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Citation:

Campbell, A (2018) Create, Innovate, Integrate: Using the student acquisition service Beckett Books Extra to test ideas of inclusivity and analysis. In: Northern Collaboration Conference, 06 September 2018 - 06 September 2018, University of Lancaster. (Unpublished)

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#ncollab18

Create, Innovate, Integrate:

**Using the student-driven acquisition service Beckett Books
Extra to test ideas of inclusivity and analysis**

Amy Campbell, Information Services Librarian

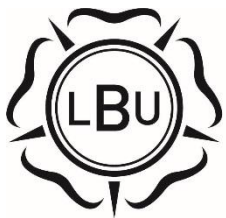


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@BeckettLibrary

Today's session:

- What is Beckett Books Extra?
- Overview of service growth and development
- Create, Innovate, Integrate as a model for continuous improvement
- Example 1 – Improving usage
- Example 2 – Tailoring the service to students with disabilities
- Summary
- Questions



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What is Beckett Books Extra?

A **student-led acquisition service** enabling Leeds Beckett University students to **recommend books, computer games, CDs and DVDs** to the Library to support their studies or research.

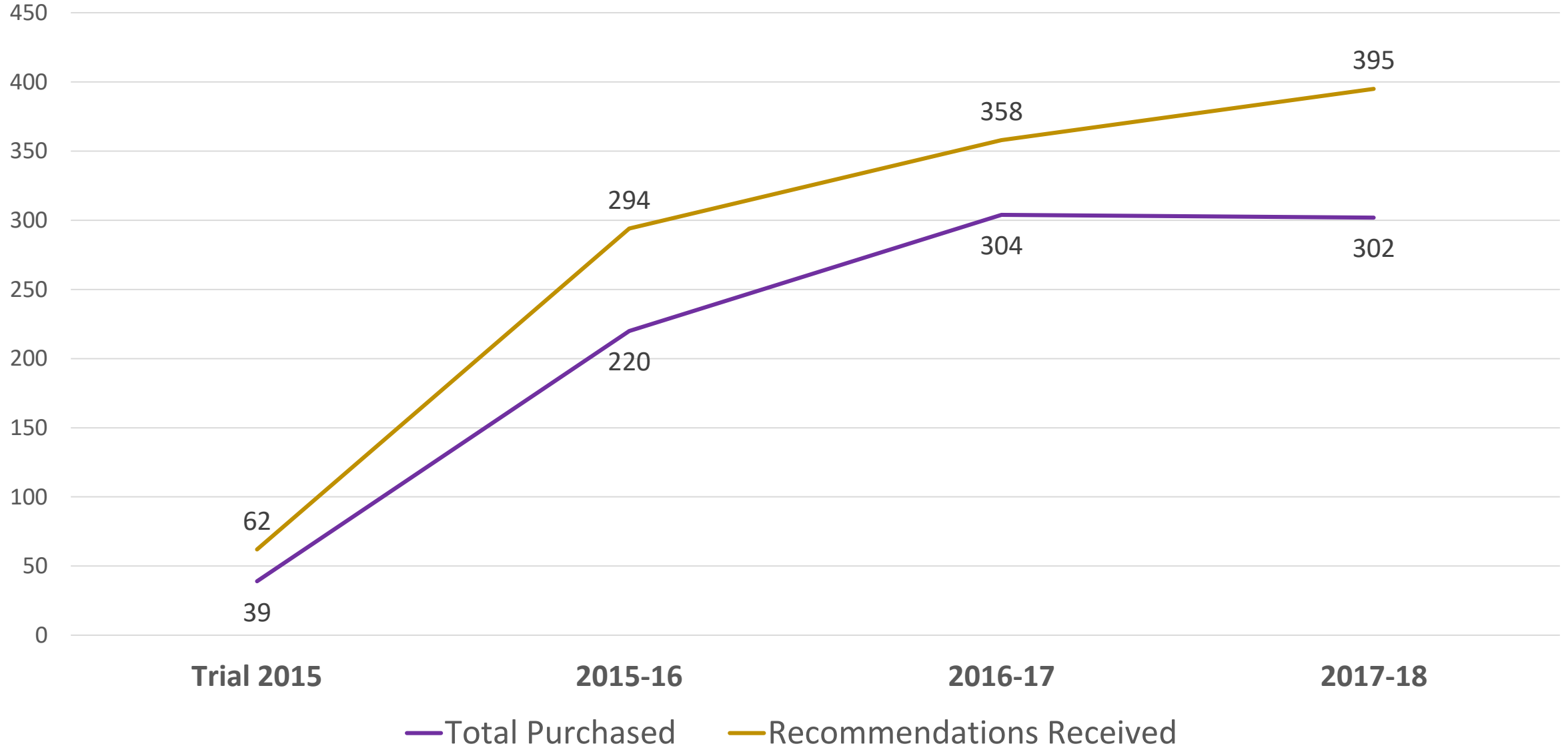
Key features:

- Only for students
- eBooks are purchased wherever possible
- Accessed via VLE
- Uses Google Form and Sheet
- Students pick a reason for their recommendation

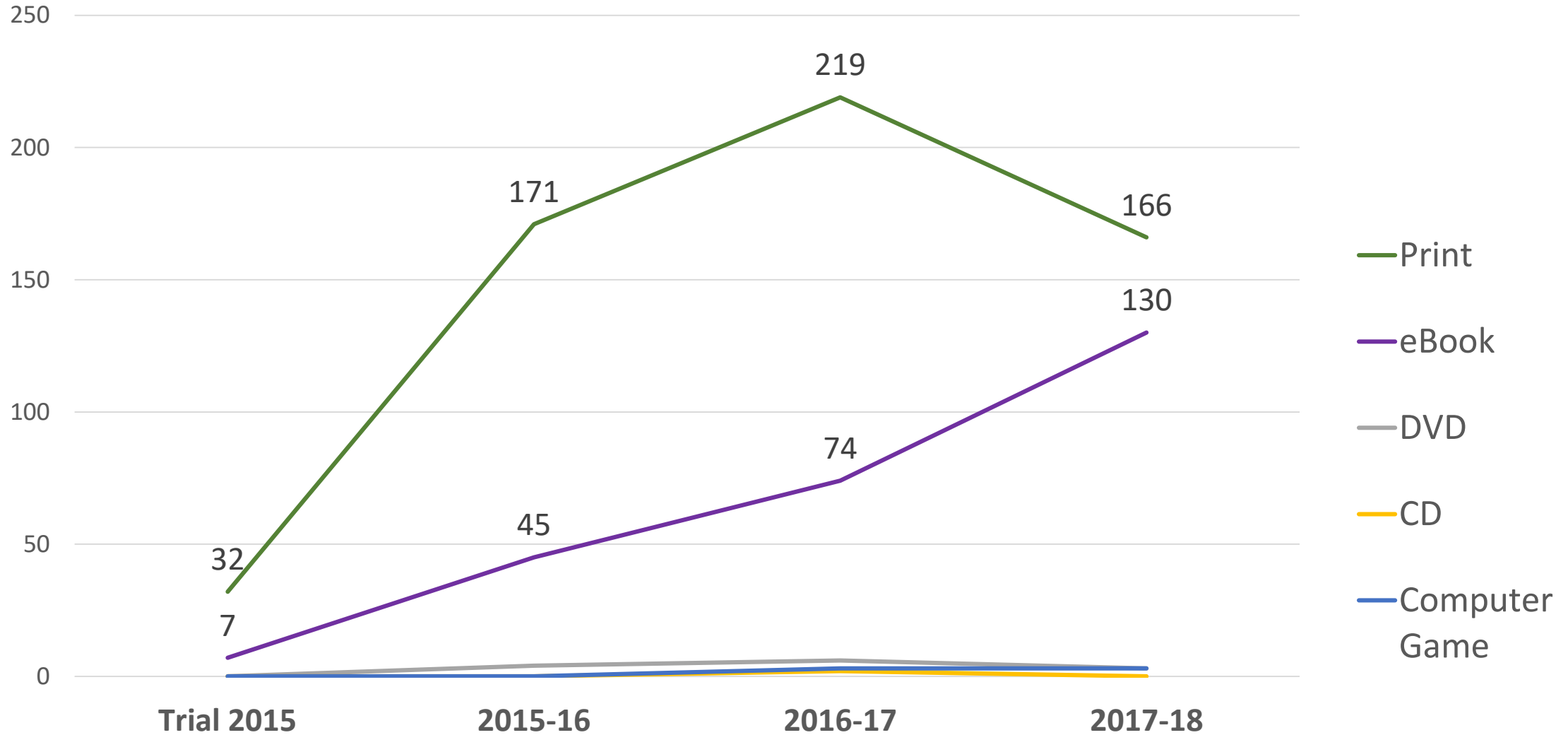
The screenshot shows the 'MyBeckett - Portal and VLE' website. The header includes the Leeds Beckett University logo and navigation links: Course, Staff Home, Modules, Research, Timetables, Library (highlighted), Support, Opportunities, SU, Files, and IT. The main content area is divided into four sections:

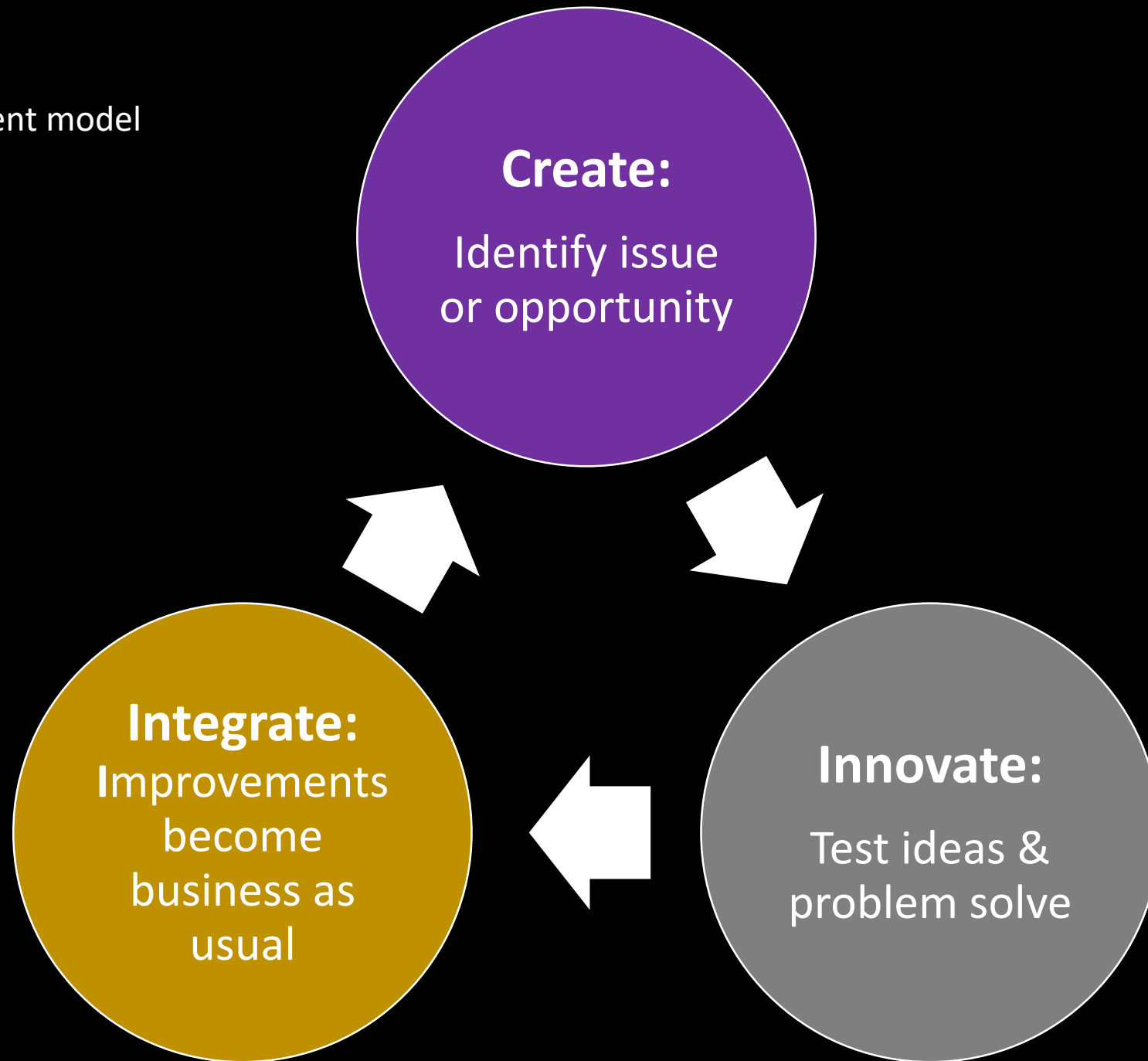
- Discover:** A search bar with the text 'Search Discover...' and a 'Search' button with a right-pointing arrow.
- The Library:** A vertical menu with a question mark icon, containing links for 'Using the Library', 'Subject Support', and 'Resources'. Below these is a search box labeled 'Search website' and a 'Go' button.
- Tweets:** A section titled 'Tweets by @BeckettLibrary' featuring a tweet from 'Leeds Beckett Library @BeckettLibrary' about a new carpet in the Headingley Library and the #refurb hashtag.
- Beckett Books Extra:** A section with an information icon and a question mark icon, featuring a 'Recommend' button with a right-pointing arrow.

