Breaking Down Silvs

CAMPUS COLLABORATION TO DELIVER COURSE READINGS

A WESTERN UNIVERSITY

In August 2016, Western Libraries launched a Course Readings & syllabus service using Ares via the LMS (Sakai). This was the culmination of two years of hard-fought collaboration across a siloed library and university environment.



Partners across campus

Ares Implementation Team

Adopting Ares as a course readings service affected all Western Libraries locations, the Affiliate College Libraries, the Copyright Office, various Information Technology departments, and The Book Store at Western. Since our approach was to be inclusive and collaborative across campus, we invited these stakeholders to be members of the Implementation Team. Although this broad and diverse membership may have slowed down the process of adopting Ares, it helped with navigating the political landscape and ultimately facilitated a smooth rollout.

Library Reserves Staff

With decentralized reserves processing at each location, staff support was critical to success. Many locations immediately saw the utility of the software and the benefit to users, easing the transition to a formalized workflow, unified service, and changed workload.

Library Location Managers

Location managers were essential partners in the Ares implementation process. Managers were able to advocate for their locations and help problem-solve any location-specific challenges. They were also able to work with their staff and communicate the rationale for offering the service. Workload patterns changed with this new service, so managers had to adjust accordingly.

Copyright Copyright literacy is a major goal for

the Western community. Utilizing the copyright processing module of Ares in tandem with staff training to enable making informed copyright decisions, Course Readings facilitated the responsible and legal use of supplementary materials. Copyright rationale is recorded for each item and, where necessary, clearance is secured through Western's Copyright

Office.

Accessibility

Ontario's requirement for universal access through compliance with conditions of the Accessibility for Ontarians with Disabilities Act (AODA) is fulfilled by proactively supplying machine-readable PDFs of material scanned for Course Readings. Conversion has been automated through optical character recognition (OCR) software scheduling using ABBYY FineReader.

structional Technology Resource

Through partnership with our LMS administrator, Course Readings was integrated with OWL (Sakai) using the LTI standard. Course Readings is available as an optional tool in OWL for instructors. Student-staff in the ITRC who assist instructors with course design are oriented to the Course Readings service and functionality.

Communication and Buy-In

The Book Store at Western

Partnering with The Book Store at

Western helped realize the goal of

providing a unified one-stop option

for requesting and making available

supplementary course materials to students regardless of format or desired method of delivery, either as a physical or digital reserve item

through Western Libraries or as a custom course book for sale in The Book Store.

Western Libraries is a system of six autonomous libraries which provide course reserves, so adopting a platform that requires system-wide consistency also requires significant communication, opportunity for providing input, and support from leadership. We used working groups with membership across the system, had regular meetings with opportunities for feedback, and had

unified adoption.

the support of leadership to ensure NBURGH EW DANISH CINEMA C

After one semester -

5527 Items

779 Courses

12.4% **Of Total Courses**

Library IT Services

LITS provided technical support with

data transfer setup. LITS acted as

experts when liaising with Registrar

IT in developing a secure data

transfer workflow, and with Western

ITS who monitors and maintains the

locally hosted Ares server. Further,

they procured OCR software to

support the accessibility goals of the

service and other initiatives at

Western Libraries.

Registrar Information Technology

Services

RITS assisted in mapping existing fields in the Registrar database to Ares and in developing a workflow for secure data transfer. The provision of daily course & user loads ensure the Course Readings system is seamless to the user.

