my events

- Mark sessions and put together the agenda.
- I like being able to "like" a bunch of sessions and then make a last minute decision about which one i should attend
- Program overview.
- Saving the sessions you want to visit that worked with strikes.
- easy to see the schedule
- That the list of sessions updated to current time when opening the app
- The program was dynamic so past sessions didn't clutter the list of sessions taking place there and then.
- Favoriting sessions
- Updated session information.
- Calendar
- Conference venue map
- Adding sessions, I'm interested in into the calendar.
- The plans of the building
- I had trouble getting some functions to load, but it might've been the wifi at the venue.
- The schedule and the locations
- The Full Program was very useful, with the option to get into the full details of every session, including the location of the session. Makes it a lot easier to know when and where everything is. I also like the fact that you could favour sessions (click on the heart), so you could easily see which sessions you wanted to go to.
- contents of sessions presented and scheduled well
- Checking the schedule on the fly. The quiz feature was good, although I didn't take part.
- map of where the external locations were
- It's not a great experience! You would have thought Clarivate would have tried to ensure that it worked well, going back and forth within sessions is a poor experience (although we may be bending the way it should be used).
- The polls were interesting. But I always get an error after responding to the question poll. Maybe that's why I never won any prizes.
- easy to use programme
- Map and Program
- That you can put together you own program
- Being able to plan attendance at talks
- This app is not an advertisement for Library Mobile/campusM. Guess nobody who used this app will think about licensing Library Mobile.
- map, quiz and calendar
- Ability to find locations quickly
- It was easy to use and worked great.
- The calendar, even if it didn't work right from the start
- I was able to schedule the sessions I was interested in.
- calendar

What features did you miss or were not satisfactory? (51 responses)

- Sessions overlap
- Map/location overview
- Not possible to see the sessions in the overview as soon as they were finished
- Daily updating didn't work. I use iPhone 11, so too old phone perhaps ... :)
- When exiting a specific program, it automatically went at scrolled up to the beginning.
- When you searched for full program, you always had to start scrolling from the beginning of the day, that was a little inconvenient

- the performance of the app should be improved
- the list of presentation (when you click on a presentation, the you come back, all filters are erased and you have to start one again)
- calendar updates; maps were not itineraries linked to sessions rooms
- There were some troubles logging into the app, probably because of MFA. But the webapp worked as expected.
- The maps of conferences rooms (not very clear)
- map didn't work at first
- detailed map of the venues
- iPhone: When entering the full view of a session within the full program and going back, all my filters were gone and I found myself at the top of the full program. Very annoying.
- Program usage: it always jumps to the current time when clicking back after I read the notes from a talk. This is extremely annoying. Also, passed sessions were not visible anymore. One could not close by clicking return. The usage of the app all in all is extremely unsatisfying. Also, in the beginning bugs with the polls.
- Each time you close the page of a specific session, the list went back to the top of the list of all sessions. Kind of annoying
- It seemed slow. The signage was really good at the venue, so I mostly used that.
- there were tags related to the different products which helped make a choice for the sessions. For the last day, it would have been interesting to have 2 additional tags : "Knowledge Day" & "Developer Day". But that's complaining on a high level. :)
- I had to relaunch the app often, it would always take me to the top of the day at 2 pm so I had to scroll down quite a bit. knowing where the rooms were was a challenge the first day and it would have been nice to have not only the name of the room but which floor or where it was located. 2nd floor 3rd floor across the walk way etc... I know it is an Ex Libris product, but it didn't work well.
- It was so buggy! It crashed so often I had to restart it almost every time I opened it
- More information about exhibitors.
- I was not satisfied with the "Save" feature.
- The scheduling is not very sophisticated
- I can't have a personal schedule
- Not really a feature, but the app did get "stuck" or "crashed" several times during use
- I wish there was a social feature to add contacts like at previous IGeLU conferences. Very handy to keep track of the people you met.
- The "calendar" reset to the start every time looked at a session and went back to the list. I had to re filter on days every time I used the app. It was unintuitive to see what a button was and what was information on the home screen. It was slow.
- location maps - what floor to go to find the session
- Overall, the CampusM app was very buggy... even the registration process did not flow for me and some of my colleagues.
- the ability to see only my chosen sessions within the app
- Could not remove the added sessions from the calendar if I change my mind about attending them.
- getting back to a list, i.e. of the conferences of a specific day always puts you at the beginning of the list, which is a bit painful when you select events for the late afternoon
- The way the agenda worked with all the sessions information and time. It bounced back up every time i clicked something.
- No issue with the feature set itself.

