



**IGeLU**

**2025 Siena Hybrid  
Conference Feedback**

# 2025 Siena Hybrid Conference Feedback

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# 2025 Siena Hybrid Conference Feedback

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## Background

The IGeLU Steering Committee met in 2024 with the local Siena 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.

As per previous years post conference feedback was requested from the community. A total of 142 responses were received.

## Summary of Conference Issues and Comments

### Registration and Payments

- **Payment and Invoicing Complications:** The credit card payment system was the most significant issue, with many participants reporting it being tricky, complicated, or not working at all, especially for international payments (US, Canadian, Taiwanese participants mentioned specific difficulties). There was confusion over payment confirmation, with some users needing to send proof of payment later.
- **Need for Centralized and Simplified Payment:** Many users suggested simplifying the process, asking for a one-stop shop for registration and payment, and making payment to IGeLU directly each year instead of the changing conference host. Paying the host requires universities to set up a new supplier annually, which is a complicated and lengthy process.
- **Invoice and Banking Issues:** Participants needed clearer instructions for receiving invoices, especially for university payments, and requested that invoices be sent earlier with correct address details. Issues with bank transfers were also noted, including difficulties with non-IBAN account numbers.
- **Clarity and Support:** Instructions for payment were confusing, sometimes in Italian without proper translation, and there were delays in receiving responses from support, causing uncertainty about successful registration.
- **Other Suggestions:** Suggestions included allowing group registration, clarifying how to subscribe to Developer Day and the main conference, and ensuring clear terms of service and tracking for problem resolution.

### Feedback for the Program Planning Committee

- **Appreciation for Committee's Work:** Many attendees expressed their thanks and praised the Program Planning Committee for their great job in organizing the conference.
- **Session Program & Content:** There were requests for more detailed information than just titles and presenters (better abstracts) to help attendees choose sessions, noting that some titles didn't match the content. Suggestions included organizing the program by product families, offering more customer-led or practice-oriented sessions, and reducing roadmap/commitment-declaration sessions from Clarivate.
- **Logistics & Venue:** Feedback included a need for better organization of registration and queues for food/drinks, more tables outside for lunch, ensuring AC is working, addressing

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microphone/acoustic issues in breakout sessions, and better attention to catering for allergies/dietary restrictions.

- **Future Conference Planning:** Concerns were raised about the financial and policy barriers to attending in-person in locations like Taipei for some European institutions. There was a desire for more workshops, full two-day Knowledge Days (with the option to attend online), and encouragement for more creative presentation styles.
- **General Conference Experience:** The conference was highly enjoyable for many, with social activities praised. Some noted that the balance between Clarivate and Customer sessions was much better this year.

### General Conference Comments

- **Session length:** Many attendees felt the 25-30 minute session length was too short to cover topics in depth, allow for adequate questions, or recover from technical issues, suggesting an increase to 40-45 minutes.
- **Virtual/Hybrid experience:** The virtual attendance experience was considered poor by some, citing numerous technical issues (sound, connectivity, lag), a lack of networking, and difficulties with time zone differences, leading to a suggestion that either the experience improves or virtual tickets are cheaper. Conversely, some appreciated the online option and high-quality audio, requesting that the physical audience use microphones when asking questions.
- **Clarivate/Ex Libris Sessions:** There were multiple requests to reduce the number of marketing or sales-focused Clarivate sessions, better integrate or break up the Ex Libris/Clarivate presentations, and provide clearer descriptions of what these sessions would cover to avoid repetition.
- **Venue and Logistics:** Suggestions included addressing the small room sizes and insufficient seating/tables for lunch, improving the quality of food for specific dietary needs, ensuring proper air conditioning, and resolving issues with the registration process and drinking water availability.
- **Networking and Community:** Attendees expressed a desire for more community-led sessions, suggested adding panel-style sessions for librarians from different institutions, and proposed optional structured networking activities like randomly created dinner groups or speed-networking.
- **Content and Timing:** Other suggestions included making Knowledge Days a full two days, holding the opening of the last day a little later to accommodate travel, and making recorded sessions and slides available sooner or in advance.

### Developers Day

- **Timing of Developers Day:** There's a strong preference to move Developers Day to *before* the main conference, as attendees are less fatigued and more engaged compared to having it at the end.

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- **Technical and logistical issues:** Attendees reported poor Zoom sound quality and technical issues for virtual attendees. The need for charging options for laptops and pre-session instructions/tool access for workshop setup were also mentioned.
- **Session content and pace:** Suggestions included reducing the length or necessity of Open Library Workflow sessions and a desire for more case studies and hands-on exercises, particularly focusing on more commonly used products like Alma, Primo, and Analytics. Some found the pace of hands-on exercises too fast.
- **Virtual experience:** Virtual attendees noted the lack of sufficient and too spaced-out online content, making it difficult for certain time zones, and requested the ability to record sessions to enable better hybrid viewing.
- **Presentation format:** Suggestions were made to defer questions until the end of presentations to ensure all topics are covered within the allotted time.

### Virtual Attendees

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

- **Virtual chat/forum:** Enable the Zoom chat for all virtual attendees to interact and network, or provide a dedicated online space/forum for posting and introductions.
- **Breakout rooms:** Implement small, optional breakout rooms around particular themes or for 10 minutes after presentations, acknowledging that the virtual experience won't fully replicate physical networking.
- **Visibility of attendees:** Allow virtual attendees to see who else is attending and how many are present.
- **Question asking method:** Start by asking online questions before going to the room.
- **Scheduling adherence:** Do not start sessions before the scheduled time.

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

- **Encourage use of an online space/forum:** An online space, potentially within the conference app, could facilitate interaction, especially if tied to specific sessions where a common interest exists.
- **Improve the presentation broadcast:** Varying the broadcast view between a close-up of the presenter and a full view of the room could enhance the virtual experience.
- **Utilize interactive tools earlier in sessions:** Continue using tools like Padlet and QR codes, but advise presenters to start the interactive activities earlier in their talk, as this was better received than when used only at the end.
- **Difficulty acknowledged:** Some respondents found this a very difficult area to make suggestions for.

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## First Timers Feedback

- **Logistics and Venue Improvement:** Queue management for lunch, a physical map in the welcome lobby showing room locations, and more table space at the reception venue are needed. Also, the Chapel Room was echoey, which affected sound quality for attendees.
- **First-Time Attendee Support:** Suggestions include pre-arranged shuttles, an airport welcome desk, clear pickup zones, the option to book airport transfers during registration, sample cost estimates for typical trips, and a pre-visit rundown document.
- **Food Options:** More options for vegan food, clearer indication of vegan choices, and providing more fresh fruits/vegetables and fewer sweets at breaks are requested.
- **Session Management:** Gauging interest in talks is suggested to ensure sessions aren't overcrowded or rooms aren't too small/stuffy.
- **Networking and Accommodation:** Creating a platform for finding attendees with similar roles/countries for networking/mentorship and centralizing accommodation booking for all attendees are desired.
- **Positive Feedback:** Several respondents stated their experience was great, well-organized, or very enjoyable.

## Specific topics for keynote sessions

- **Artificial Intelligence (AI) Focus:** Several respondents appreciate thoughtful discussion on AI in libraries, but presentations should focus on its impact on the library world, including policy, workflows, and systems, rather than being generic. One suggestion was to consider a topic other than AI.
- **Library Role and Sociological Aspects:** Suggestions include less technical topics focusing on the role of libraries (preservation of cultural heritage, democracy, knowledge), sociological aspects (reading in society/education, inclusion), or spatial aspects (architecture). One respondent suggested the changing role of libraries in a progressively capitalist society.
- **Ex Libris Roadmap and New Features:** There is interest in roadmap information for new and upcoming features from Ex Libris.
- **Thematic Suggestions:** Other specific topics proposed include challenges for academic libraries and solutions, Project Management, Psychology in the work field, Data & Analytics for Impact, Change Management, and Freedom of Information.
- **International Collaboration and Innovation:** Themes around international collaboration, innovation in library practice, and broader connections to digital humanities, open access, and metadata interoperability were suggested.
- **Keynote Style and Feedback:** Some respondents enjoyed the topics and the unexpected nature of the keynotes, with one suggesting a general introduction before the opening keynote. One respondent had fond memories of a past closing keynote that was a great mix of science and humour, and another suggested dropping both keynotes.

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## Conference App Feedback

Features that were liked

- **Conference Program/Schedule:** Attendees highly valued the full program timetable, the ease of access to the program, and the ability to view the schedule, including filtering by their selected sessions.
- **Personalized Scheduling:** The ability to mark sessions as favourites (using features like the 'heart' or tagging), create a personal agenda/calendar, and easily find their individual program was widely appreciated.
- **Venue Information:** The availability of venue maps, floor plans, and room locations was a frequently liked feature for navigation.
- **Interactive Features and Other Information:** Other appreciated features included polls/quizzes, notifications about changes, and information about the host city ('What to do in Siena').
- **Content:** The excellent content of the conference was specifically mentioned.

Features that were missing or not satisfactory

- **Navigation and Program Interface:** A major annoyance was being redirected to the top of the session list after viewing the details of a specific session, requiring repeated scrolling to find the previous location. Respondents also requested the ability to divide the full program list by day and see parallel sessions side-by-side (calendar view).
- **Performance and Speed:** The app was often slow, with loading time and manoeuvrability issues, and content sometimes required manual refreshing.
- **Calendar/Saving Features:** Several users reported issues with saving events to the calendar, including slowness, saved events not appearing, difficulty clearing entries, and confusion about the "heart" icon also adding to the calendar. Some noted that the feature didn't work for users who logged in only with email.
- **Usability and Interface Details:** Minor complaints included the heart icon for favorites being difficult to tap without opening the session details, a complex or confusing map/directions function, and sessions disappearing from the program after they finished.
- **Vendor Content:** One respondent noted that the content from the vendor on new products and future plans was significantly less this year compared to the previous year.

## Additional feedback received via other channels

1. Virtual sessions were good
2. Dealing with virtual Q&A was excellent - moderators paid attention to virtual users
3. Friendly conference environment
4. Networking is great

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5. Good chance for Clarivate staff to interact with customers
6. First timers pin was good
7. No online networking opportunities - maybe allow 'chat' for all -- maybe create a 'zoom room' to be used during breaks
8. I didn't have this issue with the presentations, but a few people mentioned that the quality of some presentations were below par, below what they would expect for the conference. This apparently included talks being very short and being very general in nature, so not actually providing an innovative outlook on the topic. Now that in my opinion is going to vary based on people's experience of a product e.g. Research assistant, but they wondered if our proposal assessment could be more involved to ensure a higher quality of presentation. Their suggestions included people submitting a part vid of their talk outline or a more detailed plan of what they will cover, making the presentation criteria a more involved criteria before they submit their plan. Not sure where we could go with this, maybe we discuss overall what a 5 rating is compared to what a 10 rating should be. Please add this to the feedback overall to be discussed later.
9. Look at the keynotes how we manage them ensure more relevant
10. Integration with third party products
11. Room locators
12. sftp server was helpful for collecting presentations – however need larger file quotas especially for embedded AV, etc
13. use standard windows fonts should be used
14. presenters and moderators keyboards need to be standardised on English (USA)
15. notify presenters when a second presenter monitor is not available so that the presenter can print out their presentation notes
16. microphone issues
17. need to welcome people to zoom and request that questions be sent via Q&A
18. possibility of running 'ask me anything session'
19. Leganto workshop – discuss something new, tips, etc – new things that were done
20. Analytics workshop
21. Add workshops and subcategory of basic and advanced
22. Possible of having double sessions – instead of 30 minutes have 70 minutes especially op workshop, conversations, etc
23. Benchmark on what a good workshop looks like

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24. More open session

25. Introduce the whole WG and CoP as part of the Chair's welcome session

### Technical Infrastructure

The following technical infrastructure was used to prepare and deliver the conference

- Proposal Space Platform (<https://proposalspace.com/?locale=en>) was used to manage Abstract submissions
- 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

- 9 x Zoom host accounts.
- 8 x 500 seat Zoom webinar subscription
- Vimeo subscription for storing and streaming recordings post conference

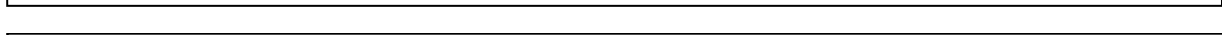
### IGeLU 2025 Attendance Information

#### Registration Information - Physical

Conference Attendees	597
Developers Day Attendees	135
Knowledge Day Attendees	110
Number of countries represented at the conference	40

#### Registration Information - Virtual

Conference Attendees (25 registrants did not supply Country information)	182
Developers Day Attendees	147
Number of countries represented virtually at the conference	29



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### Conference Recording usage as at 1st December 2025

Vimeo Views - counts each instance the video is loaded and displayed, regardless of whether the viewer clicks on or interacts with the video.