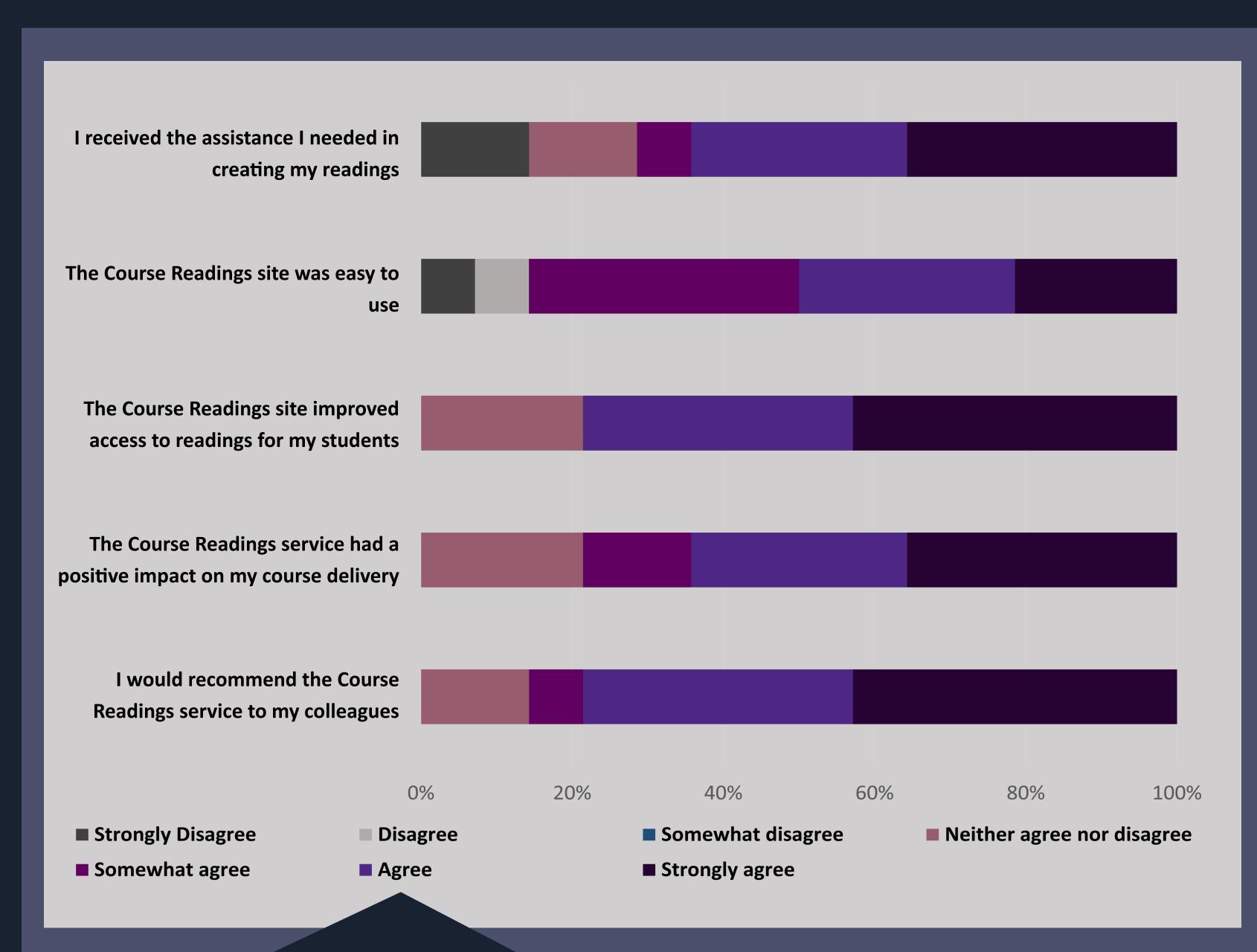
> 47% **Print Books**

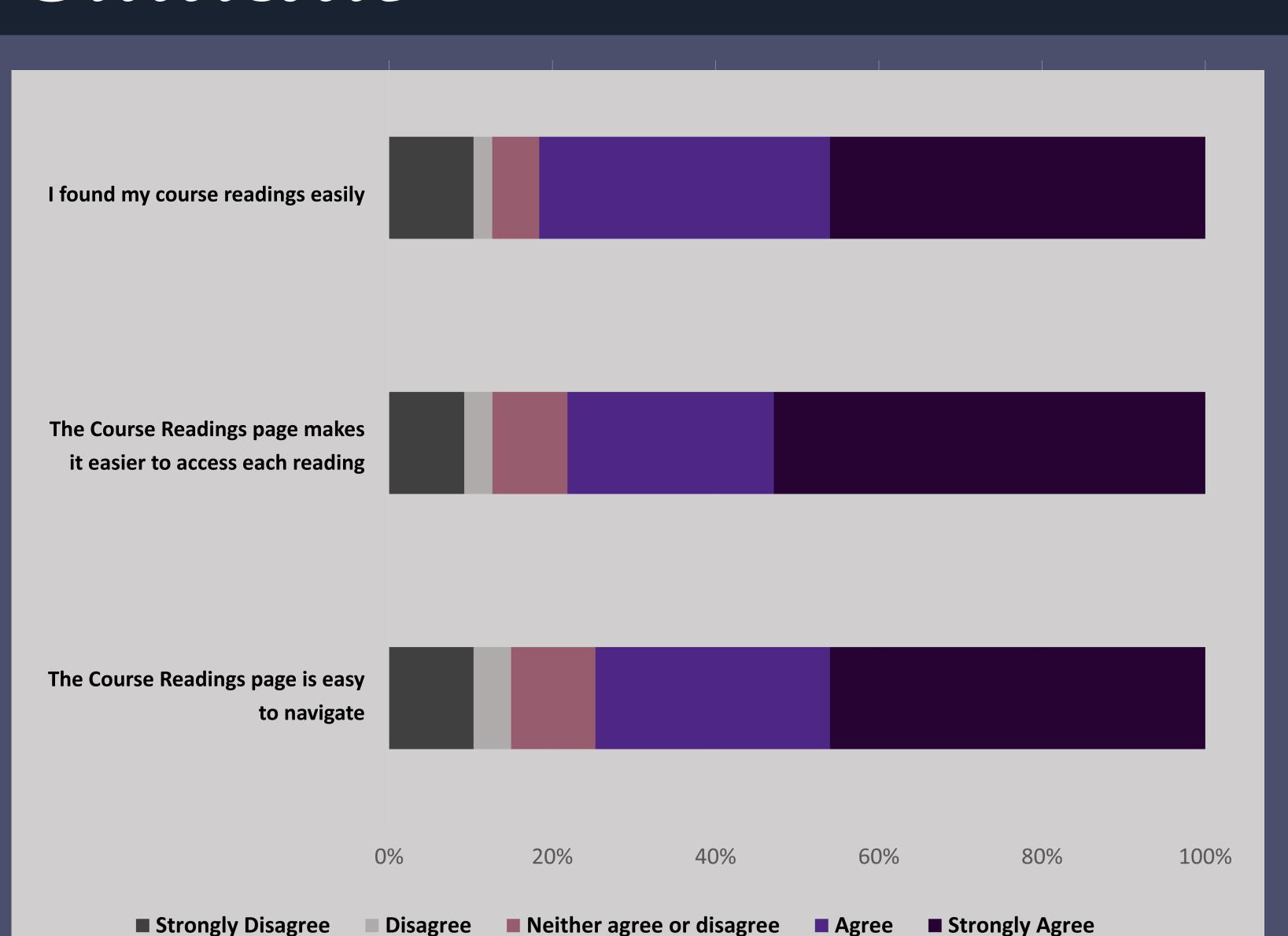
39% Articles, Links, & eBooks

9% Scanned **Excerpts**

Instructors -

Students





"This is such a fabulous service and I'm truly delighted to be able to take advantage of it."

"I am writing to say THANK YOU to the library system for this amazing new service. Not only does the service save me time as the instructor (which is nice), but more importantly it helps the students to be able to efficiently and accurately access their readings. I find that this creates opportunities to reduce students' stress and can lead them to better focus on their learning. Whoever came up with this service is a genius. So THANK YOU, THANK YOU."

"I really appreciate having this for myself and for my students. My students have also mentioned they really like having the readings all in one "tab." Thank you for the support and for providing this service!"

"Many thanks for your efficient work on this. I have been raving about the new service to my colleagues."

"Love it!!!"

"Beautiful program, love it."

"I love this service! So easy to get readings done for class...no excuses now!"

"This feature is AMAZING. It is very useful and reduces the amount of time it takes to find an article. I found without this feature, I sometimes wouldn't read the articles or chapters because I had to go find them whereas now I am doing them because it is very easy access."

"I really appreciated this service. It saved me so much time throughout the course, not having to spend ages finding all the articles. Thank you so much for all of your efforts."