2024 Copenhagen Hybrid Conference Feedback

- In the Full Program, every time you get into one of the sessions (to see the session's full details) and then get out of it, it's return to the start - the first day, first session, instead of returning you to where you were. So, for example, if I get into a session the occurs in the third day at 12:00, when I get out of that session I get back to the beginning - right to the first session ("Arrival & Registration of Participants" - Monday 9 September, 09:00), and have to scroll all the way down to get to the next session of the third day... Also - I wish there was also a way to send Outlook and Gmail meetings to put in the calendar straight from every session.
- I wanted to revisit sessions that had already happened, but it seemed to me that once they were over you couldn't get back to them in the app. Maybe I was doing it wrong.
- The maps were appreciated but hard to use with no links from the sessions to the map. No time segmentation / track segmentation in the session list making it very easy to get lost. When pressing back when in a session, it took you back to the top of the list making it impossible to find where you were. it is easier to plan the conference outside the app... this year I made an effort to try the app again, but I find it just works, against you. This meant missing out on some of the questions/ notifications mentioned in the app, but for my sanity. it is worth missing out
- I could not register/login to the app. The app was useless to me.
- The navigation for the Program and by extension the linked Maps can be frustrating in behaviour of resetting to the full list every time you tap into a specific session, so you have to scroll back down or re-filter every time. This can be quite regular if you are making the hard decide to pick between concurrent sessions and you are using the more detailed information to decide this and can only view one at a time. When there is minimal time between sessions and you are trying to move quickly, it takes unnecessary time and mental energy to manually navigate repeatedly.
- The app quite often went back to the start position instead of only going one step back.
- Not geared for virtual attendees.
- clumsy, calendar function is not applicable/functional ...
- Not being able to exit the app with the back button (Android); the venue map images looked odd at first but made more sense later. The full presentation list jumping back to the top of the page was not helpful if you had been looking at the details of one of the later sessions - lots of scrolling to get back to where you were.
- it is annoying that when you go back from reading specific information about a event you go back to the top of the list, so you have to scroll all the way to where you were again.
- It always went back to the top of the session list so I had to keep scrolling. I couldn't figure out how to contact other attendees
- It was very buggy and slow to use.
- The app wasn't working properly. Often out of order. Difficult to select sessions to follow and to have them on the agenda.
- The update of the self-compiled conference calendar was delayed
- sometimes was necessary to reinstall the app, because it was not working

2024 Copenhagen Hybrid Conference Feedback

Virtual Attendees

How was the transmission quality of the Plenary sessions?
30 responses
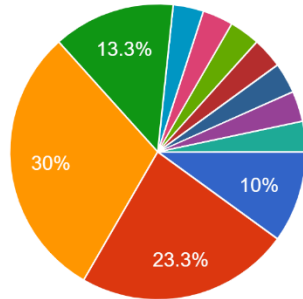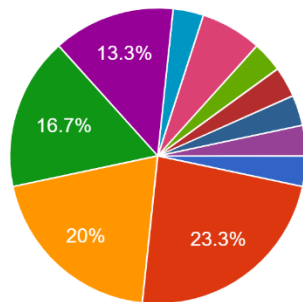
- Excellent
- Very good
- Good
- Fair
- Poor
- Did noy see Plenary sessions
- Didn't attend
- Transmission quality of Developers D…

△ 1/2 ▽

(Pie chart values: 13.3%, 30%, 23.3%, 10%)