Vimeo Impressions - counts each instance the video is loaded and displayed, regardless of whether the viewer clicks on or interacts with the video.

Presentation Title	Views	Impressions
A new workflow in Alma Digital for the provision of Accessible Texts to users with a print disability	15	50
Adapting Alma and Primo to school and public libraries	3	7
Adapting and Advancing with Alma Releases	14	36
Adapting Primo for Korean Users	1	3
Advancing Authority Management and Metadata Transformation	12	21
Advancing Linked Data Adoption and Adaption in Alma and Primo	24	44
Affordability and Engagement Putting Libraries at the centre of Teaching and Learning	6	10
AI for metadata extraction	30	42
AI in the Loop	15	32
AI Metadata Assistant - the Norwegian experience	37	70
Aleph Working Group Open Meeting and Aleph Product Update	1	6
Aligning the ILO Thesaurus With the UN SDG Taxonomy	1	3
Alma AMA Ask Me Anything	8	19
Alma Analytics Latest Developments and What's Next	55	84
Alma Digital Working Group Open Meeting	7	14
Alma DigitalSpecto Essentials Product Conversation	14	21
Alma DigitalSpecto Essentials Product Conversation - Part 1	6	16
Alma Product Conversation	19	28
Alma SpectoSpecto Preservation Product Conversation	5	12
Alma Working Group Open Meeting	4	16
Analytics Community of Practice Open Meeting	6	12
Ask not what the Enhancement Processes can do for you – ask what you can do for the Enhancement Processes!	6	20
Assembly of members	1	5
AUDIO ONLY - Vega for Academics	3	7
Backing a New Horse A New Approach to Harvesting and Displaying LibGuide Content in Primo VE	6	13
Bound together material in Alma and Primo VE	19	26
Breaking the Mold Rethinking Discovery with NDE	17	34
Build your own theses AI agent cataloger to correct	42	80
Building a Linked Data Future UC Davis Library's BIBFRAME Implementation	11	29
Building Community in the Rosetta Working Group	2	4

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Presentation Title	Views	Impressions
Celebrating the Leganto community sharing experiences and developing new ideas	2	10
Closing IGeLU 2026 in Taiwan	1	2
Closing Keynote Is Book Bibliometrics Possible Conceptual and Practical Issues	12	26
Collection Management in Transition	8	13
Conference – Farewell Session	4	6
Conference – Welcome Session	21	51
Consortia Community of Practice Open Meeting	3	11
Content Working Group Open Meeting	2	4
Customer Support Advisory Group Open Meeting	1	4
DemoVideo_for_AI In The Loop_Alma AI Insights	7	14
DemoVideo2_for_AI In The Loop_Alma AI Insights	3	11
Developers Day - Agentic AI in Action Agents, Tools and MCP	39	73
Developers Day - Customizing the NDE UI	34	62
Developers Day - Data Synchronizer and Yale's Migration to Alma	3	6
Developers Day - Developers Day – Welcome Session	7	24
Developers Day - Hands on with Library Open Workflows [Part 1]	27	51
Developers Day - Hands on with Library Open Workflows [Part 2]	9	32
Developers Day - Integrating Babelio book ratings and reviews on Primo a case study	1	5
Developers Day - Lessons Learned Rebuilding a Primo Integration into an Add-on for Primo NDE	23	39
Developers Day - Migration of the digitized library card catalogs to Alma Digital	9	17
Developers Day - Permission Impossible Building a Better Permissions Management Interface at the University of Oxford	3	8
Developers Day - XSLT to Normalize Bibliographic Data in Alma	13	22
Developing an AI Assessment Strategy A Case Study using the Primo Research Assistant	12	26
DIY – How to integrate new libraries in your network	6	8
Does the Primo Research Assistant meet the information needs of a university library	26	58
Dublin Core in Alma Digital Overcoming Challenges and Finding Solutions	3	10
Efficient Invoice Creation in Alma Without Financial System Integration	11	21
Empower your Research and Discovery with Primo and Summon Research Assistants	9	16
Empowering Innovation A Deep Dive into Aha Ideas Advanced CERV	1	6
Enhancing Library Integration Streamlining Data Imports	6	14
Enhancing the Patron Experience through Best Practices	5	8

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Presentation Title	Views	Impressions
Enhancing Vendor-Publisher Partnerships for a Seamless Librarian Experience	0	2
Ensuring Discovery beyond the Library Catalogue A Use Case from University of Leeds Libraries	1	4
Esploro Product Conversation	0	2
Esploro Working Group Meeting	0	2
EU Lib Cat the making of a Union Catalogue for the European Union Institutional Libraries	0	5
Experiences with the Primo Research Assistant	17	28
From Chaos to Clarity Managing CZ Updates After Migration to Alma	7	15
From Four to One Merging Distinct Academic Libraries with Alma & Primo	5	9
Game Not Found Addressing Discovery Challenges in Primo for Gaming Resources	3	9
Growing Forward, Together	37	58
How low can you go Exploring the Library Open Workflows as a low-code solution	11	19
Implementation of Primo Research Assistant at the University of Manitoba Libraries	17	29
Innovating for Impact Shaping the Customer Journey through Strategic Innovation	13	18
Integrating Broker-Based Resource Sharing in Italian Academic Libraries Challenges and Solutions for Alma	1	6
Integrating Dissertation Management in AlmaPrimo VE	7	11
Integration of Leganto in the Virtual Learning Environment Impact on Academic Performance at Pontificia Universidad Católica	6	12
INVENTIO + AI Towards an Intelligent Digital Library at Universidad Panamericana	6	10
Keeping Libraries at the Forefront of AI in the Classroom	3	9
Leading with Innovation – RFID Chute Implementation and Alma Integration at the University of the Free State (	4	16
Leganto Product Conversation	12	20
Leganto Working Group Open Meeting	8	19
Library Open Workflow	32	53
Library Operations in Emergency and High-Pressure Situations	25	45
Linked Open Data Community of Practice Open Meeting	8	25
Making Historical Geographic Collections Accessible Digital Cataloging and Spatial Discovery Tools	0	6
Mass Corrections in SLSP Organizational and Technical Approaches	3	6
Maximising Consortia Potential	1	4
Maximising Content Value through Effective Metadata Management	7	13
Migrating 110 colleges to Alma & Primo VE	4	6
Monday_Demo Video_Empower Your Research and Discovery	3	8

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Presentation Title	Views	Impressions
Monday_Video1_Advancing Linked Data Adoption and Adaption in Alma and Primo	12	19
Monday_Video2_Alma Product Conversation_Alma Assistant	13	22
More than Creoles and Pidgins, Other	4	14
Navigating Complexity Alma Implementation Across Iceland's Diverse Library Landscape	4	8
Navigating the Future Innovation, Roadmaps, and Advancing your Library with Clarivate Academia & Government (A&G) Library Soluti	55	79
Navigating the Post-Go-Live Phase	1	2
Navigating the Transition Learning from the community	2	5
Open a Library Card in Other University Libraries	7	19
Opening Keynote UNaIVERSE in the World of Libraries	69	112
Oren Update - Lead Strategy & Innovation	8	14
PHD student dissertations and legal deposit	1	4
Plenary Q and A	3	8
Primo – what is it good for Re-defining the scope of Primo for Library Discovery at the University of Sheffie	16	27
Primo Product Conversation	12	19
Primo Working Group Open Meeting	5	9
ProQuest Books Updates for 2025	8	12
Publishing Bibs and Holdings from Alma to WorldCat	12	23
Raising Research Visibility	0	2
Ranking Configuration and Harvested Collections in Primo VE	4	12
RapidILL Product Conversation	13	25
RapidILL Working Group Open Meeting	8	16
Rapido Product Conversation	3	9
Rapido Working Group Open Meeting	1	6
Resolving problem Host Bibliographic migration data using a batch process	12	21
Rialto Product Conversation	11	17
Rialto Reimagined Navigating Library Acquisitions in Flux	29	50
Rialto Working Group Open Meeting	4	7
Rosetta Working Group Open Meeting and Rosetta Product Update	0	2
SBS and SBART a small Consortium within a larger one. Adapting Alma and Primo in a multi-institutional enviro	22	45
SFX Working Group Open Meeting	3	9
Showcasing Research Impact in Esploro	0	2
Specto Demo	16	27
Standards-based Resource-Sharing ISO18626 and Alma	10	29
Tailoring Training in a Consortia Environment Using Canvas for Training	2	4
The AI Opportunity Why Students Want Librarians in Their Workflows	10	20
The importance of networking Leganto and the Italian community	1	8

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Presentation Title	Views	Impressions
The New Search Experience Making Workflows and Navigation Easier than Ever	11	18
The Next Wave of GenAI AI Agents and beyond at Clarivate	20	48
The Unknown Knowns – Tightening Patron Privacy in Alma Circulation and Resource Sharing	2	4
The Value of AI Research Assistants Can Primo Research Assistant be the new Google Scholar	17	40
The Year in Search Exploring User Search Behavior with Generative AI	13	25
Third Iron	32	64
To share or not to share A case study of research data management in Esploro	0	4
Transforming Collection Development with Informed Fulfillment in Rialto	28	40
Transforming Customer Experience through Service Innovation	29	48
Transitioning to the NDE UI A Practical Guide	15	34
Tuesday Showcasing Research Impact In Esploro	1	4
Tuesday_Video1_The New Search Experience	4	15
Unifying Knowledge and Breaking Down Silos Enhancing Access to Professional Insights	6	9
Unlocking Campus Potential, The Library as a Strategic Partner in Teaching and Learning	11	26
Who's using Alma Digital and Why	16	24
Why are you sending this to me The changing role of consortia in shared technology implementations	2	7
Working Together Maximizing Value from Customer Care	3	5
XML normalization with Primo VE Leveraging generative AI tools	6	9
Zooming into the New Discovery Experience	10	18

