EXPANIA INUG REPORT 2008
Gaspar Olmedo, Chair of Expania
Presented at 2008 INUG Meeting, Madrid, Sept 7th

Index
1. New Ex Libris users
2. Support
3. Inclusion of Spanish resources in Knowledge Base
4. Annual Meeting
5. Open issues

1.—New Ex Libris Users

The number of Spanish users continued growing during last year. Most of them were Metalib and SFX users, and also some Digitool users. Spain National Libray, which implemented Metalib/SFX and Digitool, is the most significant new user.

2.—Support

There a general perception amongst Spanish users that Metalib, SFX and Digitool support offered by national distributor Greendata improved during last year. Satisfaction is rather good now although some "black holes" persists (like an incident regarding X-server statistics in Metalib not answered after one year). Our impression is that Ex Libris is watching more closely to their distributors. Spanish Group had a meeting with Matti and other Ex Libris staff at Brno last year to talk about queries in support (and some other issues like inclusion of Spanish resources in the KB) and after that we had some contacts with Verena Friels-Vollman , Ex Libris responsible for European distributors, regarding Aleph support. Verena attended Expania Annual meeting, last June. We think she was really interested in having a first hand impression of customer satisfaction and quality of customer distributor relationship. Better knowledge of products by technical staff of distributor has been also a key factor for support improvement but distributor technical staff is changing again now, we will see if it has an impact on support.

Aleph support is a different story. There are only two important Aleph installations in Spain (Bank of Spain and Spanish National Research Council-CSIC) and knowledge of Aleph by distributor is very poor. We had some conversations with Ex Libris about Aleph support and as a result, Bank of Spain support was assigned to Ex Libris Germany (because of its similarity to Central Bank of Europe) and Spanish National Research Council to Ex Libris Israel. We think it has been a good solution. Both Aleph installation migrated last year. Bank experience was not so good (slow responses, lack of appropriate interactions, etc.), CSIC migration with Israel support was good, except for translation (the distributor responsibility) that was bad and incomplete.

3.—Spanish resources in Metalib and SFX Knowledge Bases

User Group is coordinating the inclusion of Spanish resources in the KB. We sent to Ex Libris a list of 22 resources to be included in Metalib CKB at the beginning of 2008. Nine have been included till now, but seven of them were sent to Ex Libris along with their configuration, so they only had to copy to CKB. Only two new configurations were developed by Ex Libris. We think they are not being very quick. Three Spanish e-journals targets have been added to SFX.

4.—Expania Annual Meeting

 Expania Annual Meeting was held in Barcelona in June. It lasted two days and it was attended by about sixty people. Spanish distributor and Ex Libris responsible for European distributors attended some of the sessions and they presented the Ex Libris Commons Initiative to Spanish users. The users presented some interesting communications about new developments, statistical analysis, etc. (some of them will be presented in IGeLU Meeting). All information is available in Expania web site.

5.—Open issues

Improvement of Ex Libris slow response to inclusion of local resources in Metalib is an open issue.

Training is another open issue for Spanish Users Group. We think training given by Spanish distributor (and maybe Ex Libris) should be improved in quality and quantity. We miss a deeper approach to training. We will try to establish some kind of collaboration with distributor in this field.