

Letting Go with Leganto:
four Australian Universities reflect on
implementing a new course resource list
solution



WESTERN SYDNEY
UNIVERSITY



University of the
Sunshine Coast
Queensland, Australia

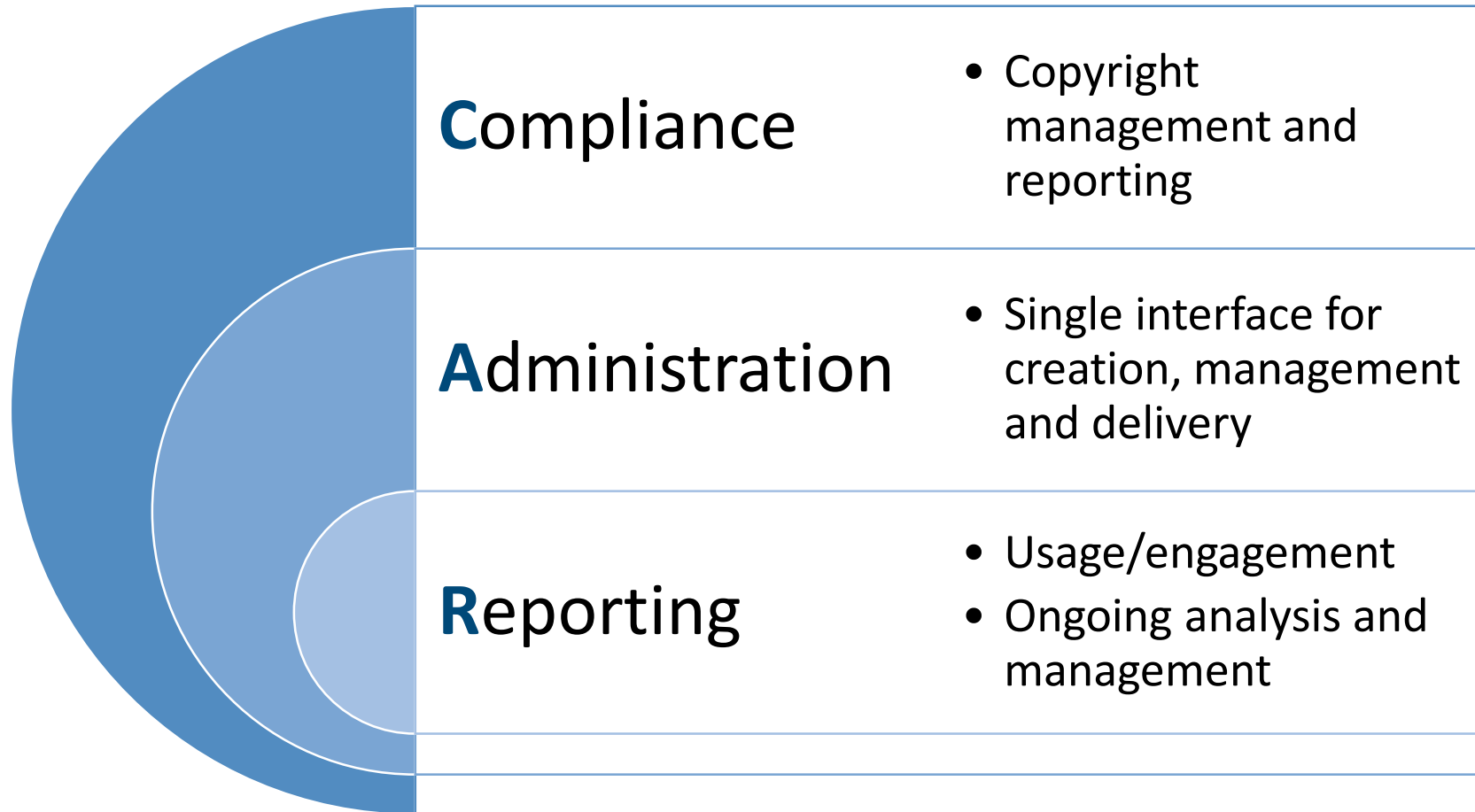


What makes us unique?



- No previous reading list technology. Leganto + Alma Digital = **opportunity**
- Have managed course reserve for years, via ILMS
- Academics currently completing an online form to submit reserve requests – tedious and admin-intensive
- Librarians were previously involved in course reserve process, but not for some years
- We still produce printed books of readings
- Very small project team for pilot and implementation

What is driving our decisions?