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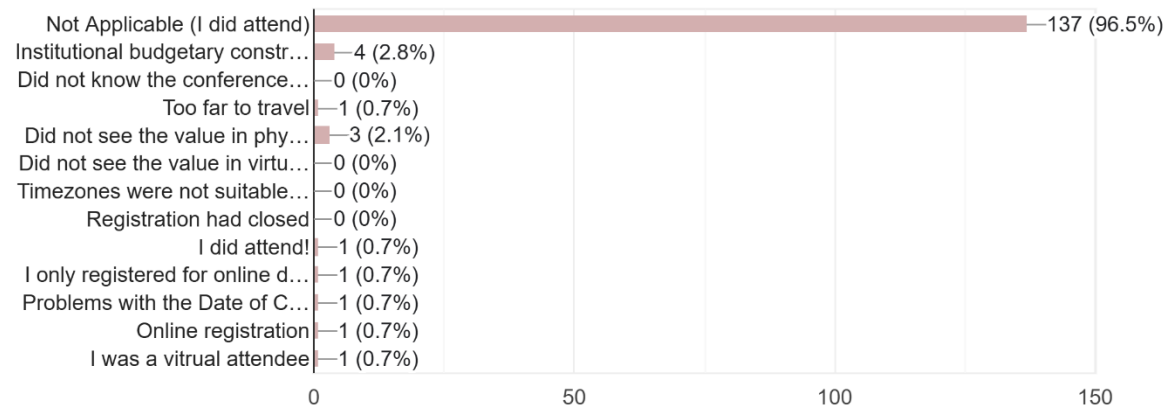
## Survey Responses

Overall, we received 142 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)

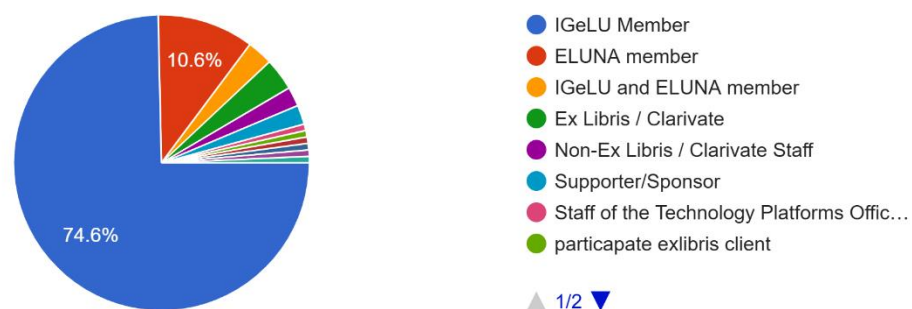
142 responses



### Affiliation of respondent

Affiliation

142 responses

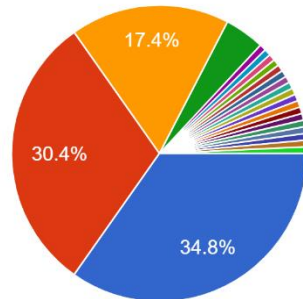


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## Registration Process

How did you find the registration process?

138 responses

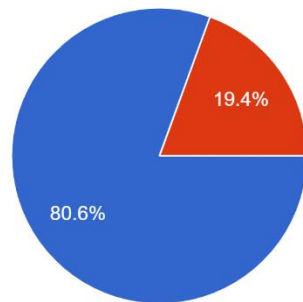


- Easy to use
- Neutral
- Complicated to use
- Registration instructions were not clear
- Registration was OK, payment was a...
- We a few issues with the paying by cr...
- the payment process seemed to caus...
- Registration was straight forward, but...

▲ 1/3 ▼

How did you find the registration instructions?

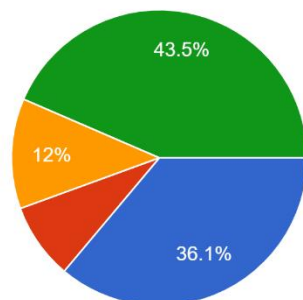
108 responses



- Clear and easy to understand
- Very confusing -- I would like better instructions next time!

How did you find the Credit Card Payment process?

108 responses

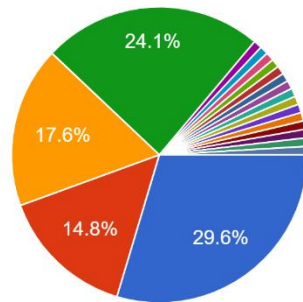


- Not applicable
- Easy to use
- Neutral
- Too complicated

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How did you find the Invoicing process?

108 responses

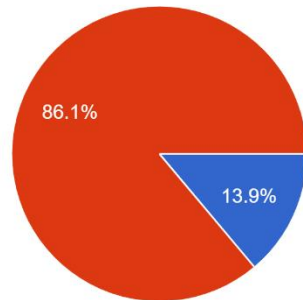


- Not applicable
- Easy to use
- Neutral
- Too complicated
- I had to use the credit card option sinc...
- invoice did only arrive after I asked for it
- Debit card did not work. Bank transfer...
- It did not work on the first try and the i...

▲ 1/3 ▼

Did you require a Letter of Invitation to attend?

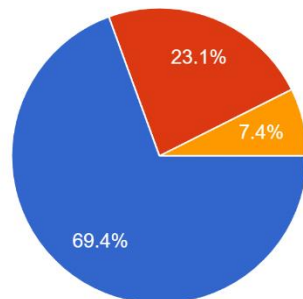
108 responses



- Yes
- No

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

108 responses



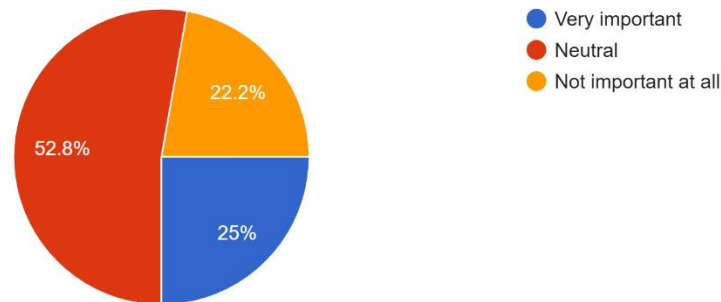
- Very important
- Neutral
- Not important at all

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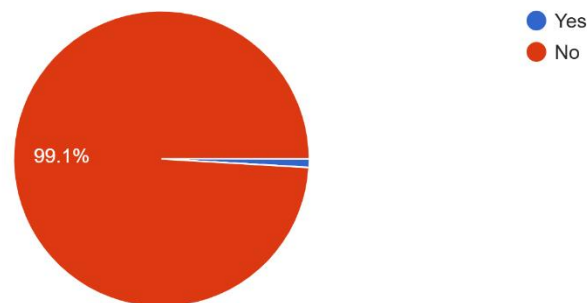
How important is receiving a 'ticket' to the conference?

108 responses



Did you require a Travel Visa?

108 responses



How can we improve the registration process?

1. A one-stop shop for both registration and payment would be ideal.
2. add English link to payment slot
3. Clearer instructions how to receive/do the payment if e.g. University is paying the registration fee. To get easily an invoice to be sent to the University invoicing.
4. Credit card payment was complicated for US credit card payments with too many options that didn't work
5. Easier for those outside Europe
6. Easier payment solution with confirmation by email
7. For us, payment was not possible with a credit card, but the steering committee helped us find a solution. Thanks again for that service :)
8. Get a clear term of service. In what time do you get a response if someone sends a problem, To receive a number for tracking your invite - that you know that is open if there is a problem

## 2025 Siena Hybrid Conference Feedback

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that has not yet been addressed and won't be closed until it's handled. To receive a notification if you have registered successfully and everything went well.

9. I am not sure if the credit card process was complicated. It just didn't work right
10. I couldn't pay with credit card (got an error) and when trying to pay with invoice, I got another error. I contacted CONFERENCE UNISI but it took a very long time before they answered, and I succeeded with the payment.
11. I had no problems for personal payment for Cardiff and Leuven. I'm not sure what the difference was in the payment problem - although it may be national banking requirements.
12. I had problems with the payment. I paid by credit card, and I thought the payment went through. I received a confirmation by e-mail that I am registered. However, a month later, I was contacted by the organizers asking me to send a proof of payment. Then I realised that the payment was not registered in my credit card statement. I asked how to pay in this case, but I didn't get a reply. I found a bank account number of the organisers, but it was not an IBAN and therefore I couldn't transfer the money by bank transfer either.
13. I need an invoice to ask my institution to pay so it must be an immediate process without asking for an invoice after the payment. Visa receipt is not valid for me.
14. I received a registration confirmation email, which I appreciated. It could be helpful if the confirmation provides contact details for follow-up questions (possible to reply to the email the confirmation came from, but this isn't specifically invited). Also, might be a nice touch to add a line saying 'we look forward to welcoming you in [conference destination]' with a link to the site for news and info.
15. I registered on the last day and according to the instructions the registration was to be open all day, but when I registered in the afternoon it was closed already. (However it worked out in the end, maybe somebody changed the time limit.)
16. I tried to pay using the University credit card and from memory links provided didn't work. There was then some confusion over invoices - nobody's fault - process just seemed more complicated than necessary. Invoicing/banking details change each year depending on where the conference is being held. The process would be simpler if the banking details were fixed and we could set up IGeLU as a supplier on the finance system. Paying via invoice is preferable to using the University credit card.
17. I was a virtual attendee, and the credit card payment process was very difficult. The credit card payment was not completed as it should have been because it was international and then there was a block on the payment. I had to ask my university financial office to investigate, and it finally went through after more than a week.
18. Improve credit card payment
19. Improve the credit card process. I had to find a company I can pay with because of the tax problems.

## 2025 Siena Hybrid Conference Feedback

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20. It is easy

21. it was a little difficult to understand the registration vs paying for the conference. I think it was easy to register but then when you got to the payment part, it wouldn't work, and then after 3 tries you had to wait over 24hrs to try again. I never did get it to work. There need to be clear instructions on how to pay from various regions outside of where the conference takes place.

22. It was okay

23. Make clear how to subscribe to developer day and / or for normal conference. At the end the system was not working and as I remember staff registered me manually.

24. Make credit card payment included in the registration process

25. Make it easier to get help from support when there are problems

26. Make payment easier

27. Make payment more straightforward.

28. Make payment options easier, pay the same entity every year.

29. More payment possibilities

30. My only issue was with the credit card payment. This was not straight forward, which was quite stressful.

31. no need to improve I found it clear

32. Not sure, because international payments are always more complex. But I know that having the bill come from a different organization than the conference was confusing for our accounting department.

33. Offering bank transfer as an option

34. Our institutional credit card was rejected multiple times; we finally had to do a wire transfer for registration which took a lot of time and involved many individuals to accomplish.

35. Our participants in Taiwan have been unable to complete payment by credit card. We have checked with our respective banks, and they all confirmed that no transaction request was received on their side. It seems that there may be an issue with the accounting system managed by the IGeLU conference. In the end, we were only able to complete the payments through mobile payment options such as Apple Pay and Google Pay. This might be an issue worth addressing for the future.

