

## ANZREG Chair's 2026 Report to INUG

The Australian and New Zealand Regional Ex Libris Group (ANZREG) is a recognised regional user group of the International Group of Ex Libris Users (IGeLU). Led by an elected committee drawn from its member community, ANZREG promotes communication, knowledge sharing and collaboration among Ex Libris users across Australia and New Zealand. It also provides regional and international feedback to IGeLU and Clarivate. Membership is free to libraries in Australia and New Zealand that use an Ex Libris product. ANZREG currently has 101 institutional members and 468 subscribers to the ANZREG-L mailing list, hosted by the State Library of Queensland.

### Committee

ANZREG experienced several Committee changes during the past twelve months, farewelling three long-serving members and welcoming three new members. These changes also led to a redistribution of Committee responsibilities. The current ANZREG Committee comprises:

- Chair: Lorraine Ackroyd, Curtin University
- Deputy Chair: Sean Boden, University of South Australia
- Financial Officer: Patricia Farnan, University of Notre Dame
- Product Development Advocate: Jo Simons, University of Auckland (*new member*)
- Secretary: Brenda Norton, Victoria University of Wellington
- Co-Web Manager: Caroline Serrano, University of Sydney
- Co-Web Manager: Maureen Bezanson, Southern Cross University (*new member*)
- Communications Officer: Ying Xian, Monash University (*new member*)

The Committee said a fond farewell to:

- Ella Rohde-Condon, La Trobe University — most recently serving as Chair from 2023 to 2026 and as an ANZREG Committee member from 2022 to 2026.
- Yelena Kopilov, CQUniversity — serving as Product Development Advocate and as an ANZREG Committee member from 2022 to 2025.
- Alison Jordan, University of Newcastle — serving as Communications Officer and as an ANZREG Committee member from 2023 to 2026.

The Committee extends its sincere thanks to Ella, Yelena and Alison for their contributions and service to the ANZREG community.

Many ANZREG community members also contribute internationally to the IGeLU community, including as members and coordinators of Working Groups and Communities of Practice.

## Activities

Since 2020, ANZREG's programming has been delivered entirely online. Library budgets across the region remain constrained, particularly for professional development and international travel. Because the regional group spans two countries, an in-person event would require costly travel for at least some members. Online delivery has therefore made ANZREG events more accessible: while the cost of an in-person conference might limit an institution to one or two delegates, a virtual conference enables entire teams to attend and participate. The Committee remains committed to providing high-quality, accessible and free or low-cost professional development and is therefore likely to continue offering virtual events for the foreseeable future.

### **ANZREG 2026 Conference**

The annual ANZREG Conference was held online over three days in August 2026, including a dedicated Development and Best Practice Day. The conference showcased the adoption and innovative use of Ex Libris products by customers, while giving community members opportunities to share knowledge and consider common and emerging technical requirements and solutions. Each day ran for approximately 4.5 hours to accommodate time zones from New Zealand to Western Australia. The program included 14 community presentations, three sponsor sessions and two keynotes. For the first time, the Committee offered free registration to all accepted presenters. Attendance was significantly higher than in previous years, averaging 143 attendees across all sessions, an increase from an average of 97 in 2025.

Highlights included two highly anticipated keynotes. Terry Reese of Arizona State University joined from the United States to discuss how tools such as artificial intelligence can assist with metadata creation and the management of digital backlogs. Kat Cain of Deakin University encouraged the community to be bold and experiment with AI products. Community presentations addressed AI, BIBFRAME and linked data, reflecting the breadth of innovation across the region. The Committee was particularly pleased with the program, the level of community engagement and the positive reception of the conference. All non-embargoed presentations are available on the ANZREG YouTube channel:

<http://www.youtube.com/@anzreg786>

### **Webinars**

In addition to the conference, the committee typically runs a series of free webinars for the ANZREG community over the course of the year. Recordings of the webinars are then published on our YouTube channel. Over the last 12 months the committee hosted three webinars and saw a significant increase in both live attendance and YouTube views compared with previous years.

#### IGeLU 2025 Conference Wrap Up (October 2025)

Four attendees, two online and two in-person, shared their highlights from the 2025 conference, described what it was like to attend, recommended recorded sessions to watch and explained why they would recommend community members attend the 2026 conference.

#### New Discovery Experience (NDE) User Interface in Practice: Customisations, Cultural Safety, Guiding Principles and Go-Live Decisions (March 2026)

The Committee hosted a webinar covering the NDE experiences and customisations of Lincoln University and Bond University, two institutions among the first in the region to go live with NDE. RMIT also explained its decision at the time to postpone adoption. This webinar was well received by the community, many of whom were in the early stages of implementing NDE.