How was the transmission quality of the breakout sessions?
30 responses
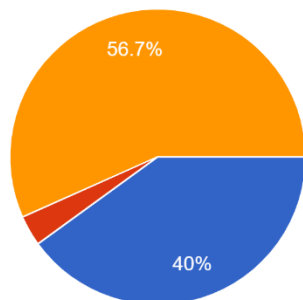
- Excellent
- Very good
- Good
- Fair
- Poor
- Did not attend breakout sessions
- Didn't attend
- Didnt attend

△ 1/2 ▽

(Pie chart values: 13.3%, 16.7%, 20%, 23.3%)

Did your questions get answered?
30 responses

- Yes
- No
- Not applicable

(Pie chart values: 56.7%, 40%)
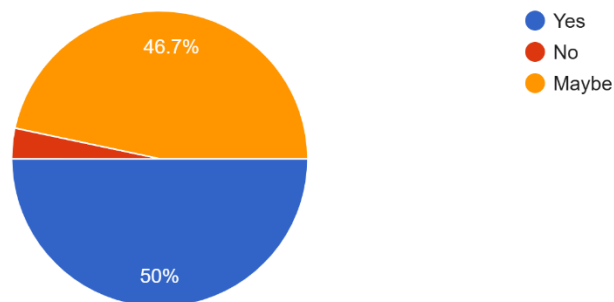
2024 Copenhagen Hybrid Conference Feedback

Did you feel that the moderators paid enough attention to virtual attendees?
30 responses

- Yes
- No
- Maybe

46.7%

50%

Do you have any suggestions on how we can get virtual attendees to interact with each other? (5 responses)

- No more meetings/conferences. All communications should be in writing/email.
- enabling the chat rather than only Q&A and having the moderator encourage discussion/introductions etc.
- Increase the QandA time from 5 to 10 mins and call it a discussion time inviting virtual attendees to state what their library does in relation to the topic. Encourage use of name and library rather than anonymous posts.
- Maybe leaving the Q&A open longer advising attendees that there is a 10-15 min window to share experiences on the topic for the virtual attendees if some want to network on the topic. The timetabling of use of room would need to build this time in.
- Audio settings seemed to be bit low.

Do you have any suggestions on how we can get virtual and physical attendees to interact with each other? (5 responses)

- In writing, via email. Annually.
- Critical - do not have any interactions during meals or coffee breaks. Too many conferences do that so virtual attendees have to listen to physical attendees eating, drinking, and having highly personal, sometimes impolite discussions in the background.
- Maybe after the presentation the in-room moderator could advise that there is a 10 min feedback and sharing of experiences on the topic in the Q&A calling for all to contribute to it. The Q&A from virtual attendees could be visible to physical attendees displaying on the screen in room after presentation. Enable the physical attendees to add to that same Q&A. Maybe before the presentation the in-room moderator could advise that there is a Padlet open during the presentation with the main topics or questions the presenter would like displayed/answered open for all to contribute to during and after the talk.
- The sound quality was very poor in most of the breakout sessions. Topics were interesting but it was almost impossible to follow because you couldn't hear.

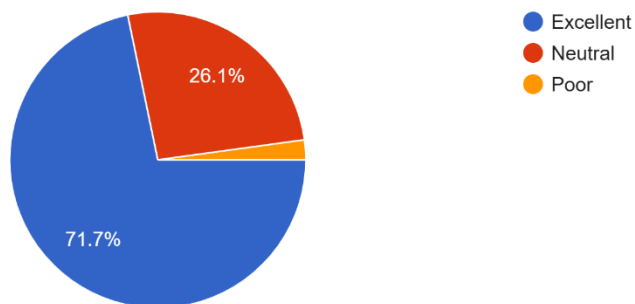# 2024 Copenhagen Hybrid Conference Feedback

