

ANZREG Virtual Conference 2024 Program



Day One: Monday 17th June 2024

* For your local timezone please click the session time

AEST*	Session	
12:00	Welcome & Housekeeping Karakia & Acknowledgement of Country	
12:15	<i>Alan Oliver (Director, Community Engagement, Clarivate)</i> Rapido for Resource Sharing Building Bridges to Drive Student Success with Leganto and campusM Library <i>Ex Libris</i>	
13:15	<i>Craig Murray & Yanan Zhao (Lincoln University)</i> Update: Primo VE – configuring normalisation rules for external resources (DC, XML)	Primo
13:30	<i>Kirrame Ianson & Roshan Thapa (Charles Sturt University)</i> Revolutionizing Resource Sharing: The Rapido Effect	Rapido
13:45	Break	
14:00	<i>Peta Hopkins (Bond University) & David Coupe (University of Newcastle)</i> Using the Trove API for cultural sensitivity data in Alma and Primo VE	Alma Primo
14:45	<i>Louise Driscoll, Siobhan Sullivan & Sonja Dunning (University of Western Australia)</i> Using Alma & Primo VE configurations to deliver sensitive password information	Alma Primo
15:00	Break	
15:10	<i>Rita Cao (Swinburne University of Technology)</i> Beyond Counting Clicks: Strategic Resource Management via Automated Usage Data	Alma
15:40	Close and Karakia	

Day Two: Tuesday 18th June 2024

* For your local timezone please click the session time

AEST*	Session
12:00	Welcome & Housekeeping Karakia & Acknowledgement of Country

12:05	<i>Hugh Rundle (Manager, Digital Discovery, La Trobe University)</i> Library systems change: thinking with six books	Keynote
13:05	<i>Stacey van Groll (University of Queensland/IGeLU Primo Working Group Coordinator)</i> Primo Update - Primo BO to VE Feature Alignment Project	Primo
13:35	<i>Break</i>	
13:45	<i>Ella Rohde-Condon (Chair, ANZREG Committee)</i> ANZREG Business and Annual General Meeting	
14:05	<i>Margie Pembroke & Maureen Bezanson (Southern Cross University)</i> Seasoning Exploro to our taste: Capturing Scholarship of Learning and Teaching (SoLT)	Exploro
14:35	<i>Break</i>	
14:45	<i>Cynan McWilliam, Service Manager, FE Technologies</i> FE Technologies' ALMA API Integrations	Gold Sponsor
15:00	<i>Zvi Vogel (Director, Customer Care), Luda Soffer (Vice President of Support) and Yariv Kursh (Senior Vice President and General Manager)</i> Ex Libris Support Update	Ex Libris
16:00	Close and Karakia	

Developers Day/Best Practice Day: Wednesday 19th June 2024

* For your local timezone please click the session time

AEST*	Session	
12:00	Welcome & Housekeeping Karakia & Acknowledgement of Country	
12:05	<i>Chris Stuart-Andrews, Kate Allen and Mandy Swingle (Monash University)</i> Alma Renewal Project - Journey of Reimplementation	Keynote
13:05	<i>Bree Cavangah & Julia Chen (UNSW Australia)</i> Serial management: KBART Autoholdings or manual loads	Alma
13:20	<i>Ella Rohde-Condon (La Trobe University)</i> Alma Show and Tell - Creating a local Community of Practice to navigate change	Alma
13:35	<i>Break</i>	

13:50	<i>Bill Constantine & Karl Lehtonen (University of New South Wales)</i> Using MARCEdit as an alternative to Normalisation Rules	Alma
14:20	<i>Shannon Hastwell (La Trobe University)</i> Guided Tours in Primo	Primo
14:50	<i>Break</i>	
15:00	<i>Nicola Carson (Curtin University)</i> Lost in the Stacks: Navigating the Glitchy Road of Patron Record Respect	Alma
15:30	<i>Helen Anderson, Development Manager, Technology from Sage</i> Lean Library Unlocked at Lancaster University	Gold Sponsor
15:45	Close and Karakia	

The ANZREG Committee would like to thank our conference sponsors for their generous contributions and making this conference possible:



Presentation abstracts

Day One: Monday 17th June 2024

Craig Murray & Yanan Zhao, Lincoln University

Update: Primo VE – configuring normalisation rules for external resources (DC, XML)

At last year's ANZREG conference, we presented a lightning talk outlining the difficulties we had in creating XML normalisation rules for PrimoVE. We would like to present an update on the work that has been undertaken over the last year, including an online Hackathon, and our collaboration with the ELUNA Primo Working Group Norm Rules subgroup. The collaboration with ELUNA working subgroup has resulted in the creation of a community GITHUB repository that we hope will become the vital missing link for PrimoVE users wanting to create XML based PrimoVE normalisation rules.

