



# ANZREG CONFERENCE +

DEVELOPERS' DAY | BEST PRACTICE DAY

## OCTOBER 23-25, 2019

BOND UNIVERSITY, GOLD COAST, QLD



## Program

**Princeton Room, University Centre, Building 6, Level 3**

DAY 1	Wednesday 23 October 2019
8: 30 AM – 9: 15 AM	<b>Registration   Getting to know you   Housekeeping</b>
9: 15 AM – 9: 30 AM	<p style="text-align: center;"><b>Welcome</b></p> <p><i>Cate Bardwell, Chair of ANZREG</i></p> <p><i>Alan Finch, Deputy Vice Chancellor (Students &amp; Support Services), Bond University</i></p>
9: 30 AM – 10: 30 AM	<div style="display: flex; align-items: flex-start;"> <div style="flex: 1;">  </div> <div style="flex: 2;"> <p><i>Jeff Brand, Bond University</i></p> <p>Professor of Communication and Creative Media</p> <p><b>Libraries at the Edge of Reality: A Manifesto for Civilising Digitalisation</b></p> <p>The improbable exterior glass façade that protruded from raw earth extended tens of storeys into the cavern heights, making the library both arresting and breathtaking. It strove to surpass the grand vision of ornate civility found in the State Library of Victoria. Its interior housed endless neat rows of books, hundreds of chests with archived essays, hundreds more chests with all manner of collections, and brutalist tables in wide open spaces; perhaps these were inspired by the spoke-and-wheel series of reading tables under the rotundas of the Old World’s great libraries.</p> <p>This library was the vision of university students who “built” it in the virtual world of Minecraft as part of a class project NOT about libraries and not about architecture. Why did they build a library in the first place and why did they create it on a grand scale?</p> <p>From the Great Library of Alexandria to, librarians, authors, and patrons have entailed literacy and fluency through the dedicated creation, curation, preservation, and provision of human experience. When asked why they built the library, the students responded, “Without a library, we have no civilisation and we are trying to reimagine ours.” It seems</p> </div> </div>

	<p>that in the age of digital virtualisation, we search for, and romanticise, institutions and their locations where we hope to find meaning.</p> <p>In this interactive keynote experience (rather than a mere talk), I want to challenge us to preserve humanity passionately in the proliferating digital experience by agreeing on a set of principles set out in this modest manifesto. The impartiality and diversity of our collective, lived digital experience creates a kind of ephemeris that cannot be wholly preserved. In that context, we must:</p> <ol style="list-style-type: none"> <li>1. Facilitate discovery in the actions of search,</li> <li>2. Champion dynamic and diverse literacies and fluencies,</li> <li>3. Preserve artefacts and civility, and</li> <li>4. Imbue our technologies with human values.</li> </ol> <p>Drawing on studies of digital media and society, we may discover why the New Great Library of the Real-World and the Great Virtual Library of Minecraft are important and more particularly, why librarians are ever more essential for humanising our digital experience.</p>
<p>10:30 AM – 11:00 AM</p>	<p style="text-align: center;"><i>Research Professional Morning Tea</i></p>
<p>11:00 AM – 11:30 AM</p>	<p><i>Linda Sheedy, Curtin University</i></p> <p><b>Predicting Student Success with Leganto: a “Proof of Concept” machine learning project</b></p> <p>In 2017, Ex Libris and Curtin University embarked on an innovative “proof of concept” project to investigate the correlation between students’ success and their Leganto activities. This learning analytics project, using data mining and machine learning algorithms, is a digitally transformative investigation into whether a predictive model can be built that could play an important role in student retention efforts. I propose to give a presentation on the methodologies and findings of the “Predicting Student Success with Leganto” project conducted between Ex Libris and Curtin University.</p> <div style="text-align: right;">  </div>
<p>11:30 AM – 12:00 Noon</p>	<div style="display: flex; align-items: flex-start;"> <div style="flex: 1;">  </div> <div style="flex: 2;"> <p><i>Jessie Donaghey, Bond University</i></p> <p><b>Understanding user behaviour and motivations when searching and requesting resources.</b></p> <p>The 2019-2021 Bond University Library Services plan included an initiative to “Simplify and promote mechanisms for staff and students to request resources that they cannot find in Library Search.”</p> <p>Resource Sharing (RS) services (Document Delivery, ILL, etc.) are becoming more intuitive and responsive to user needs, however, users either accidentally stumble upon or must be recommended the service in order to know it exists. Determined users will seek out and use RS services to obtain resources. Whereas the mainstream user is often satisfied with what can be accessed instantly even if more suitable content could be acquired through RS.</p> <p>Much research has been conducted on user experience of discovery services particularly involving known items or for exploratory searches. But a lesser investigated aspect is on understanding user preferences and motivations for the uptake of RS services. Better understanding will result in opportunities to provide a more seamless RS service for a mainstream audience which will in-turn improve the experience for the determined user.</p> </div> <div style="flex: 1; text-align: right;">  </div> </div>

