All for One
Harnessing Library Teamwork for Leganto Success

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Artist: Dr Richard Barry Walley OAM

Acknowledgement of Country

Wandjoo wandjoo, kaya. Welcome and hello.

I acknowledge that I am on Wadjuk Noongar people's country, and that Noongar people remain the spiritual and cultural custodians of Noongar Boodja.

I'm proud to be this on country and I acknowledge the Ancestors and Elders past, present and future.

I also pay my respects to any First Nations people attending today.

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Outline

- Context of Leganto at UWA

- Timeline from 2018 to 2023

- Evolution of roles and responsibilities

- Development of service guidelines

- Examples of referral workflows

- Outcomes

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Context at UWA

Leganto is branded as **Unit Readings**

Reading Lists are accessed by students through Blackboard

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Context at UWA

There are currently around 1,100
Reading Lists processed annually

Instructors manage their own
Reading Lists with support from the Library

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5 year plan for 2018-2023

Strategies to support Leganto success:

- Intention for lists to be self-managed

- Vision for Unit Readings to be central to teaching

- Devolved staff structure for support

- Responsibilities shared across teams

- Collaboration across the Library

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2018: Implementation

- Semester 1: pilot with 10 courses

- Instructors provided invaluable feedback

- Semester 2: rollout for 300+ courses

- Instructors from pilot acted as advocates with colleagues

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2018: Support

One major change from the previous service model was for Engagement to take on responsibility for all the support content aimed at Instructors

Having a sense of ownership of the service helped Engagement gain confidence with providing support

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2019-2020: Expansion

2019

Expansion of service with over 800 Reading Lists processed across the year.

2020

Impact of COVID-19: working from home, border closures, online teaching.

Reinforced the essential role of Unit Readings in remote learning.

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2021: Staff restructure

Major review of Library staffing structure:

- New roles created within Engagement and Experience Teams

- Dedicated strategic team formed to oversee Unit Readings

- Opportunity to improve processes

- Focus on flexibility and agility

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2021: Roles after restructure
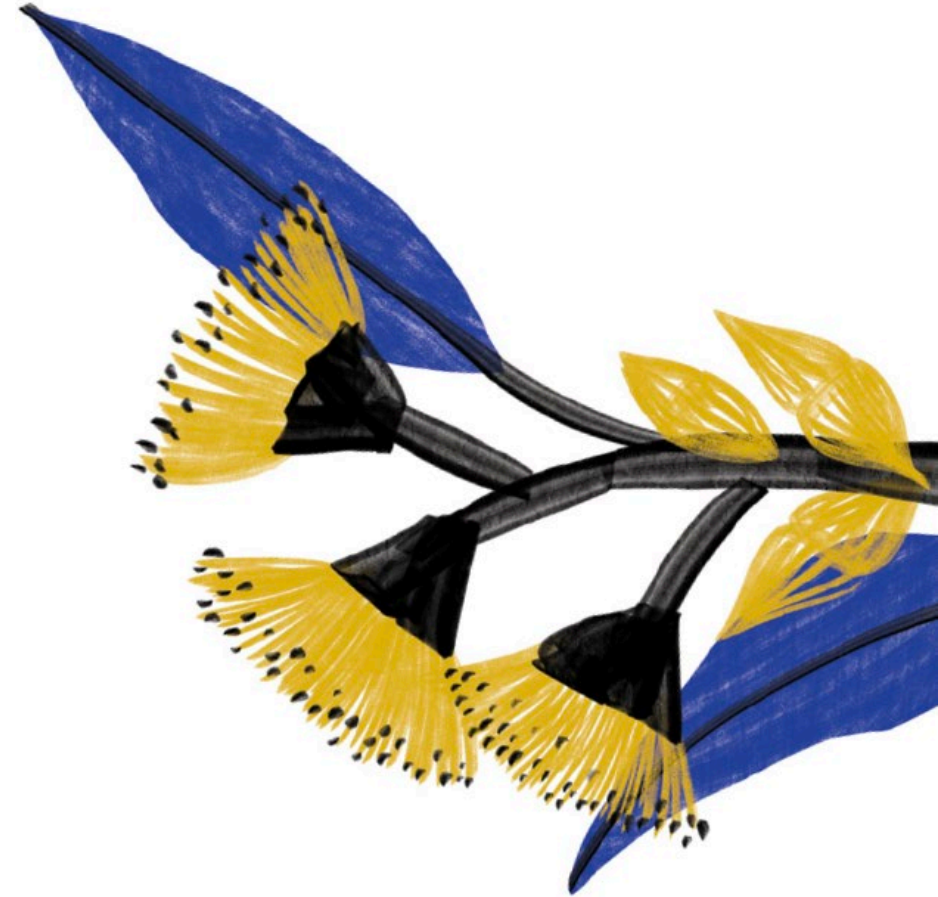
Discovery Team