## 2025 Siena Hybrid Conference Feedback

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36. Payment should be even more "state of the art". Credit card payment didn't work for days. Only after some time I could pay by credit card (and my inquiry to pay per invoice was never answered).
37. payment was terrible. and then receipt was not official IGeLU, so I had trouble with reimbursement from my university
38. Please ensure in advance that the payment works, or if certain specific provisions must apply, please indicate clearly in advance. Plus, the fact that part of the process was on an Italian website that did not translate well through Google Translate feature made things even more complicated.
39. Please send the invoice early and use the submitted address details. This must go through our accounting department.
40. process seemed fine the last years, just complications with the credit card payment this year
41. Registering itself was easy and fine, but payment and invoicing was complicated. I suspect the Danish rules for government spending is the cause for this. To pay, my institution needs certain ID numbers to make an invoice and pay, and it took a couple emails to get the correct numbers. In the end, however, everything worked out.
42. Registration would not accept our credit cards. That created a lot of extra work and worry on our part.
43. Requiring payment to the event hosts is very difficult as each time we have to set up a new payee which is an extremely complicated and lengthy process. It would be better if there were an option to pay IGeLU directly and they pay the venue if possible. We already have IGeLU set up as a payee on our systems and payment would be made so much quicker if we could pay IGeLU by invoice instead.
44. sending an electronic invoice directly to my institution
45. Simplify, simplify, simplify!
46. Somehow, I could not pay with my Mastercard and ended up having to ask my organization to pay via bank transfer
47. The credit card part was very complicated, especially which merchants we were able to use. I did eventually get something that worked but I had to try different credit cards and different companies for the 'fee' and it took a long time to get this correct. I did reach out to the organizing committee, and they were helpful but I register for IGeLU every year and this was by far the most complicated, to the level that I did not recommend that our members attend like I usually do.
48. the credit card payment was quite stressful, but other than that it worked for me

## 2025 Siena Hybrid Conference Feedback

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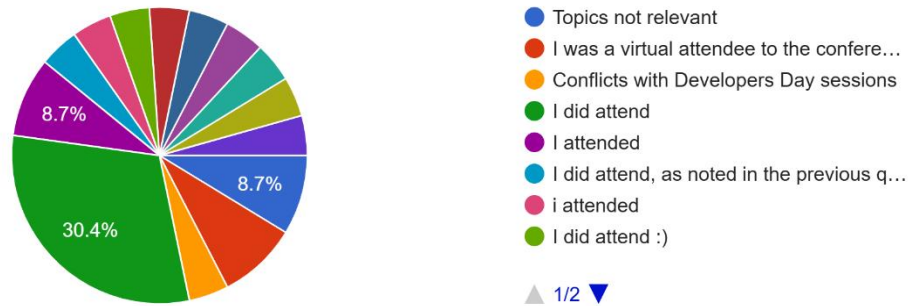
49. The credit card system was very tricky and we had to go through various different emails to finally be able to pay, which was frustrating.
50. The delay in the response regarding the account number for making the transfer made us feel uncertain about whether we were registered in IGeLU or not.
51. The IGeLU side of registration was straightforward. The only complication arises at my end because the supplier each year is different - it's the Conference host rather than IGeLU itself, so my university finance have to set up a new supplier each year and that takes time at our end. Not sure if this could be done any differently.
52. The instructions for payment were confusing, and the payment system did not seem to be able to accept Canadian credit cards. I had to pay with PayPal as did a number of my other Canadian colleagues.
53. The instructions for payment were difficult to follow, even after email correspondence back and forth with vendor. Also I had to follow up as I had not received any emails about paying.
54. The payment process was very confusing because the help text was in Italian. I ended up using apple pay which I never use otherwise, but this was the only thing working for me. Another IGeLU member told me about that option. Normally I would use my personal VISA card.
55. The process of requesting a visa needs to be done easily, we needed to talk with Siena I think, which was confusing and took some time to get a response and an invoice.
56. The payment system must be able to work with credit cards. The system this year did not. I spent a lot of time on the phone with my credit card company trying to determine if I had been charged or not. It was a very unpleasant experience.
57. The registration process was fine, for next time improve the payment process, this time it was terrible and too complicated.
58. To allow group registration from the same institution instead of individual registration. We had to issue four virtual credit cards which added up to the card fees at the time of registration.

# 2025 Siena Hybrid Conference Feedback

## Clarivate | Ex Libris Knowledge Day

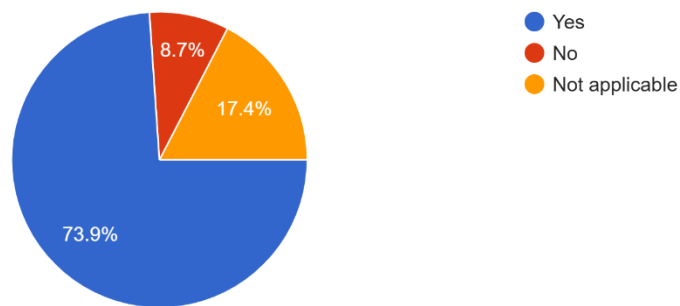
If you did not attend any of the Clarivate Knowledge Day sessions -- what is the reason why?

23 responses



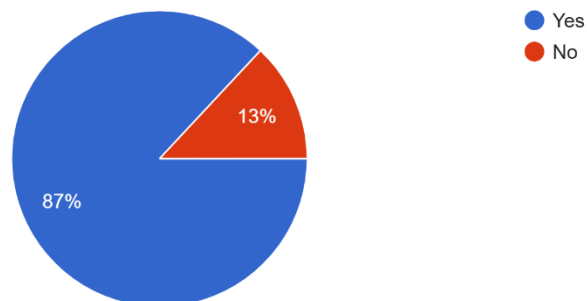
Did the Clarivate Knowledge Day sessions meet your expectations?

23 responses



Would you be interested in attending more advanced Clarivate Knowledge Day sessions at IGeLU 2026?

23 responses

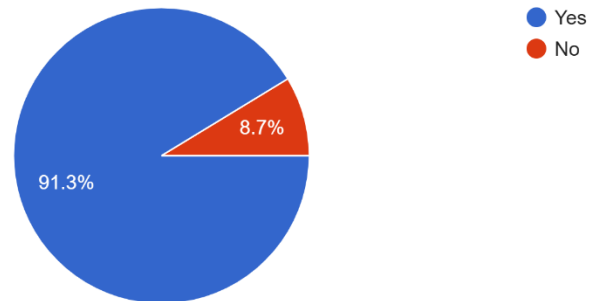


## 2025 Siena Hybrid Conference Feedback

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If the topic was relevant, would you be interested in attending Clarivate workshops sessions at IGeLU 2026?

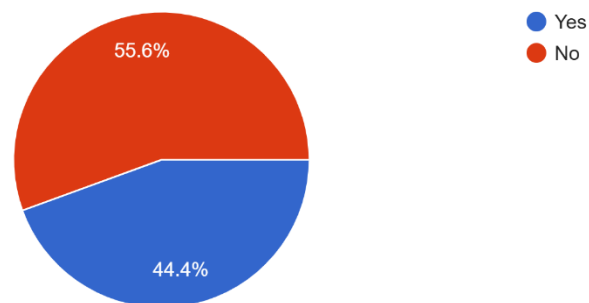
23 responses



### Developers Day

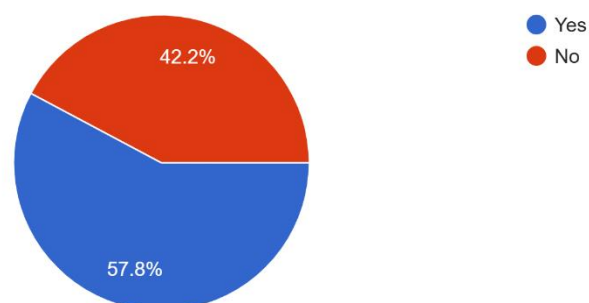
Are you a developer in your institution?

45 responses



Did you register as a Developers Day physical attendee?

45 responses

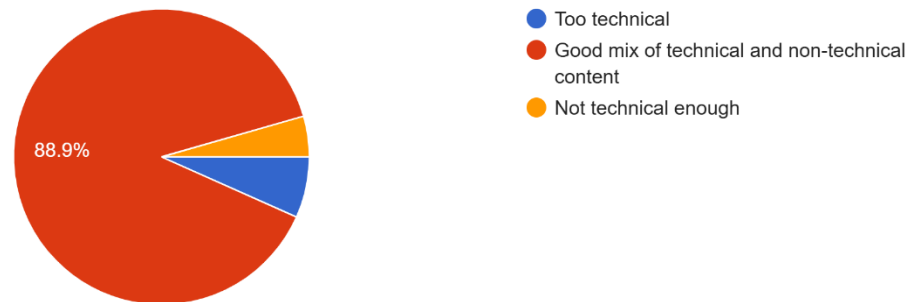


## 2025 Siena Hybrid Conference Feedback

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How would you rate the Developers Day content?

45 responses



What areas of improvement would you suggest for Developers Day?

1. We work with computers and need to plug them in. The sessions are long, so some people run out of battery.
2. Move it to happen before the conference (which I think is already the plan).
3. This year it was a good mix. I am a system librarian but not a programmer. Last year it got a bit too technical.
4. With regard to the workshop sessions, it might be useful to receive more instructions and access to the tools in the days leading up to the session, so that the local environment can be set up in advance. Furthermore, during the session, it might be useful to encourage a workflow that allows for the management of appropriate synchronisation times with users connected remotely.
5. Accept it was very difficult for the presenter to keep everyone in the room together during the exercises, but the pace was too fast and it would have worked better (in my opinion) if the pace was slowed down so that everyone could keep in sync.
6. There wasn't enough online Developers Day content, and it was too spaced out. It was overnight for my time zone, so it was unfortunate when there was a two-hour gap... it would feel more worth it if there was 8 solid hours of content. Additionally, two of those sessions were for OpenWorkflows, which we don't subscribe to. It would be nice to hear about more of the commonly used products (Alma, Primo, Analytics) and tools in the Developers Network during Dev Day.
7. I attended Zoom and it was hard to hear. There were technical issues that made it difficult to understand at times. The zoom sound should be improved.
8. I was very nice that the virtual attendees were able to ask questions and there was someone that read those questions.
9. More hands-on exercises would be great.

## 2025 Siena Hybrid Conference Feedback

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10. This was my first developer day, and I think i prefer it to be before the conference. That way you can be even more involved. After three days of conference, you usually are pretty tired.
11. In some sessions, there were to many questions during the presentations, so that there was not enough time to cover all topics. Maybe it would be better to ask questions in the end.
12. No improvements
13. More case studies
14. The ability to record the sessions in a way that enables hybrid viewing for all Dev day sessions.
15. Make it before the conference, not after :)
16. The Library Open Workflow sessions were unnecessary or at least unnecessarily long.
17. I really appreciate working with real examples during the "Hands-On Open Library Workflows" session. Participants' involvement is very encouraged after three days of conference presentations.
18. In Cardiff Developers Day was on the Monday and I think this worked well as attendees were fresh and stayed for the whole day. Having it at the end of the Conference - it felt like a lot of people were fatigued and there was significant reduction in numbers by the end of the day.

## Conference

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

142 responses

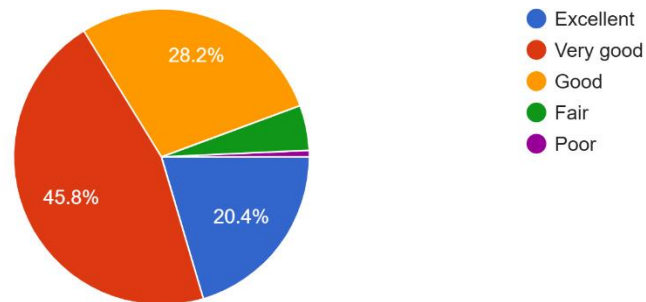


## 2025 Siena Hybrid Conference Feedback

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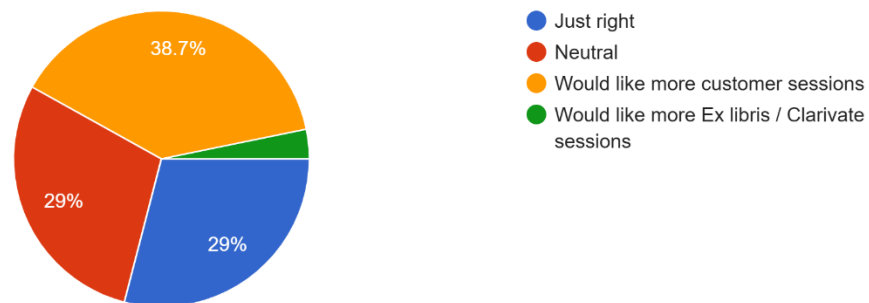
How would you rate the conference session lengths?