Presenter Bio:

Yanan Zhao (she/her) and Craig Murray are both Digital Services Analysts at Lincoln University in New Zealand. Yanan is a highly experienced Librarian who has a passion for the integration of library systems. Craig has an extensive background in library reference and customer service. Both are relatively new to PrimoVE and are keen to share their PrimoVE implementation journey with the ANZREG community.

Kirrarne Ianson & Roshan Thapa, Charles Sturt University

Revolutionising Resource Sharing: The Rapido Effect

In this presentation we will talk about our experience on implementing Rapido at Charles Sturt University. Our main objective of getting Rapido was to make Interlibrary Loans an outstanding experience for students and staff. We have seen a complex and cumbersome process that was mediated by staff turned into a more automated and simplified workflow. We have been stoked with the turnaround times and 24/7 availability of obtaining resources for our users without Library's intervention. We will present some exciting numbers on the change and our user's positive feedback.

Presenter Bios:

Kirrarne and Roshan are integral members of the Charles Sturt University Library team, bringing many years of expertise to their roles. Kirrarne as Collection Services Librarian heads the Resource Sharing team, focusing on interlibrary loans, while Roshan as Discovery Services Coordinator manages library systems and integrations. Together, they've collaborated to enhance resource sharing for Charles Sturt users, recently implementing Rapido to improve the experience further. Today, they'll share insights into Rapido's impact

Peta Hopkins, Bond University & David Coupe, University of Newcastle

Using the Trove API for cultural sensitivity data in Alma and Primo VE

Libraries are not just repositories of resources but also cultural hubs reflecting the diversity of their communities. Trove API data for cultural sensitivity is an opportunity to enrich library catalogue records as part of a commitment to inclusion and respectful spaces for all users.

This presentation will explore the practical application of Trove API data to flag culturally sensitive materials within library catalogues.

The session will cover the approaches from two institutions, the University of Newcastle and Bond University in augmenting Trove's cultural sensitivity data in Alma and surfacing it in Primo VE.

Attendees will gain insights into:

- The role of Trove API in identifying and flagging sensitive content.
- The process of harvesting and integrating Trove data with Alma and Primo VE.
- Challenges and wish lists for working with this data
- Conversational coding with chatGPT

Join us to learn how your institution can leverage Trove API data to make a meaningful impact on

cultural sensitivity in your library catalogue records.

Presenter Bio:

Peta Hopkins (she/her) is the Manager of Digital Library Services at Bond University. She has a special interest in library technology and systems, as well as project management, social media, and digital library services. Peta's contributions span various areas, including user experience, digital libraries, and most recently in a working group for Indigenisation of the Library.

David Coupe has worked in IT for 18 years which included 5 years at the University of Newcastle as an Apple technologies administrator. David moved from the IT department to the Library in September 2020 where he is currently working as the Manager Digital Library Experience. David has a passion for automation, scripting and more recently AI.

Louise Driscoll, Siobhan Sullivan & Sonja Dunning, University of Western Australia
Using Alma & Primo VE configurations to deliver sensitive password information

The University of Western Australia (UWA) Library subscribes to a small number of electronic resources that require institutional logins. UWA users cannot access these resources using our standard authentication methods and instead all UWA users are required to enter the same username and password combination. Previously, institutional login details were provided via standalone webpages which were restricted to users with a UWA affiliation. UWA Library was advised that the server which hosted these standalone webpages would be decommissioned. We therefore needed to develop a new method to display sensitive password information in Primo VE. After a few dead ends, we looked to Alma and Primo VE configurations for a solution. We are now utilising a combination of electronic collection public notes, electronic service rules and display logic rules to provide institutional login details to our authorised users. This solution builds upon the expertise of UWA Library staff and reduces our dependence upon other UWA departments to provide access to the electronic resources we manage.

