Session 7
Meeting Client Demand in the Learning Resources Environment
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Technology and process innovation in a demand driven environment is paramount to the operation of the Learning Resources Service at the University of Queensland (UQ) Library. The Service has evolved over the past few years to provide a comprehensive, streamlined centralised service to all staff and students across the St Lucia campus. The Service coordinates processing of reading lists for both print and electronic resources managing a single compiled list for students of all course resources. This incorporates copyright management and the provision of resources within Library locations and electronically. The aim of the Service is to add value to the user experience by enhancing accessibility to learning resources in support of teaching and learning.

The Learning Resources Service is responsible for managing the learning resources processing workflow and delegating reading lists across four physical locations to more than 30 Library Assistants and Senior Library Assistants. Over 2000 ECPs and 400 emailed reading lists are processed each semester. The primary means for gathering resource lists is through Electronic Course Profiles (ECPs) sourced from UQ Reportal, with additional client driven requests submitted by email from Lecturers or Course Coordinators to a centrally monitored email account. The use of a range of technologies is driven by the demand from UQ staff and students to provide resources and access to reading lists in a timely manner.

Review of the centralised Learning Resources Service is continuous, incorporating feedback from both academic and Library staff, with a view to improving procedures and streamlining workflows. Improvements continue to redefine both the service offered and the range of technical skills required by Library staff through incorporating technological advancements and varied skill sets, including the introduction of applications such as Talis Aspire Reading Lists and Digitised Content.

Talis Aspire is a dynamic system which has improved Library staff workflows and introduced a more automated solution for copyright management and reporting to copyright agencies. The application uses an intuitive interface and provides some student interaction with resources to assist with furthering student engagement. The application also allows integration into the UQ Blackboard eLearning teaching environment and provides analytics on the use of resources attached to Library Reading Lists, providing valuable real time feedback for academics on levels of student engagement and performance of reading lists.

Current developments from Talis Aspire are being trailed at UQ, and will see further integration with Blackboard to provide a more synergised experience for students, increased student engagement with resources, and improved analytics on the engagement with resources.