Digital Innovation @ NTU Libraries

through the implementation of Alma, an integrated Library Services Platform (LSP)

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Presented to:

Taiwan Alma User Group Meeting

Outline

- About NTU Singapore

- Digital Innovation
  - Key Process Improvements
  - Enhanced User Experience
  - Leganto - enhancing support for teaching

- Moving Forward

- Q & A

About NTU Singapore

7 | Colleges & Schools

34 | Institutes & Centres

81 | Faculty and Researchers from 81 countries

540 | University Partners in Academia and Research

Profile of Students

24K Undergraduates

8K Graduates

Total | 32K

Profile of Faculty & Staff

1.8K Faculty

3.5K Research

1.6K Management Staff

1.5K Support Staff

Total | 8K

About NTU Libraries

▶ Provides seamless access to Information, Knowledge and Library services which support the learning, teaching and research needs of the NTU community.

▶ Comprises 7 libraries on-campus with a variety of open and bookable spaces and facilities.

▶ Focus on Education & Research Services including Research Data Management, Open Science, Digital Scholarship and Education.

▶ Offers resources over 1 million e-books, 270 databases, 800K print books, 90K audio-visual materials and 100K journals.

▶ Adopted e-preferred approach and evidence-based collection development.

▶ Guided by the University Library Committee (ULC) and community involvement through the Student Library Council (SLC).

Our 7 Libraries

Area : 15,200 m²
Seats : 1,720

NIE Library
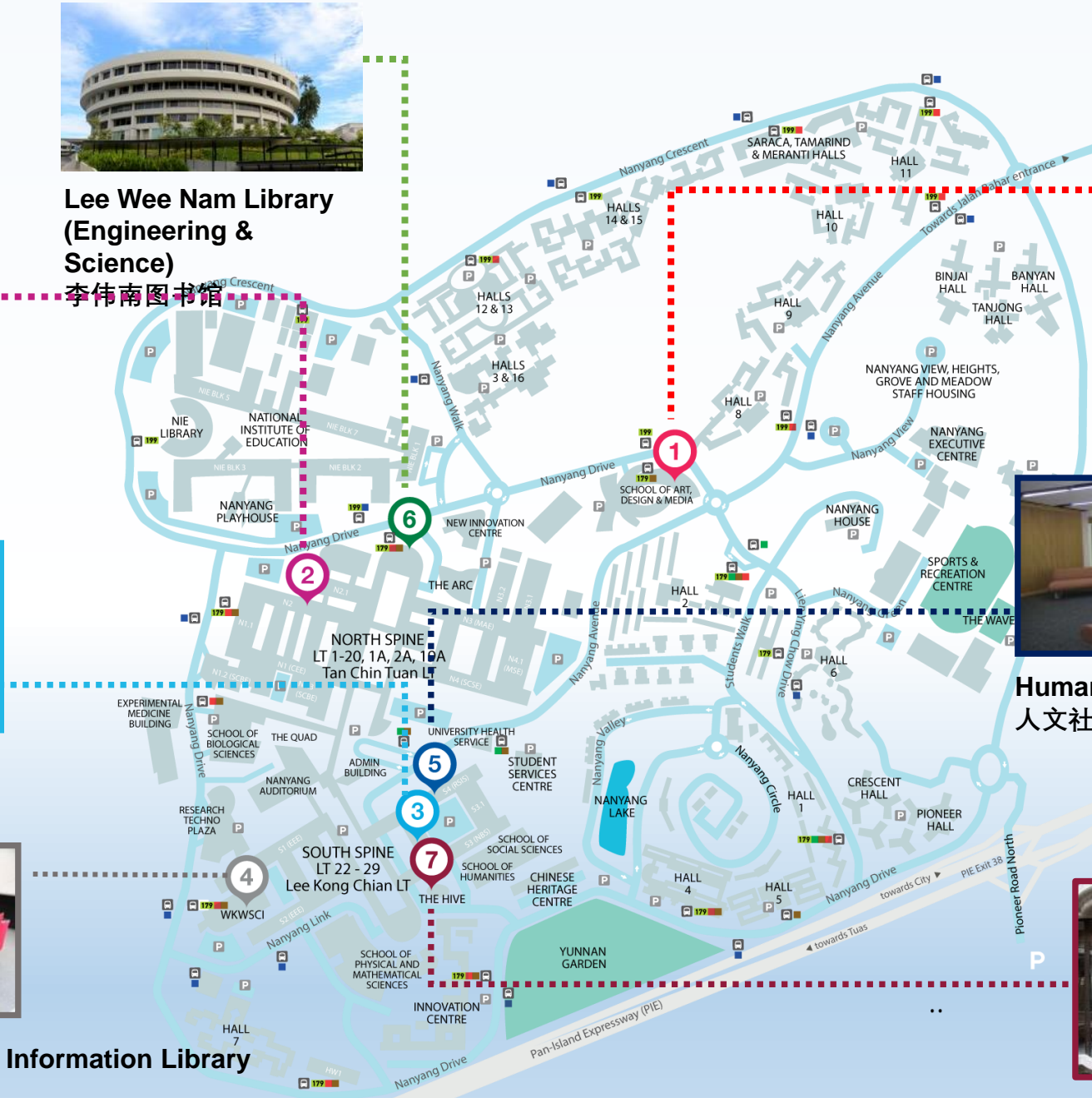
Novena Campus Medical Library

Wang Gungwu Library

Business Library
商务图书馆

Lee Wee Nam Library (Engineering & Science)
李伟南图书馆

Chinese Library
中文图书馆

Communication & Information Library
传播和信息图书馆

Art, Design & Media Library
艺术、媒体和设计图书馆

Humanities & Social Sciences Library
人文社科图书馆

Library Outpost
图书馆前哨

About LSP Project

- Positioned as an enterprise level cloud-based library services platform for the campus.