	<p>The presentation will explore simple methods for using Alma, Primo and Google Analytics to gather evidence and a survey to deepen knowledge about user behaviour and motivations when searching and requesting resources. The methods explored can be adopted and adapted by other institutions in order to gain insight into their unique user population and promoting their RS service</p>
<p>12:00 Noon – 12:30 PM</p>	<p><i>Kendall Kousek, Macquarie University</i></p>  <p><b>Moving the goal posts: aligning project milestones to development schedules</b></p> <p>The implementation of a young system can be a double-edged sword. It provides the opportunity to influence the development of the product, but at the same time requires patience while the new functionality is developed. This new functionality provides opportunities for moving to the next stage of the implementation process, but when an enhancement is not fully functional upon release it can cause a roadblock in streamlining workflows and meeting the project milestones.</p> <p>When piloting, then implementing Leganto at Macquarie University we quickly learnt the evolving nature of this young system required adjustments to our plans and initial milestones. This presentation will discuss the agile and fluid nature of the Leganto implementation process and celebrate the milestones achieved and those yet to come.</p> <p style="text-align: right;"><b>Leganto</b></p>
<p>12:30 PM – 1:30 PM</p>	<p style="text-align: center;"><i>Lunch</i></p>
<p>1:30 PM – 2:00 PM</p>	<p><i>Margie Pembroke, Southern Cross University</i></p>  <p><b>Exploring Esploro: migration and implementation of Esploro at Southern Cross University</b></p> <p>This presentation will examine our experience of implementing the Esploro Research Services Platform as an early adopter. I will discuss the reasons we chose to move to Esploro, the expected benefits, the additional functionality and integrations with external services, some of which are touched on below.</p> <p>Esploro offers automatic capture of research assets via external web services, integration with funder sources and platforms such as Sherpa/Romeo and ORCID. Bringing the research services platform into the Library management systems provides more efficient workflows through automated triggering of Alma workflows, such as inventory checking and ordering. Esploro will integrate with our CRIS via open APIs providing enriched metadata and reducing manual handling between the Office of Research and the Library. I will discuss the challenges of migrating from a siloed system with no integrations with University systems to Esploro. I will look at the solutions we chose as a small institution, the integration points, what has worked and what has not.</p> <p>Esploro is currently in development with new features being added at each monthly release. It promises to be a unique next generation research services platform that automates many processes that we currently undertake manually or not at all due to lack of resources.</p> <p style="text-align: right;"><b>Esploro</b></p>
<p>2:00 PM – 2:30 PM</p>	<p><i>Sandra McKenzie, National Library of New Zealand</i></p>