Communications

- Academic Board
- L&T Week
- Liaison with faculties and schools
- Logins for Leganto sandbox
- Promotion of pilot participation Sem 1, 2017

Technical

- 'play time' in the sandbox
- Ex Libris project team calls
- LTI in Blackboard, Alma and Leganto test
- LTI in production – 2 courses mid-Sem 2, 2016

- Identified academics who are always keen to try something new, see potential in technology
- Identified courses that would give us constructive results – first year courses with high enrolments
- Also wanted to pilot a few second and third year courses
- Courses from a broad range of schools across the two faculties

- 11 courses in Semester 1, 2017
- Student feedback survey
- Troubleshooting issues, learning, testing, resolving questions – library staff and academics
- Initially aimed to support workflow development in reading list creation (academics) and library processing (back-end) but had to scale-back
- Usage analytics released during the pilot

What have we learned?



- Students love it.. mostly (98%)
- Even some of the more 'challenging' academics are on board
- Using Leganto to create lists is contagious
- We need to review and determine roles and responsibilities
- Letting Go – Change library staff mindset that this is still 'course reserve'

- How much can we expect academics to do?
- What role will the librarians play?
- How do we implement the copyright/digitisation workflows?
- Who will be responsible for copyright?
- How will USC roll out Leganto in 2018? First year courses?
- Will USC mandate that Leganto be used for all courses?
- Letting Go – Will printed books of readings become a thing of the past?

- Alma Digital workflows – adding a second chapter via digitisation request, Leganto only displays one link
- Digital inventory displays in Primo as “View Online” – chapters undifferentiated from e-books
- Can’t suppress digital inventory records



Reading List Management

- Extend pilot in Sem. 2, 2017
- Develop library processing workflows
- Course loader
- Go-live staged rollout from 2018



Copyright/Digitisation

- Workflows
- Alma Digital
- Copyright rules configuration
- Copyright reporting



Promotion/Communication

- Staff feedback sessions
- Student feedback sessions
- Academic Board
- L & T Week
- Mandate for rollout

What makes us unique?

- We have been providing a listing of linked resources within the LMS since 2010
- We automatically strip the reading list from the received Learning Guide and create a reading list
- Academics do not perform admin work and therefore this service expectation resides with the Library
- Due to our distributed environment, this work is centralised to negate variables
- We automatically update the reading list to include later editions unless specifically requested
- Client Services are not part of the work flow – however, are expected to discuss new content inclusions before Learning Guides are submitted to the Library