Presenter Bios:

Louise has been with the University of Western Australia Library since 1997, becoming the Coordinator of the Subscriptions team in 2007. Louise oversees all activities within the Subscriptions portfolio including the procurement of subscribed resources via renewals, new subscriptions and Publish and Read agreements. Louise also supervises invoice payment, licensing, electronic access, cataloguing and metadata, end processing, and the provision of open access resources. She coordinates the Library Service Desk service (CRM), OpenAthens administration, and Alma administration. Additionally, Louise oversees professional development and performance management for her six-member team.

She enjoys embroidery and tending to her beloved indoor plants.

Sonja (she/her) and Siobhan have been at the University of Western Australia Library since 2014 and 2017, respectively, having worked in client support, discovery, document delivery and special collections. They are both currently Subscriptions Librarians and their role involves maintaining online access and electronic holdings for subscribed resources and resolving electronic access issues. They contribute to the maintenance of the OpenAthens authentication system and the systems administration of Alma. On top of all that, they also undertake subscription procurement activities including renewals, licence management and metadata, collection management, and vendor liaison!

Sonja has recently taken up pottery and now has a multitude of wonky bowls and cups. Siobhan enjoys historical fencing, having dabbled in British military sabre, Scottish broadsword, and German longsword over the last few years.

Rita Cao, Swinburne University of Technology
Beyond Counting Clicks: Strategic Resource Management via Automated Usage Data

Academic libraries frequently encounter difficulties in assessing the cost-effectiveness of electronic

resource subscriptions and managing their usage data. This presentation will outline our approach that utilises SUSHI harvesting to automate the collection of COUNTER usage statistics within the ALMA system and how integrating COUNTER data with access metrics has enhanced our ability to review and analyse resource utilisation.

Presenter Bio:

Rita Cao (she/her): I am the Library Resources Analyst at Swinburne University of Technology Library since November 2022. With a decade of experience in academic librarianship and management, I transitioned from a background rich in library collections management and information literacy to spearheading data-driven initiatives in the library sector. I currently direct the Data Skills Development Program, focusing on advancing staff expertise in data literacy and analytics to boost user engagement and operational efficiency. My strategic approach promotes robust data management and informed decision-making within our institution. Committed to leveraging technology, I advocate for improving access and utilisation of information, ensuring our library's central role in the academic community.

Day Two: Tuesday 18th June 2024

Keynote

Hugh Rundle - Manager, Digital Discovery, La Trobe University

Library systems change: thinking with six books

The systems we use for managing our collections and our work in libraries are constantly in a state of change. In recent decades technological change has opened up exciting new possibilities whilst simultaneously creating opportunities for others to contest the spaces librarians have traditionally held. In this talk we will think along with six books to explore what we need to change now to embed the library profession's values into the tools we use and the experiences we provide.

Presenter Bio:

Hugh Rundle (he/him) works at La Trobe University as Manager Digital Discovery. He has previously worked for CAVAL and in the public library sector. Hugh served on the VALA committee for eight years, as an editorial board member with *In the library with the lead pipe*, and is a founding member of newCardigan. Hugh participated in the inaugural International Network of Library Innovators (INeLI) – Oceania cohort in 2014 and has worked in libraries for over two decades.

Stacey van Groll, University of Queensland/IGeLU Primo Working Group Coordinator

Primo Update - Primo BO to VE Feature Alignment Project

The IGeLU and ELUNA Primo Working Groups jointly initiated the Primo BO to VE Feature Alignment Project in 2023. The key objectives of the project were to identify primary obstacles hindering Primo Back Office sites from transitioning to Primo VE, identify primary challenges encountered by sites already using Primo VE, and develop a prioritised list of development recommendations for Ex Libris Primo Product Management. The project kicked off in June 2023, included a Primo user community contribution period via a survey in February and March 2024, and a final report was submitted at the end of April 2024. This presentation will share details of the project work, survey results, recommendations, next steps, and outcomes thus far.

