

Kingston University London

Demonstrating and
Deepening the Library's
Value with Ex Libris
Higher-Ed Solutions



**Kingston
University**
London

Thanks to Ex Libris higher-ed cloud solutions, the Kingston University London libraries free more time for serving users, offer speedy access to information and resources, and prove — and improve — the library's value to the rest of the University.

ExLibris
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“... We have more time to do the enriching work that we would like to do with students, because we know the back office stuff is taken care of.” Helen Woolfries, Kingston University London



About Kingston University London

Ranked among the top young institutions in the world, Kingston University serves more than 16,000 students. Libraries at each of the four campus locations are especially focused on providing electronic resources, with more than 1,800 open-access PCs and a collection that includes more than 78,000 online journals, a wide range of databases and 275,000 e-books.

Supporting Strategic Goals

Kingston University has been a longtime customer of Ex Libris, adopting more and more Ex Libris solutions with time. Today there are five solutions in place: the Alma library services platform, Primo discovery service, Leganto for course resource list management, RefWorks for reference management, and the campusM mobile app platform. With the efficiencies and wide variety of integrations that are possible, the library continues to uncover new benefits for library staff, academics and students.

Even more importantly, the Ex Libris solutions support Kingston University's strategic goals by furthering teaching and learning and enabling student success while improving library productivity.

According to Helen Woolfries, Collections Manager for Library and Learning Services, "From a staff perspective, having one interface to manage all our processes rather than several is incredibly welcome. It makes our workflows far more streamlined and makes us as time-efficient as possible. Shared Alma, Primo, and Leganto workflows help us maintain the service standards we promise to our patrons. That means that, as librarians, we have more time to do the enriching work that we would like to do with students, because we know that the back office stuff is taken care of."

Integration and Collaboration

The Ex Libris solutions used by Kingston University power a great deal of collaboration, to the benefit of both staff and library patrons. Woolfries recounts just a few: "With Primo, our users can discover content to which we don't currently have subscriptions. We curate the content, so we don't make everything visible, but we do offer a wider window into the resources that are out there beyond our collection, and feed them into interlibrary loan. Our patrons can look for and search across multiple databases in a single online location." Similarly, "The Community Zone in Alma lets us connect out to other libraries and access and use common sets of data. It then makes them available within the knowledge base. Being able to export lists from Primo to RefWorks is another helpful kind of connection. Our subject librarians make it part of their education to the

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Helen Woolfries, Kingston University London

students, who use it throughout their time here.

"The Ex Libris products also work with other systems that we have. We use Alma for EDI (Electronic Data Interchange) with our vendors, and we can also pull information from our student records database into Alma. Primo can link out to our online chat tool in appropriate places throughout our library web interface, which is very helpful. And campusM brings in information through APIs from, for example, our student timetabling systems. The students have a one-stop location for a lot of valuable information."

Improving Service to Academics

With Leganto, academics are choosing resources, verifying that they're in the collection through Leganto's integration with Alma, and then publishing the list on their own.

"That tells you how intuitive Leganto is to use," declares Woolfries. The library staff steps in when an item is not in the collection and frequently collaborates with faculty on a list for a new course module. As Woolfries explains, "It is very much a conversation between the academic and the subject librarian as far as what can be purchased, and to ensure that the right resources are going onto the list. Leganto has created an opportunity for teaching staff to look again at their reading lists to make them more like resource lists, including a wide range of media."

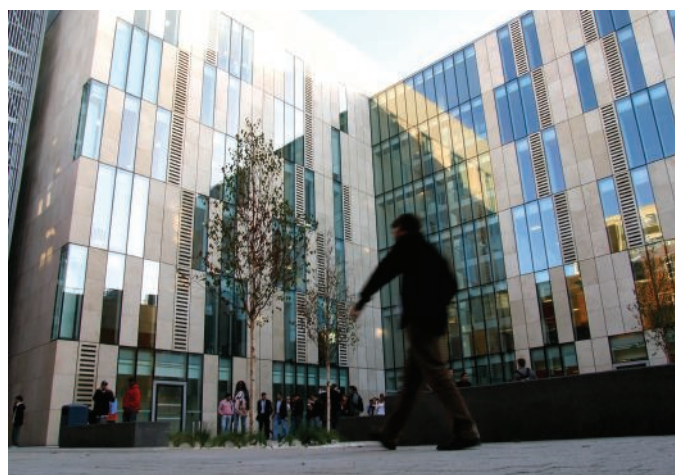
As for the students, "Leganto is promoting e-resources in a way that we didn't have in the past," states Woolfries. "We can make resources available to the students quite quickly. It's straightforward to link through from Leganto to the resource, and to provide the link to the electronic or digital material in the same place that the tutor has written their comments on the intended focus of the reading. All of that comes together in the same place."

Seamless Access for Students

"The Ex Libris products that are directly student-facing, like campusM and Primo present nice, clean interfaces," Woolfries relates. "And it is good that so many of the Ex Libris products are available on mobile devices, since we know that students use them on the move. We have a particular focus on our commuting students. We're looking at how the resources we have are accessible to them,

whatever kind of device they're using, and whether they're on the bus or the train."

The centerpiece of the University's mobile experience is campusM. "It can be the front page for many different apps, and brings all of these services right to the place that students want to find them. And since joining Ex Libris, campusM now comes with all of the development infrastructure that we are used to in other Ex Libris products, like a monthly release, a public roadmap with the opportunity for us to give feedback into future development, and 24/7 support."



Proving Value Through Analytics

"It's not only about the efficiency of our workflows. It's about having lots of information at your fingertips," Woolfries explains. "That gives us a complete picture of what's going on, so that we can make more informed decisions. The analytics module in Alma is great in terms of being able to drill down and see how the collection is performing, patterns in usage, and how circulation policies affect student borrowing. We can get tailor-made reports on just about all the activity that we or our patrons do."

"One feature that is particularly useful is the ability to gather statistics on e-resources through SUSHI. We are able to combine those statistics with financial information from Alma to make purchasing decisions. That kind of functionality within Alma routinely drives decisions on things like subscription renewal. In terms of circulation, we

have implemented auto-renewals for our students, and can see reporting on that in Alma. We see how it's affecting the proportion of the collection that is on loan, how many loans students have, and whether it's been beneficial to them in terms of not accruing fines and things like that.

"This has all been very helpful for us in making the case to the rest of the University about how we manage the resources that we're given. It means that we're making the best use of our collection. We are showcasing the links in the places that are best for students, proving it with actual usage. It's showing value for money. It creates a picture.

"Obviously the resources that we curate on behalf of the University facilitate research and are the foundation of much of the teaching. Having Ex Libris solutions allows us perform well, and in a way that is seamless with the rest of the University."



About Ex Libris

Ex Libris, a ProQuest company, is a leading global provider of cloud-based SaaS solutions that enable institutions and their individual users to create, manage, and share knowledge. In close collaboration with its customers and the broader community, Ex Libris develops creative 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](#).