Organisational Structure

Digital Discovery and Services

ReadingsDirect

Resource Discovery

Readings

Electronic
Resource
Mngmt

LMS
Integration

Electronic
Resource
Mngmt

Discovery
Services

Digital
Service
Dvlpmt

Learning
Objects

Social
Media &
Student
Engmnt

Vendor
Relations

ReadingsDirect: Staff Profile

Manager Digital Discovery & Services

Coordinator ReadingsDirect

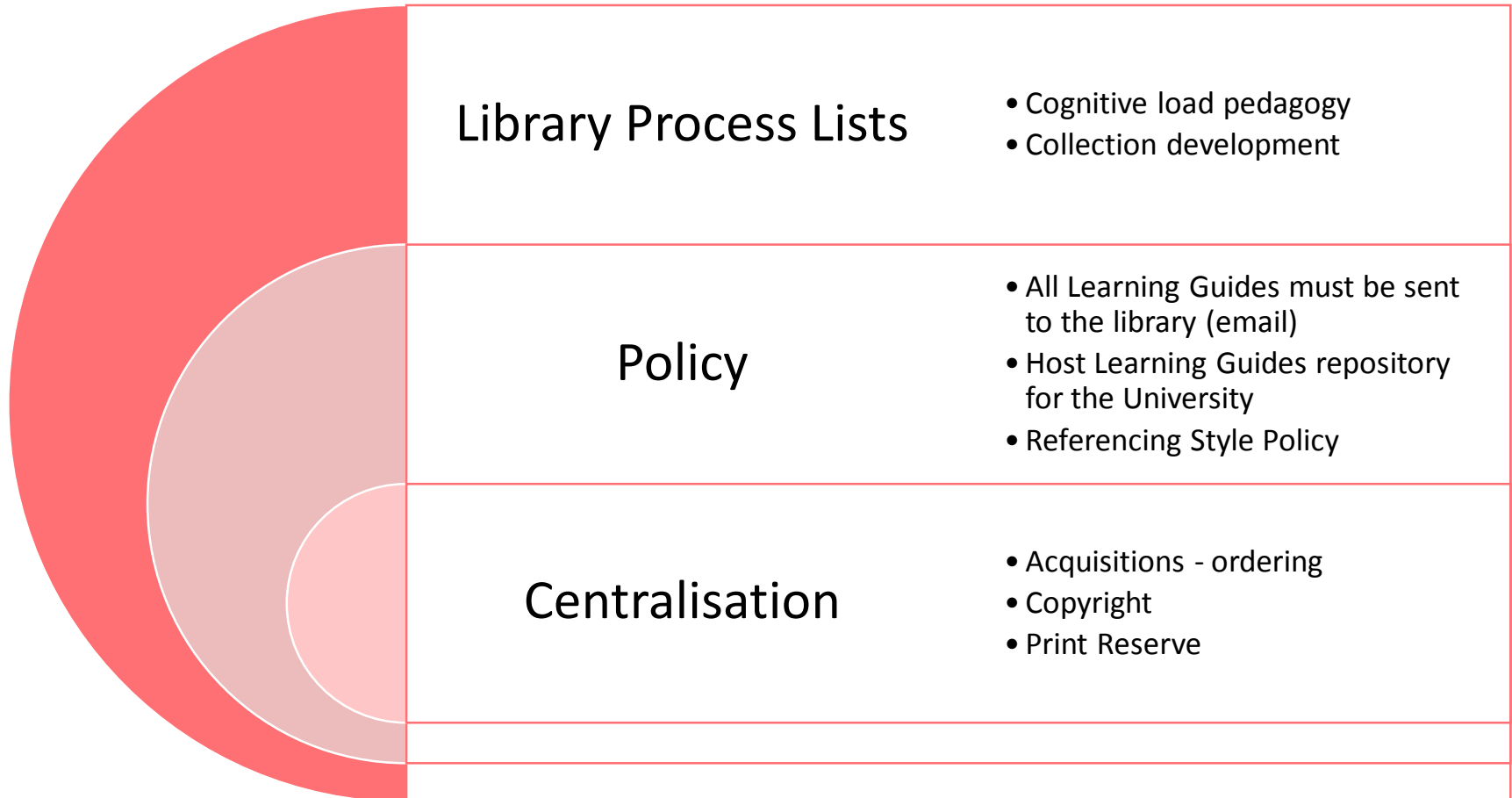
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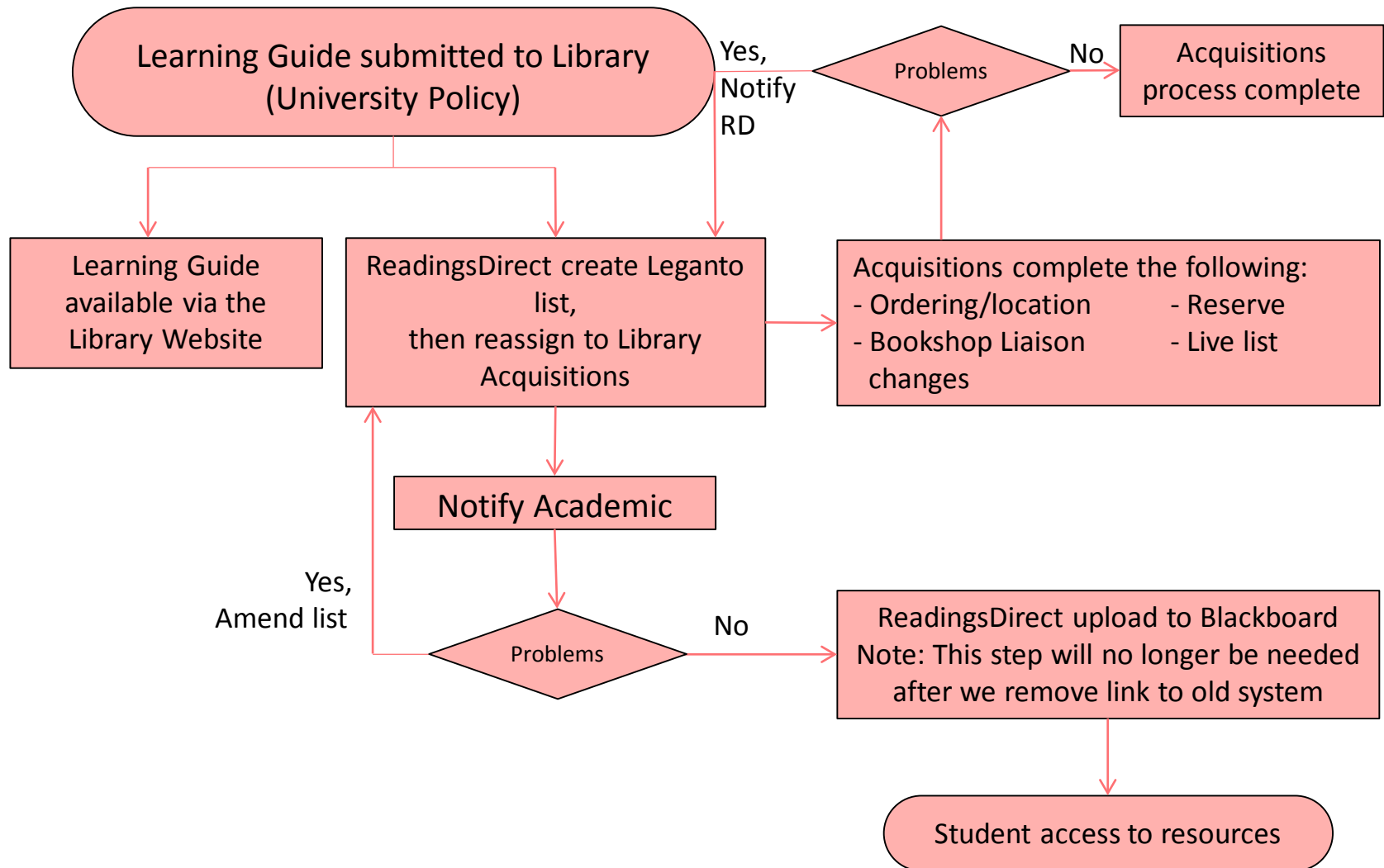
All Information Resources staff have been trained in ReadingsDirect processes and assist in periods of high demand



