
Citation:

Morris, D and Watson, A and Ford, M and Becker, BS (2017) COSUGI 2017 Academic Libraries Sharing Session - Leeds Beckett University Library. In: SirsiDynix US User Group Conference (COSUGI) 2017, 11-13 April 2017, Salt Lake City Convention Center, Salt Lake City, UT, USA.

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COSUGI

Academic Libraries Sharing Session

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Leeds Beckett University, UK



CUSTOMER
SERVICE
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Leeds Beckett University

- 2 large campuses
- 29,000 students
- 3000 staff
- Franchise partners world-wide



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EXCELLENCE[®]



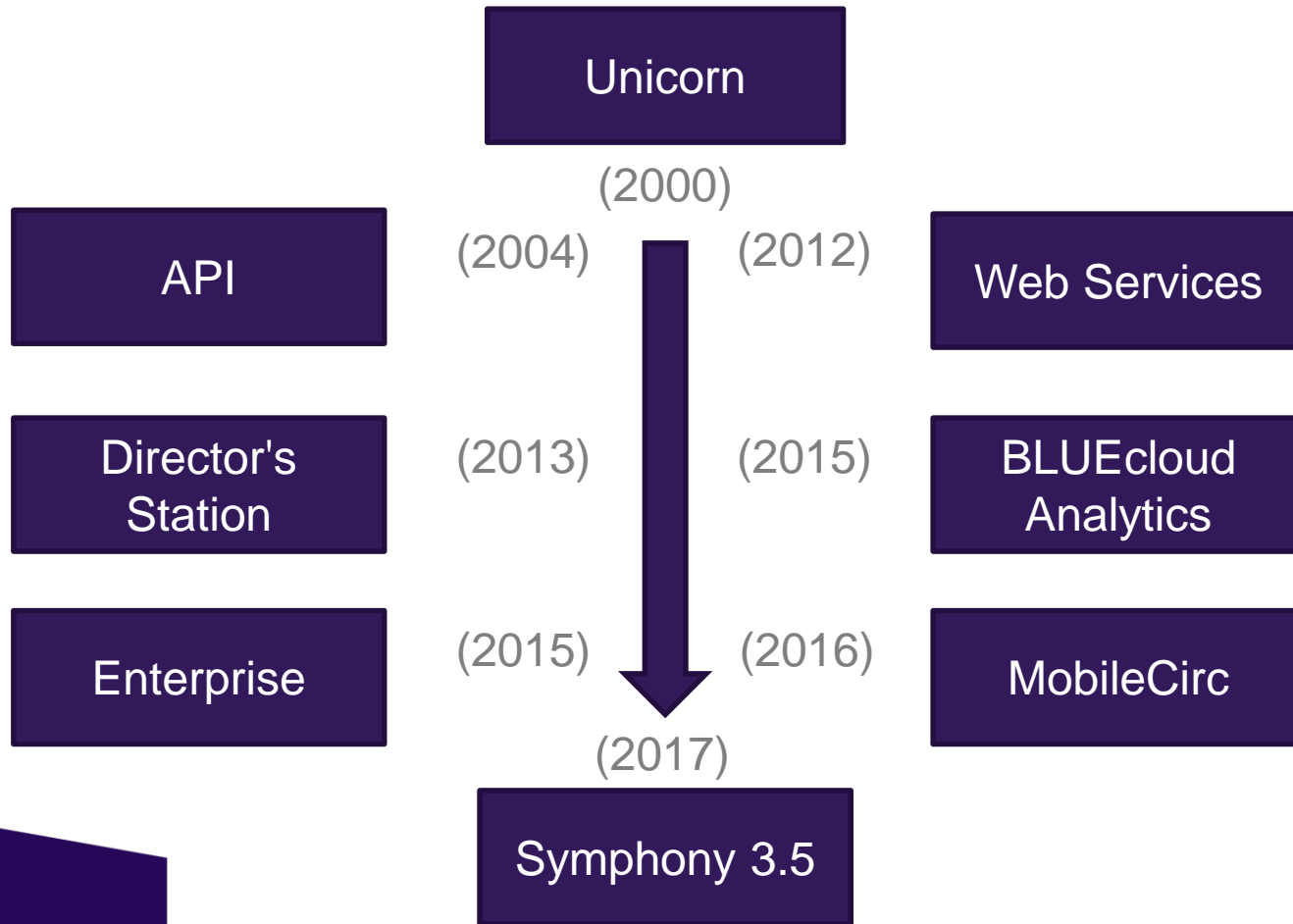
Leeds Beckett Libraries

- 2 Campus Libraries
- 130 library staff
- 350,000 items
- 800,000 transactions
- 90% self-service