Beckett Books Extra Service Growth since 2015



Beckett Books Extra purchases since 2015 by format





Example 1. Improving usage of print books bought through Beckett Books Extra

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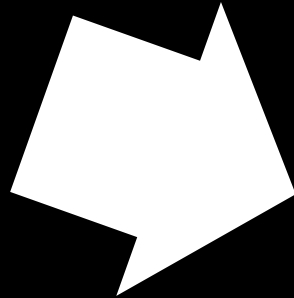
Create:

Issue: In 2015/16 only
35% of print books
purchased had been
used

Example 1. Improving usage of print books bought through Beckett Books Extra

Create:

Issue: In 2015/16 only
35% of print books
purchased had been
used



Innovate:

Test ideas of why this
happened

1. Book took too long to arrive
2. Ambiguity of when book arrived

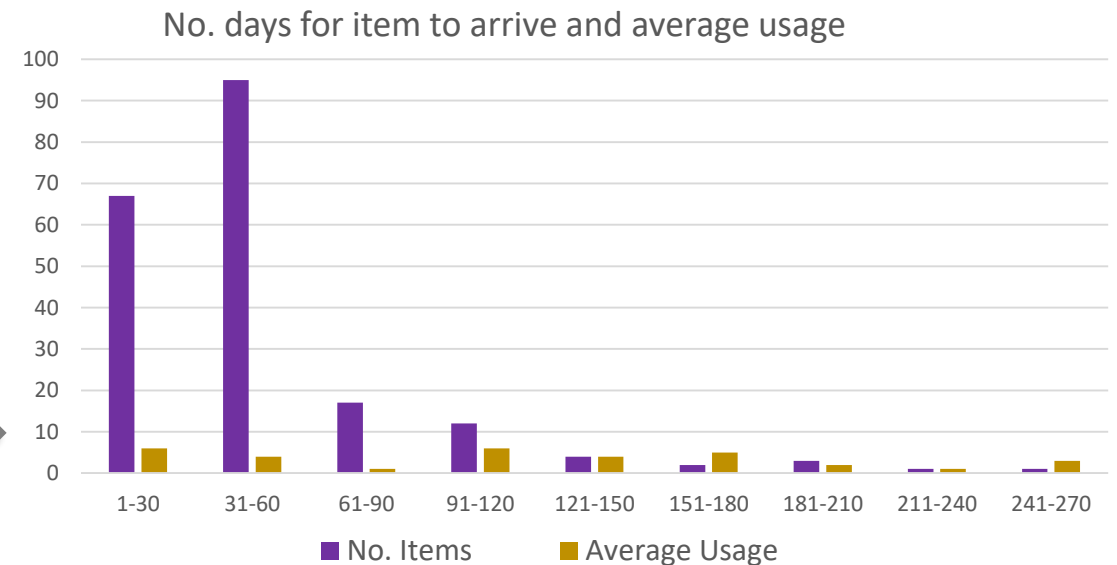
(student emailed when book ordered but not when book arrived into stock)

Idea 1) The longer it takes for books to come into stock, the lower the average usage will be

Testing ideas of analysis:

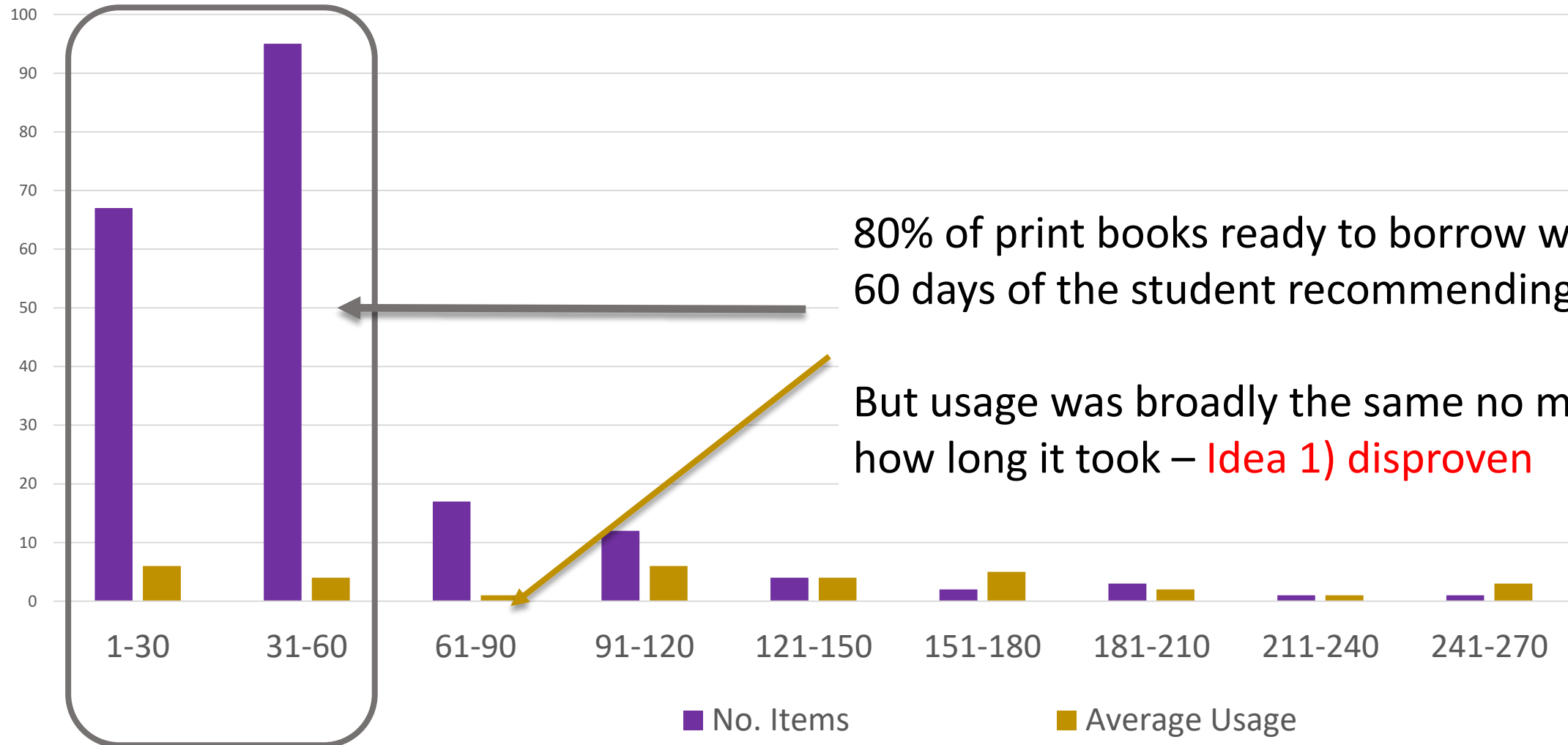
1. Calculate no. days between receiving the recommendation & it being ready to borrow
2. Separate books into timeframes 1- 30 days, 31-60 days...
3. Look up usage figures for each title
4. Work out average usage for each timeframe

This shows whether the number of days it took for the book to be ready to borrow, correlated with its usage



Idea 1) The longer it takes for books to come into stock, the lower the average usage will be

No. days for item to arrive and average usage



80% of print books ready to borrow within 60 days of the student recommending it

But usage was broadly the same no matter how long it took – **Idea 1) disproven**

Idea 2) Ambiguity of when the print book arrived into stock

Academic year 16/17 – A Hold (reservation) was placed for the student on their recommendation:

Benefits for student:

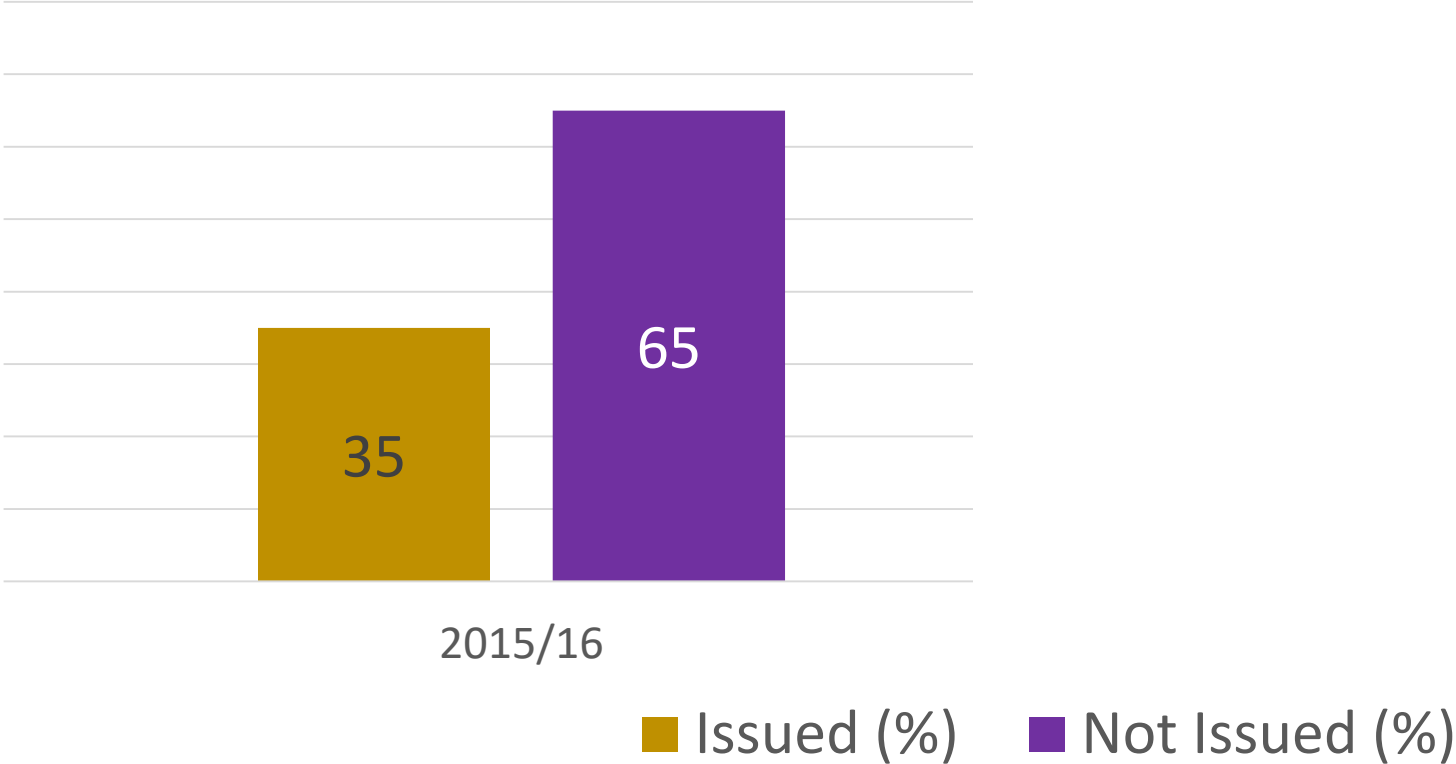
- Receive automated email to say the book was ready to collect and central collection point (no more ambiguity)
- Prioritises the processing of their recommendations once in stock