142 responses



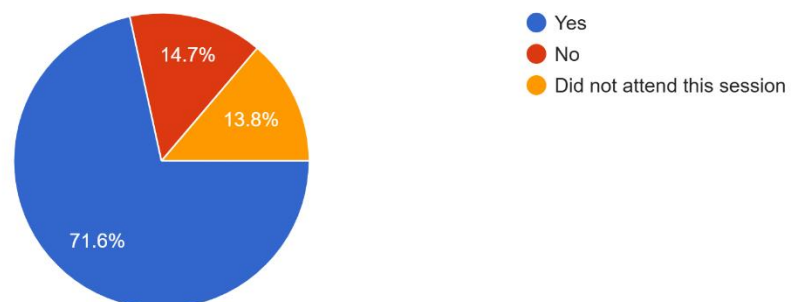
How did you find the ratio of Clarivate to Customer sessions?

93 responses



Did you enjoy the opening keynote session?

116 responses

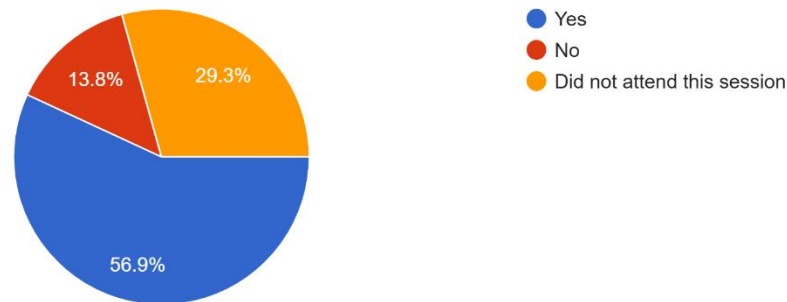


## 2025 Siena Hybrid Conference Feedback

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Did you enjoy the closing keynote session?

116 responses



Are there any specific topics that you would like covered as part of the keynote sessions?

1. Data & Analytics for Impact and Change Management
2. challenges for academic libraries and how to solve them
3. I appreciate keynotes that are related to libraries and software but not directly in our line of work.
4. I'd drop both keynotes.
5. The changing role of libraries in progressively capitalist society where the ability to exist free-of-charge in public spaces is being constantly undermined.
6. the closing keynote is a topic i like a lot
7. Roadmap information for new/upcoming features from ExLibris.
8. not a specific topic, but we still have fond memories of the closing keynote speaker in Leuven. His presentation was a great mix of science and humour, which was a great ending for us.
9. I appreciate thoughtful discussion on AI in libraries
10. No I liked the topics and enjoyed not really knowing what to expect from them
11. AI and how it will impact certain tasks in libraries
12. I think the keynote speeches should always have a Library focus. While I understand that AI is the topic du jour, any presentation around AI needs to have a focus on its potential impact for the -Library- world - be that on policy, workflows, systems, whatever. I have seen too many generic presentations on AI over the past year which fail to capture the practical aspects of these tools on the important work that we do.

## 2025 Siena Hybrid Conference Feedback

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13. Themes around international collaboration and innovation in library practice — for example, how fellowships such as the National Taiwan Library Fellowship for International Visiting Scholars can act as catalysts for global research exchange, digital transformation, and capacity building in libraries. Broader connections to digital humanities, open access, and metadata interoperability.
14. Project Management, Psychology in the work field
15. maybe something else than AI...
16. Freedom of information
17. concerning the opening keynote, maybe a general introduction before
18. less technical topics, focusing i.e. on the role of libraries, such as preservation of cultural heritage / democracy / knowledge ... or on the sociological aspects such as the role of reading in society / in education, the social role of libraries (regarding inequality, inclusion), or spatial aspects (architecture)

Do you have any suggestions on possible keynote speakers?

1. Dr Shu-Jiun (Sophy) Chen (Academia Sinica, Center for Digital Cultures) – expertise in digital libraries, metadata, and linked data.
2. Prof Jieh Hsiang (National Taiwan University, Research Center for Digital Humanities) – leader in digital archives and computational tools for humanities research. |
3. Prof Hao-Ren Ke (National Taiwan Normal University) – specialist in library innovation and international cooperation. |
4. A senior representative from the National Taiwan Library could also be ideal, to speak directly on the Fellowship programme and its vision for international collaboration.
5. Focusing on the end result of using systems on patron research success.
6. No specific suggestion, but I really liked the closing keynotes in Kopenhagen and Leuven, as they were funny and refreshing
7. Leave AI alone: the topic is getting a little bit stale
8. the opening session was very long with not very good English. It was very difficult to understand and concentrate, especially early in the morning...

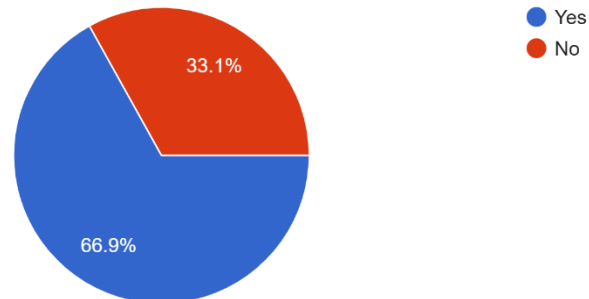
# 2025 Siena Hybrid Conference Feedback

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## Conference App

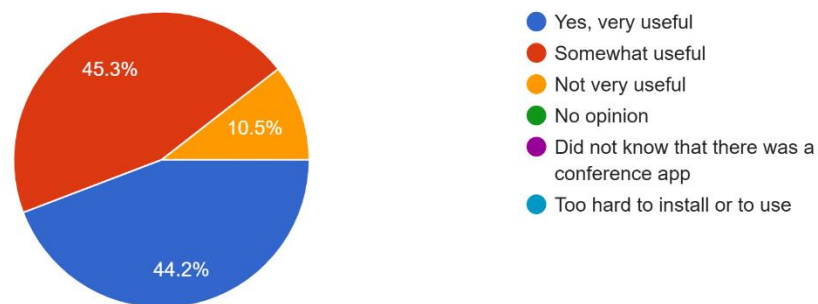
Did you use the conference app?

142 responses



Did you find the app useful?

95 responses



What features did you like the most?

1. The schedule
2. Full Program
3. Poll and Programme
4. Calendar
5. Venue / Rooms overview
6. venue map
7. The option to select the sessions I'm interested to attend and make me my own calendar.
8. The maps

## 2025 Siena Hybrid Conference Feedback

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9. Map of the venue, list of selected sessions
10. list of favourites (= "what's next?")
11. Program, Venue
12. Schedule and polls.
13. program, quizzes, what to see in host city
14. Full Schedule
15. Conference Programme
16. Great to be able to plan my day.
17. Food !... just joking. In "Full program", it was possible to mark the sessions I'd like to attend and then find my individual program available in the calendar.
18. venue plan
19. the map of the rooms
20. Favorites in the calendar
21. Mark sessions as favourites
22. Easy access to programme
23. List of conference sessions. It was nice that it would show the sessions beginning with the current time.
24. Notification about changes.
25. Schedule, building maps
26. I liked having the list of events available, however adding them to the calendar was incredibly slow and often they did not appear so that was frustrating.
27. Program - Agenda
28. Agenda, quizz ;^), locations, visit reservations
29. Map of the venue and full (updated) program
30. Being able to see the sessions I wanted to visit and information about other aspects related to the conference that help improve the experience but isn't the conference itself.

## 2025 Siena Hybrid Conference Feedback

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31. The content of the conference was excellent.
32. The heart feature, which enables filtering the sessions you're actually planning on going to when looking at the schedule
33. Ability to designate sessions with 'heart' to organize personal schedule.
34. It's nice to collect all session in the app, so you more easily get an overview of your schedule and maps to the rooms
35. The map and conference program
36. the full program timetable
37. Planner/Presentations , What to do in Siena,
38. Tagging favourite sessions
39. saving sessions to agenda
40. The program with my favourite sessions. Very good for planning each day!
41. The ability to create a schedule.
42. Ability to favourite sessions and the conference maps
43. The calendar
44. The plan of the venue (where is which room) and the possibility to mark the sessions, I want to attend.
45. The program schedule
46. Making my own program by selecting favourites from the full program.
47. Saving and seeing separately the lectures I want to attend
48. favourites and map
49. Timetable
50. Calendar entries of my favorized sessions
51. plan my day and find the rooms
52. The ability to mark the sessions of interest and having a view of these together.
53. To have the program at hand

## 2025 Siena Hybrid Conference Feedback

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- 54. The program
- 55. Only used the program
- 56. Schedule and map
- 57. The ease of hearting the events I wanted to attend, which provided a quick overview
- 58. the polls
- 59. Full schedule
- 60. The Calendar, Venue map
- 61. schedule
- 62. it was easy to use and attend the virtual part of the conference
- 63. centralised access to all information regarding the conference
- 64. The ability to have a quick view of the schedule and to filter by sessions I had highlighted.

What features did you miss or were not satisfactory?

- 1. calendar view
- 2. Directions
- 3. creating favorite list of sessions / calendar
- 4. A better way to find the rooms, it was difficult to find it.
- 5. it was annoying that when you opened an item to see the abstract and then pressed back it jumped to the beginning of the list instead of the item.
- 6. also it would have been useful to access the list of participants via the app.
- 7. The calendar view was a little confusing
- 8. When I look at details in my list of favourites and then go back to the list, I'm back at the top instead of the place I came from.
- 9. In Program, after hitting "back" from detailed view, I did not get back to the place in the program, where I had been before, but got catapulted to the top of the list and had to scroll all the way down again.
- 10. The location did not load properly, and it took too long to orient yourself in space

## 2025 Siena Hybrid Conference Feedback

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11. maps. room locations etc. (app did not work on my phone, had to use it on my laptop).
12. When checking the event list, if I clicked into an item for more info, when I came back out, it flipped back to the top of the list again. That was frustrating as it was very long. Lists divided into the different days would be helpful.
13. Please make a calendar function where you can see the parallel sessions next to each other.
14. It was frustrating being sent back to the top of the list each time I was checking an entry in the program listing
15. The save feature didn't add the event really to the calendar, or I didn't find how to do it.
16. Would it be possible to divide the list of sessions in the "Full program" into days?
17. And - still in the "Full Program": when checking the details of a session, would it be possible to get back to the same spot in the list and not to be redirected to the very beginning of the list of sessions and to start scrolling again... ? (I'm not sure whether I was clear in my explanation. If not, please feel free to contact me)
18. I did not like the way that the sessions were laid out. It would be better if all sessions in the same block were grouped together and possibly coloured by block.
19. When checking the summary of a session, when you go back to the program you have to scroll all the way down to where you were.
20. When you clicked on a session to read more and then returned to the program, you ended up at the top of the list. It was a bit tiresome to scroll down to the point where you were.
21. Loading time, manoeuvrability
22. None. Worked well
23. I would appreciate it if I could create my own program and receive notifications about it.
24. Finished sessions disappear from the program. Sometimes you need to go back
25. I liked having the list of events available, however adding them to the calendar was incredibly slow and often they did not appear so that was frustrating.
26. it was very confusing choosing sessions while still at home as the times were set for Siena. It worked when I showed up at Siena, but until then it was very confusing to say the least.