- Open 24 / 7 / 365
- 1.2 million visits
- 4.5 million VLE logins

SirsiDynix Library Systems



How users reach the Library Catalogue

- 44% VLE
- 26% [Library Website](#)
- 16% Library Catalogues (OPACS) in libraries
- 8% Resource discovery
- 5% Other

VLE Live link

- <https://my.leedsbeckett.ac.uk>

Portal Library Tab

The screenshot displays the 'MyBeckett - Portal and VLE' interface. The top navigation bar includes links for Home, Modules, Groups, Timetables, Files, Library (highlighted), Research, Employability, My Account, System, and Help. The 'Library' tab is selected, showing two main sections: 'Search Using Discover' and 'Manage your Library Account'. The 'Search Using Discover' section includes a search bar and a 'Search' button. The 'Manage your Library Account' section includes a 'PIN' button, a 'Summary' button, and a 'Library Account' section with a 'Account' button. The 'Library Account' section also displays 'You have: 1 Bill'.

LEEDS BECKETT UNIVERSITY | MyBeckett - Portal and VLE

Home Modules Groups Timetables Files **Library** Research Employability My Account System Help

Search Using Discover

Discover
Discover is your Library single search engine.

Search Discover...

? Help

Search

Manage your Library Account

? PIN

i Summary

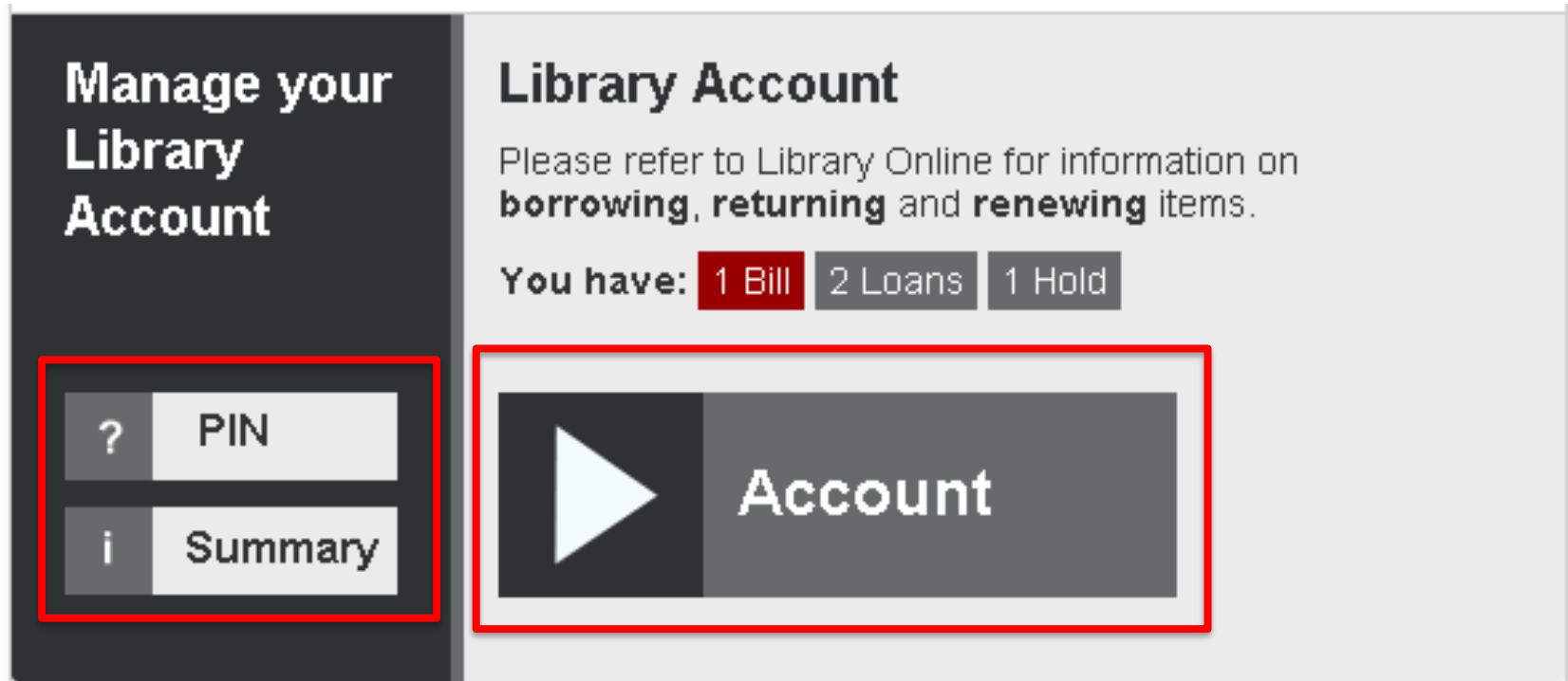
Library Account

Please refer to Library Online for information on [borrowing](#), [returning](#) and [renewing](#) items.

You have: 1 Bill

Account

Design



Manage your Library Account

?

PIN

i

Summary

Library Account

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

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



Account

Function

Manage your Library Account

Library Account - PIN for Borrowing

Library PIN: 1113

If you have a query about your Library Account please **Contact Us**

Manage your Library Account

?

PIN

i

Summary

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

Close Summary

Function

Manage your Library Account

?

PIN

iSummary

Library Account

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

You have: 1 Bill 2 Loans 1 Hold

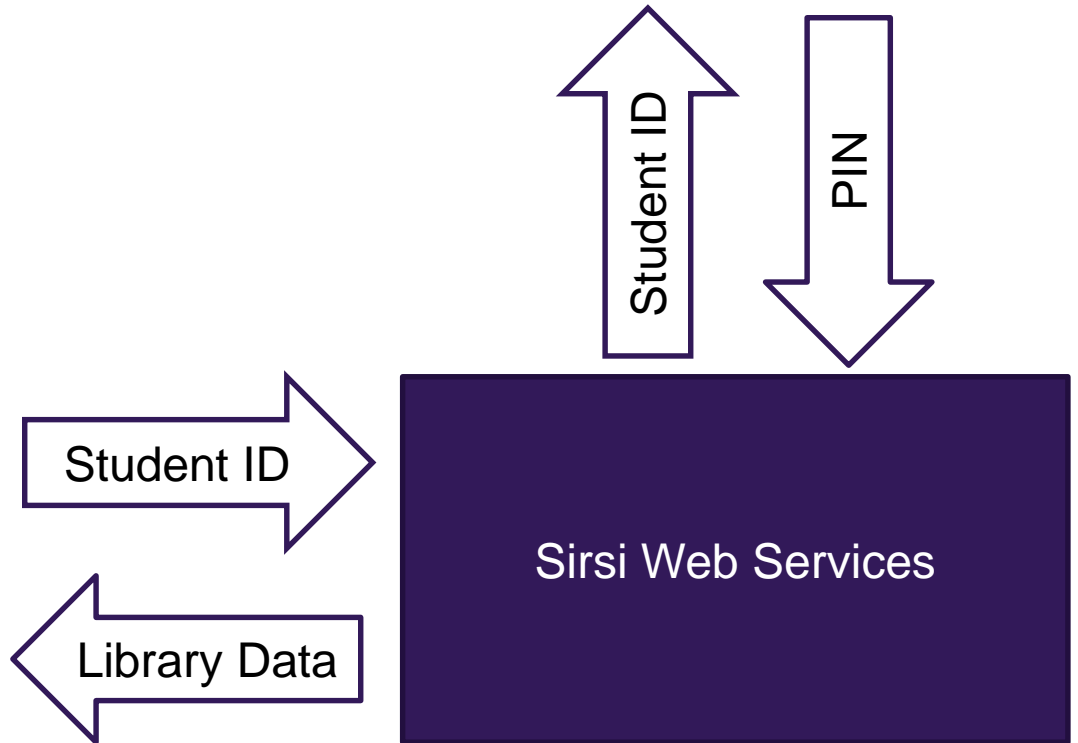
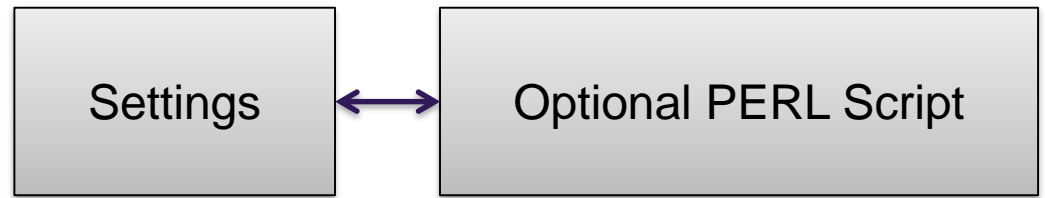
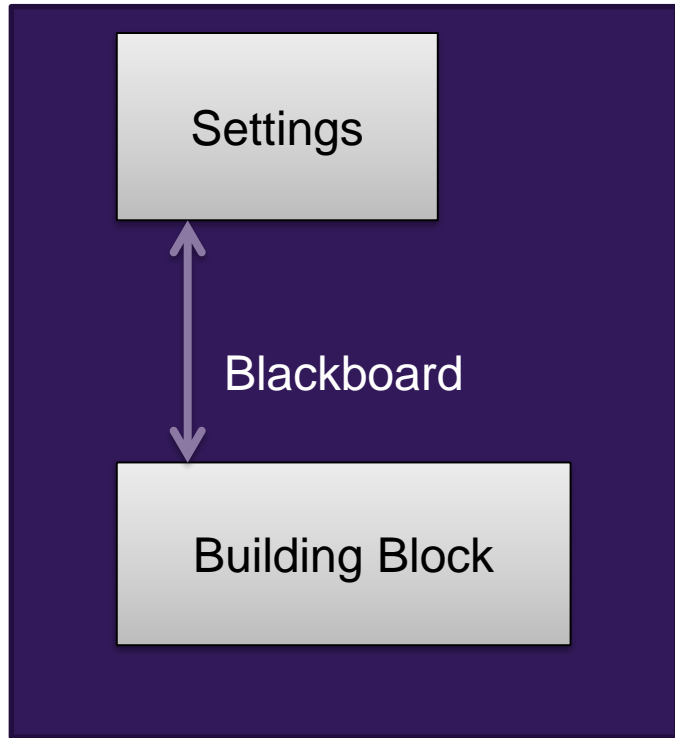
Account

