At a glance:	
Chosen solution:	Liberty Digital
Key objectives:	Ensure students have access to essential textbooks, recommended course materials, and a diverse print collection that broadens their understanding of culture and society and supports their personal growth.
Flexible Options:	Acquisitions module
Core Challenges:	Finding an intuitive system with OPAC customisation, easy navigation, task automation, and streamlined inventory tools for easy stocktaking to maintain an accurate understanding of the collection's status.
Library staff:	4 staff members

Queen's College, The University of Melbourne & Liberty Digital

Melbourne, Victoria, Australia

Tell us about your library.

The library is located within Queen's College, which is a residential college affiliated with the University of Melbourne. We have a community of approximately 300 undergraduate and postgraduate students.

Open 24/7, the library offers study spaces, textbooks for semester-long borrowing, and support with research and referencing.

Our collection includes both non-fiction and fiction titles to support scholarly and recreational reading.

Furthermore, we actively promote literacy and community engagement through our Book Club, which meets several times a year.

What are your library's goals and mission?

Our mission is to provide a welcoming and supportive environment that fosters learning, curiosity, and a love for reading. Our goal is to ensure students have access to essential textbooks, recommended course materials, and a diverse print collection that broadens their understanding of culture and society and supports their personal growth.

Through initiatives like our Book Club, we encourage students to become active, engaged members of the community. By offering these resources and services, we aim to create a space where students feel empowered to succeed and connect with one another.

What kind of challenges were you facing that made you think about a new library system?

While our previous system served us for a time, we began to encounter a few limitations that made it harder to meet the growing needs of our residential community.

One of the main challenges was that the system wasn't as intuitive as we'd hoped, and we did not have a lot of customisation options, particularly with our OPAC design and functionality.

We also found that the system didn't offer enough automation. For example, we couldn't easily set up due date reminders via email, or bulk add new student borrower details.

In addition, we found it challenging to conduct stocktakes due to the absence of streamlined inventory tools. This made it difficult to maintain an accurate understanding of the collection's status.

These experiences led us to seek a new ILS that could better support our workflow, improve user experience, and help us provide more efficient services and be responsive to our students.

> **Queens College, The University of Melbourne's Library's Vision**
>
> *Provide a welcoming and supportive environment that fosters learning, curiosity, and a love for reading.*
>
> **Queens College, The University of Melbourne's Library's Purpose**
>
> *By offering students resources and services that broaden their understanding of culture and society and initiate action within their community, we aim to create a space where students feel empowered to succeed and connect with one another.*

What was your turning point? How were you feeling?

The turning point came when we needed a system that could meet the demands of modern library management. Many tasks, such as sending due date reminders, generating reports, and managing

stocktakes, were still being handled manually. We needed a system that could help us balance and prioritise our time more effectively.

What was at stake if you didn't make a change?

As the library continued to grow and evolve, we recognised the need for a more sustainable approach to our operations.

The manual processes and workarounds we were using were becoming less efficient, and the demands on our resources were increasing. To maintain our ability to provide reliable, consistent services to our students, it became clear that we needed a system that could better support our needs.

Our goal was not only to improve operational efficiency in the short term but also to ensure the long-term sustainability and effectiveness of our library services for the community. We sought a solution that would grow with us and continue to meet the needs of students for years to come.

Why did you choose Liberty Digital to solve your challenge(s)?

We chose Liberty Digital because their solution was the best fit for our library's needs. We were reassured by the fact that other nearby residential libraries of a similar size were successfully using Liberty Digital, which gave us confidence in its suitability for our own library.

Liberty Digital's user-friendly interface stood out, as it made navigation easier for both staff and students, addressing a key challenge we had with our previous system. Moreover, the ability to automate routine tasks would save us significant time and reduce the risk of error. On top of that, Liberty Digital proved to be cost-effective, offering great value within our budget.

How are you using Liberty Digital to solve your challenge(s)? And how are you finding the process?

Overall, the implementation process has been smooth. Liberty Digital's support team has been responsive and provided us with comprehensive training, which helped us get up to speed quickly. The system has been flexible and adaptable to our needs, which has made the transition a lot easier. We're confident that Liberty Digital will continue to help us improve efficiency and provide a strong service to our users as we move forward.

How have you benefitted from using Liberty Digital?

We're using Liberty Digital to enhance several key aspects of our library operations. Specifically, we've improved the layout and functionality of our OPAC, which will make it easier for students to find resources, and access other important information related to the library. The ability to bulk upload new borrowers and easily bulk edit records has streamlined our administrative processes, saving us valuable time. Liberty Digital has also made tasks like bulk weeding and stocktaking much more efficient.

Is Liberty Digital helping you achieve your goals? Have you set new goals and targets?

Yes, Liberty Digital is definitely helping us achieve our current goals. By streamlining administrative tasks and improving our OPAC's functionality, we've already seen significant improvements in efficiency.

In terms of new goals, we're now focusing on further optimising our library's operations using Liberty Digital's more advanced features. For instance, we're planning to take full advantage of the Acquisitions module to better manage our budgets and track outstanding orders.

We're also setting goals around increasing user engagement, such as sending targeted emails, encouraging book reviews, and using custom lists to spotlight different collections and promote circulation.

What have you learned from working with Softlink IC?

Working with Softlink IC, we've learned a lot about the importance of collaboration and clear communication in the implementation process. We experienced challenges with the data transfer, and Softlink IC provided tailored, thoughtful solutions to smoothen the transition. They also pointed us to settings that could replicate our previous workflows. This approach ensured that we could maximise the system's capabilities from the start.

We've also learned the value of ongoing support. Softlink IC's patience, responsiveness, and willingness to provide training, as well as their proactive approach to troubleshooting, have been instrumental in ensuring a successful rollout. They've also been open to feedback and have made adjustments based on our input, which has helped us feel like true partners in the process.

Overall, working with Softlink IC has reinforced the idea that a strong partnership with the vendor is critical for a successful library management system implementation.

What would you say to other libraries facing the same challenge(s)?

To other libraries facing similar challenges, I would strongly recommend considering Softlink IC as a vendor. One of the key advantages we've experienced is their focus on customer support. They provided excellent service during implementation as well as in-depth training. We've felt supported every step of the way. Knowing that help is just an email away has been invaluable, especially for a small team such as ours.

Another major positive is the system's ease of use and intuitive design. From the OPAC design, to inventory management and stocktaking to spotlighting books and generating targeted emails, the system's capabilities have helped us improve service delivery to meet the needs of the modern user.

Overall, the positive experience we've had with Softlink IC has made it clear that a vendor who understands your needs, offers excellent support, and provides a flexible, user-friendly system can truly make a difference. I'd encourage other libraries facing similar challenges to consider Softlink IC for the long-term benefits it offers.