Presenter Bio:

Stacey van Groll is Manager, Discovery and Access at the University of Queensland, with primary responsibility for the Library Services Platform and Ex Libris products. Stacey's contributions to the Ex Libris user community include 5 years prior service on the ANZREG Committee and current IGeLU Primo Working Group Coordinator.

Margie Pembroke & Maureen Bezanson, Southern Cross University

Seasoning Exploro to our taste: Capturing Scholarship of Learning and Teaching (SoLT)

As part of regulatory compliance and registration requirements, in June 2023, Southern Cross University leadership identified the need for a tool to collate, store and report on Scholarship of Learning and Teaching (SoLT) publications and activities. As Esploro was well-established as SCU's institutional repository platform for collecting and facilitating access to the university's research outputs, Library staff proposed Esploro as the solution to the challenge. Library staff partnered with colleagues in the Centre for Teaching and Learning and the Academic Portfolio Office to identify the business requirements and modify Esploro's configuration, reports and public interface.

We have also extended the institutional engagement with Esploro from a research-specific platform to one that allows teaching academics to showcase their scholarly engagement and contribution to the institution and higher education sector.

Presenter Bio:

Margie Pembroke (BALib&InfSci CSU), AALIA is the Team Leader, Library Systems and Copyright Officer at Southern Cross University. She was the project leader for Southern Cross University's Alma implementation in 2017 and the Esploro implementation in 2020. Southern Cross University participated in the Esploro Early Adopter program. Prior to moving to the systems role, Margie was responsible for copyright and scholarly publications. With over 30 years of experience in libraries, Margie holds a Bachelor of Information Science majoring in IT from Charles Sturt University.

Maureen Bezanson (BSc, MLIS, UBC) is a Librarian with Southern Cross University Library's Systems team. She was integral to the Esploro Institutional Repository rollout at Southern Cross University in 2019 and prides herself on having just enough technological knowledge to break things. Maureen has worked as a liaison librarian, dabbled in children's librarianship, worked in software support and project management.

Zvi Vogel, Luda Soffer and Yariv Kursh, Ex Libris, part of Clarivate
Ex Libris Support Update

Join Yariv, Zvi and Luda as they present some of the latest changes for Ex Libris Support and how these will enable more focused attention on the library software sector. Questions from the community have been sought in advance of this session.

Developers Day/Best Practice Day: Wednesday 19th June 2024

Keynote

Chris Stuart-Andrews, Kate Allen & Mandy Swingle, Monash University
Alma Renewal Project - Journey of Reimplementation

In 2021, Monash University Library began planning a reimplementation project for their Alma instance, which they originally migrated to in 2013. This presentation will guide you through the planning process undertaken to develop this project. It will cover the analysis and development of the program designed to determine the desired outcomes. You will learn about Monash's experiences in building, testing, and transitioning to their new Alma platform. The presentation will conclude with an overview of the governance process introduced post-reimplementation to ensure the continued effective management of Alma for the library.

Presenter Bios:

Dr Chris Stuart-Andrews - Alma Renewal Manager

Dr. Chris Stuart Andrews is the Alma Renewal Program Manager at Monash University Library, leading a team responsible for running library systems including Alma, Primo VE, and various platforms and repositories. With a diverse background in library technologies, from technical engineering to Head of Operations, APAC at Bibliotheca, Chris played a key role in re-implementing Alma at Monash, managing a project that addressed 99 issues

identified by library staff. He is currently focused on optimising Alma to enhance its utilisation by the library.

Kate Allen - Alma Library Platforms Coordinator

Kate Allen is the Alma Library Platforms Coordinator at Monash University Library. For the last 10 years Kate has specialised mostly in the supervision of collection teams and as a subscription librarian at both Monash and La Trobe Universities. 2 years ago she took a side step to become the ongoing main Alma administrator for Monash University Library and played a key position in the development and roll out of the new Alma instance.

Mandy Swingle - Library Technologies, Discovery and Access Manager

Mandy Swingle is the Library Technologies, Discovery, and Access Manager at Monash University Library, where she leads a dynamic team responsible for providing access to the library's collections through Authentication, Readings, and Resource Sharing services. Before joining Monash, Mandy held various positions at the University of Queensland, including Digital Curator and leader of Digitisation Teams, Student IT Support, Technology Trainers, and Exam Support. She has a keen interest in archives and special collections and is currently working on several initiatives related to Indigenous collections at Monash University Library.