- Processing lists and technical support

Research and Academic Engagement

- Support for Instructors

Student Experience and Learning

- Support for students and High Demand

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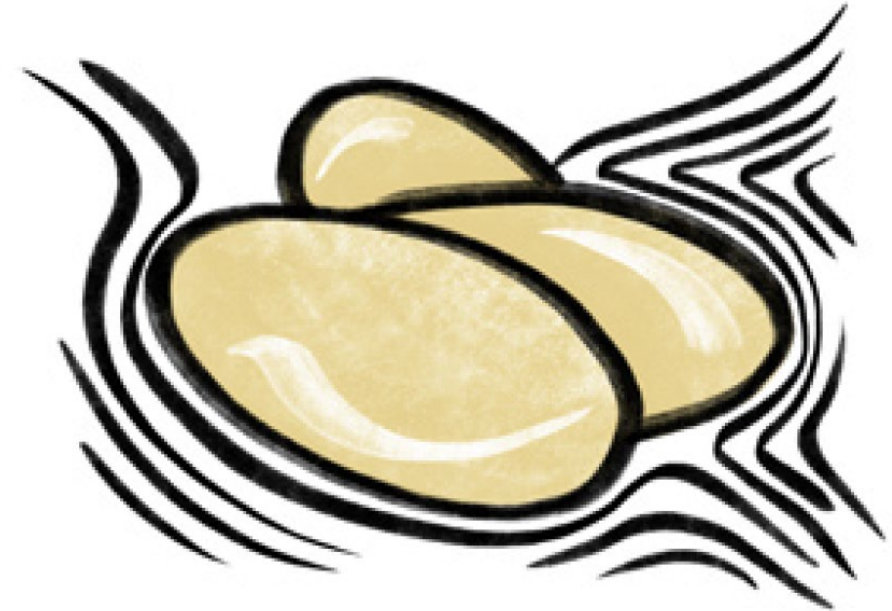
2021: Reviewing processes

How to do more with less:

- Review all communication processes

- Reduce inefficiency with support queries

- Create a tiered triage referral system

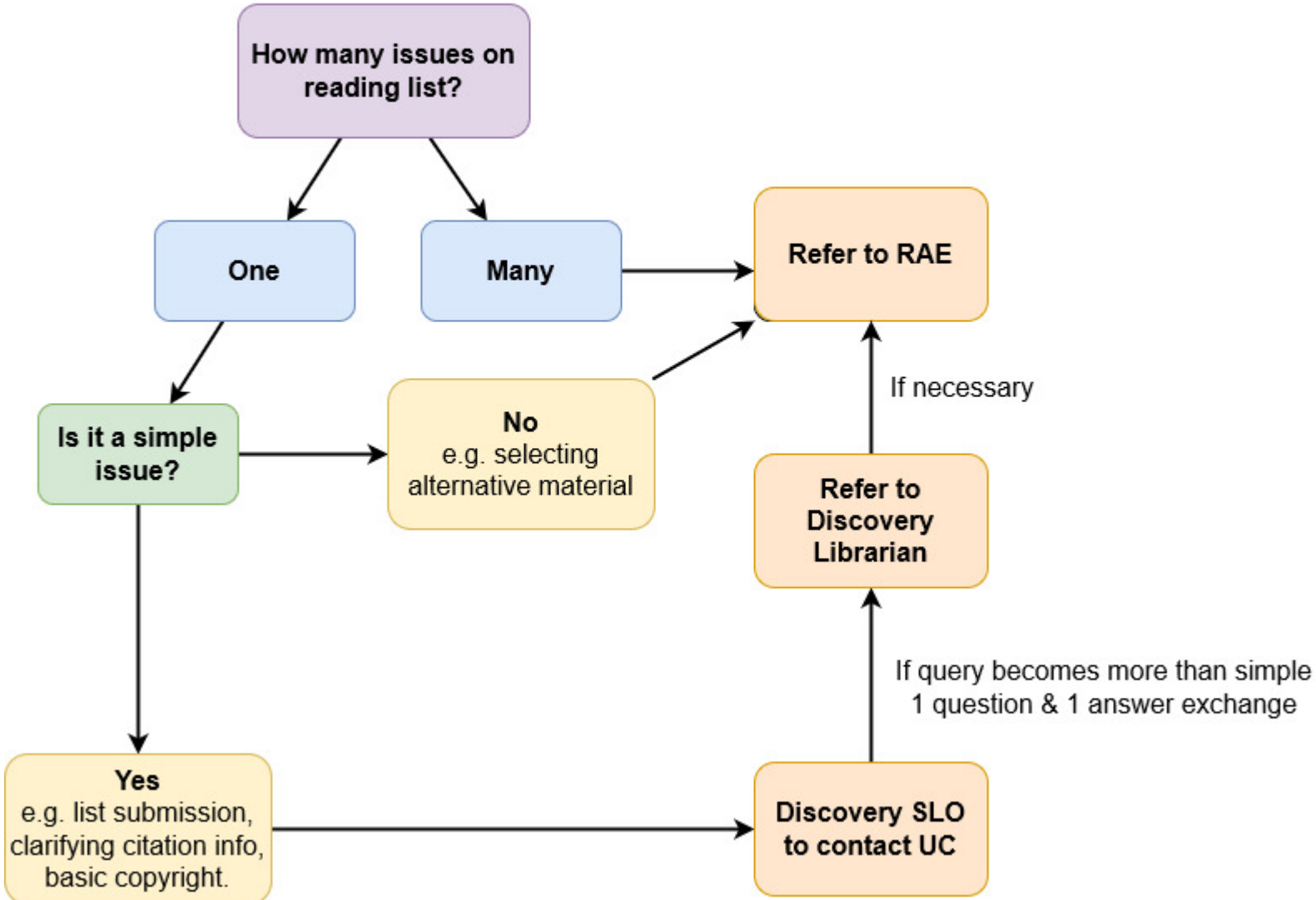- Consider moving from email to Leganto Discussion for all list queries

2022: New Service Guidelines

- Stayed with email as best option

- More autonomy for Discovery Team

- Less email management for Engagement

- Shared understanding of responsibilities

- Clear workflows and procedures

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Discovery Initiated Queries
(while processing a reading list)

How many issues on reading list?

One → **Is it a simple issue?**

Many → **Refer to RAE**

Is it a simple issue?
- → **No** e.g. selecting alternative material → **Refer to RAE**
- ↓ **Yes** e.g. list submission, clarifying citation info, basic copyright.

Yes e.g. list submission, clarifying citation info, basic copyright. → **Discovery SLO to contact UC**

Discovery SLO to contact UC → If query becomes more than simple 1 question & 1 answer exchange → **Refer to Discovery Librarian**