	<p><b>A national library perspective on Alma</b></p> <p>ExLibris offers “Cloud-based solutions for Higher Education”, but what if your library is not in the business of higher education? How does Alma, with its focus on academic libraries, support the business of a national library? The National Library of New Zealand is charged with collecting and preserving the documentary heritage of New Zealand and making it accessible to current and future generations. Legal deposit legislation, encompassing both physical and digital material, is the main mechanism by which we build our collection; donations and purchases fill the gaps. We are responsible for creating the authoritative record for New Zealand’s national bibliography, and we do a lot of original cataloguing. We face a deluge of digital content, and an avalanche of analogue resources.</p> <p>We went live with Alma and Primo in August 2016 and immediately faced challenges adapting to a product built for academic libraries. Over the past two and a half years we have also found opportunities to be creative in our approach to tackling the deluge and the avalanche by using Alma’s tools to support our business. I will share examples of the challenges and opportunities we have as a national library using Alma in conjunction with Primo and Rosetta.</p>	
<p>2: 30 PM – 2: 50 PM</p>	<p><i>Kendall Bartsch, ThirdIron (Gold Sponsor)</i></p> <p><b>“It should just work”: access to library resources in Discovery layers and Open Web searching</b></p> <p>A student interviewed in the study “Information Behaviors of Doctoral Students: An Exploratory Study”, published in the 2019 issue of Portal: Libraries and and Academy, commented that “library access was too difficult and took too many clicks.” In asked to describe how the library could improve service, the student replied, “Just do what Sci-Hub does.”</p> <p>Today’s researchers have grown to expect that information about what full text is available be obvious and that connect to it easy, whether from starting within the library our out on the open web. This presentation discusses the development of these expectations, how the current landscape of access challenges them, how and new technologies will help libraries better meet them. The presentation concludes that these advances will benefit researcher, publishers and libraries.</p>	
<p>2: 50 PM – 3: 20 PM</p>	<p><i>Afternoon Tea</i></p>	
<p>3: 20 PM – 3: 50 PM</p>	<p>Melanie Fitter, Professional Services Director APAC region, Ex Libris</p> <div style="display: flex; align-items: center;">  <div> <p><b>A briefing from Ex Libris on new initiatives and topics including:</b></p> <ul style="list-style-type: none"> <li>• Alma UI next phase</li> <li>• Known Issues operator role</li> <li>• Central Discovery Index</li> <li>• COUNTER 5</li> <li>• Next-generation standalone resource sharing system</li> <li>• Timelines of Content Loading by Provider Zone</li> </ul> </div> </div>	
<p>3: 50 PM – 4: 20 PM</p>	<p><i>Cate Bardwell, Otago University &amp; Chair of ANZREG</i></p> <p><b>ANZREG Business</b></p>	
<p>4: 20 PM</p>	<p><b>Close Day 1</b></p>	

4:30 PM –  
5:30 PM



### Corrigan Walk Art Tour

“Bond University is home to Australia's largest private collection of Indigenous art on public display... The Corrigan Walk Art Tour provides a fascinating insight into these works, highlighting the artists, the dreamtime stories woven into each piece and the

history of Indigenous art.” – Bond University website.

<https://bond.edu.au/alumni-partners/community/indigenous-initiatives/corrigan-walk-art-tour>

6:00 PM

### Conference Dinner



Cecil and Ida Green Room - University Club, Bond University

Join the Conversation



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DAY 2	Thursday 24 October 2019
6:45 AM – 7:45 AM	 <p><b>Bond Heritage Trail - Walk and Talk</b> A leisurely stroll along the Bond Heritage Trail. Breakfast available for purchase at Lakeside after. <a href="https://bond.edu.au/about-bond/university/bond-heritage-trail">https://bond.edu.au/about-bond/university/bond-heritage-trail</a></p> <p>Wear comfortable shoes for walking. Entire trail is 2.75km. Allow up to one hour for the full trail, or optionally complete a portion.</p>
9:15 AM – 9:30 AM	<b>Day 2 Opening, Housekeeping</b>
9:30 AM – 10:00 AM	<p><i>Petrina Collingwood, Central Queensland University</i></p> <p><b>"Primo is broken, can you fix it?": Tackling anecdotal evidence of problems with electronic resource access in Alma and Primo</b></p> <p>Central Queensland University went live with Alma and Primo in late 2016. Over the next year, Library staff received many anecdotal reports of electronic resource access problems, particularly for off-campus users, but due to limited staff experience with Alma/Primo and time, the cause of these problems was not identified. A new staff position, Digital Access Specialist, was created in early 2018 primarily to investigate and fix electronic resource access problems. This presentation looks at the approach and methods used to identify linking issues and the strategies used to fix these problems. Issues identified include incorrect electronic service configuration (parsers, static URLs and proxy), problematic Primo behaviour, EBSCO authentication configuration, a faulty link resolver plugin and EZproxy configuration issues. Resolving the issues involved making internal system configuration changes as well as working with vendors, particularly Ex Libris and EBSCO, which is ongoing due to the complexity and scale of the problems.</p> <p style="text-align: right;"><b>Primo</b></p>
10:00 AM – 10:30 AM	<p><i>Rachelle Orodio &amp; Megan Lee, Monash University</i></p> <p><b>What do users want from Primo? Or how to get the evidence you need to understand user behaviour in Primo.</b></p> <p>At Monash University, we've been using Primo our primary discovery application since 2011. Over time, we've collected user feedback from multiple sources including; user surveys, Research &amp; Learning interviews, user education sessions and through unsolicited feedback.</p> <p>The message we've received is that:</p> <ol style="list-style-type: none"> <li>1. Users often have difficulties finding the resources they want in Primo</li> <li>2. Primo is not our user's first choice for library resource discovery; they are far more likely to use discipline specific databases, Google Scholar, Google, or Wikipedia</li> </ol> <p>In 2017 we started a project to understand how we can redevelop Primo to make it a more successful discovery tool.</p> <p>We developed a beta test environment, and configured it based on the user behaviours demonstrated in Primo user logs, and Google, Primo and Alma analytics data.</p> <p>We ran usability testing to get user feedback on this customised Primo front end, and then worked with Subject Librarians and Technical services staff to analyse all the data and finalise the redesign of our Primo front end.</p> <p style="text-align: right;"><b>Primo</b></p>