Physical Attendees

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

- Yes
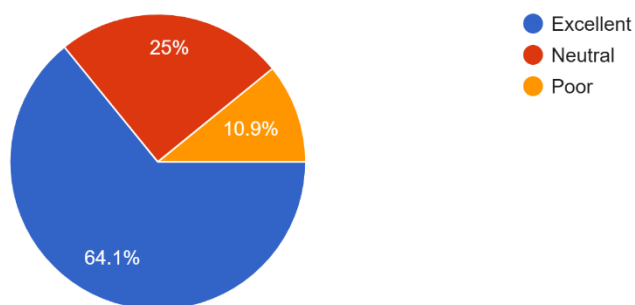- No
- Maybe

95.7%
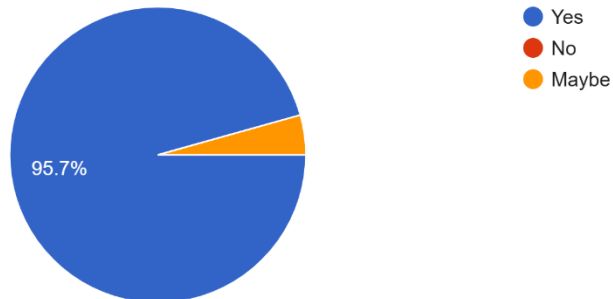
How would you rate the morning and afternoon breaks?
92 responses

- Excellent
- Neutral
- Poor

26.1%

71.7%

How would you rate the lunches?
92 responses

- Excellent
- Neutral
- Poor

25%

10.9%

64.1%

Physical Attendees

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

92 responses

- Yes
- No
- Not applicable

80.4%

12%
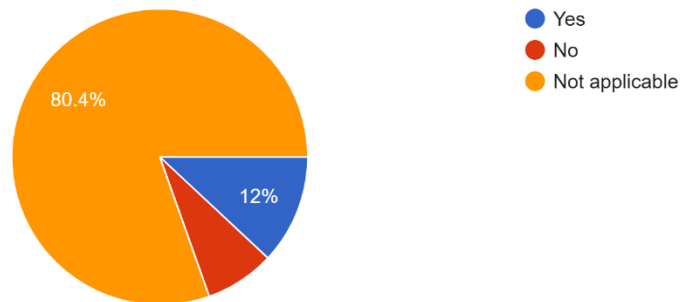
Did you attend the social event at the Black Diamond?

92 responses

- Yes
- No

22.8%

77.2%
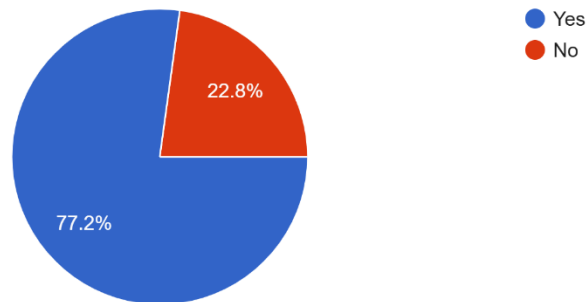
Did you find the social event enjoyable?
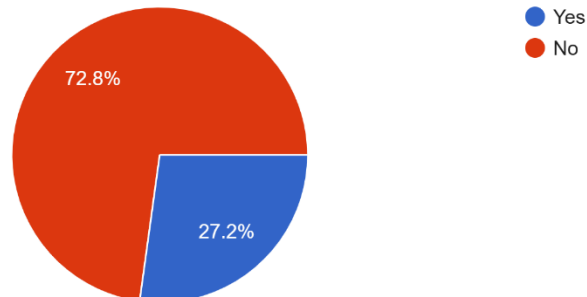
92 responses

- Yes
- No
- Not applicable

22.8%

69.6%
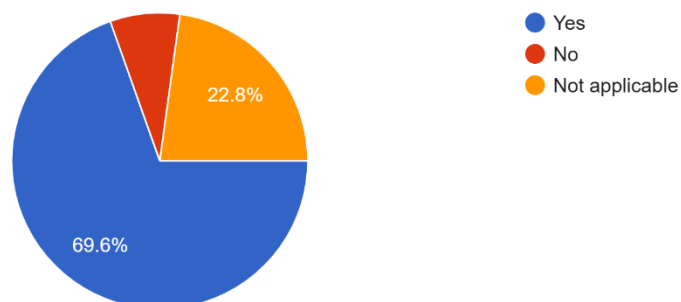
2024 Copenhagen Hybrid Conference Feedback