Items On Loan				Close Loans
Item	Due	Status	Owed	
Short stories / Maupassant, Guy de.	01 Oct 2015			

iSummary

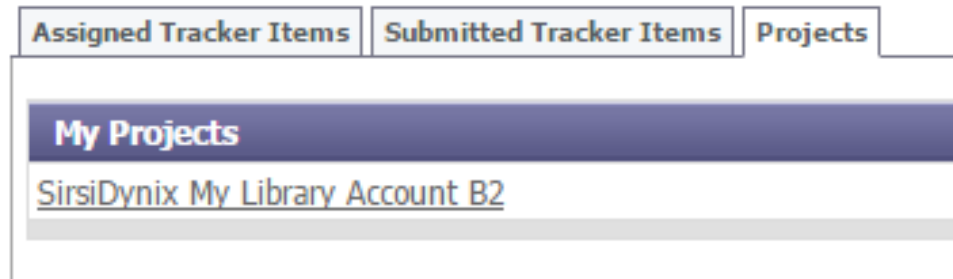
Account

Developers:
@adlab @mg_ford
@bsbecker1



Where do I get the building block code?

- Institution independent & available via Oselot open-souce editor in partnership with SirsiDynix
- projects.oscelot.org



Benefits

- Drives users to Library services

AND

- Increases engagement with the VLE and Portal


Enterprise at Leeds Beckett

- eLibrary as OPAC, customized since 2000
- 4.5m page views / 400,000 individual sessions
- Enterprise still in development
- required development of online payments and pay-to-post functionality

EBSCO Discovery Service

- Fully launched 2012 - branded 'Discover'
- 700K full text requests – 900k abstract views
- MARC export – slow to update
- Inconsistent local holdings labels

Discover Library Resources

 **Discover**

[Help with Discover](#)

LIBRARY CATALOGUE



[Log In](#) [My Account](#) [My Lists](#) [New in Stock](#)

| [Accessibility](#)



Everything ▼

All Fields ▼

Search

[Advanced Search](#)