## 2025 Siena Hybrid Conference Feedback

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27. Last year, the vendor shared quite a lot of new products and future plans. This year, however, the content from the vendor was much less. We would really appreciate hearing more about the vendor's plans and product roadmap for the next 1–2 years.
28. It is a bit fiddly and not the most intuitive app, but worth persevering with. The poll feature seemed a bit buggy at times.
29. Might be a minor complaint but it bugs me every time: when you try to browse among the sessions on the app and try to "heart" them for a more convenient overview of the session you consider attending, if you don't press exactly on the heart you go to the session information instead. This means when you go back, you have to scroll down again through all the sessions to get back where you were. It's quite annoying.
30. It was hard to work through the program to select sessions. Going back from a session went back to the top of the list. It was hard to compare sessions in the same time slot.
31. Conference program: when filtering and then opening a specific session, the filter were deleted after returning to the overview. Made it cumbersome for planning. The app was useful during the conference to check which sessions were next.
32. Scrolling to "full program" again, when leaving a particular session in detail
33. it was a bit slow sometimes
34. I did not like that when I clicked on a session and then went back, I had to start again at the top of the list
35. deleting sessions
36. Everything was fine.
37. it is a bit slow...
38. It's a horrendous App, I am happy that we have never deployed this at my University!
39. I logged in with email and therefore was missing a few features/functionalities. I could not add sessions to a calendar, but it wasn't entirely clear why - I was able to see and select "add to calendar" but then nothing happened. If this functionality is not available to email only users, then perhaps remove it completely so it cannot be seen. An in-app calendar or schedule would also be useful.
40. Also the notifications alert remained active even after I had viewed a notification.
41. Not everyone is comfortable using personal email or LinkedIn profiles to log in to external apps and it seems that those using emails are penalised for this.
42. The app is unacceptable slow

## 2025 Siena Hybrid Conference Feedback

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43. It is annoying, that when you leave the details of a specific session, that you start at the beginning of the conference program and not at the specific session.
44. The app should return to where you were in the program when you exit a specific session, not bring you to the top of the list again!
45. In some point, some of the lectures I saved - did not save or pop up. Also, the fact that what already had vanished... Sometimes I wanted to see the data after the lecture as well. Also, the map was not that clear.
46. When having read about a specific session I would like the app to jump back to the overview on that specific time. It was very annoying and time consuming that one had to start over and over again from the top of the programme.
47. When you open the description of a session and then go back to the list, the system brings you back on top of the list. Most annoying. I noticed and reported it in Leuven and Copenhagen, but nothing changed.
48. Too many quizzes etc. Skip the gamification.
49. The program
50. impossibility to cancel a saved item from the list
51. Map could have had more detail, including highlighting bathrooms, and which stairs and doors were not usable. Saving items on schedule was buggy and lagged when internet was slow. It should work without internet.
52. Maybe it's my ignorance, but I missed the list of events that had been attended when the conference was over. I would still be useful for me.
53. I couldn't get the app in the normal way - I had to use it through the website.
54. If you have checked a session and pressed go back - you had to scroll to the relevant time again. Irritating
55. impossible to export calendar to google agenda, when selecting a specific session, then going back to the list would always bring you back at the very beginning of the list of sessions
56. Content often required manual refresh to populate, such as 'My Campus' being blank regularly.
57. Clicking into sessions to read more and then the back arrow takes you back to the full program list at the top, rather than where you left it, so you have to scroll down repeatedly to find where you were.

## 2025 Siena Hybrid Conference Feedback

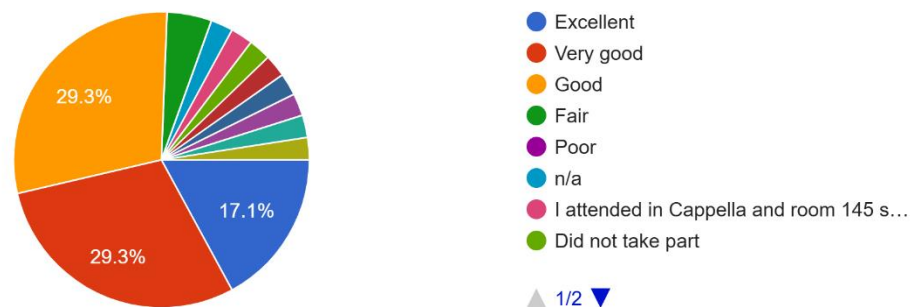
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58. The heart icon takes a few seconds after tapping to activate, and a slight finger misplacement will open the session entry instead.
59. Using the heart option will add to calendar, so it's unclear why there is also an 'Add to calendar' option.
60. Clearing entries from the calendar requires manual refresh by force-closing the app.
61. The calendar takes up more than half the screen which is a bit pointless for a whole month for an event for less than a week, forcing scroll for the actual entries below it with minimal space allocated.
62. There's no option to add events such as meetings, which greatly reduces the value of the calendar when you have to use your own anyway for those to make sure you don't miss any appointments.
63. The Maps option was confusing to navigate including defaulting to a minimised view for the actual floorplans constantly, requiring manual expansion, so I mostly used the Venue option.
64. not very useful for online use

### Virtual Attendees

How was the transmission quality of the Plenary sessions?

41 responses

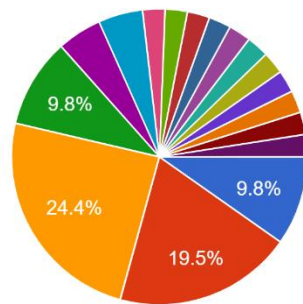


## 2025 Siena Hybrid Conference Feedback

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How was the transmission quality of the breakout sessions?

41 responses

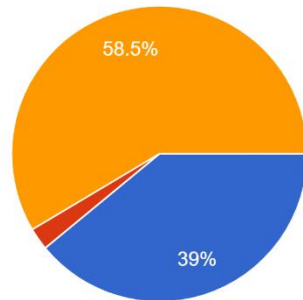


● Excellent  
● Very good  
● Good  
● Fair  
● Poor  
● n/a  
● Mixed, were some problems with sound...  
● Ok, apart from one at Dev Day.

▲ 1/3 ▼

Did your questions get answered?

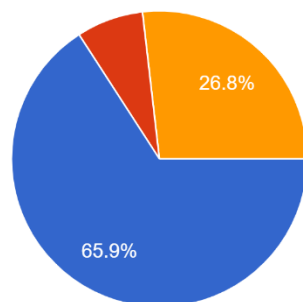
41 responses



● Yes  
● No  
● Not applicable

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

41 responses



● Yes  
● No  
● Maybe

## 2025 Siena Hybrid Conference Feedback

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

1. there weren't many of us in the sessions I attended (esploro) but I saw no way to specifically interact with the other virtual attendees
2. Only way I've seen this work is through small optional break out rooms around particular themes but I accept as a virtual attendee you just can't have the same networking experience as attending physically
3. No, but important: please do NOT start the session before the scheduled time.
4. Smaller breakout rooms
5. Start by asking the questions online and then go to the room.
6. maybe to enable the zoom chat or maybe via the conference app
7. Virtual attendees were not given any opportunities to interact with each other. The zoom chat was only for speaking to the room host. If there was some kind of forum or online space that we could post or introduce ourselves, that would be brilliant. But at the very least virtual attendees should be able to use the chat to talk to each other, share their own insights and network in their own way.
8. Couldn't see who else was attending virtually, how many.
9. not really, I was fine just being able to ask questions
10. Break out rooms available for 10 mins after presentations could be good, but not for every session as that will limit the number of talks able to be scheduled. Possibly it could be offered to presenters as an option when they submit their abstract for review, to see how many want to add this type of feature to their talk, do they want the info. gathered from it?.

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

1. that is always really hard - no suggestions
2. much more complicated but maybe also using the conference app
3. If there was some kind of forum or online space, including it in the conference app and promoting it to physical attendees could provide an opportunity for interaction between physical and virtual attendees. I imagine this would be most beneficial if tied to specific sessions people attended, as there is a common interest, and it saves people trawling through potentially hundreds of messages.
4. Let the broadcast vary between close view of the presenter, and full view of the room.

## 2025 Siena Hybrid Conference Feedback

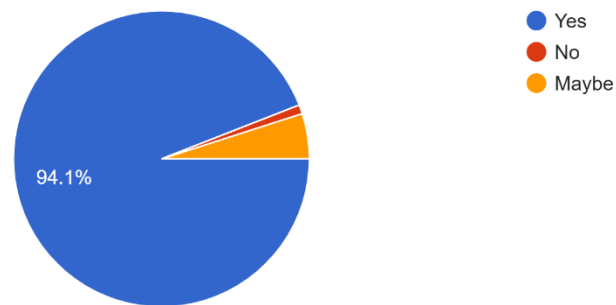
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5. Padlet and QR codes used by presenters were more plentiful this year which was much better than previous year to feel included in the conference and see attendee responses to questions etc. These are often at the end of talks, so I would suggest advising presenters in their abstract submission instructions to start quite early in their talk with the interactive activity or padlet for sharing.

### Physical Attendees

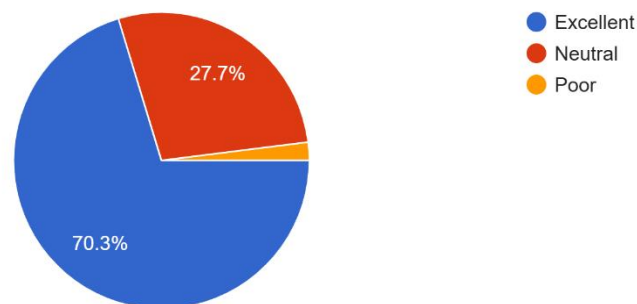
Did you feel that the moderators paid enough attention to physical attendees?

101 responses



How would you rate the morning and afternoon breaks?

101 responses

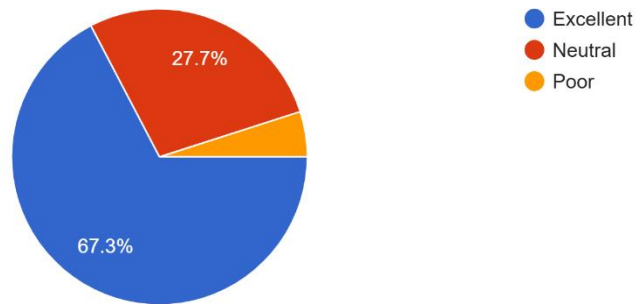


## 2025 Siena Hybrid Conference Feedback

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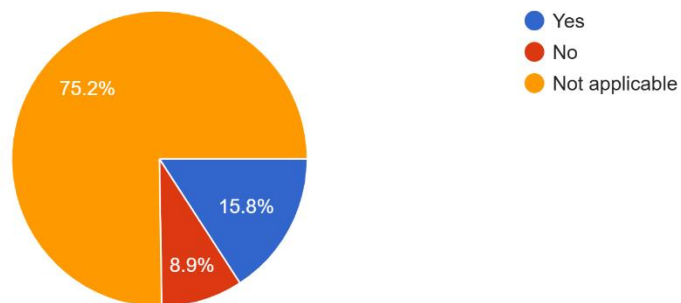
How would you rate the lunches?

101 responses



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

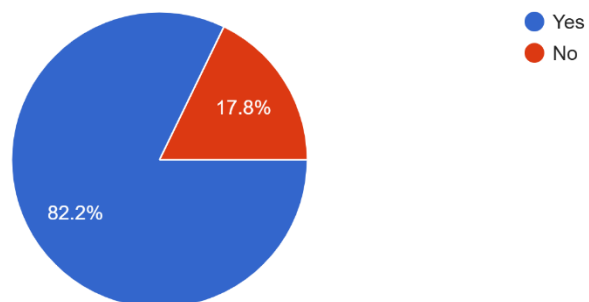
101 responses



### Social / Networking Event

Did you attend the social event at the Piazza del Mercato?