Workflow Principles



Leganto reading list work-flow



Working with Leganto

LTI

- Access BB staging
- Tested course ids mapped to the correct parameters via ALMA sandbox
- Submit business case to move LTI BB production

Course Loader

- Not integrated with SIS, Callista
- Using course header from previously workflow
- Updating course header information is part of reading list process

Copyright

- Our existing in-house system (Image Server) manages copyright well
- Manages chapter limits and editions in all units
- We will look at the Leganto copyright solution in Q3

ALMA Configurations: Used /Not Used

Processing Departments

- RD process the list first (Note: we used Google doc to track progress against timetable data)
- Re-assign lists to acquisition for orders
- Acq staff will update new editions directly on the list
- New orders, etc. are added to the notes field via reading list in ALMA
- We are not using work orders

Notifications

- We have not turned on the notification letters - as can't embed a reading list permalink into letters / emails (Note: You need another authentication layer for the links to work outside LMS)
- We notify academics via email re: availability, amendments and access to BB site

Executing the roll out

Pilot

- Created 45 Leganto list for the Summer session (Dec 16-Feb 17)
- As the service remained unchanged, the comm plan to academic staff focused on new look and feel and that the correct citation will no longer be provided within reading lists

Implementation

- 1080 lists created
- Tagging prescribed texts, text book initiative text
- Same comm plan used as pilot
- Academic staff are not list owners at this stage

Since December 2016



1038

lists created

21,788

citations

579,570

views

229,433

accessed in fulltext

2017 and beyond

Known Issues

- Metadata is poor for chapters and editors - this has caused much confusion for students
- Dealing with different reading lists for the same unit or over concurrent sessions
- Response Code: 400 Unknown user ID: not all casual staff are included in the staff load (need library record) – or, added to BB unit site with wrong staff ID

Future

- Ensuring legacy links are removed and replaced with the new LTI tool link
- Academics will be able update their lists in the near future (their choice)
- Client Services will be promoting the analytics tool separately as this will assist with reading list development
- Implementation the Copyright functionality
- Course loader once new system has been selected
- SAML: permalinks
- Single workflow: update a reading list and placing orders

What makes us unique?