Issues for staff:

- Required an adaptation to the workflow of ordering and processing the book

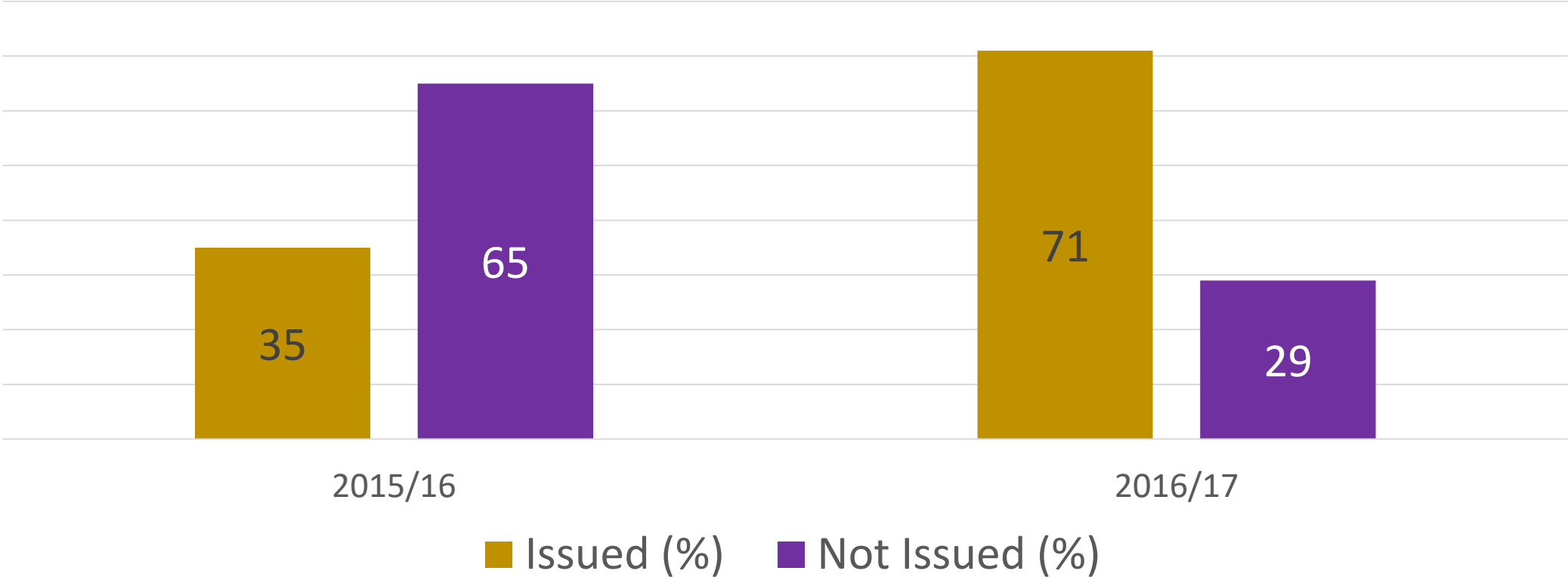
Placing a Hold on print recommendations to improve usage - Results

Have items purchased through Beckett Books Extra been issued at least once in year of purchase?