101 responses

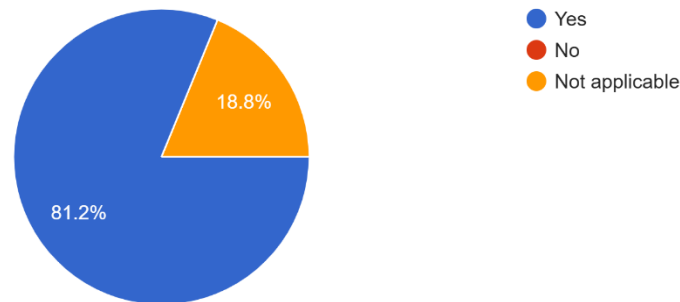


# 2025 Siena Hybrid Conference Feedback

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Did you find the social event enjoyable?

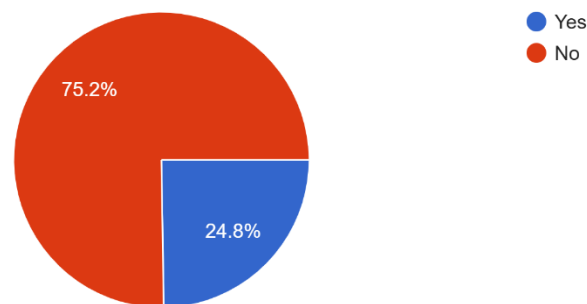
101 responses



## First Timers

Were you a first timer at the conference?

101 responses



If you were a first timer -- what could we have done to improve your experience?

1. Better logistics at lunch, more fresh fruits/vegetables and less sweets at morning/afternoon breaks
2. First-time visitor support: pre-arranged shuttles, airport welcome desk, clear pickup zones, option to book airport transfers during registration.
3. Sample cost estimates: typical trips (airport → city, hotel → venue, city → dinner/sightseeing).
4. clearer indication of vegan options and where to queue in
5. More queue management at lunch. Have a physical map in welcome lobby showing room locations.
6. Definitely try to gauge interest in the talks. Some sessions were so full, I either couldn't attend and had to go elsewhere, or I was sitting on the floor or the windowsill. Some rooms were small and stuffy.

## 2025 Siena Hybrid Conference Feedback

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7. It was well organised :-)
8. Nothing it was very enjoyable.
9. The social event ended a bit soon
10. The reception at Piazza del Mercato lacked sufficient table-space. We found ourselves struggling to hold plates and chit-chat, let alone finding a spot to return our plates when done with the food.
11. The chapel was very echoey, which made it difficult for both physical attendees, but especially online attendees to hear the presenter. The microphone was not linked to the computer, so the online attendees only got the echoes via the webcam. As the moderator for two sessions, I was not able to communicate to the online attendees about their technical issues, but had to jump over to the presenter's computer, often interrupting the flow of their presentations.
12. A pre visit rundown to read or check to make my onboarding easier and more enjoyable.
13. I think it would make it a lot easier for us if Igloo would organize accommodations for all conference attendees at one location (or several locations) in a centralized manner for everyone, in advance.
14. My experience was great.
15. Maybe create a platform that helps you find other attendees with similar roles or that comes from similar countries. To create some sort of tutor to the conference and for networking.
16. Pretty great, not much more to be done
17. Nothing. I had great experience.
18. more options for vegan food

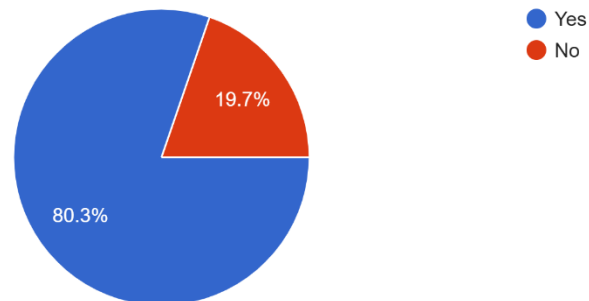
# 2025 Siena Hybrid Conference Feedback

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## IGeLU 2026- Taipei

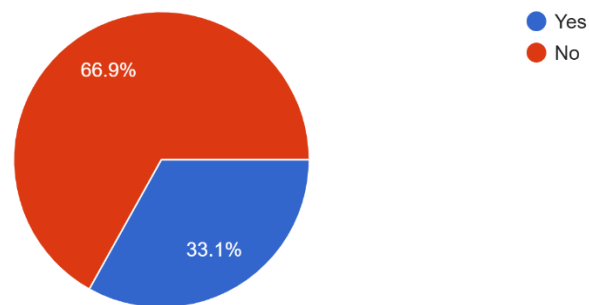
Should we run a full hybrid conference again -- where all sessions are available physically and virtually and all sessions are recorded?

142 responses



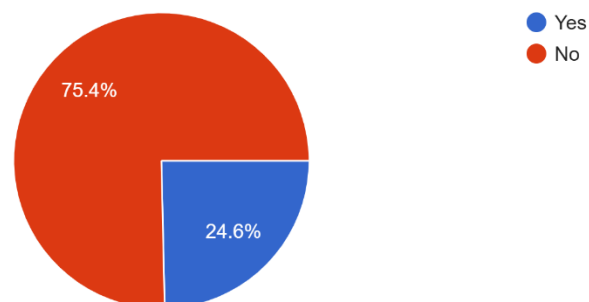
Should we run a partial hybrid conference again -- where only the plenaries and some break out sessions are available virtually but all sessions are recorded?

142 responses



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

142 responses

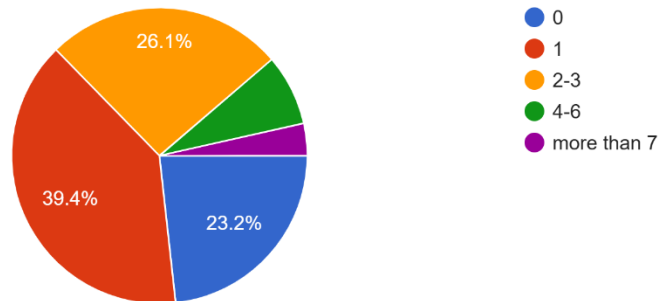


## 2025 Siena Hybrid Conference Feedback

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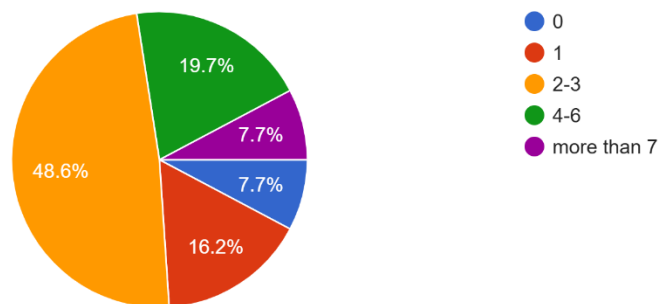
If we run a full hybrid conference, approximately how many people would your institution send to attend the conference as a physical attendee?

142 responses



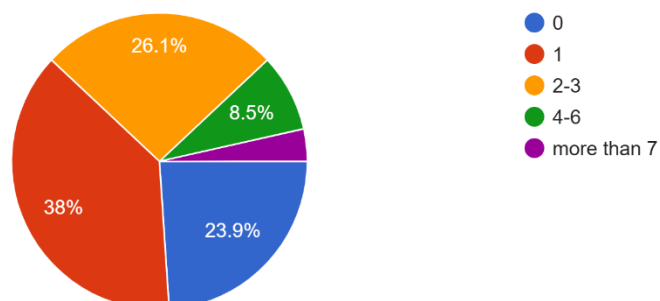
If we run a full hybrid conference, approximately how many people would your institution registers as a virtual attendee?

142 responses



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

142 responses

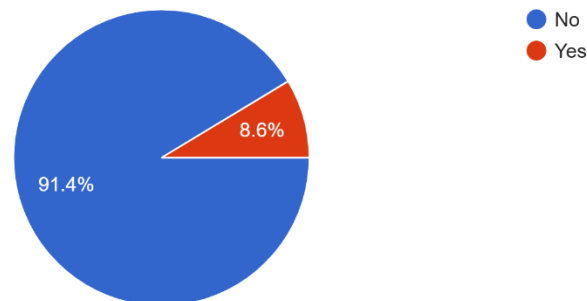


## 2025 Siena Hybrid Conference Feedback

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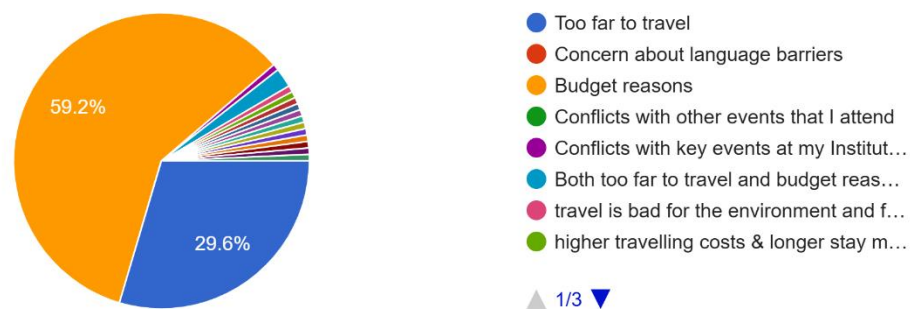
The conference will be held later than normal (October 19-22, 2026). Does this represent an issue in you physically attending the conference?

139 responses



What would your primary reason be for not physically attending the IGeLU 2026 conference

142 responses



Do you have any suggestions on improving the Conference?

1. pay attention to the quality of the espresso - the coffee trucks in Leuven were perfect
2. keep an online option - much better than ELUNA
3. the rooms for the sessions in Siena were too small, a lot of people standing.
4. Include details of what the Ex Libris sessions will cover - it's difficult to know from some of the titles and a lot of them repeat what's in other sessions.
5. Please make it mandatory that the speaker REPEATS the questions from the audience, be it from the live audience or from online participants.

## 2025 Siena Hybrid Conference Feedback

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6. I wish there were more sessions from the community. Also, I think the conference could be a good opportunity for panel-style sessions, where librarians from different countries/institutions compare and contrast stands on issues/uses of products/workflows etc. I've learned most from talks that discussed something familiar to me from my own institution, but handled differently.
7. first time need to see another one for comparison. comparing other conferences it's better
8. Headset microphones for presenters to ensure consistent volume. Reminder to attendees to not talk during sessions. Some rooms far too small physically. Would be great to give people the slides/zoom links in advance so we don't have to take photos of all the presentations.
9. Sometimes the more time is needed to answer questions after the presentation, so maybe it is possible to plan more time between the sessions to overdue the schedule
10. Make the recorded sessions available after the conference if possible
11. I really really appreciated the high-quality audio for remote attendees. Thank you! My only suggestion would be to always require the physical audience to use the microphones when they ask questions.
12. I would like to see the sessions be a bit longer, like 40 minutes. I felt that 30 minutes is too short, and if there is technical difficulties, it impacts the next presenter and shortens their time. 30 minutes does not offer a lot of time for questions.
13. Not to improve the conference, this is a feedback for Clarivate: I wish they used historical female characters as examples sometimes, instead of always Eisenhower and other men.
14. I chose to go out and buy lunch elsewhere on day 2 and 3 because the standing buffet during lunch was a bit inconvenient. There was a lot of crowding around the serving area, and the plates were quite small, making it difficult to take enough food. Additionally, it was hard to eat since I had to hold my glass in one hand and there was no place to put down either the plate or the glass. If it has to be a standing buffet, it would have been helpful if the plates were slightly larger, and if drinks were served in bottles with caps.
15. better screening of lectures. by and large they were very poor
16. None. I think the conference was quite well planned and was run without any major issues.
17. I write this every year—the food for specific dietary needs is terrible. This year, a cookie with eggs was in the "vegan" section. I would actually appreciate it more if there were an option to pay a "no food" fee than to deal with this every year. Plus, this year's drinking regime was dismal - it was 30 °C outside, but the catering staff yelled at us that they didn't

## 2025 Siena Hybrid Conference Feedback

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have a liter of water per person. These minor operational issues significantly detract from the overall conference experience.

