

Adding Value for Faculty and Students

Carmel O'Sullivan @C_OSulliv
Director, Library Services
University of Southern Queensland

1. Our project
2. Radical improvements to the student experience
3. Making life easier for academic staff

USQ - 3 campuses

Toowoomba – 90 minutes from Brisbane, 2 hours from Gold Coast

Springfield – 30 minutes from Brisbane CBD

Ipswich – 50 minutes from Brisbane CBD

50

years of
teaching

25

years as a
University

27, 563 students

14, 016 full time equivalent

66% studying online

28% low SES

Median age = 29 years



Toowoomba Campus

Alma + Primo at USQ

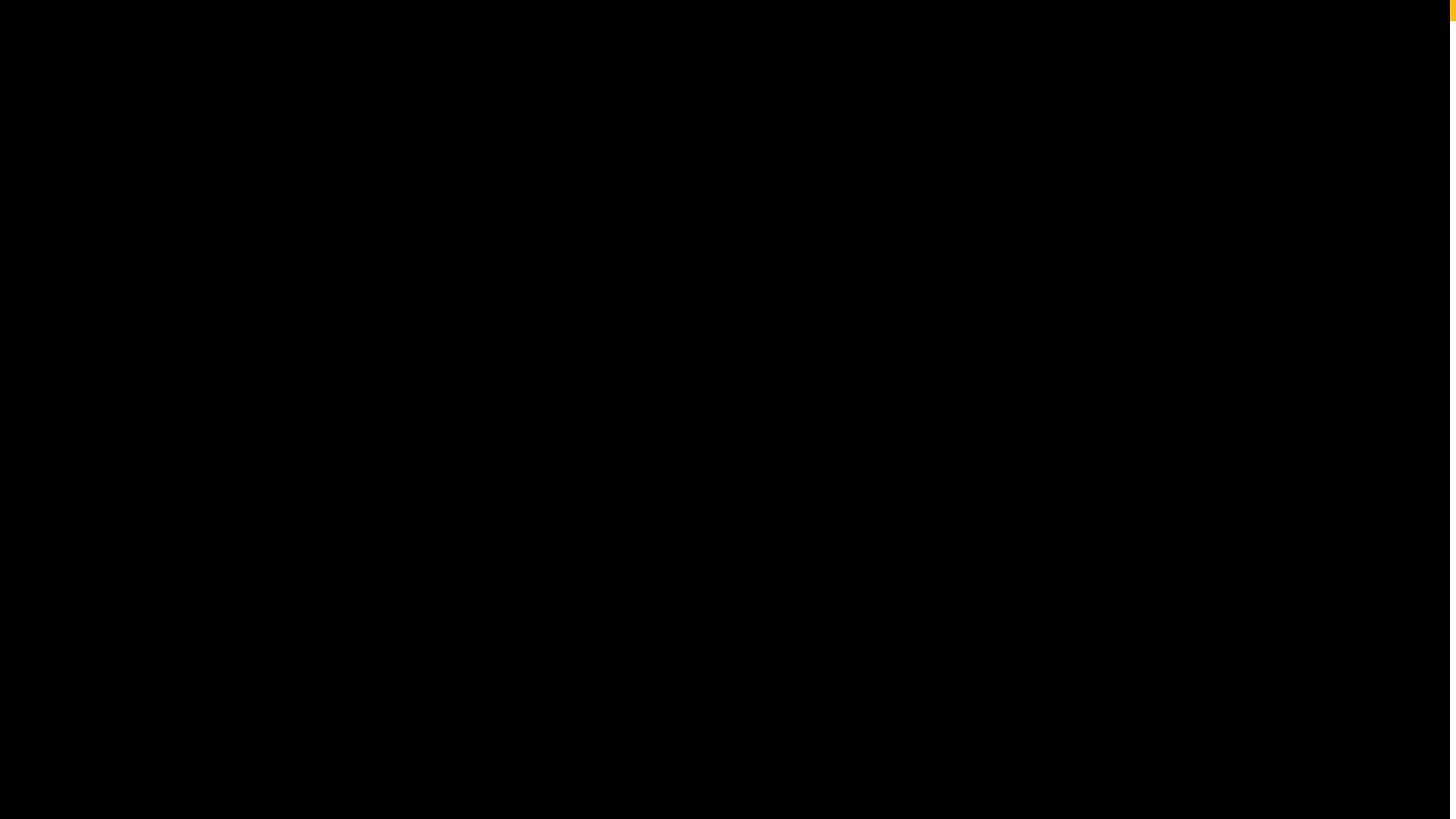
Project approach

Project team at USQ

8

- Project manager (not a librarian)
- Developer on secondment from ICT
- Technical lead
- Project Officer and Trainer
- **PALS** – library staff allocated time on project
- Relationship building and collaboration with PeopleSoft, CRM, Ed Designers, ICT...

Focus on great communication



A wide-angle photograph of the Springfield Library interior. The space is bright and modern, featuring a high ceiling with a grid of wooden slats and large, conical pendant lights with green interiors. Several long, light-colored wooden tables are arranged in the room, with people sitting at them, some working on laptops. The floor is covered with a green carpet. Large windows in the background provide a view of the outside world. The text "Springfield Library" is overlaid in a large, yellow, sans-serif font at the bottom of the image.

Springfield Library

Improving the student experience

Alma Primo approach at USQ

#EndLibraryFines

Students don't like library fines...

... but they DO want a fair system

Approach to lending

1. Reduce complexity
2. Use processes to help students rather than punish them
3. Address the actual loss and real motivations

Results

1. Positive interactions with students rather than negative
2. 41% reduction in enquiries regarding lending
3. 88% reduction in items being subject of fines and fees
4. Saved students \$28,900 in fines and fees



Ipswich Library

Reducing the burden on faculty

Leganto approach at USQ

Course Readings

18

- Educational Designers on board early
- Pilot in all disciplines – 42 courses
- Reading list automatically populated with mandatory texts and recommended readings from Course Specifications
- Rolled out simultaneously with consistency project for Moodle
- Reading list automatically rolled over when Moodle course rolls over (to same semester)

Figure out the “why” of your system change.

Align the outcomes with your values.

Try new things.

Carmel O'Sullivan, USQ - @C_OSulliv