Placing a Hold on print recommendations to improve usage - Results

Have items purchased through Beckett Books Extra been issued at least once in year of purchase?



71% of print books were issued in 2016/17 – idea 2) worked

Integrate:

Placing holds on print & other physical resources now business as usual

Plus, where a student's recommendation is purchased as an eBook, they are emailed with a catalogue link to it once it becomes available

Example 2) Tailoring the service to students with disabilities

Create:

Issue: Improve accessibility for students with disability needs, but still maintain an acquisition policy

What is Beckett Books Extra?

A **student-led acquisition service** enabling Leeds students to **recommend books, computer games, CDs and DVDs** for purchase for their studies or research.

Key features:

- Only for students
- eBooks are purchased wherever possible
- Accessed via VLE
- Uses Google Form and Sheet
- Students pick a reason for their recommendation



In order to Innovate... Collaborate!

Disability support colleagues advised on:

- Likely student needs
- Getting the wording right
- Understanding how eBooks can be accessible
- Support available to students and how to signpost them to it where appropriate

The screenshot shows the top navigation bar of the Leeds Beckett Library website, featuring the logo and a '24 SEVEN' badge. Below the navigation bar, there are tabs for 'Library Home', 'Using the Library', 'Subject Support', 'Resources', 'Student IT Support', and 'Research Support'. The main content area is titled 'Disabled and Dyslexic Users' and includes sub-tabs for 'Welcome and Help', 'Borrowing', 'Disability Resource Area', 'Software', 'Print, Scan, Copy and Bind', and 'QuickScan'. The 'Library Disability Support' section provides information about Sue Smith, the Learning Support Officer, and lists various services she offers, such as assistance with Disability Resource Areas, assistive software, and research. A video player shows Sue Smith speaking, with the title 'Learning Support Officer (Disability and Dyslexia)'. The 'Welcome to the Library' section provides a general welcome and information about physical access to the libraries.

The screenshot shows the 'How to make electronic resources more accessible' section of the Leeds Beckett Library website. It features a navigation bar with tabs for 'eBooks', 'PDF documents', and 'Computer and web browser settings'. Below the navigation bar, there are four sections, each with a title and a 'Topics' section. The sections are: 'How can I change the text size in an eBook?' (Topics: e-books, Disability), 'How can I change the background colour in an eBook?' (Topics: Disability, e-books), 'How can I change the font colour in an eBook?' (Topics: Disability, e-books), and 'How can I have an eBook read aloud to me?' (Topics: Disability, e-books).

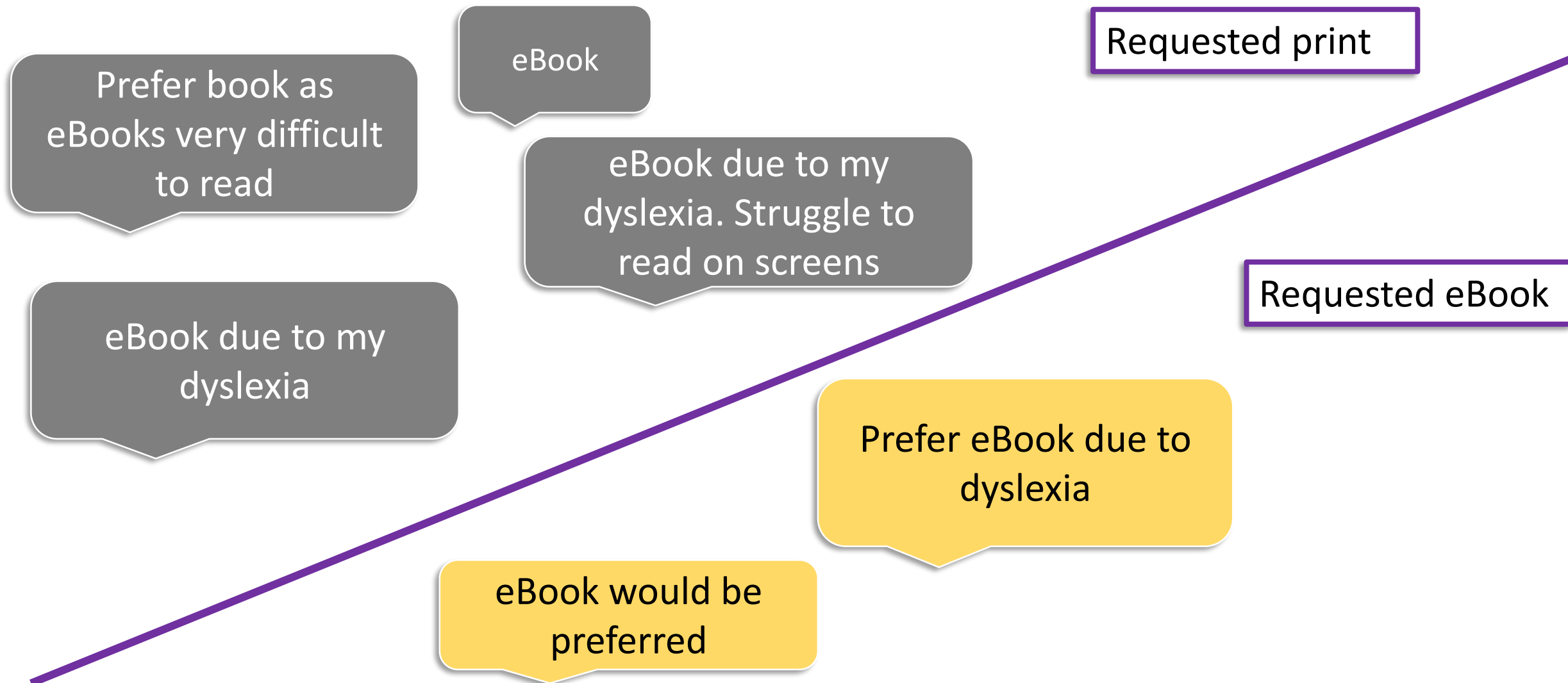
Example 2) Tailoring the service to students with disabilities