18. My main suggestion would be to separate the Knowledge Day and Developer's Day or make it clear delegates can attend sessions in either and thus align the times so that is possible.
19. Thank you for your efforts in organising the sessions at this year's conference. I noticed that there were a significant number of marketing sessions from Clarivate, and I appreciate Clarivate's ongoing innovation in the field. However, many of us observed that each year, new products—such as Specto, NDE, and AI Research Assistant—are announced to replace existing ones, rather than further developing current solutions. This approach has created some confusion among attendees regarding which products will continue to be supported, and which may be discontinued. I understand that product development is a complex process, and I recognise the challenges involved in balancing innovation with continuity. It may be helpful to seek clarification from Clarivate regarding their overall product strategy and future roadmap, so we can better plan for implementation and support. How can we work together to ensure that existing solutions also receive the necessary attention and that users remain informed about upcoming changes?
20. If there is any way to make the user sessions slightly longer, and have that fit within the timeframe of the day schedule, that would be great. 25 mins is a very short space of time for a presenter to properly dive into a topic, and be informative for the audience. But I completely understand the logistical challenges with this.
21. The venue was beautiful, but not ideal physically and technically. Conference centres are usually better suited, although not as charming
22. re introduce the Ask what you want sessions with Ex Libris.
23. On the last day (Wednesday, September 17), most participants had to check out. Many were unable to make it to the opening of the day at 9 a.m. I suggest opening the third day a little later, so that more participants can arrive.
24. I think an optional speed-networking session could be really valuable, especially for participants who find 1-to-1 interactions more productive than larger group discussions, where existing connections can sometimes shape the dynamic.
25. Encourage attendees to mingle during breaks & lunch
26. When the event is hybrid, and virtual attendees have paid £200, they cannot be an afterthought. Compared to attending physically last year, my experience this year was pretty poor. Throughout the conference, Room 149 had connection issues; it was hard to hear, there was a lag, and sessions often cut off before the speaker had finished answering questions. Room 103 had no sound online for 20 minutes for the first break-out on Monday. Capella didn't open on Zoom at 12pm on Tuesday. Room 145 on Tuesday afternoon was virtually presented; the room couldn't hear, and zoom couldn't see the

## 2025 Siena Hybrid Conference Feedback

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slides. When you add into that the complete lack of networking opportunities, virtual attendees get a far less satisfactory experience. This either needs to improve, or the virtual tickets should be cheaper.

27. there were too many sessions at the same time
28. Better descriptions of the sessions. It's very difficult to plan your attendance with so little information about the sessions. It's also very difficult to navigate the program and get an overview. It's really time consuming to plan your schedule for the conference. And sometimes the sessions is not what you expected.
29. Throw out half of the Clarivate sessions that only repeat marketing talking points anyway. Also, make Knowledge Day sessions accessible for remote attendees.
30. I noticed that in the evenings, people are sticking mostly to people they already know. If offered, would like to participate in randomly created dinner groups to get to know new people. I think, that would be a nice idea to increase networking!
31. A better sound check before every session for virtual attendee
32. Seating/table areas for lunches would be great but understand that each physical venue has its limitations
33. I like that it is being pushed back next year to October. Hosting in Sept. makes it almost impractical to attend so close to the start of the academic year.
34. Cut down on the Clarivate sales talk
35. Ensure sound and visuals are working for virtual attendees.
36. About lunch: there were not many places, where you could eat the lunch at a table. This was better in Leuven and Copenhagen.
37. The Knowledge Days should be a full two days (like it is at the ELUNA conference).
38. Mostly, to make sure that the people that talk have a min' technical and presentational abilities. Also, to make sure the summery of the lecture really is the same as the lecture itself (maybe can be done by sending a demo presentation up front)
39. It was hard for some to get lunch before the break was over because of queuing
40. The option to have virtual attendance was great, but there were issues with it. First, there wasn't enough information emailed about how to attend the virtual conference after registration. Emails didn't come out about Zoom until several days before it started. Second, there was no login information for the conference program website like you get with other virtual conferences, so I couldn't easily save my own program. Third, the sessions were on Italian time and without immediate recordings this causes problems

## 2025 Siena Hybrid Conference Feedback

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for those attending in other countries. Lastly, the conference recordings and slides are still not available.

41. Pay attention to the registration process and the possibility of having a sitting lunch. The 2025-conference did not handle those areas well enough as far as I am concerned.
42. Less sales pitch sessions, more hands on experience sessions.
43. Please ensure that all halls and classrooms in the conference venue are fully air-conditioned.
44. The conference is great. I love to attend every year
45. Shorter plenary sessions and longer break out sessions. 30 mins was a bit too short. And there was a lot of repeated information in the plenary sessions.
46. Breaking up the Clarivate / Ex Libris sessions so there isn't a half day of presentations. They could be held 9-11 every morning or something like that, with the rest of the day for member programming.
47. Record the webinars before they are held physically, so that those of us affected by the time difference can watch them when it suits our daily rhythm. Allow written questions and answers on the page where you share the webinar.
48. Sessions are too short to allow enough time for questions. Would it be possible to have 45mn instead of 30mn like we have at ELUNA?
49. The Knowledge Day should be before the conference. You are getting tired in your head after 3 days conference
50. Audio issues were common for any presentations that had prerecorded videos from speakers not live at the conference. I would suggest not allowing video talks for the conference. Audio issues were also common for the Capella this year. Possibly the host institution could run an audio test on the rooms to be used before the conference.
51. As a hybrid attendee I really appreciate the technical support at the venues and the sessions that I attended were very good. The ability to ask questions using the Q&A was really good.
52. this year, not enough space to sit during lunch breaks
53. Physical presenters only, with no option to present by zoom. There are too many technical difficulties and it is much less engaging as an audience member to be just watching a screen.

## 2025 Siena Hybrid Conference Feedback

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What other comments do you have for the Program Planning Committee?

1. great job!
2. there were some slots where I was interested in more than one presentation and others where none were top priority
3. Planning for Primo sessions is really great, thank you for that. Practically no overlaps, and no gaps in the program.
4. Please make sure in advance AC is working. Business attire does not go well with hot crowded spaces.
5. Excellent conference overall, social activities (museum and library tours were fantastic), it was a great way to meet new contacts, thank you.
6. I would like better abstracts of the sessions. I noticed that none of Clarivate's own sessions actually had an abstract. Only a title, track and presenters. I had to guess what to expect from the session. This is my second year at IGeLU and maybe as an old timer I would know what to expect, but not as a new member. The abstract helps me decide which session to attend, when there are multiple candidates.
7. I would have loved to attend the knowledge day online.
8. thank you very much for your work!
9. Try to gauge interest in the sessions beforehand if the rooms are small
10. I think it is a great conference. I really would like to see more customer sessions and less from Ex Libris. Particularly if you attend ELUNA as well, the ExL session are just a repeat. Customer sessions provide more ideas on how to do interesting things with the products.
11. I appreciate the tremendous amount of work put in by the members of the planning committee to plan and operate the conference.
12. Many thanks for all of your work! It was a terrific conference!
13. The main reason I was able to attend was because I was able to come as a speaker and thus drop the price. I'm sure my institution will become members of IGeLU so that will help for future conferences, but for smaller institutions the price may still be a barrier to attendance. However, I had a great time and really learnt a lot. Both from the community speakers and from the Clarivate led workshops.
14. I found this year's balance between Clarivate and Customer sessions much better than the past years. Less (intense) Clarivate promotion improved the experience of the conference significantly. I hope you will take this into account for the next conferences too.

## 2025 Siena Hybrid Conference Feedback

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15. I appreciate the considerable effort that went into organising the recent conference sessions, and I recognise that coordinating such a comprehensive program is a complex task. While some sessions stood out positively—particularly those that provided in-depth, actionable insights—there were others where the session titles did not fully correspond to the content, which at times made it challenging to manage expectations. For example, a few sessions advertised as covering advanced features focused more on introductory material.
16. From my perspective, it might be helpful to organise the programme by families of products, concentrating on two or three key offerings, such as dedicating half a day to Esploro, Primo, or Alma. This approach could help attendees better allocate their time and gain deeper value from each session.
17. I suggest offering individual sessions with Clarivate experts focused on specific topics or challenges—such as troubleshooting integration issues or optimising workflows—so that participants can receive tailored support for their unique needs.
18. I have already talked with a few colleagues who have said that given the financial situation in UK Higher Education at present, their institution was highly unlikely to be able to fund a trip to Taipei. These are people who would have travelled to Copenhagen and Siena.
19. I understand and fully agree with the need to rotate the location to different countries, as an international organisation. But how that decision to hold it somewhere like Taipei impacts on attendance (physical or virtual) and what strategy to take with running the conference hybrid or not, I don't know. I guess you would have to look at what worked and what didn't with somewhere like Singapore, to draw on any lessons learned there.
20. Not too many repeats for the Knowledge day from one year to the next, please.
21. pay closer attention to catering to people with allergies and to the opening and closing sessions.
22. The hospitality at the university was excellent. As kosher eaters, we received the same food almost every day, and without meat. There was also a lack of fresh vegetables. Thank you for everything
23. Sincere thanks for all the work you did to make IGeLU 2025 a success, especially given the political tensions around it. You can all feel really proud of your achievement, and I hope next year's conference is equally successful.
24. Lunch: The food was great, but it was quite crammed. Would have been nice to have some (high) tables outside, eg. in the backyards of the first floor.
25. Social event: The food was outstanding. Very sad that all the left overs (a lot!!) were thrown away afterwards (half of the ham etc). I left with a bad feeling because of this.
26. Sessions: Some breakout sessions had microphone/acoustic issues - esp in the back it was not always loud enough. Plenary sessions were perfect.

## 2025 Siena Hybrid Conference Feedback

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27. See answer to previous question. And also, it's good with short sessions but sometimes the presenter speaks very fast to fit in as much as possible so it makes it hard to listen to.
28. Thanks a lot for organizing! It was an amazing conference! It was my third, and I think, this was the best one. The Tuscan setting was just perfect and brought us all in a very nice mood!
29. You're doing a great job. Thank you.
30. It would be great if the conference program had more information than a title and presenters. When there are many tracks at the same time it's hard to choose what to attend and I often end up choosing wrong, misled by the selling title.
31. Whilst it is great that the conference is being run in Asia (as there are so many delegates from that part of the world), we just have to expect that some EU countries will not be allowed to travel to Taipei, this is policy rather than budget.
32. I enjoyed the conference a lot. Thanks a lot to the Planning Committee, you are doing a great job!
33. The Knowledge Days should be a full two days (like it is at the ELUNA conference)
34. More workshops
35. More Customer-sessions if possible, or more practice-oriented Clarivate-sessions (reduce roadmaps and commitment-declarations)
36. On catering: There was a general lack of drinking water. In Siena the logistics on registration and the queues for food and drinks could have been optimized.
37. There is a value in attending both ELUNA & IGeLU each year
38. thank you !!!
39. Better technical equipment
40. You've done a really good job!
41. Thank you!
42. I am hoping that the theme for next year will be a creative one. There were a lot of implementation presentations this year with screenshots the common way to share the information. When there are 6-8 hrs of presentations daily it can be a bit visually draining with alma screenshots etc. Could we encourage/reward creativity in presentations next year?
43. There were a number of sessions that had similar themes but overlapped so it was difficult to pick which ones to attend. Having them recorded and available for viewing again is very valuable

## 2025 Siena Hybrid Conference Feedback

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44. 🙌

45. I would love to visit Taipei but I doubt my institution would send more than one person such a long distance!