

# Bond University

The Leganto Solution  
as a Facilitator in Cross-  
Team Collaboration



Ex Libris Leganto course resource lists have streamlined workflows between the Bond University Office of Learning and Teaching, the library, and the academic staff, resulting in a smoother and more efficient experience for all stakeholders.



***“Leganto speaks for itself. Lecturers take one look and get it immediately. It is so much more efficient than what we had before.”*** Sarah Bateup, Faculty Librarian, Health Sciences and Medicine



## About Bond University

As Australia's first private nonprofit university, Bond University seeks to be recognized internationally as a leading independent institution, imbued with a spirit to innovate, a commitment to influence, and a dedication to inspire tomorrow's professionals who share a personalized and transformational student experience.

Located on Queensland's Gold Coast, Bond University has four faculties, supporting both research and teaching: Business, Law, Health Sciences and Medicine, and Society and Design. Student enrollment is about 4,500, and the student-to-staff ratio is one of the country's lowest. This ratio is likely among the factors that led Australia's Good Universities Guide to award Bond University more five-star ratings in the student experience category than any other university in Australia—for 15 years in a row. Bond is also ranked 20<sup>th</sup> in the Times Higher Education Best Small Universities in the World list.

## Fears of Software Crashes

Before implementing the Ex Libris Leganto® course resource list solution, Bond University Library depended on an outdated, unsupported system for managing digital and digitized materials. Health Sciences and Medicine Librarian Sarah Bateup, who served as project officer for the Leganto pilot program and implementation, commented, “Our digital course reserves technology was outdated and did not enable us to carry out the tasks for which it was designed.”

The student experience of accessing and using course resource lists was also inefficient and frustrating. Students would go into a subject site and see just text, without a link to a resource. Or they would encounter a PDF file of chapters or pages, with no information about the item. Furthermore, it was difficult for librarians to fix a resource list because they had to seek approval from the lecturer to make any changes.

As the librarians began searching for a modern system, they came up with a wish list: the product should strengthen copyright compliance, manage digitization, provide a repository for the library's digital collection, and facilitate students' use of resource lists. “In addition,” noted Bateup, “we didn't want materials to get lost or to clog up Blackboard Ultra, our learning management system (LMS). We were thrilled to learn that Leganto resource lists could be rolled over in parallel with their courses from semester to semester. What a time-saver!”

Bond University's strategic plan calls for an increase in technology enhanced learning. This goal was an additional reason for the university to upgrade the library's support for course resource management.

## Universal Buy-in for a Better Workflow

The Bond University Office of Learning and Teaching (OLT) plays a major role in the university's four faculties. The OLT assigns each faculty a learning designer, who shares best practices with the academic staff and provides pedagogic support. Learning Designer Moraig Vuurman pointed out that she and her colleagues are active, hands-on participants in helping the teaching staff produce content and organize subjects in the university's LMS. Frequent collaboration between the librarians of the various faculties helps ensure that the materials required for courses are available.

***“We try to make the lecturers as self-sufficient as possible. I often refer them to the user guide and tell them to reach out if they get stuck. They almost never get stuck!”***

Moraig Vuurman, Technology Enhanced Learning Designer

Looking for a new solution for managing course resource lists, the university concluded that the seamless integration of the Ex Libris Alma® library services platform, Alma Digital workflows, and Leganto course resource lists furnished a compelling argument for choosing the Leganto solution.

From the outset, acceptance of the Leganto implementation was universal, with buy-in from the director of IT services, the university librarian, the associate dean of teaching and learning for each faculty, the OLT, and the library. “Knowing everybody’s expectations at the very beginning was instrumental in helping us achieve a smooth transition to the Leganto tool, or ‘Resource Lists,’ as we call it at Bond,” explained Bateup.

The Leganto deployment began with a tightly structured pilot program in three stages. At first, five university lecturers took part; the following semester saw 30 participants; and finally, in the third semester, the Leganto solution was made available to the entire teaching staff.

During the pilot program, the library collected feedback from the lecturers and their students. This information provided insight into effective modes of training, issues that needed fine tuning, and ways of making the interface more user friendly.

The OLT and the library also saw the benefit of using prioritization tags for citations—for example, Prescribed (mandatory) and Recommended—as a means of communication between the academic staff, learning designers, and various library teams. The tags are a standard feature of the Leganto tool, and libraries customize them to suit institutional needs.

