

09:30 – 10:00 Welcome Refreshments*Tea, coffee, cake & biscuits***10:00 – 10:30 EPUG UK&I AGM Business***Alex Forrest – EPUG UK&I Chair
Ian Haydock – EPUG UK&I Treasurer***10:30 – 11:15 Clarivate & Ex Libris Update and Q&A***Gordon Samson – Clarivate
Alan Oliver – Ex Libris***11:15 – 11:30 Refreshments Break***Tea & coffee***11:30 – 12:15 Implementing RapidILL at Cardiff University: an opportunity to rethink our whole document delivery service***Bronwen Blatchford – Cardiff University***12:15 – 13:00 Ex Libris Support Update****Customer experience & journey, chat support, new support centre and support status & statistics**
*Martin Büscher – Ex Libris***13:00 – 13:45 Networking Lunch****13:45 – 14:15 Using Alma Data Visualization Projects as Analytics Objects***Yoel Kortick – Ex Libris***14:15 – 14:45 Advanced Physical Holdings Search in Alma***Yoel Kortick – Ex Libris***14:45 – 15:30 Leganto Dashboard & Analytics***Angela Laurins & Laura MacNeil – University of Edinburgh***15:30 – 16:00 Alma Monthly Call - Sharing of Experiences***Alex Forrest – EPUG UK&I Chair***Join the conversation on Twitter [#epuguki](https://twitter.com/epuguki) **