New Items at City ▼

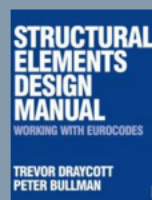


Title: **Structural elements design manual : working with Eurocodes**
Author: Draycott, Trevor.
Published: 2009
ISBN: 0750686685

[Find In My Library](#)



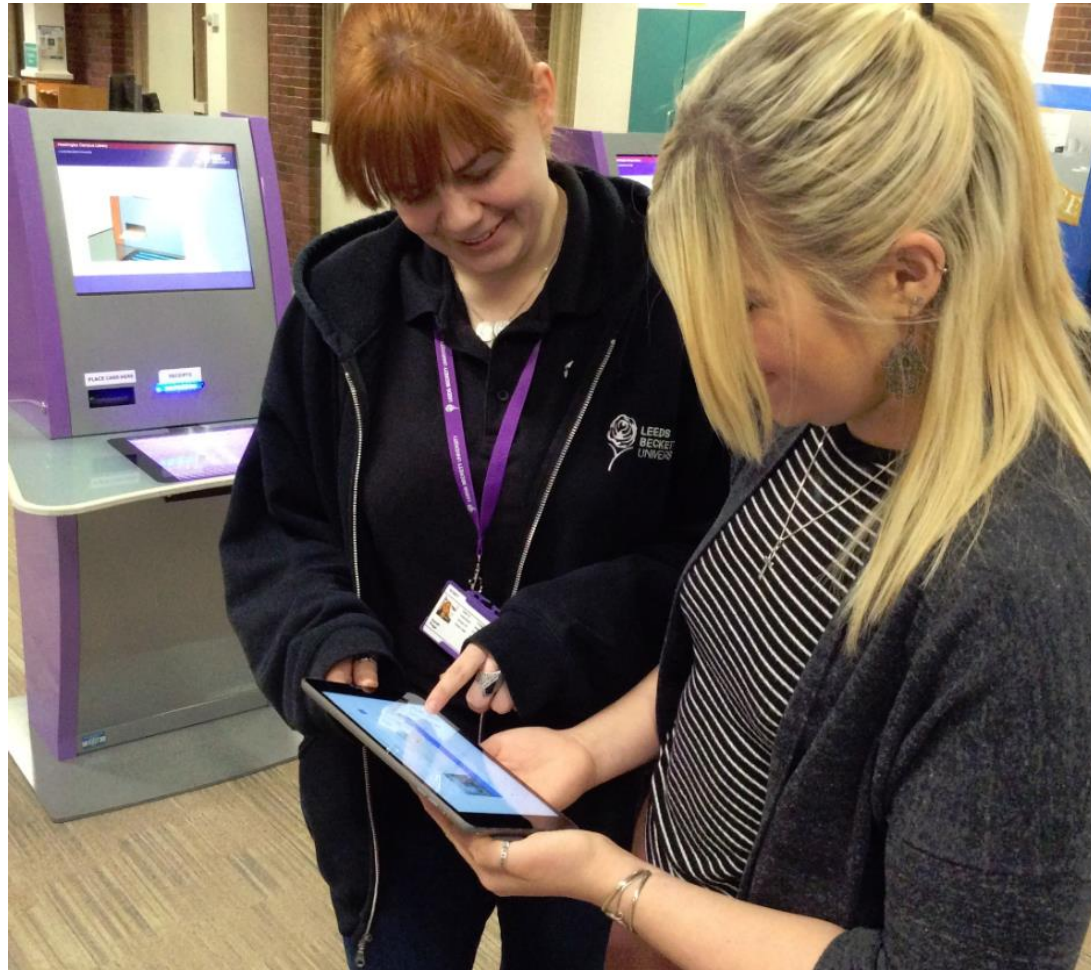
The Guide To
Everlasting
Employability



Enterprise feedback so far...

- Clarity 
- Intuitive 
- My Account
 - look & feel 
- Search speed 
- Too many filters/facets 
- Queries over relevancy ranking 

MobileCirc



MobileCirc

- 'Pop-up' Library
 - enables library staff to take resources to University events and festivals on different parts of campus
- Holds pick-lists
 - real-time lists of available holds
- Marking items as used within the library
 - 6000 items marked as used
 - 3% items had not been returned

Halloween Pop-up!