- Size and scale:
 - 53,481 students
 - 6117 staff
 - 9 faculties
 - ~ 2,000 courses taught in semester 1, 2017
- Self service model for UNSW Library resources and services
- A local champion
- University's move to blended learning model

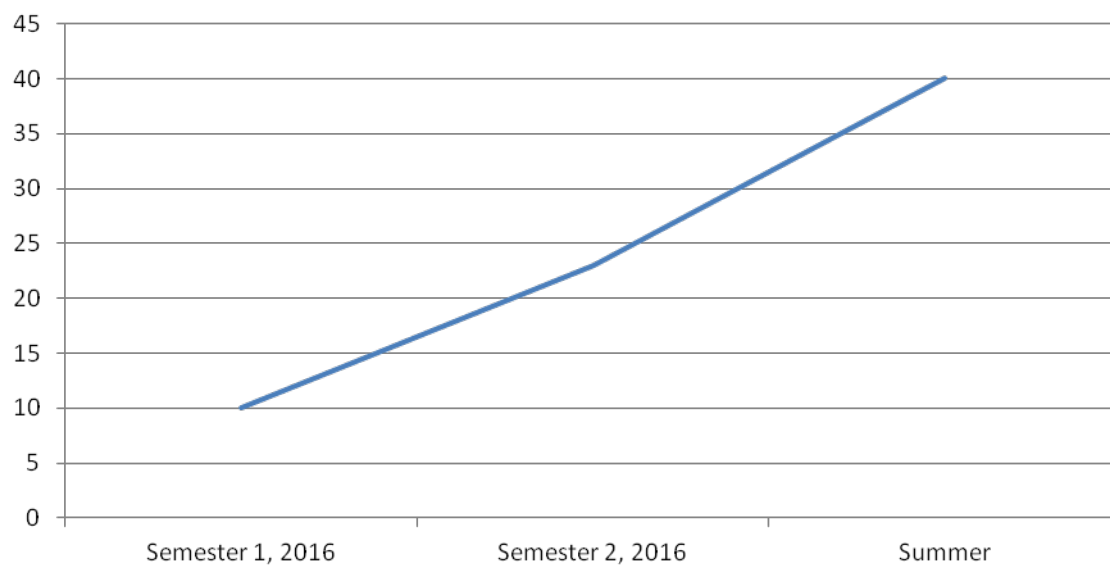
What makes us unique?

- Development partner with Ex Libris
- Pilots and rollout managed by three units in the Library:
 - Academic Services Unit
 - Electronic Resources Unit
 - Library Applications Support Unit
- Pilot and rollout managed without additional staff



2016 Pilot

Leganto lists

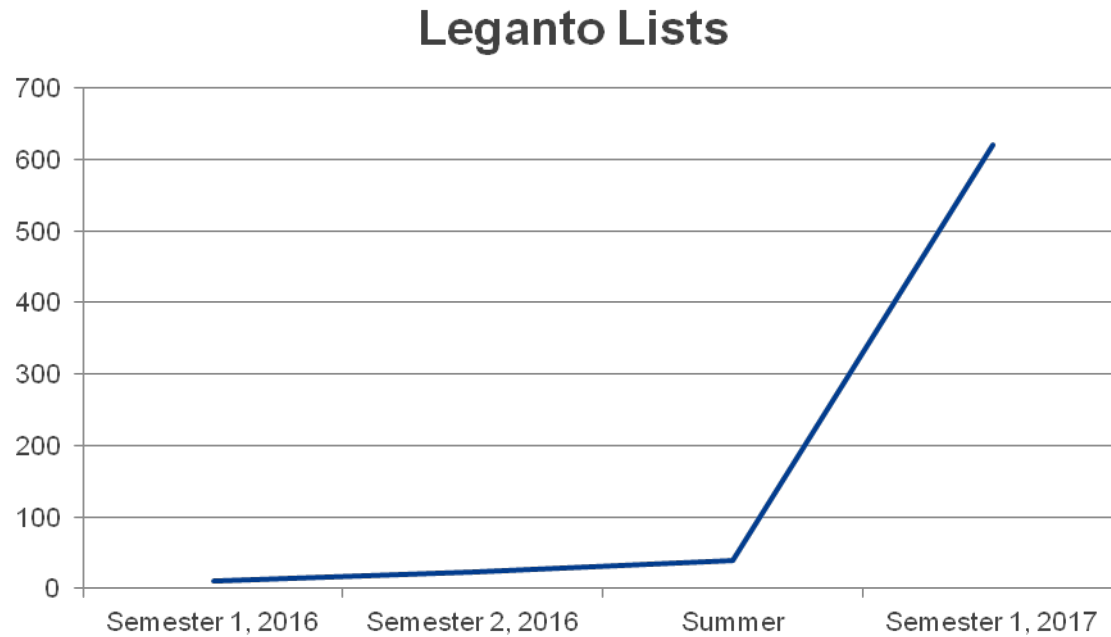


Promoting Leganto

- [Library web pages](#)
- Outreach Librarians
- [Local Champion](#)
- Adding Leganto to the Moodle template
- Faculty Learning and Teaching Committees



Letting go with Leganto



In Retrospect

- Trial on a larger scale – involve all courses in one or two faculties
- Be less helpful to academic staff during the trial
- Bother the Moodle people from the beginning

2017 and beyond

- Refining workflows
- Working on analytics
- Updating our communication plan
- Semester 2, 2017 rollout
- Faculty of Arts and Social Science course redesign
- Australian Graduate School of Management lists
- Faculty of Medicine

What makes us unique?