Bree Cavanagh & Julia Chen (UNSW Australia)

Serial management: KBART Autoholdings or manual loads

As Ex Libris makes Autoholdings updates available from more vendors and improves the KBART manual loads process, UNSW Library has been investigating using them to manage our serial collections. We have compared the performance, accuracy, and efficiency of using Autoholdings versus manual loading of KBARTs. Our findings will be presented.

Presenter Bio:

Julia Chen:

Julia Chen is a Senior Team Member of the Electronic Resources Unit at University of New South Wales Library. Julia has many years of experience in the area of digital, electronic resource areas, using the Exlibris suite of products. Most recently she has been investigating the autoholding method to streamline the management and updating of electronic holdings in contrast to the previous manual processes.

Bree Cavanagh:

Bree is a Senior Team Member with the Electronic Resources Unit at the University of New South Wales Library. A self-proclaimed data nerd, she has championed the KBART loading process since the Library implemented it in 2021. She is passionate about working with and creating the highest quality data and has enjoyed seeing how far KBART has come in the last few years.

Ella Rohde-Condon, La Trobe University

Alma Show and Tell - Creating a local Community of Practice to navigate change

In January 2023, RMIT University reached out to contacts at La Trobe University, State Library of Victoria and Monash University to propose a series of "show and tell" sessions focused around specific areas of Alma. The idea was for each institution to present their workflows and have discussions on how improvements can be made. Over the next 18 months, 4 sessions were held with attendees from all four institutions. This presentation will cover how these were organised, topics covered and the benefits of initiating local CoPs in a changing world.

Presenter Bio:

Ella (she/her) has worked in Collections at La Trobe University for the past 9 years, and is now the Collections Specialist where she is responsible for many parts of Alma from acquisitions to invoicing, and everything in between, as well as being the authority on analytics, licences and usage data. She

has also been on the ANZREG Committee for 3 years, and is the current Chair.

Bill Constantine & Karl Lehtonen (University of New South Wales)

Using MARCEdit as an alternative to Normalisation Rules

Although Alma Normalisation Rules are efficient in many cases, University of New South Wales (UNSW) Library has changed to using MARCEdit for editing bibliographic records in certain circumstances.

In many instances we have found MARCEdit much simpler and flexible to use. This has proved especially the case when working with the extreme variety of MARC records from different vendors. Various scenarios where UNSW MARCEdit is used instead on Normalisation Rules will be demonstrated

Presenter Bio:

Bill Constantine

Bill has been a MARC data wrangler since 1995. He was a cataloguer at James Cook Library using Dynix for 7 years and then Northern Territory Library using Virtua for 4 years. Since 2005 he has been at University of New South Wales Library where he is now Manager - Electronic Resources and Data Quality where he leads a team importing and cleaning up the metadata into Alma. He was the metadata lead in the concurrent migration and merging of the Sydney Campus Aleph and the Canberra Campus Voyager catalogue into the current Alma in 2013.

Karl Lehtonen

Karl is a Senior Team Member within the Electronic Resources Unit at University of New South Wales Library. For nearly 20 years Karl has worked in several libraries, largely in Document Delivery, Serials and currently in a data management/quality capacity in Electronic Resources. He is particularly interested in streamlining management of problematic electronic collections.

Shannon Hastwell (La Trobe University)

Guided Tours in Primo

In this presentation, we will have a look at integrating guided tours within Primo.

Guided tours are interactive walk-throughs that introduce users to key features and provide context-specific information for elements within the user interface.

The benefits of this integration include:

- Easing onboarding, where new users can be introduced to essential components step by step
- Highlighting features, helping users discover the available functionality and providing guidance on they are used
- Reducing the need for user support, as users can independently explore Primo's features, and you can pre-emptively address common queries within the tour
- Providing relevant guidance, where the content of the tour can be tailored to suit the action that the user is currently performing.

There are some factors that need to be considered when implementing guided tours within Primo, which will also be discussed in the presentation.