First Timers

Were you a first timer at the conference?
92 responses

● Yes
● No

72.8%

27.2%

If you were a first time -- what could we have done to improve your experience? (13 responses)

- 5 minute breaks between sessions. It was difficult to get from session to session on time!
- In future be prepared to 600 attendees. I would have like to attend social event at Black Diamond, but all its tours were full.
- More sessions for the community to exchange experiences, such as the "collaborative exploration of Leganto" on Wednesday 11th
- It was very crowded with people during the breaks. But that was of course also positive because many people attended to the conference, but hard as an exhibitor to reach everyone because the area for the breaks was so busy.
- A more interesting meeting with the participants who are attending the IGeLU conference for the first time should be arranged. You should come up with some memorable surprise for them.
- I never did figure out what to do with the badges for the contest - maybe an online thing in the app instead?
- Please make the conference feel less rushed with longer breaks between sessions for toilet breaks, locating next venue and walking to the venue. Also, less session clashes. Please arrange transport or at least have walking guides to bring us to the library tour venues, it's our first time in the country!
- A first timers meet up during the first day's lunch would have been nice!
- Use more air conditioning when needed... More variety of food at lunch would be nice too. The dishes were very beautiful but very small and not a lot of variations... I had to eat big dinners outside after the conference to compensate... I also wish there wasn't so much overlapping between different sessions because there were so many I wanted to go to but couldn't because it clashed with another session I wanted to go to... I don't know how much could be done about it, though.
- As a first-time attendee and volunteer who identifies as an introvert, I'd like to offer the following feedback and suggestions:
    - Positive Aspects:
        - Volunteer tasks helped me engage more with the conference.
        - Previous virtual interactions with other volunteers provided some familiarity.
   - Suggestions for Improvement:

- Structured Networking: Implement 'speed-networking' sessions early in the conference. This helps introverts and those who find networking difficult. It creates initial connections, making further interactions easier.
- Consider methods to encourage interactions outside established groups.
  - Volunteer-Specific Suggestions:
    - Assign quotas for volunteer-attendee interactions during breaks. This provides structure and motivation for introverted volunteers to engage.
    - Quiet Spaces for Recharging: Designate specific areas with dimmed lighting, soft music, and comfortable seating. This supports introverts and neurodivergent attendees, providing balance in the hectic conference environment. While the overflow floor partly served this purpose, a purposefully designed space would be beneficial.
    - Leverage Local Environment: Highlight nearby locations for peaceful breaks.
  - Personal Takeaway:
    - For future conferences, I'll set personal goals for the number of new connections to make, regardless of my introversion.
  - In conclusion, while I found ways to manage my needs as an introvert, incorporating these suggestions into conference planning would greatly enhance the experience for first-time attendees, particularly those who find large social gatherings challenging.
- In the program, there where to many overlaps - I would have liked to attend more sessions, but it was not possible
- More information on how to get to the Black Diamond would have been useful, maybe organize to go there together. We felt lost. It rained hard and it was very dark so we thought we would not find our way there on our own. Also there was no time to have dinner before the event and no info on how long the social event would be. I guess we are very hungry sort of people and don't like to go without food for too long ;). We didn't know there would be snacks at the social event or had any info on what to expect of it otherwise. As introverted Swedes, if the only information is "chance to mingle" (which I think was the term used in the programme), the whole prospect seemed quite frightening. Maybe this is only a problem for introverted Swedes and not the rest of the world's population...All these things together made us not attend. Sorry. I heard from others it was a nice event. 2. It was impossible to book the hotel at the venue that had a discount, it wasn't opened for bookings at the same time as the registration was opened.
- Nothing; it was amazing!