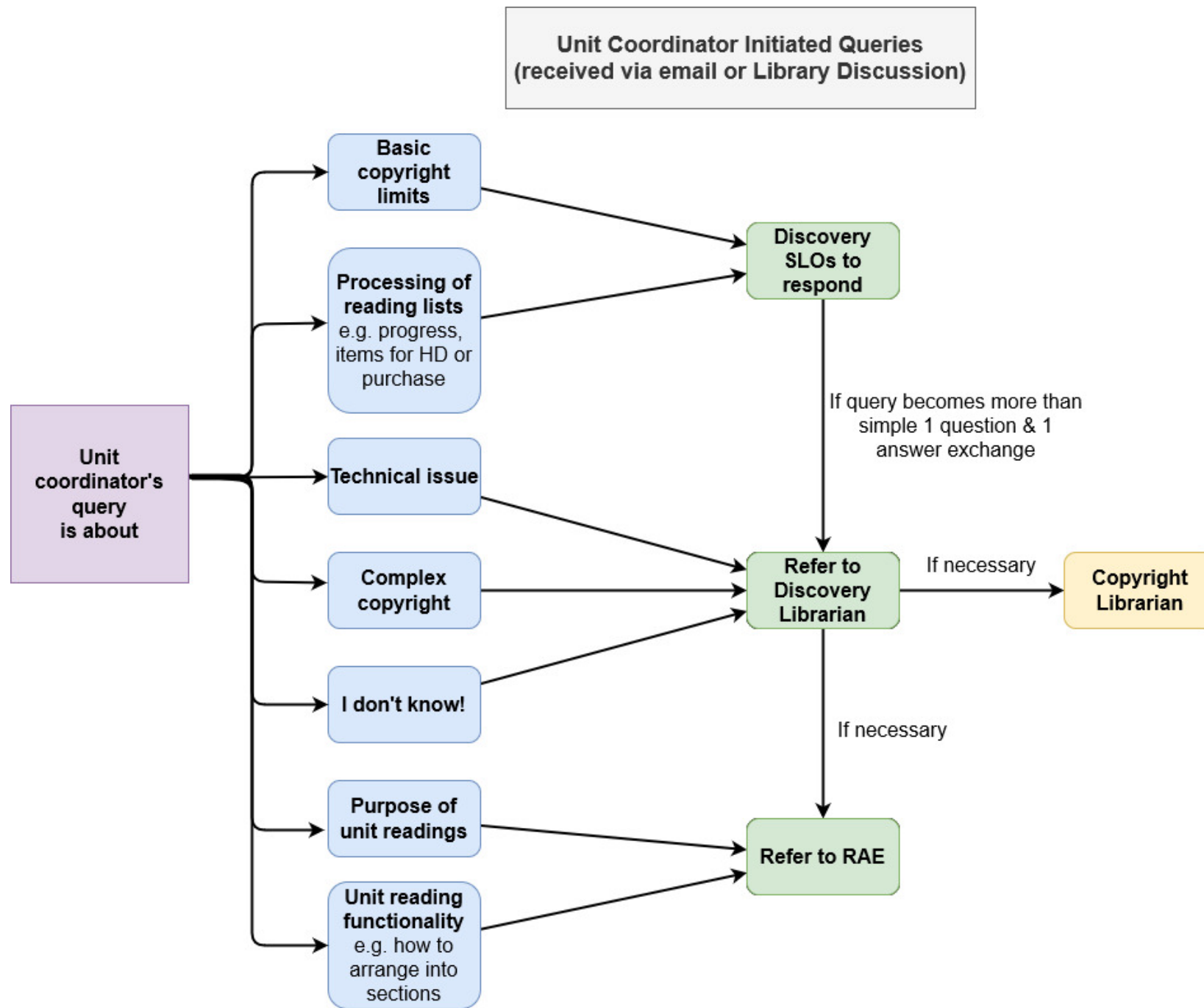**Refer to Discovery Librarian** → If necessary → **Refer to RAE**

Direct contact with Instructors

Discovery have autonomy to email
Instructors to solve simple and specific
queries:

- Duplicate lists submitted

- Citation information incomplete

- Missing or incorrect Tags

- Basic copyright clashes

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Unit Coordinator Initiated Queries
(received via email or Library Discussion)

Unit coordinator's query is about

- Basic copyright limits
- Processing of reading lists
  e.g. progress, items for HD or purchase
- Technical issue
- Complex copyright
- I don't know!
- Purpose of unit readings
- Unit reading functionality
  e.g. how to arrange into sections

Discovery SLOs to respond

If query becomes more than simple 1 question & 1 answer exchange

Refer to Discovery Librarian

If necessary

Copyright Librarian

If necessary

Refer to RAE

Referral workflows

Discovery Librarians provide support for technical issues:

- Citation linking problems

- Duplicating lists

- Unlocking lists

- Rollover requests

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Referral workflows

Engagement Librarians provide support when user education or liaison is required:

- Unit Readings functionality

- Arranging and curating lists

- Choosing suitable resources

- Updating to new editions of textbooks

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Copyright workflows

- Basic copyright queries can be dealt with by Discovery Team

- More complex copyright queries are referred to Engagement Librarians

- Discovery and Engagement have the support of a Copyright Librarian for further help if needed.

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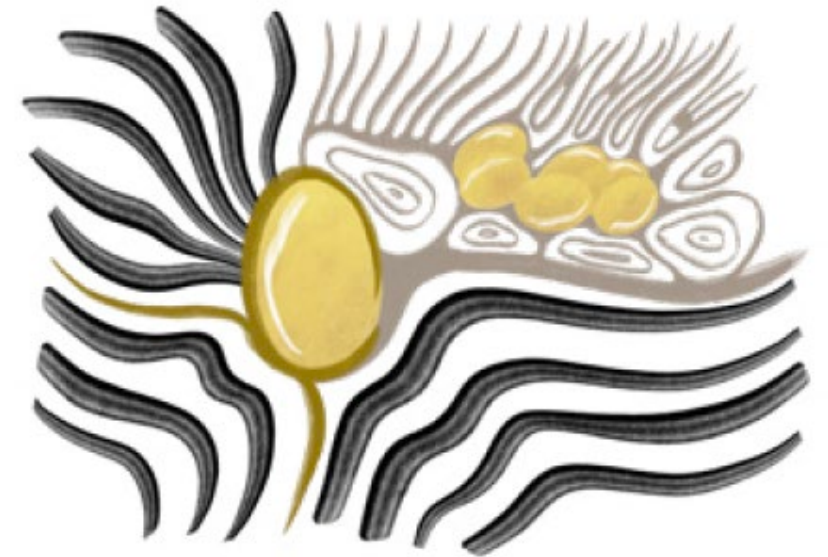
Student Experience support roles