	<p>In this presentation we'll describe our findings on user search behaviours, how this influenced the development of our new Primo front end and the work we're doing post release, to further refine and improve our user's experience when searching in Primo</p>
<p>10:30 AM – 11:00 AM</p>	<p style="text-align: center;"><i>LibraryH3lp Morning Tea</i></p>
<p>11:00 AM – 11:30 AM</p>	<p><i>Kirstie Nicholson, University of Western Australia</i></p> <p><b>DIY for academics: a 'how to' guide for achieving self-management using Leganto</b></p> <p>In 2018 the University of Western Australia (UWA) implemented Leganto, transitioning from a reading list system that was completely library-managed to one which enabled academics to self-manage their lists. At the end of our first semester with Leganto, 97% of reading lists were self-managed by unit coordinators. This significant take-up of self-management has provided unit coordinators with the flexibility to create lists in ways that suit them, as well as enabling library staff to increase list processing efficiencies. However, we were initially doubtful whether self-management would be embraced by unit coordinators, believing that time-poor academics would be reluctant to take on this task. In order to encourage and support our academics, we developed a programme of training and promotion for the implementation of Leganto that resulted in high levels of engagement that far exceeded our expectations. We realised our hesitancy to expect self-management of lists by academics was unfounded. This presentation will share how UWA achieved a high rate of self-management, why we were successful in gaining unit coordinator engagement with Leganto, and our lessons learnt. It will detail the feedback we received from academics and our plans for utilising self-management functionality in Leganto. It will also provide insight into how Australian libraries are utilising Leganto and their successes and challenges. Audience members will learn ways to encourage self-management of reading lists and how to achieve high levels of engagement with academics when implementing Leganto, as well as knowledge of self-management functionality in Leganto.</p> <p>However, we were initially doubtful whether self-management would be embraced by unit coordinators, believing that time-poor academics would be reluctant to take on this task. In order to encourage and support our academics, we developed a programme of training and promotion for the implementation of Leganto that resulted in high levels of engagement that far exceeded our expectations. We realised our hesitancy to expect self-management of lists by academics was unfounded.</p>
<p>11:30 AM – 12:00 Noon</p>	<p><i>Aleksandra Petrovic, University of Auckland</i></p> <p><b>Beyond the numbers: creating actionable data using Alma Analytics dashboard.</b></p> <p>The role of library print collections keeps changing and requires that we use data to improve and simplify weeding, relocating and withdrawing, and to allow collection managers to interact better with their collections. This presentation will show how the University of Auckland Libraries and Learning Services has used the Alma Analytics dashboard as a visualisation tool which enables collection managers to make data-driven decisions.</p> <p>Following the implementation of the new Service Delivery Model, library processes and spaces required reshaping, and a huge amount of print material needed to be withdrawn or relocated in a short period of time. Quick answers had to be found to several questions,</p>