2024 Copenhagen Hybrid Conference Feedback

IGeLU 2025- Siena

Should we run a full hybrid conference again -- where all sessions are available physically and virtually and all sessions are recorded?
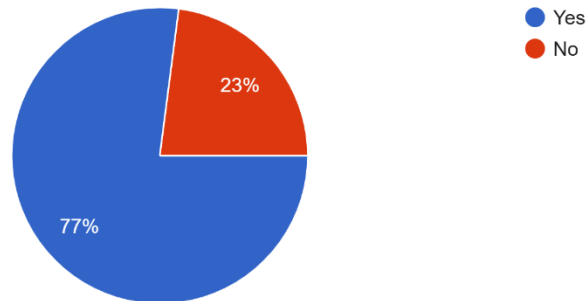
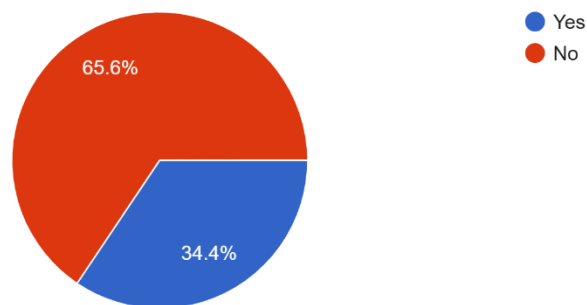122 responses

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?
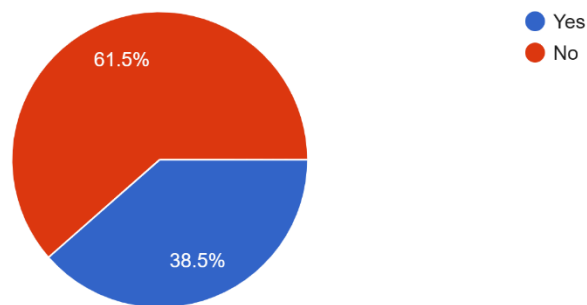
122 responses

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

122 responses

IGeLU 2025- Siena

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

122 responses

- 0
- 1
- 2-3
- 4-6
- more than 7
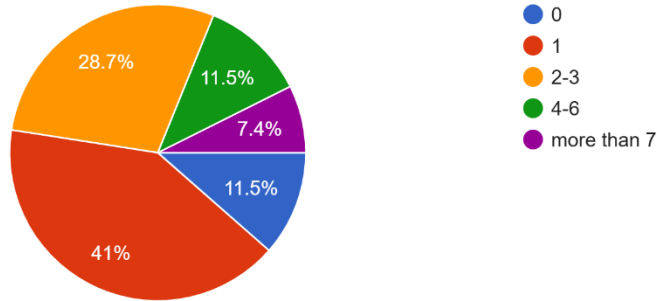
If we run a full hybrid conference, approximately how many people would your institution registers as a virtual attendee?

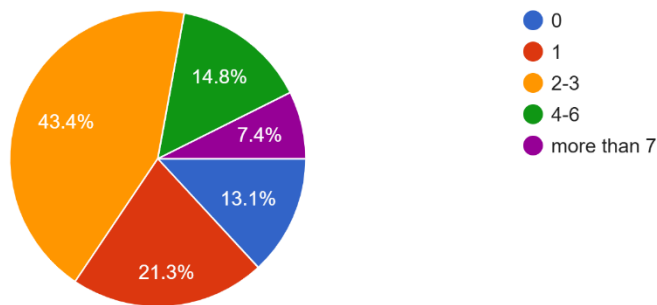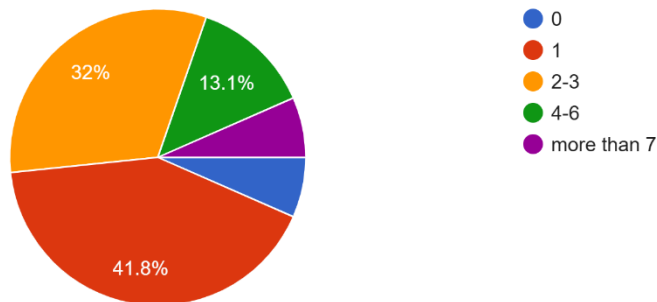122 responses

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

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

122 responses

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

2024 Copenhagen Hybrid Conference Feedback

Do you have any suggestions on improving the Conference? (29 responses)

