



CASE STUDY

Leeds Beckett University

*SirsiDynix Symphony® integration
with Blackboard Learn™*



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Profile

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and providing an excellent student experience. The University has campuses in the vibrant city of Leeds and a few miles away in Beckett Park, set in 94 acres of beautiful parkland.



I want to deliver library services through the interfaces the students are comfortable with, so that everything they need is in one place

*Debbie Morris
Library Systems Team Manager
Leeds Beckett University*

A customer of SirsiDynix for over 10 years, Leeds Beckett's engagement with library systems and respective suppliers has developed over recent years, reflecting changes in library and learning technologies, and institutional drivers. Debbie Morris, Library Systems Team Manager, who took up her current position in 2008, recalls how things have changed: "The role is much more strategic now; and many of the administrative jobs have been automated." 2010 was an important year for SirsiDynix, as it marked the first year that every SirsiDynix customer was appointed a Library Relations Manager. A qualified librarian, Nicki Lake did her graduate traineeship at the University before she went on to work for SirsiDynix. "Things really started to improve when SirsiDynix

WHAT IS SYMPHONY?

SirsiDynix Symphony® provides a proven core for the next generation in library technology. Combined with BLUEcloud, Symphony's cloud-based counterpart, BLUEcloud gives you web clients available on any device and adds depth and breadth to Symphony's bank of over 600 APIs and web services. Symphony's desktop client, Workflows, ensures a seamless user experience, from managing circulation to placing holds.

introduced the LRM programme," remarks Debbie enthusiastically. Nicki and Debbie "have a chat" once a week as needed, with Nicki helping the University keep up-to-date and advocating on their behalf.

Debbie now looks after a team of four people with responsibility for day-to-day operation of the library management system, self-service equipment, website development, and integration with other campus systems,

the larger team reflecting the proliferation of library technologies that have become an essential part of service delivery. "We need to know what's out there and where we should be heading," says Debbie, describing how they manage the complexity of the shifting technology landscape. Since taking up her post, Debbie has been involved in the implementation of resource discovery and course reading list software, with her attention now turning to the library catalogue, enhanced discovery and the virtual learning environment, always focused on the student experience: "I want to deliver library services through the interfaces the students are comfortable with, so that everything they need is in one place" Debbie comments. "

Adam Watson is Learning Systems Team Manager for the University, with responsibility for the Learning Systems including the Blackboard-based Portal and VLE, Google Apps, Turnitin, Adobe Connect and Pebble Pad. 2010 was significant for Adam too, since it marked the convergence of the VLE with the University's portal, a point which serves

Problem

to emphasise the importance of Blackboard within the institution. "The VLE is the fundamental piece of infrastructure for course delivery, and is essential for delivery of blended and distance learning. It is mandatory that each course has at least a presence in the VLE," says Adam. Debbie compares the student focus of the library systems team to the need for academic engagement and liaison for successful implementation of learning systems. "It's important to engage our users," says Debbie. The shared vision

of Debbie and Adam reflects the strategic aims of the 'Technologies for Learning' team they are a part of, within Libraries and Learning Innovation.

"One of the benefits of the Learning Systems Team working within the structure and strategy of Libraries and Learning Innovation is that it helps facilitate the embedding of library services within the VLE," remarks Adam, "as its easy to get engagement with Library colleagues, as we are all working towards the same objectives."

Solution

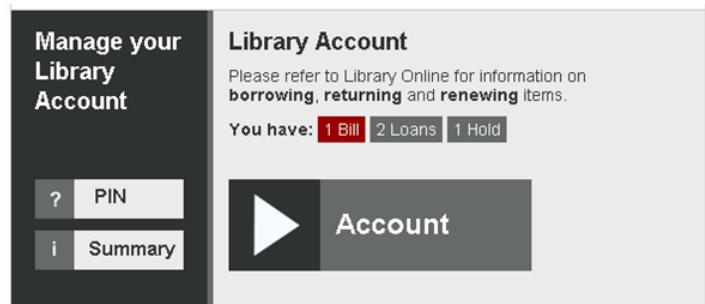
Originally a spin-off from an innovation strand of work to develop a Facebook application for the Library, which provided a reusable method for surfacing data in web applications, the University's Blackboard building block is now an essential component of their service to students through the VLE. From the Library tab in the VLE, students can see at a glance how many items on loan they have including how many that are overdue, a summary of fines owed and reservations outstanding or awaiting collection. Now in

its fourth version and fully self-contained, written in Java, the app uses Symphony's web services for automatic borrower authentication, and to retrieve account information. An authentication pass-through mechanism allows renewals and other self-service activities to be performed quickly and easily, with plans to imbed self-service functions within the app in the near future. A Blackboard module to search the catalogue and discovery service is also offered via the same page in the VLE for convenience.

The Many Benefits of SD

The Library Team at Leeds Beckett demonstrate an innovative and inclusive approach to improving the student experience, aided by SirsiDynix's comprehensive and robust APIs. It helps that Adam and Debbie work in the same department; which has evidenced a strong focus on the student experience over many years. Adam shows me their Google Analytics dashboard, which confirms the Library tab is the second most used within the VLE, and the My Account Building Block which follows the discovery tool as the most used module on the tab." Individual tracking on each service has allowed The Library to ensure the most used services are the ones the students see first. "As you can see, everything we do is evidence-based", Debbie concludes.

The University's
Symphony
My Account
Blackboard
building block



Manage your Library Account

Library Account

Please refer to Library Online for information on **borrowing, returning** and **renewing** items.

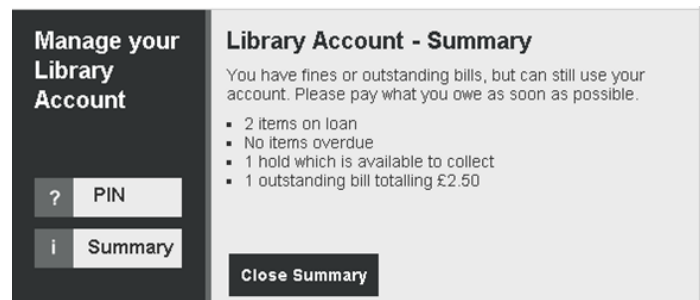
You have: **1 Bill** | **2 Loans** | **1 Hold**

? PIN

i Summary

Account

Clicking on bills/loans/holds gives a summary of the account status



Manage your Library Account

Library Account - Summary

You have fines or outstanding bills, but can still use your account. Please pay what you owe as soon as possible.

- 2 items on loan
- No items overdue
- 1 hold which is available to collect
- 1 outstanding bill totalling £2.50

? PIN

i Summary

Close Summary

GET IN TOUCH!

Would you be open to speaking with someone at SirsiDynix? Would you like to see Symphony in action? We'd love to show you around Symphony and Enterprise so you can see if it's a good fit for you and your library. Contact us today!"



801-223-5200



sales@sirsidynix.com



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