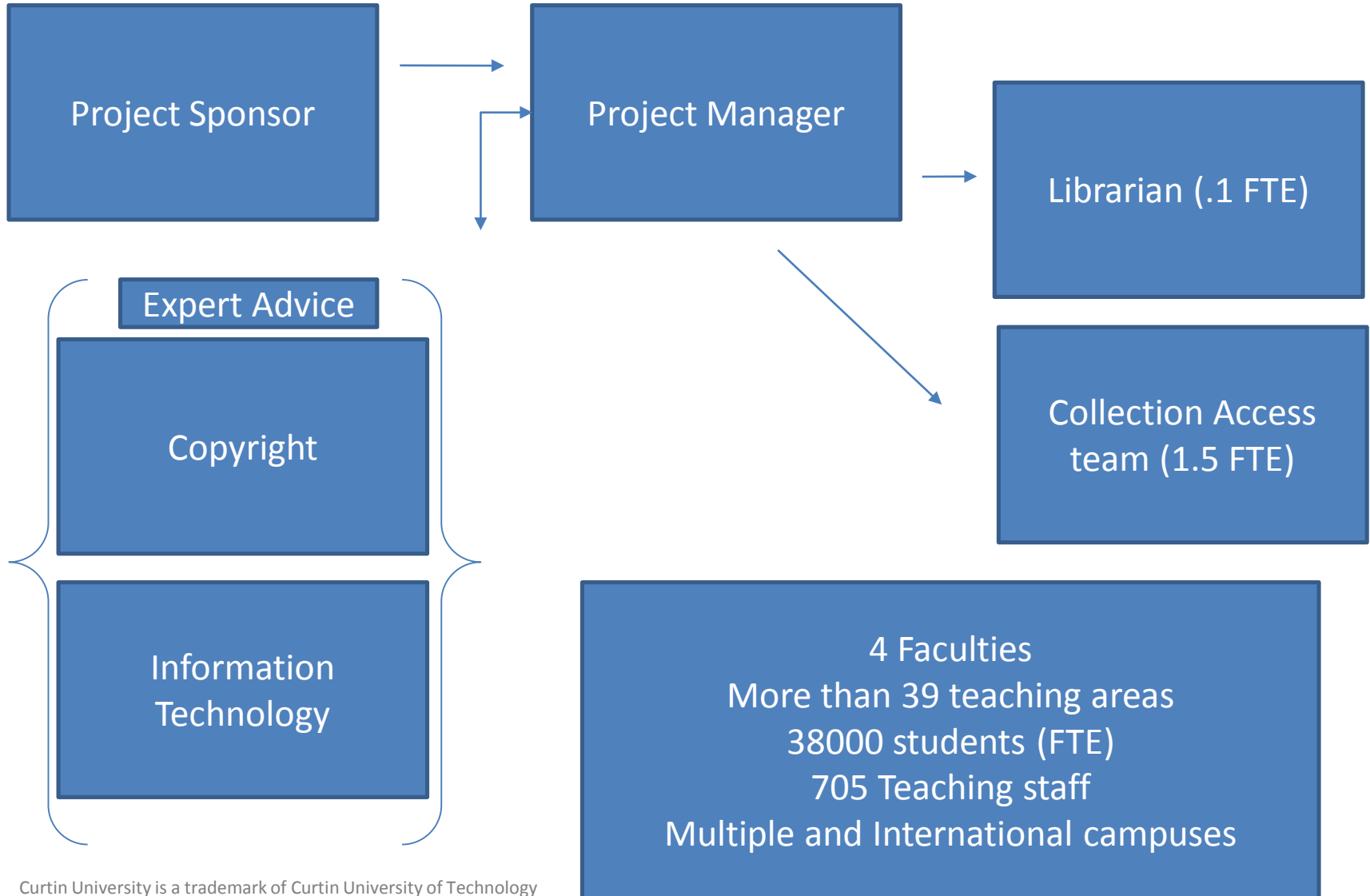
- Very small staff to implement and administrate Leganto
- Large University rollout
- A technical exercise in copyright management
- Letting go of a robust and successful legacy system