- Do not over register, the main room was overcrowded, and it is not acceptable for delegates to sit on the floor
- Stop the "conferences". They are obsolete. Communicate in writing please.
- Short breaks between sessions
- Can you please provide refreshments during social events? There is no time to eat something after the sessions, and social events are quite long so it would be nice to have at least some snacks.
- The Ex Libris Q&A should have been available for virtual attendees
- Yes, I hope you will reconsider the vegan/vegetarian only choice of the meal. I like to taste new things and I found the food often good and interesting at IGELU 2024, but I don't like to be obliged to eat vegan or vegetarian food.
- improve the app! and make more sessions for the community to exchange their experiences
- While I would love to be able to attend as a physical attendee, I don't know that my institution would send me. I did however vote for a physical conference only WITH recordings available afterwards as I do believe it would promote better networking among the attendees. The virtual conference is great for those of us who cannot attend in person but I did find this year that the issues with sound quality made it difficult to make the most of the conference.
- It seemed the technology to run the virtual took board members time away from the conference and reduces their time to experience the full conference.
- I also go to ELUNA and really enjoyed the Analytics Afternoon session, and would love to see something similar at IGeLU (Analytics afternoon was like developers day except for analytics instead of dev tools). If the only barrier to this happening is that you need someone to run it, I would be willing to be involved in that.
- As a sponsor we would always like to have focus on us a who are joining the conference as exhibitors. It was a bit unclear to us with the possibility to make a presentation with an IGeLU member and we missed the chance - but that was due to our fault of missing a deadline.
- Quite a big portion of the time was dedicated to joint sessions with no other alternatives, while during breakout sessions there were in some cases 6-7 sessions simultaneously, so many times we had to miss out on sessions that were of interest. I think the balance should be a little different, to allow more choice.
- For special dietary needs, food needs to be clearly labelled and placed in a designated area. I found it difficult to find food I could eat during breaks or found nothing whatsoever.
- Overall excellent conference. It would have been helpful to have had a summary of the Ex Libris sessions in the program - some it wasn't clear what they were covering so some I attended were virtually repeats of other sessions. Would be useful if the list of attendees showed who was there in person and who was online. Also I think we could stop giving out the bag at the start of the conference - as nice as freebies are it doesn't seem very green!
- We tried to attend the knowledge day but it was full. And it was little information about the main conference vs the knowledge day vs the developers day.
- I was under the impression that all sessions would result in a pdf on https://knowledge.exlibrisgroup.com/Cross-Product/Conferences_and_Seminars/IGeLU/005IGeLU_2024 . I'm still waiting for the slides for "I did not know, you could to that in Alma". The presenter kept saying the slides was filled with treasure. Can you please help here :-)

- Would prefer social on second night - late flight night before it started meant I was too exhausted to attend
- Please, PLEASE make sure ALL venues are air-conditioned during the conference days.
- Don't allow prerecorded videos from a distance speaker - One example of a prerecorded speech constantly had audio failure or out of sync.
- All sessions available physically should be available virtually (or almost)
- As mentioned earlier.
- Please consider having the conference in APAC region more often!
- Divide the sessions more. Now a lot of the shorter sessions about the same subject were at the same time. So at some times i had nothing interesting and at other times multiple interesting things to choose.
- Not other than what I mentioned in the section for first time attendees
- it would be nice to have an extra line to add things to your conference badge. e.g. I'm interested in: primo [X], alma [X], campusM [ ], Linked Data [X] have clearer tracks for subjects, and try order sessions so if you are interested in a single subject , you can attend all the sessions.
- Forgot feedback about the app earlier: when I opened the details of a presentation, after closing it again I was back at the top of the list and had to scroll down again.
- The dominance of Ex Libris at the conference, especially the CEO, has gotten a bit out of hand. It felt as if we, the IGeLU members, have become onlookers at our own conference. The marketing of products was too excessive. You had the impression that the advertising drum was beaten incessantly. For instance, the constant requests for updates on the number of activations of the Primo Research Assistant was annoying. We also felt that comments on the opening key note speaker or behaviour at the Q&A session towards Alex as moderator were inappropriate. It felt also weird that Ex Libris employees were celebrated as if they were the organisers (Alan Oliver, for instance). We would like the IGeLU Steering Committee to take a more guiding role vis-à-vis Ex Libris management and not let them take over like this year.
- This year there were some time slots where there were only 3 presentations, and then some where there were 8 happening at once. Some more even splits would be better, as well as not putting customer sessions at the same time as main in-depth sessions by Ex Libris (i.e. intro to Specto was at the same time as many other sessions).