- Tender awarded in 2018 to Ex Libris.

- Completed and launched for NTU Library in August 2019.

- Expanded to other libraries of autonomous institution within NTU in 2020.
  - LKCMedicine Medical Library
  - RSIS Library
  - National Institute of Education (NIE) Library

- Leganto implementation began in 2020 and adoption is in progress.

Key Process Improvements

▶ Integrated approach through connectivity with other campus systems.

- ▶ All staff and matriculated students' records are automatically synched from the student management system to the LSP.
- ▶ Single Sign-On experience – No login required to LSP when using other campus systems
- ▶ Course Reserve integration with the Blackboard Learning Management System
- ▶ Harvesting of records from institutional repositories, data repositories, libguides and blogs
- ▶ Integrated with access gantry system at library entrance

▶ Improved activation of e-resources workflow – reduced from 1 week to 10 mins.

▶ Embedded recommend book purchase form submission within Alma.

▶ Efficient handling of course reserves change request through Leganto.

Key Process Improvements

▶ Leveraged on Alma Digital capabilities for hosting digital projects videos that eliminate the need for another platform.

▶ API capabilities in Alma enable us to empower staff software bots for repetitive and error-prone work processes.

▶ Decommissioned payment kiosk and replaced with online payment link in Alma.

▶ Data driven decision making with insights drawn from Alma Analytics.
  ▶ Dashboard for every staff to monitor their own activities in Alma and track tasks
  ▶ COUNTER compliant usage of resources is loaded into Alma Analytics
  ▶ Able to generate reports on collection, usage, fees and expenditure

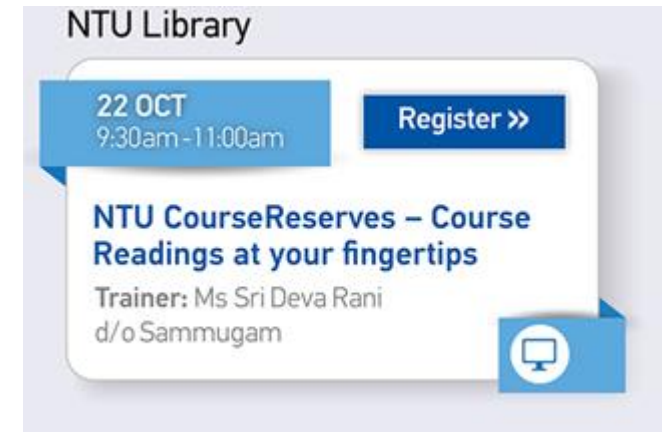# Enhanced User Experience

▶ Mobile responsive Unified OneSearch discovery for all library resources in the University.

    ▶ Subscribed + Owned + Harvested + Facilitated + Curated

▶ Offers the ability to expand the search beyond library collections.

▶ LibGenie, a smart extension for the desktop web browsers for quick access to full-text or suggest alternatives.

▶ Users are now able to pay library fees/fines online.

▶ Embedded Course Reserves within the Learning Management System.

Leganto – enhancing support for teaching

▶ Enhancing support for teaching while Improving library productivity and the Student Experience

  ▶ Students find their course reserves right in the learning management system as part of course content

  ▶ Faculty can easily add/modify/organise content without depending on library staff

  ▶ Faculty can engage students, enable discussion, annotation and let them suggest additional content

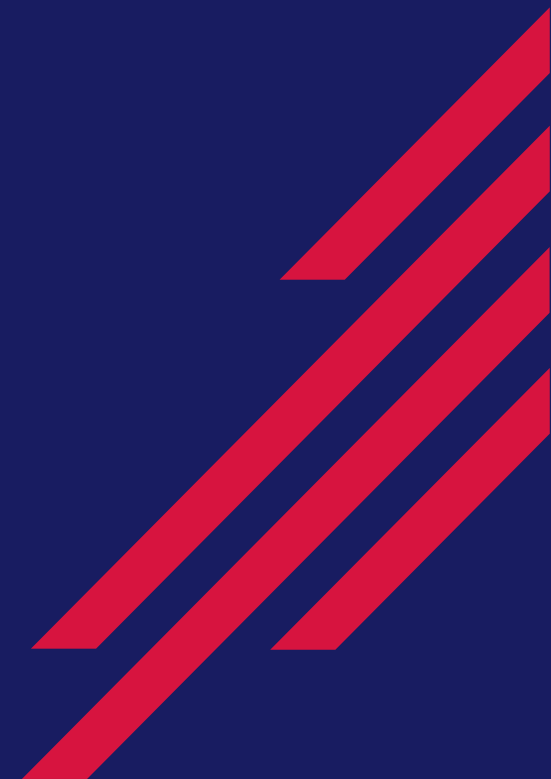 ▶ Library staff can monitor evolving course content and able to act proactively and ensure access

▶ Phased Implementation Approach

  ▪ Lay the groundwork – pilot with 10 faculty from 4 colleges.

  ▪ Consolidate & Launch – co-produce content and conduct workshops.

  ▪ Integrate Leganto with other resources Browzine, EndNote and LibGuides.

  ▪ Conduct roadshows to schools to drive adoption.

NTU Library

22 OCT
9:30am - 11:00am

Register »

NTU CourseReserves – Course Readings at your fingertips

Trainer: Ms Sri Deva Rani d/o Sammugam

Moving Forward

- Expand the adoption of Leganto for all courses as a self-service model.

- Rapid ILL integration with other Singapore Libraries for efficient inter-library lending.

- Integrate Alma with e-resources remote access proxy system.

- Improve Alma integration with the new student management system.

- Single sign-on migration to ADFS, new SSO solution adopted by IT dept.

Q & A

Thank you