Adding Value for Faculty and Students

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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
Relevant pictures can help set the mood

Toowoomba Campus
Alma + Primo at USQ

Project approach
Project team at USQ

- 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*
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
Reducing the burden on faculty

Leganto approach at USQ
Course Readings

- 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.

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