What other comments do you have for the Program Planning Committee? (30 responses)

- "Meetings" and "Conferences" became obsolete shortly after the start of the 21st century.
- It was my first time attending the conference and I loved it!
- Recognize that some attendees have to attend for their job but must pay out of pocket (both conference registration and travel) to do so. Others would like to attend but don't have money for in-person or virtual registration.
- There should be a re-organisation of the program, there is too much Ex Libris for a conference organized by the customers of Ex Libris. I think that their presentation are interesting and also having the possibility to exchange with Ex Libris employees in meeting or during the breaks is very important but, the weight of the company seem to become preponderant. I suggest to divide the Ex libris / customers presentations in separate moments: concentrate all Ex Libris presentations in 1 day (or 1 day and a half) and dedicate the remaining time to the customer conferences. Also, it would be interesting if the IGELU working groups would have more time than just a small

presentation, but a real moment in which they can exchange with other librarians and collect their feedbacks on the topics.
- Whatever solution you chose (only physical, full hybrid or partial hybrid), the recording of all sessions available post-conference is very much appreciated.
- Vegetarian meals were interesting, but in future conferences, it would be good to have some meat.
- I loved it that only vegetarian food was offered at lunch. Should be the norm (and I am not a vegetarian). Made it much easier with the queues etc. Food was great!
- Really excellent keynote and customer sessions!
- Thank you for all your work!
- You all did a great job!
- YOU DID A GREAT JOB :)
- The Slandic was not the best hotel. The rooms were ok, but very warm overnight, many paid extra to get into their room ahead of time, but the breakfast was nice.
- Thanks for all your great work! This is a really rewarding conference to attend
- Good with breaks where people can come to the exhibition area.
- All in all it was a very good conference and an excellent experience for me, both professionally and personally. Thank you for all your hard work.
- Thank you for a great conference - the venue was excellent. I still think about the conference lunches!
- Well done
- The venue with its different mix of spaces worked very well
- There were many parallel similar-by-content sessions. I would appreciate it if you tried to avoid that.
- More moderation of the time taken by presenters, eg. a 5 min bell as a number of presenters just kept going beyond their allotted times. If the poster presentations are going to be virtual and physical again, include a screenshot of the poster for the virtual attendees. Overall it really was an excellent conference with very little to suggest as improvements.
- Have better microphones for presenters in the room and remind presenters not to mumble.
- Thanks for all your hard work! You did a fantastic job putting it together, and the conference was great overall.
- My Thanks, IGeLU is a big event and the organisation is appreciated! The drinks reception is usually straight after the conference, and one could always do with a little weightier food to help with the alcohol consumption.
- I would be happy to hear more presentations on Converis
- I appreciate that all sessions started on time (apart from one with technical difficulties). // I was glad that also this year (my second), with the focus on Primo, I had almost no holes in my timetable and only two time slots with conflicting presentations. // Copenhagen is the best :-)
- Thank you very much for all the effort
- The morning and afternoon breaks sometimes did not include snacks, sometimes the snacks were inadequate or hidden away in the corner, sometimes the snacks were provided at the wrong time so there were hardly any leftovers when the proper break started. Lunch was a similar problem, the main dishes were hidden away or not present at all. I mostly got to eat coleslaw for lunch on all conference days. It tasted good but that's not enough. Please do better next time, maybe with clearer instructions and/or signs.
- Excellent conference, all people I spoke to raved about it and it was good for virtual attendees too.

2024 Copenhagen Hybrid Conference Feedback

- Less Clarivate sessions, more customer experiences!
- Make sure sessions with similar audiences don't overlap