	<p>including: which titles support current teaching and learning activities; which titles were used in the past but are no longer relevant; how many titles are duplicated in different locations, and how many are really needed? It was necessary to enable non-Alma Analytics experts to better understand reports and to explore various scenarios before making final decisions.</p> <p>The presentation will show the dashboard overview which has been created to help our collection team to analyse data, quickly model different scenarios, and make presentations to stakeholders. It will also look at Alma report restrictions we need to overcome to create optimised actionable lists.</p> <p>The presentation will conclude with an overview of lessons learned and directions for future investigations.</p>
<p>12:00 Noon – 12:30 PM</p>	<p><i>Erin Montagu on behalf of Sonja Dunning, University of Western Australia</i></p> <p><b>Central Discovery Index</b></p> <p>The University of Western Australia is part of the working group for Central Discovery Index. There are only 5 libraries in the working group, and UWA is the only one from Australia. The presentation will be an update on progress in advance of the launch in 2020.</p> <p style="text-align: right;"><b>Cross-Product</b></p>
<p>12:30 PM – 1:30 PM</p>	<p style="text-align: center;"><i>Syndetics Unbound Lunch</i> <i>Gary Pengelly</i></p>
<p>1:30 PM – 2:30 PM</p>	<div style="display: flex; align-items: flex-start;"> <div style="flex: 1;">  </div> <div style="flex: 2;"> <p><i>Library Academic Services, Bond University</i></p> <p><b>I’m a Librarian, Get Me Out of Here!</b></p> <p>Bond University Library presents a fun and engaging interactive workshop inspired by the reality TV program I’m a Celebrity, Get Me Out of Here! ANZREG participants will undertake a number of games and trials, each highlighting real life challenges with a range of stakeholders in a not so real-world way. Through this workshop, the Bond librarians will showcase:</p> <ul style="list-style-type: none"> <li>• Successes and challenges of Bond University’s implementation and use of Ex Libris products</li> <li>• The important role of support staff and teamwork collaboration</li> <li>• Helpful resources for teaching staff and students</li> <li>• Ideas and suggestions from Bond’s experiences</li> </ul> <p>Collaboration from ANZREG delegates who attend the workshop will be welcomed, in order to share lessons from different perspectives and experiences.</p> </div> <div style="flex: 0.5; text-align: right; font-weight: bold; font-size: 1.2em;"> <p>Cross-Product</p> </div> </div>
<p>2:30 PM – 2:45 PM</p>	<p><i>Tony Chan, Ex Libris</i></p> <p><b>Extending Library Service through Mobility</b></p> <p>Over the past years many libraries have changed their engagement with students and services from being useful repositories of books to active community centres providing both physical and digital resources and services. Today, libraries are exploring how to further expand their engagement with stakeholders on campus, as well as how to deliver their refreshed set of services and offerings to students at their devices, wherever they are and at any time.</p> <p style="text-align: right;"><b>campusM</b></p>

2: 45 PM – 3: 15 PM	<i>Lapsafe Afternoon Tea</i>
3: 15 PM – 4: 15 PM	<p><i>ANZREG Committee</i></p> <p><b>Product Advocacy &amp; Strategic NERS</b></p> <p>The comment is often made that our votes don't carry any weight or that we'd like to vote strategically as a region for NERS. This session is a chance for the ANZREG community to discuss when and how we'd like to have more impact on NERS voting into the future. Come with your thinking hats on and any ideas if you have them.</p>
4: 15 PM	<b>Day 2 Close</b>

### Gold Sponsor

Third Iron is a library technology company whose services simplify workflow, accelerate discovery, and better connect users with content. BrowZine drives journal engagement by promoting better browsing and reading. The LibKey enriches discovery services, leading database like PubMed, and open web searches with one-click access to PDF, journal cover art and direct links from article records to full journal issues.



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### ANZREG Committee

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 Stacey Van Groll - Co-Deputy Chair / Co-Chair Elect (2019-2020)  
 Sue Harmer – Programme coordinator  
 Annette Schryver - Financial officer  
 Peta Hopkins – Conference organiser (2018-2019)  
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