Presenter Bio:

Shannon Hastwell (he/him) is a front-end developer working at La Trobe University in the position of Coordinator, Website and Applications within the library's Digital Discovery team. He has been in this position since the beginning of this year having previously specialised in online learning (Learning Management Systems and courseware). He is currently applying his expertise in UI and UX design to update some of the library's online offerings (including Primo) with the aim of improving how users interact with them.

Nicola Carson (Curtin University)

Lost in the Stacks: Navigating the Glitchy Road of Patron Record Respect

This presentation highlights the personal impact when Alma system processes fail, particularly in respect of ceasing students with books on loan. So, what happened? The ceasing student routine in our patron loader routine glitched when an API call for loan details failed. They had their expiry and purge dates updated, but their loans weren't updated, and students were allowed to graduate and disappear with our books! Despite the seemingly flippant nature of the issue, the work involved to rectify the situation is involved and ongoing. Join the presentation to hear how we managed and if we've finished the cleanup work...

Presenter Bio:

Nicola Carson is a seasoned professional with a diverse background in military service, information technology, and library sciences. Her career began in 1981 when she joined the Women's Royal Australian Naval Service (WRANS) at the age of 18. Trained as a Radar Plotter, Anti-Submarine Warfare Controller, and Air Intercept Controller in collaboration with the Royal Australian Air Force (RAAF), she dedicated six years to training sailors and officers in their maritime duties. In 1985, following the merger of WRANS with the Royal Australian Navy (RAN), she reengaged with the RAN and was stationed at HMAS Watson, located on Sydney's South Head, where she enjoyed perfect views of the annual Sydney to Hobart Yacht Race.

After her naval service, Nicola moved to England, where she worked for six and a half years. Initially employed by a computer firm, she soon transitioned to an international aeronautical telecommunications company as a technical librarian. There, she meticulously updated ten years of IT documentation and later trained as a BAL Programmer, contributing to the Cargo department by coding and implementing applications that facilitated global cargo movement and payment.

In 1994, Nicola returned to Australia and joined Ansett Australia in Melbourne. As part of the Coverage department, she ensured the 24x7 operation of the Reservation and Departure Control system, a role she found both challenging and rewarding. After Ansett's operations ceased, she continued to support the airline's clients during their transition to a new host until 2002.

Nicola moved back to Perth contemplated her next career, pursuing her interest in libraries, she enrolled in the Library Technician course at Central TAFE in 2004, graduating in 2006. She began her library career with the City of Stirling Libraries and in 2008 joined Curtin University as a casual staff member. She soon secured a permanent position as the Student Assistant Supervisor in the Flexible Delivery and Lending Services Team (FDLS). Over the years, she has held various roles at Curtin, including supervising the Document Delivery Team, serving as Projects Officer, being part of the Alma Implementation, heading the Specialised Delivery team, and working as a Senior Library Technician. Currently, she is the Systems and Circulation Technician in the Client Engagement team.

In addition to her professional accomplishments, Nicola holds a Bachelor of Arts in Librarianship and Corporate Information Management, which she completed in 2014. She is an avid reader and enjoys various crafts. Her passion for genealogical research extends beyond her family, as she frequently assists friends with their genealogical pursuits. With a rich blend of experience in military, IT, and library sectors, Nicola brings a unique perspective and a wealth of knowledge to her current role, continuing to contribute significantly to the field of library and information services.

Gold Sponsor

Helen Anderson, Development Manager, Technology from Sage
Lean Library Unlocked at Lancaster University

In this session we see how Lancaster University uses Lean Library to facilitate access to more

obscure and harder to find resources, facilitating equity and inclusion in the research process. We will also discuss the library's role in curating not just collections, but patron's online experience too.

Lancaster University Library is proactive in purchasing new and innovative resources, often before they have widespread awareness. This provides students and researchers at Lancaster with a unique offering and contributes to the university's highly ranked teaching and research. Recent purchases include Overton.io, Policy Commons and EarthBlox and these purchases help the library to support innovations within Decolonising and Citation Justice.

However, it can be difficult to introduce users to these resources when they are content to search only on Google and Wikipedia. Lean Library offers a browser-based solution that surfaces collections to patrons at the point of need, increasing awareness of library-supplied resources through a curated web experience.