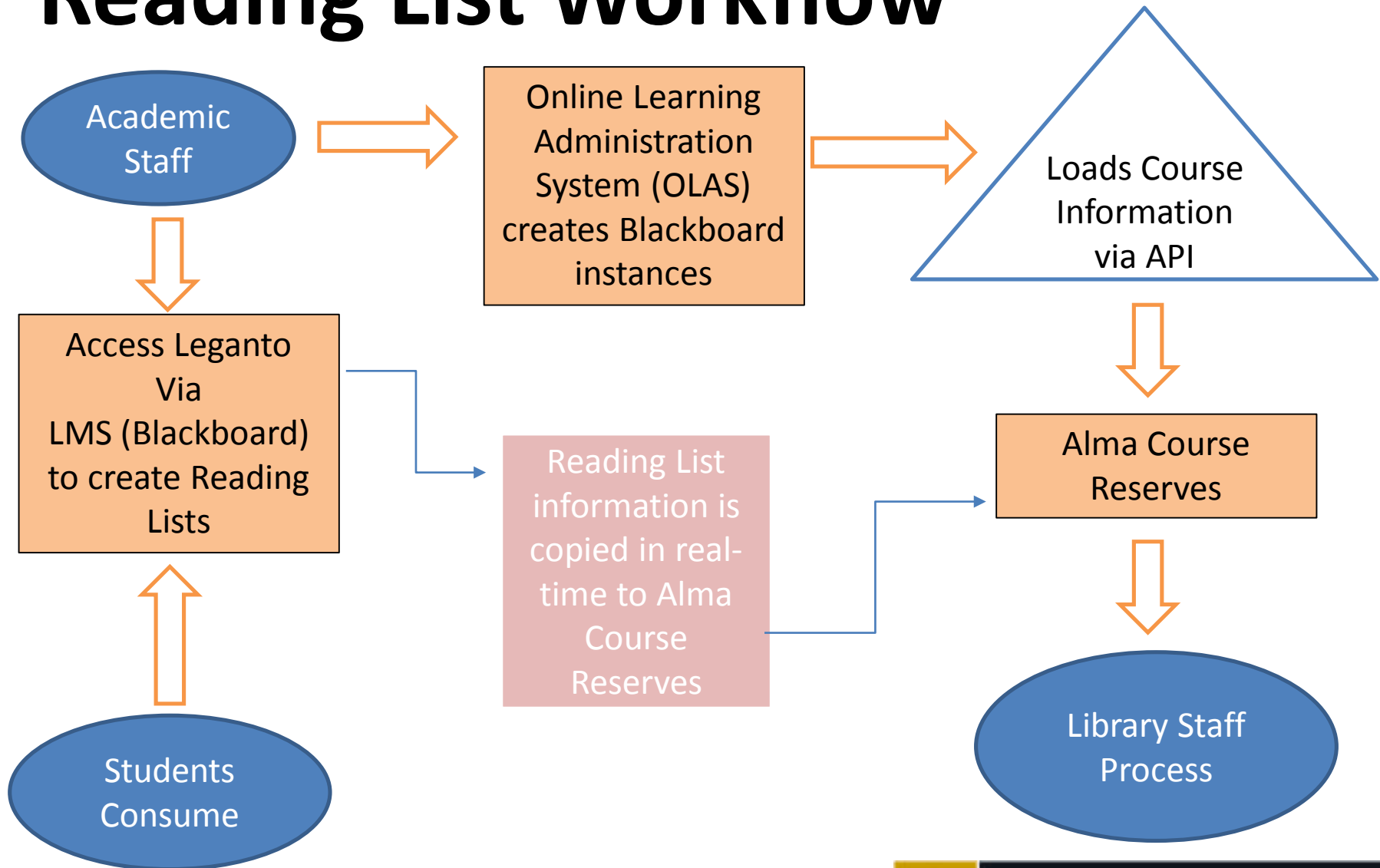
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Project Team Structure



Reading List Workflow



What is driving our decisions

Policy

- Reading list content is responsibility of academic staff
- Copyright management/reporting is centralised within the Library

Leganto UI

- Academics must create their own lists using the Leganto UI
- Use of materials copied under Part VB must be reported to the Library
- Reading lists can be used as an ordering mechanism for learning and teaching

Library Staff

- Copyright management
- Acquisition
- Student Access to resources (e.g. Ready for Processing to Complete)