Innovate:

From Jan 2018:
Google Form to ask
students if they have
a **specific** need for a
format of book

“If there is a format of book (print or eBook) that you **cannot** use due to a disability or studying via distance learning please give details below.”

Responses received Jan – May 2018



Example 2) Tailoring the service to students with disabilities - Results

Item Details

Mark

Where is it Shelved? A Look Inside Details of this Title

Where to find it at Sheila Silver, City Campus

Place Hold

Buy at Blackwell

Find more by this author

Find more on subject headings

Nearby items on shelf

Title **The ultimate guide to using influencer marketing**
Author Sinkwitz, Joe, author.
Publisher: www.intellifluence.com,
Pub date: 2018.
Pages: xv, 157 pages :
ISBN: 9781973473138
Item info: 2 copies currently available at Sheila Silver Library.

Holdings

Sheila Silver Library

Shelf Mark	Type	Holds	Location
658.11 SIN (2 copies)	Standard	-	On shelves Map
	Standard	-	On shelves

Item Details

Mark

Where is it Shelved? A Look Inside Details of this Title



Where to find it at Sheila Silver, City Campus

Place Hold

Title **The influencer economy : how to launch your idea, share it with the world, and thrive in a digital age**
Author Williams, Ryan, author.
Publisher: Ryan Williams,
Pub date: 2016
Pages: xvi, 257 pages ;
ISBN: 9780996077118
Item info: 2 copies currently available at Sheila Silver Library.

Holdings

Sheila Silver Library

Shelf Mark	Type	Holds	Location
658.11 WIL (2 copies)	Standard	-	On shelves Map
	Standard	-	On shelves

6 students requested a specific format of book due to a disability need between Jan-May 2018 and positive feedback was received

Hi Amy and Sue,

Huge thank you to you both from myself. 😊

Kindest regards,
S-

Integrate:

- **Statement remains on Google form**
- **Monitoring usage**
- **Refine procedures for staff**
- **Will look for any patterns that would be useful for the Disability Support team to be aware of**

Adapting an acquisition policy to a student-led service

Benefits to students

- Provides a tailored service
- Recognises and signals we understand their needs
- Buys them resources they want, in the format they need

Issues for staff

Requires increased communication with students:

- Inform them when format can't be provided, suggest alternatives or further support

Tailored services can lead to fewer purchases but *better* acquisition decisions:

- Reliant on suppliers e.g. for eBook availability, but this is improving all the time
- Buying only the right format has cost benefits and should increase usage

Summary

Beckett Books Extra is a student-led acquisition service which has purchased almost 1000 new resources since 2015.

The service's continuous improvement has developed into a framework described as Create, Innovate, Integrate

Key examples include the improvement in usage by placing Holds (reservations) on print books and adapting acquisition policy specifically for students with disability needs

It requires a collaborative approach and for staff to be open to change



Questions?

If you would like further information please contact me:

Amy Campbell

Email: a.a.campbell@leedsbeckett.ac.uk



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