Student Experience provide support for students on the frontline:

- Managing High Demand collections

- Identifying other high use titles

- Showing students how to access Unit Readings through Blackboard

- Reporting any Unit Readings access issues

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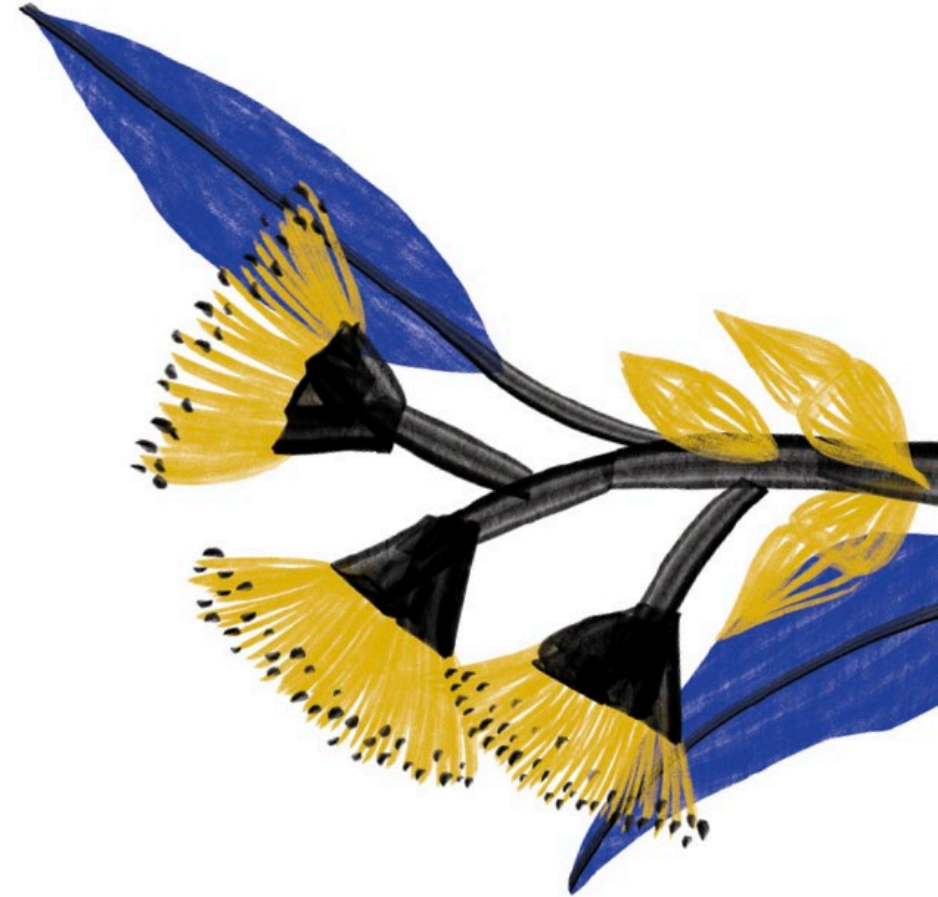
Outcomes

- Less email management

- Improved response times

- Quicker access to readings for students

- More lists processed by fewer staff

- Improved turnaround times

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Outcomes

- Detailed dynamic support content

- Clear guidelines for best practice

- Increased engagement with Instructors

- Knowledge shared across teams

- Expertise concentrated in the appropriate staff roles

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Conclusion

Our strong focus on teamwork and collaboration across the Library has been essential in achieving the goals set out in the original 5 year plan for Leganto

Unit Readings is now firmly embedded as a vital part of success in the student learning experience

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What next?

We are very excited about the Leganto New UI
and already have a project plan for
implementation at the start of 2024

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Thank you for attending.

Questions?

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