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Configurations: Used/ not used

Not Used

- Notifications via email – the new bundling does not give us the level of control required
- Copyright and Digitisation – early days
- Alma D – still under consideration
- Alma Analytics for Leganto

Used

- Purchase request
- Uploaded Files – Leganto cloud management
- White List – although we think about moving to a Blacklist

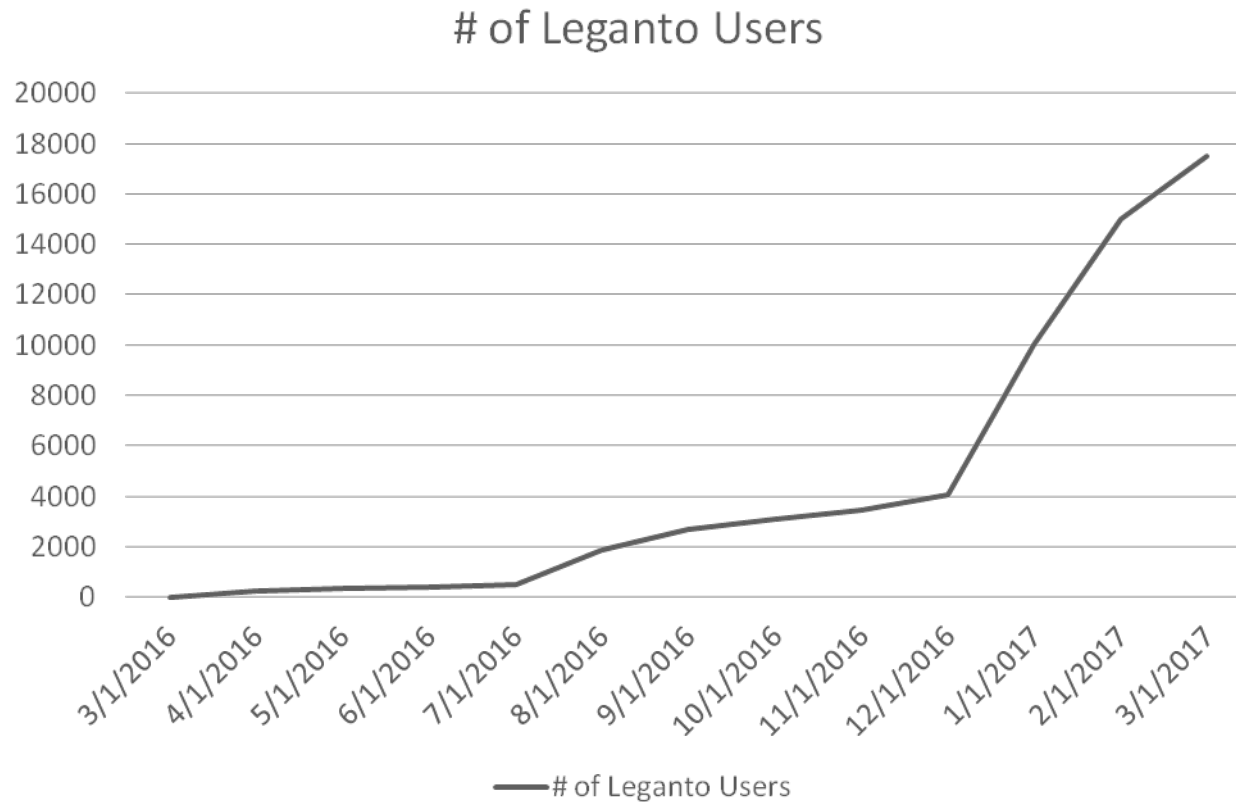


Executing the roll out

- Year 1 (2015):
 - Investigate a reading list solution
- Year 2 (2016):
 - Address configuration/implementation issues and conduct pilot
- Year 3 (2017):
 - Decommission legacy system and roll-out of new service



User Statistics 2016-2017



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Business Not as Usual

- Specialist needs of individual units has created additional licensing and hosting concerns for the Library
- Metadata controls require re-working
- Copyright and digitisation workflows to be investigated



2017 and beyond



Copyright Management

- Address issues related to hosting centralised copyright database
- EUS data capture
- Streamline reporting through Analytics



Reading List Management

- Alma/Leganto integration
- Improved Export functionality
- Get more citations to AutoComplete
- Removal of legacy system from Alma
- New course loader
- Copyright and Digitisation Workflows



Communications

- New website
- More training for Library staff and Academics
- Continuous improvement of Library processes



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