The learning designers encourage lecturers to use the tags to make their intentions clear to students as well. “With the library-defined tags, students get a consistent message across the board, across subjects,” commented Vuurman. “We even encourage the lecturers to use the tags in their language of instruction.”

Since they began using Leganto, the learning designers and librarians have been in constant contact, working together and making necessary changes to the lists in a timely manner. “The Leganto solution has encouraged us to share ideas and best practices,” remarked Bateup, “and has optimized our collaboration—all of which has made a big difference.”

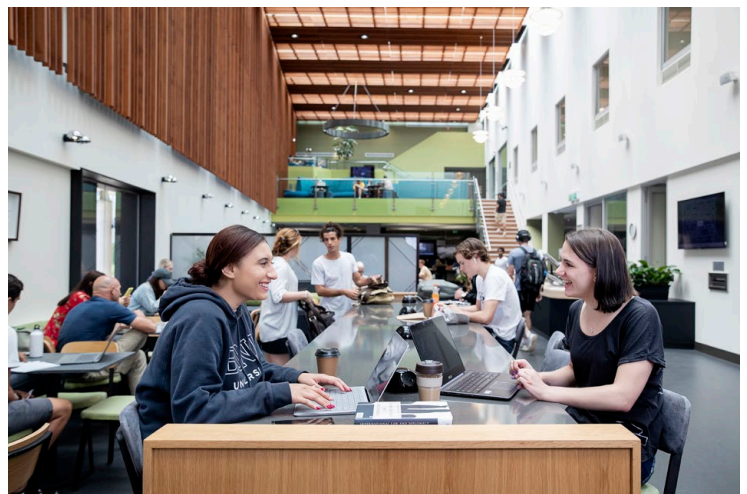
## Greater Self-Sufficiency for the Academic Staff

At Bond, the library made a strategic decision to position the Leganto solution as a tool for the academic staff. “We knew that we would never have the capacity to build lists for every lecturer who came in,” said Bateup. Therefore, bringing lecturers on board and training them were the first steps in the Leganto rollout. Self-paced training sessions were designed for the academic staff, and Bateup created two multimedia user guides, one for lecturers and one for students.

“We try to make the lecturers as self-sufficient as possible,” explained Vuurman. “I often refer them to the user guide and tell them to reach out if they get stuck. They almost never get stuck!”

The Leganto feature that academic staff members love the most is the option to instantaneously add resources from the web to their list at the click of a button. Vuurman continued, “Sometimes I have to remind lecturers to be a bit more selective, because it’s so easy to pop any interesting resource that they’re reading into a Leganto list.”

“Leganto speaks for itself,” added Bateup. “Lecturers take one look and get it immediately. It is so much more efficient than what we had before.”



## A Well-Oiled, Flexible Process

Although the responsibility for building a course resource list falls on the individual lecturer, the OLT offers guidance on how to organize the resources in the list and how to describe them for optimal student use. The learning designers and librarians are there to provide support, and their clearly defined roles make it possible for them to carry out their complementary tasks asynchronously.

During the COVID-19 lockdowns, Bond University Library decided to proactively direct lecturers to online and digital resources for selecting course materials. Bateup commented, “The nice thing about Leganto is that it combines both physical and electronic availability. We did not have to do a lot of extra work to bring the e-resources into the Leganto citations.”

The librarians can see when a new resource list has been created. At that point, they do their own initial review—checking copyright restrictions, enhancing the metadata, and making sure that prioritization tags have been inserted. The tags play a key role in indicating to the acquisition and digitization teams which items are the most urgent to make available.

Students looking for materials can access online resources and digital resources directly from the Leganto interface. “Although students are back on campus,” observed Bateup, “they expect to have seamless access to online materials. With the Leganto tool, we can make that wish easily achievable.”



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### About Ex Libris

Ex Libris, a ProQuest company, is a leading global provider of cloud-based solutions that enable institutions and their users to create, manage, and share knowledge. In close collaboration with its customers and the broader community, Ex Libris develops solutions that increase library productivity, maximize the impact of research activities, enhance teaching and learning, and drive student mobile engagement. Ex Libris serves over 7,500 customers in 90 countries. For more information, see our [website](#) and join us on [LinkedIn](#), [YouTube](#), [Facebook](#), and [Twitter](#).