#### ProQuest Books Evolution: Strategies, Challenges, and Insights (May 2026)

Monash University and the University of Western Australia provided an overview of their responses to recent changes in the acquisition and management of eBooks, particularly the move to a subscription-only, read-only model. The session concluded with an open discussion about how other institutions were responding, followed by a question-and-answer session.

#### IGeLU 2026 Conference Wrap Up (planned for November 2026)

Looking ahead, the Committee will once again host an IGeLU conference wrap-up session featuring community members who attended either in person or virtually.

## Community Engagement and Communications

ANZREG expanded its communication channels this year by establishing a LinkedIn account. This new channel provides an additional way to promote ANZREG activities, share conference and webinar updates, highlight opportunities for community participation and increase the group's visibility among Ex Libris users, partner organisations and the wider library sector. The LinkedIn presence complements existing communication channels, including the ANZREG-L mailing list, website and YouTube channel, and supports the Committee's broader commitment to accessible, timely and community-focused engagement.

## Governance and Administration

In the last few months, the Committee has begun important governance and administration work which will strengthen ANZREG's internal operations. This has included auditing membership information, reviewing access to shared folders and records, and updating committee documentation to ensure that operational knowledge is accurate, current and retained by the organisation rather than individual office holders. This work is intended to improve continuity between committee terms, support clearer onboarding and offboarding

processes, and ensure that ANZREG's records, membership data and administrative procedures remain reliable and sustainable for future committees. This work will continue into 2027.

## Advocacy

The ANZREG Committee holds quarterly meetings with Clarivate representatives, notably Alan Oliver, Director of Community Engagement, and Carolyn Richings, Product Sales Manager, Software (ANZ); other Clarivate representatives attend when relevant topics arise. Agenda items are distributed in advance so responses can be prepared. These meetings support an ongoing exchange of information and provide a valued avenue for raising and resolving issues identified by ANZREG community members. Summaries of issues discussed with Clarivate are published on the ANZREG website: <https://anzreg.igelu.org/about-this-site/advocacy/>.

Items discussed within the last year include:

- Community concerns regarding the location of Mixpanel data centres and possible conflicts with Australian legal requirements for data sovereignty, privacy and security.
- Extending chat support coverage from October to March to assist Australian states that do not observe daylight saving time.
- Whether Clarivate was investigating regional print suppliers to allow print acquisition to be reinstated in Rialto.
- The timing of planned maintenance for the APO2 and APO4 environments in the Sydney data centre, which will result in up to eight hours of downtime during an examination period for academic institutions in Australia and New Zealand.
- Continuing issues with bot activity in Primo and community concerns about the temporary reduction in the number of search results that was introduced this year in response to the activity.
- The Committee welcomed Clarivate's offer to include information about ANZREG in the onboarding process for new regional clients.
- Clarivate's continued support for the ANZREG Conference through sponsorship and multiple presentation opportunities.

## Highlighted Issues

The ANZREG Committee would like to draw the following issues and concerns to the attention of colleagues in the international IGELU community and Clarivate:

### **Mixpanel data centre locations, SSO and MFA authentication**

Since the ANZREG Committee first raised concerns about data sovereignty and privacy, institutions have gained the option to select the Netherlands data centre for their Mixpanel projects. Australian and New Zealand sites that were initially configured to use the North American data centre can now migrate their data to the Netherlands data centre. The Committee welcomes these improvements; however, the Australian community continues to prefer an Australian-based Mixpanel data centre, particularly if Mixpanel is extended to other Ex Libris systems.

The Committee would also like to highlight concerns about the absence of Single Sign-On (SSO) and Multi-Factor Authentication (MFA) for Mixpanel. It is our understanding that Mixpanel supports both, and the community would prefer SSO and MFA to be implemented to improve security and usability.

### **Artificial Intelligence**

The ANZREG Committee again wishes to raise concerns about the introduction of artificial intelligence features into Ex Libris and Clarivate products with little or no consultation with the regional community. The pace and manner of implementation continue to raise questions about security, data sovereignty and institutions' ability to opt out of AI-enabled features.

The Committee values its continuing engagement with IGeLU and Clarivate and welcomes further discussion of the issues raised in this report.

Lorraine Ackroyd — Chair

Submitted on behalf of the ANZREG Committee

October 2026